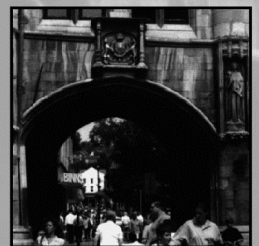


CITY OF  
*Lincoln*  
COUNCIL

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# Council Summons

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For the meeting to be held on  
**Tuesday, 9 April 2019**

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Council Summons

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## CITY OF LINCOLN COUNCIL

Sir/Madam,

You are hereby summoned to attend the meeting of the COUNCIL of the City of Lincoln to be held at The Guildhall on Tuesday, 9 April 2019 at 6.30 pm.



Chief Executive and Town Clerk

Angela Andrews

### A G E N D A

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2. Confirmation of Minutes - 4 March 2019	<b>11 - 18</b>
3. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
4. Receive Any Questions under Council Procedure Rule 11 from Members of the Public and Provide Answers thereon	
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(a) Report by Councillor Fay Smith - Portfolio Holder for Remarkable Place	<b>19 - 36</b>
(b) Report by Councillor Jackie Kirk - Portfolio Holder for Customer Experience and Review	<b>37 - 46</b>
(c) Report by Councillor Bob Bushell - Chair of the Community Leadership Scrutiny Committee	<b>47 - 54</b>
(d) Report by Councillor Jim Hanrahan - Design Advocate	<b>55 - 56</b>

7. To Consider the Following Recommendations of the Executive and Committees of the Council

- (a) Review of Hackney Carriage Fares

**57 - 68**

**Present:** Councillor Keith Weaver (*in the Chair*),  
Councillor Bill Bilton, Councillor Yvonne Bodger,  
Councillor Alan Briggs, Councillor Kathleen Brothwell,  
Councillor Chris Burke, Councillor Sue Burke, Councillor  
Bob Bushell, Councillor Thomas Dyer, Councillor  
Geoff Ellis, Councillor Jim Hanrahan, Councillor  
Gary Hewson, Councillor Ronald Hills, Councillor  
Jackie Kirk, Councillor Rosanne Kirk, Councillor  
Helena Mair, Councillor Adrianna McNulty, Councillor  
Laura McWilliams, Councillor Ric Metcalfe, Councillor  
Neil Murray, Councillor Donald Nannestad, Councillor  
Lucinda Preston, Councillor Christopher Reid, Councillor  
Fay Smith, Councillor Edmund Strenziel, Councillor  
Ralph Toofany, Councillor Naomi Tweddle, Councillor  
Pat Vaughan and Councillor Loraine Woolley

**Apologies for Absence:** Councillor Biff Bean, Councillor Gill Clayton-Hewson,  
Councillor Andy Kerry and Councillor Hilton Spratt

**47. Confirmation of Minutes - 22 January 2019**

RESOLVED that the minutes of the meeting held on 22 January 2019 be confirmed.

**48. Declarations of Interest**

No declarations of interest were received.

**49. Receive Any Questions under Council Procedure Rule 11 from Members of the Public and Provide Answers thereon**

No questions had been received.

**50. Receive Any Questions under Council Procedure Rule 12 from Members and Provide Answers thereon**

Councillor Thomas Dyer asked the Leader of the Council the following question:

“Has the Council offered any discretionary business rate relief to encourage businesses to either come to or invest further in Lincoln?”

Councillor Ric Metcalfe, Leader of the Council, responded by saying that the Council had always supported small businesses which he said were the lifeblood of the economy. A number of schemes for relief from business rates could be put in place for small businesses via statutory or discretionary relief, with several hundred small businesses in the city taking advantage of existing discretionary relief.

A further policy relating to discretionary relief for small business was agreed by the Executive in July 2018 which sought to encourage economic growth. It was reported that, to date, no applications for this relief had been received. The Leader queried whether the application process was too complicated or if enough

publicity regarding the relief had been undertaken but confirmed that he would raise this with officers outside of the meeting, adding that it was important for businesses to know what was on offer in relation to business rate relief.

**51. Receive Reports under Council Procedure Rule 2 (vi) from Members**

**(a) Report by Councillor Donald Nannestad - Portfolio Holder for Quality Housing**

Councillor Donald Nannestad, Portfolio Holder for Quality Housing, presented his first report under this portfolio having taken over in May 2018. He highlighted that there had been some significant change in the Directorate since then, with the new Director of Housing and Investment commencing their role during October 2018.

Councillor Nannestad reported that housing was changing rapidly and that Council housing was no longer housing of last resort, with many private housing tenants in the city now aspiring to be tenants of the City Council. Over the last twelve months the Council had added to its housing stock with the biggest increase in houses for at least 40 years. He highlighted that next year, 2020, saw the centenary of the first Council housing built in Lincoln which provided an opportunity to celebrate council housing and the important part it had played in the lives of many Lincoln people over the years.

Updates on the following aspects of the Housing and Investment directorate and the services it provided were set out in the report:

- homelessness;
- tenancy management;
- new build and allocations;
- housing improvement programme;
- housing repairs;
- supported housing;
- private sector housing;
- health.

In relation to the new build programme, Councillor Nannestad highlighted that 46 new Council houses on Westwick Drive had been completed, nearly all of which were let in the first day of availability.

He also highlighted that the Executive at its meeting on 25 February 2019 had approved the redevelopment of De Wint Court as an Extra Care facility which was the first of its kind in Lincoln.

Councillor Ronald Hills asked whether the proposal to establish a housing company in order to facilitate the construction of houses for let at market rate was still something that the Council was seeking to pursue. Councillor Nannestad said that it was necessary for him to prioritise upon taking over as Portfolio Holder the key projects and schemes within the directorate. Other projects and schemes, which he felt were more urgent, had taken priority. The principle of a housing company was still open for consideration, but it would need to be able to cover itself financially.

Councillor Christopher Burke congratulated the Portfolio Holder in relation to the team successfully preventing 159 cases of homelessness and relieving 134 cases since the introduction of the Homelessness Reduction Act. He also welcomed the addition of new Council houses in the city.

Councillor Jim Hanrahan asked whether any consideration had been given to areas of land currently occupied by garages which could be used for housing. Councillor Nannestad confirmed that a number of sites were being looked at for this purpose, however, they tended to be quite small in size with larger sites able to provide better economies of scale.

Councillor Jackie Kirk asked for some further explanation in relation to the £441,750 for 2019/20 that had been secured via a bid for funding from the Government relating to homelessness. Councillor Nannestad confirmed that this funding would be used to support an assessment hub together with two Support Planners, four Support Workers and additional temporary accommodation. The requirement for the bid to be submitted in the first place demonstrated how services had been deprived of money to address issues, particularly the health service.

Councillor Eddie Strengiel asked whether there had been an increase or decrease in the number of people who were ex-military being homeless or sleeping rough. Councillor Nannestad was unable to provide specific figures, however, he reported that ex-military personnel would have access to a range of support through agencies and organisations which other people would not necessarily be able to access. In view of this, they may have sought help or support without needing to contact local authority. In terms of the Council's housing register, ex-military personnel did not have to meet the requirement of a local connection to Lincoln in order to qualify for housing in the city.

Councillor Nannestad reported that a Homelessness Conference would be held on 15 March 2019 involving a range of agencies and organisations in the city.

It was RESOLVED that the report be noted.

**(b) Report by Councillor Naomi Tweddle - Chair of the Equality and Diversity Group**

Councillor Naomi Tweddle, Chair of the Equality and Diversity Group, presented a report which covered the work of the Group from April 2019 to January 2019.

Councillor Tweddle emphasised how important equality and diversity was and that she was keen to keep the momentum going within the Council. She reported that an arrangement had been confirmed for the use of the People's Partnership in respect of consultation, particularly relating to equality analyses. This ensured that key decisions and new policies fully considered the equality and diversity impacts on residents and individuals. The People's Partnership was an organisation which provided a voice for people that had different protected characteristics under the Equality Act.

In order to avoid the risk of discrimination against any resident when delivering its services, the Council had developed a new corporate equality monitoring form which was available on the authority's intranet. The form was used in part or in full when services needed to find out about the makeup of the community they were serving.

Councillor Tweddle was proud to report that the Council supported Domestic Abuse Awareness Week 2018, which took place between 11 June and 15 June 2018. During the week the Council helped to raise awareness of domestic abuse and the impact this could have on individuals to both staff and residents in the city, from the perspective of men as well as women as victims of abuse. She highlighted that the topic of domestic abuse was also now being incorporated into the Council's Protecting Vulnerable People meeting.

A menopause policy was also being produced by the Council in order to provide clearer guidelines for supporting employees that were going through the menopause. Councillor Tweddle felt that this was an excellent step forward and was something which the Equality and Diversity Group was keen to see be developed.

It was RESOLVED that the report be noted.

**(c) Report by Councillor Sue Burke - Sustainability Advocate**

Councillor Sue Burke, Sustainability Advocate, presented a report as the first in this role which provided an outline of some of the sustainability work the Council currently undertook.

Councillor Burke was pleased to report that the City Council had sustainability at the centre of its projects and she looked forward to the authority building on this in the future. The Lincoln Project Management Model provided the Council's guiding definition of sustainability, which it stated was about getting the right balance or harmony between economic sustainability, social sustainability and environmental sustainability. The report set out some of the initiatives that the Council was involved with regarding sustainability, which included:

- working in partnership to promote Fair Trade in Lincoln, with the City being initially granted Fairtrade City status in 2013 which it continued to hold;
- working in partnership as a member of the Lincoln Food Partnership which carried out a food hub consultation in July 2018. The food hub was a central facility where food could be collected, stored, processed and distributed to community projects across Lincolnshire as a means to reduce food waste, reduce food poverty and promote a long-term sustainable mode of food citizenship;
- promotion of individual action on the more traditional and sustainable 'green' issues. A key objective was to make homes more energy efficient, which included supporting residents to access Energy Company Obligation funding through energy suppliers;
- promotion of the Low Carbon Lincoln Partnership which signed up to a target to reduce Lincoln's carbon dioxide emissions by 25% by 2020 and 80% by 2050. Carbon dioxide emissions had reduced by 41.3% since 2005 despite the level of growth in the city.

Councillor Burke reported that the Council had reduced its corporate greenhouse gas emissions by 34% since 2008 and would continue to look for opportunities to reduce its emissions and environmental impact further. She looked forward to the Council continuing to make progress towards a carbon free future through its sustainable policies and approaches both as a Council and in partnership.



Councillor Eddie Strengiel asked, in relation to the Council's new build aspirations, whether more sustainable energy sources such as heat pumps which were becoming popular would be used in the future. Councillor Burke agreed to provide a response to this question outside of the meeting after consulting with officers.

Councillor Thomas Dyer said that the Council should be proud of a 41.3% reduction in carbon dioxide emissions since 2005. He asked what more could be done by the Council and other partners to encourage more recycling, especially in order that people knew, for example, what could or could not be recycled and that it was important for this to be publicised. Councillor Dyer also highlighted that there were problem areas in the city where recycling rates were low and asked how this could be improved. Councillor Burke agreed that people did need encouragement but also agreed with the point made that they were confused as to what they could and could not recycle. She did advocate the recycling of more types of plastics than those which could currently be recycled, however, it was acknowledged that there were cost implications associated with this.

Councillor Dyer was complimentary of the Council's approach to using more economical vehicles but asked whether, in the future, the Council could switch to electric vehicles. In addition, he asked what progress generally would be made over the next year with regard to the sustainability agenda. Councillor Burke said that the Council would aspire to use more electric vehicles and additional charging facilities had been placed in the Central Lincoln Car Park to enable more people to use electric vehicles in the city. In terms of progress over the next year, she made the point that addressing the challenges identified within the report would be an ongoing agenda.

Councillor Dyer reported that he had been contacted by a resident who was part of the Plastic Free Lincoln Group which was campaigning to take action against the use of single use plastics. The resident called for the Council to lead by example and remove all single use plastics by the end of the year, requesting that an audit be carried out to identify all sources of single use plastics, together with an action plan setting out timescales and who would be accountable. Councillor Dyer acknowledged that the timescales associated with the request may not be achievable, but asked whether an audit of single use plastics could potentially take place. Councillor Burke was supportive of the reduction in single use plastics although it would not be possible for the Council to remove all single use plastics from its operation by the end of the year. The Council should, however, be educating people about what they could do to reduce the amount of single use plastics they used on a day to day basis. This was an ongoing issue which the Council was aware of, but she acknowledged that more could be done by everyone to reduce this type of waste.

Councillor Gary Hewson reflected on comments made by the Portfolio Holder for Remarkable Place at the meeting of the Performance Scrutiny Committee held on 21 February 2019 in that it was the suppliers and producers of plastics who should take some accountability. It was the Council's responsibility to collect the waste, but any change needed to start with those who produced these plastic products in the first instance. Councillor Sue Burke agreed with these sentiments and said that pressure had to be placed on the producers of plastics in order to make changes, which had already happened nationally in relation to products such as cotton buds.

Councillor Jim Hanrahan supported the work that the Council had undertaken so far, but acknowledged that the authority could only do so much. From the perspective of planning, he was of the opinion that the private sector needed to act on this issue as well in order that more developments were more sustainable in nature.

Councillor Christopher Reid sought some clarity as to where the city was now in respect of carbon dioxide emissions, as the report stated that this had reduced by 41.3% since 2005. Councillor Burke agreed to provide a response to this query outside of the meeting after consulting with officers.

**52. To Consider the Following Recommendations of the Executive and Committees of the Council**

**(a) Council Tax Base 2019/20**

It was proposed, seconded and RESOLVED

- (1) That there are no special items as defined in Section 35 of the Local Government Finance Act 1992 (as amended) applicable to any part or parts of the City of Lincoln local authority area.
- (2) That the Chief Finance Officer's calculation of the Council Tax base for the financial year commencing 1 April 2019 and ending 31 March 2020, as set out in Appendix B of the report, be approved.
- (3) That, in accordance with the Chief Finance Officer's calculation, and pursuant to the Local Authorities (Calculation of Council Tax Base) Regulations 1992 (as amended), the Council Tax base for the 2019/20 financial year be approved as 24,299.78.

**(b) Council House and Garage Rents 2019/20**

It was proposed, seconded and RESOLVED:

- (1) That the basis of rent calculation for charges to individual Council house rents as set out in paragraph 6 of the report, which represents a decrease in the average 52 week council house net rent in 2019/20 of 1% equating to a £0.68 per week loss for social housing rents and £1.08 per week loss for affordable rents per property be approved.
- (2) That a 3% increase in garage rents for 2019/20 in accordance with the proposal in paragraph 6.1 of the report be approved.

**53. Review of Polling Districts and Polling Places**

It was proposed, seconded and RESOLVED:

- (1) That the proposals for Polling Districts and Polling Places for future elections, as detailed in Appendix B to the report, be approved.
- (2) That the Chief Executive be authorised to make alternative arrangements should any of the proposed Polling Places become unavailable for any future election.

**Present:** Councillor Keith Weaver (*in the Chair*), Councillor Biff Bean, Councillor Bill Bilton, Councillor Yvonne Bodger, Councillor Alan Briggs, Councillor Kathleen Brothwell, Councillor Chris Burke, Councillor Sue Burke, Councillor Bob Bushell, Councillor Thomas Dyer, Councillor Geoff Ellis, Councillor Jim Hanrahan, Councillor Gary Hewson, Councillor Ronald Hills, Councillor Jackie Kirk, Councillor Rosanne Kirk, Councillor Helena Mair, Councillor Adrianna McNulty, Councillor Ric Metcalfe, Councillor Neil Murray, Councillor Donald Nannestad, Councillor Lucinda Preston, Councillor Christopher Reid, Councillor Fay Smith, Councillor Hilton Spratt, Councillor Edmund Strengiel, Councillor Ralph Toofany, Councillor Pat Vaughan and Councillor Loraine Woolley

**Apologies for Absence:** Councillor Gill Clayton-Hewson, Councillor Andy Kerry, Councillor Laura McWilliams and Councillor Naomi Tweddle

#### 54. Declarations of Interest

Councillor Donald Nannestad declared a Disclosable Pecuniary Interest with regard to the agenda item titled 'Medium Term Financial Strategy 2019 - 2024'. Councillor Nannestad was an allotment tenant. A dispensation by the Monitoring Officer had been granted to enable Councillor Nannestad as an allotment tenant to participate in proceedings relating to the Medium Term Financial Strategy and the setting of the budget.

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Medium Term Financial Strategy 2019 - 2024'. Councillor Vaughan's granddaughter worked in the Council's finance department.

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Council Tax 2019/20'. Councillor Vaughan's granddaughter worked in the Council's finance department.

Councillor Ralph Toofany declared a Disclosable Pecuniary Interest with regard to the agenda item titled 'Medium Term Financial Strategy 2019 - 2024'. Councillor Toofany was an allotment tenant. A dispensation by the Monitoring Officer had been granted to enable Councillor Toofany as an allotment tenant to participate in proceedings relating to the Medium Term Financial Strategy and the setting of the budget.

#### 55. Receive Any Questions under Council Procedure Rule 11 from Members of the Public and Provide Answers thereon

No questions were received.

**56. Receive Any Questions under Council Procedure Rule 12 from Members and Provide Answers thereon**

No questions were received.

**57. To Consider the Following Recommendations of the Executive and Committees of the Council**

**(a) Medium Term Financial Strategy 2019 - 2024**

It was proposed, seconded and RESOLVED that Council Procedure Rule 17.4 regarding the content and length of speeches be suspended to allow the Leader of the Council and Leader of the Opposition unlimited time to speak on this item.

Councillor Ric Metcalfe, Leader of the Council, proposed the recommendations contained within the report, subject to the replacement of Appendix A with a revised version which had been published and circulated.

Councillor Donald Nannestad, Deputy Leader of the Council, seconded the proposal.

Councillor Hilton Spratt, proposed an amendment by way of an alternative budget which comprised:

- investment in the digital infrastructure of the Council;
- capitalisation on the Government's changes to the Housing Revenue Account to build more quality homes;
- investment in further managed work spaces;
- the introduction of a 'pop-in parking' scheme for the Lincoln Central Car Park on weekends;
- free garden waste collection services under a reformed and renegotiated waste disposal contract;
- up to a 10% increase in public waste bins across the city;
- a reformed management structure across all directorates, with reform to the upper and middle tier of management;
- each reformed directorate to reduce spending by £73,000;
- alignment of future employee wages with the National Living Wage;
- a fundamental review of all Council services in relation to outsourcing.

Councillor Thomas Dyer, Deputy Leader of the Opposition, seconded the amendment.

In voting on the amendment, the amendment was lost.

In accordance with Council Procedure Rule 19.7 a recorded vote was taken, the result of which was as follows:

<b>For</b>	<b>Against</b>	<b>Abstention</b>
Councillor Bodger	Councillor Bean	
Councillor Briggs	Councillor Bilton	
Councillor Dyer	Councillor Brothwell	
Councillor Hills	Councillor C Burke	
Councillor Reid	Councillor S Burke	
Councillor Spratt	Councillor Bushell	
Councillor Strengiel	Councillor Ellis	
Councillor Weaver	Councillor Hanrahan	
	Councillor Hewson	
	Councillor J Kirk	
	Councillor R Kirk	
	Councillor Mair	
	Councillor McNulty	
	Councillor Metcalfe	
	Councillor Murray	
	Councillor Nannestad	
	Councillor Preston	
	Councillor Smith	
	Councillor Toofany	
	Councillor Vaughan	
	Councillor Woolley	

In voting on the original motion it was RESOLVED that the Medium Term Financial Strategy 2019-2024 and Capital Strategy 2019-2024, including the following specific elements, be approved:

- a council tax Increase of 2.93% for 2019/20;
- a housing rent decrease of 1% for 2019/20;
- the Council being a member of the Lincolnshire Business Rates Pool in 2019/20;
- the General Fund Revenue Forecast 2019/20-2023/24 as shown in Appendix 1 of the report and the main basis on which this budget had been calculated;
- the General Investment Programme 2019/20-2023/24 as shown in Appendix 2 of the report and the main basis on which the programme had been calculated;
- the Housing Revenue Account Forecast 2019/20-2023/24 as shown in Appendix 3 of the report and the main basis on which this budget had been calculated;
- the Housing Investment Programme 2019/20-2023/24 as shown in Appendix 4 of the report and the main basis on which the programme had been calculated.

In accordance with Council Procedure Rule 19.7 a recorded vote was taken, the result of which was as follows:

<b>For</b>	<b>Against</b>	<b>Abstention</b>
Councillor Bean	Councillor Bodger	
Councillor Bilton	Councillor Briggs	
Councillor Brothwell	Councillor Dyer	
Councillor C Burke	Councillor Hills	
Councillor S Burke	Councillor Reid	
Councillor Bushell	Councillor Spratt	
Councillor Ellis	Councillor Strengiel	
Councillor Hanrahan	Councillor Weaver	
Councillor Hewson		
Councillor J Kirk		
Councillor R Kirk		
Councillor Mair		
Councillor McNulty		
Councillor Metcalfe		
Councillor Murray		
Councillor Nannestad		
Councillor Preston		
Councillor Smith		
Councillor Toofany		
Councillor Vaughan		
Councillor Woolley		

**(b) Council Tax 2019/20**

It was proposed, seconded and RESOLVED that Council

- (1) Accepts the 7 January 2019 Executive recommendation that the Council Tax Base for 2019/20, as calculated in accordance with The Local Authorities (Calculation of Council tax Base) (England) Regulations 2012, be 24,299.78.
- (2) Calculates the following amounts for the year 2019/20 in accordance with Sections 31 to 36 of the Local Government Finance Act 1992:
  - a) £105,017,850 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(2) of the Act taking into account all precepts issued to it by Parish Councils.
  - b) £98,338,810 being the aggregate of the amounts which the Council estimates for the items set out in Section 31A(3) of the Act.
  - c) £6,679,040 being the amount by which the aggregate at 2(a) above exceeds the aggregate at 2(b) above, calculated by the Council in accordance with Section 31A(4) of the Act as its Council Tax requirement for the year. (Item R in the formula in Section 31A (4) of the Act).

- d) £274.86 being the amount at 2(c) above (Item R), all divided by Item T (1 above), calculated by the Council, in accordance with Section 31B(1) of the Act, as the basic amount of its Council Tax for the year (including Parish precepts).
- e) £0 being the aggregate amount of all special items (Parish precepts) referred to in Section 34(1) of the Act
- f) £274.86 being the amount at 2c) above less the amount at 2e) above, all divided by the amount at 1 above, calculated by the Council in accordance with Section 33(1) of the Act, as the basic amount of its Council Tax for the year

g) **City of Lincoln Council**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
£183.24	£213.78	£244.32	£274.86
<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
£335.94	£397.02	£458.10	£549.72

being the amounts given by multiplying the amount at 2(f) above by the number which, in proportion set out in Section 5(1) of the Act, is applicable to dwellings listed in a particular band divided by the number which in proportion is applicable to dwellings listed in Valuation Band D, calculated by the Council, in accordance with Section 36(1) of the Act, as the amounts to be taken for the year in respect of categories of dwellings listed in different bands.

- (3) Notes that for the year 2019/20 Lincolnshire County Council have stated the following amounts in precepts issued to the Council, in accordance with the dwelling bandings shown below:

**Lincolnshire County Council**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
£861.60	£1,005.20	£1,148.80	£1,292.40
<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
£1,579.60	£1,866.80	£2,154.00	£2,584.80

- (4) Notes that for the year 2019/20 Police & Crime Commissioner Lincolnshire have stated the following amounts in precepts issued to the Council, in accordance with the dwelling bandings shown below:

**Police & Crime Commissioner Lincolnshire**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
£160.92	£187.74	£214.56	£241.38
<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
£295.02	£348.66	£402.30	£482.76

- (5) Having calculated the aggregate in each case of the amounts at 2(g), 3 and 4 above, in accordance with Section 30(2) of the Local Government Finance Act 1992, hereby sets the following as the amounts of Council Tax for the year 2019/20 in accordance with the dwelling bandings shown below:

**Total Council Tax Charge 2019/20**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
£1,205.76	£1,406.72	£1,607.68	£1,808.64
<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
£2,210.56	£2,612.48	£3,014.40	£3,617.28

In accordance with Council Procedure Rule 19.7 a recorded vote was taken, the result of which was as follows:

<b>For</b>	<b>Against</b>	<b>Abstention</b>
Councillor Bean		
Councillor Bilton		
Councillor Bodger		
Councillor Briggs		
Councillor Brothwell		
Councillor C Burke		
Councillor S Burke		
Councillor Bushell		
Councillor Dyer		
Councillor Ellis		
Councillor Hanrahan		
Councillor Hewson		
Councillor Hills		
Councillor J Kirk		
Councillor R Kirk		
Councillor Mair		
Councillor McNulty		
Councillor Metcalfe		
Councillor Murray		
Councillor Nannestad		
Councillor Preston		
Councillor Reid		
Councillor Smith		
Councillor Spratt		
Councillor Strengiel		
Councillor Toofany		
Councillor Vaughan		
Councillor Weaver		
Councillor Woolley		

(c) **Prudential Indicators 2018/19 - 2021/22 and Treasury Management Strategy 2019/20**

It was proposed, seconded and RESOLVED:

- (1) That the prudential indicators, as detailed in Appendix 1 to the report, be approved.



- (2) That the Treasury Management Strategy, including the treasury management prudential indicators and the Investment Strategy, as detailed in Appendix 3 of the report, be approved.
- (3) That the revised Minimum Revenue Position Policy, as detailed in Appendix 2 of the report, be approved.

**58. Pay Policy Statement**

It was proposed, seconded and RESOLVED that the Pay Policy Statement be approved.

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**COUNCIL**

**9 APRIL 2019**

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES**

**Report by Councillor Fay Smith, Portfolio Holder for Remarkable Place**

**Introduction**

The areas covered by my Portfolio have changed relatively recently, so I would ask members to be aware of that. I hope that, despite the steep learning curve I have had this year, members will find my report no less full and informative.

**Open Space Management**

A significant new addition to my portfolio this year has been a range of duties associated with open space management. To give members greater clarity on both the functions and the work undertaken in these areas, I have split the functions out into key areas as below.

**Allotments**

The council's allotment service is now coming towards the end of a period of major investment. Having sold the site on Riseholme Road the Council has invested all the income into other allotment sites, addressing key concerns from existing tenants and the allotments strategy. This has been a million pound initiative undertaken over two winters (so as to minimise disruption for tenants). Work has included new roadways, new boundaries, and new water supplies. Although it has not been possible to address all demands, this still represents the single biggest investment in Lincoln's allotment services that has ever been made, and shows a commitment to both the service and the Council's vision of enhancing the city as a remarkable place to live.

Key within this investment is the opening up of a new allotment site in the south of the city. For historic reasons the south end of the city has not been well catered for in terms of allotments, and so a key element of the investment was to establish a new site central to the Birchwood estate. A proposal has been drafted for consultation, and feedback assessed. It is anticipated that the new site will open this spring.

**Equipped Play Areas**

The Council continues to maintain some 25 equipped play areas across the city, ensuring that British Standards are maintained at all times for installation, inspections and maintenance.

High levels of responsibility and care unfortunately means relatively high costs, and this does impact on the council's ability to expand the service and expedite repairs at times. Working closely with the Property Services section, which orders the repairs, safety is always the number one concern for this service. Although it is necessary to close play areas off at times, officers are under clear instruction not to

bow to public pressure to re-open sites unless the necessary safety requirements are in place.

The play area in Hartsholme Country Park was one of the play areas that had to be fenced off following an inspection and a requirement to completely replace the surface of the play area.

Unfortunately this has taken some time to arrange but I am pleased to report that the work is now progressing and should be completed by Easter.

Maintaining high standards of what is in some places aging equipment is increasing costs as indicated below, which shows total recreation budget for repairs and how much of that has been spent on equipped play areas.

	2016/17	2017/18	2018/19 to date
Budget 'Recreation Grounds'	£68,530	£140,520	£71,930
Expenditure on Play Areas	£61,540	£118,125	£138,318

A citizen panel survey in July 2018 showed that 73% of respondents considered the standard of outdoor play provision to be of a 'Very or Fairly Satisfied' standard.

## **Parks**

This year has been yet another good year for Lincoln's parks, with two Green Flag awards achieved in 2018, and three being applied for in 2019.

The Arboretum continues to be known for its high quality historic setting and Hartsholme Country Park has yet again weathered the storm of a year of heavy public demand, including a very successful events programme.

Boultham Park is nearing the end of its capital investment programme, with only snagging works now outstanding. As the project and partnership with Linkage Community Trust settle, the news of this innovative partnership is spreading and attracting interest. Two other councils from the west midlands have visited recently, interested in setting up similar working arrangements with charities. A national first for Lincoln.

The next stage for Boultham Park is the development of a bid to the Heritage Lottery Fund for finances to undertake restoration of the lake and its surrounds (taken out of the original project). This remains very much unfinished business for the park, and it is anticipated that a bid will be made this August, with a decision by the lottery expected at the end of the year. If this timeline is achieved, and if successful this would mean work taking place in 2020/2021, and an activity programme going beyond that. At the moment competition for funds looks to be strong, so whilst cautiously optimistic, we are expending the appropriate time to ensure that the merits of our bid are as good as they can possibly be. There is, of course, no guarantee of a successful outcome.

## **Hartsholme Country Park and Camp Site**

The park continues to be a vibrant and exciting place to visit, as popular as ever, due in no small part to the efforts of the staff and volunteers on site. As always management and maintenance in the face of high visitor numbers is a real challenge for staff, as is the increasing aspiration for improving visitor experience in the modern age.

The development of a Master plan for Hartsholme Country park remains a stated objective for the council, even if a timetable can't be prescribed to that now. The need to do something with the site, including the buildings, is not forgotten and I will be pushing for action to bring these into active use as soon as possible.

Investment has been made in the campsite shower block and is appreciated and now being reflected in visitor feedback, which also shows that there is a strong demand for WiFi access as a part of the visitor experience, something that will now be considered for investment in the coming year.

## **Park Advisory Groups**

I am trialling a new initiative, suggested by Steve Bird, based on bringing together the Chairs from the three key Park Advisory Groups in the city. This Chairs' group, which recently met for the first time ever, is exploring commonality between the groups, seeing if there is any learning to be had, and looking at how they might support each other, and consequently the green spaces in the city, in the future.

These are early days and all are keen that this group must, if time is to be spent on it, add value for all the parks.

## **Commons**

This year has seen significant work take place on the commons; all of this being reported to the Commons Advisory Panel, as is normal practice. The commons have benefited from additional income derived from an agreement with LCFC for overflow car parking on match days. Income derived by this means is put directly into work on common land, and prioritised through the Commons Advisory Panel. This year will see a refresh of the Commons Management Plan, and associated work programme.

Examples of work this year include:

- New fencing West Common
- Significant boundary repairs South Common and West Common
- Views and path maintenance, Viking Way
- Survey of all signage and access infrastructure
- Signage strategy agreed and work ordered
- New feeding stations agreed and work ordered

89% of Citizens Panel respondents reported being very or fairly satisfied with management of the commons.

## **Volunteering**

In May 2017 the Council saw the start of a new initiative; one which built on learning and experience. Members will be aware that for some years the council has formally recorded it's thanks to the volunteers in Hartsholme Country Park for their commitment and dedication to the maintenance of this important site. In more recent years we have seen another successful programme of volunteer work undertaken as a part of the Boultham Park regeneration project. Mindful that the end of the Boultham Park project would mean the removal of resources dedicated to supporting volunteers outside of Hartsholme Country Park, changes were made to adjust staffing so as to permit a dedicated focus on volunteering.

I am pleased to report that great progress has been made within this service and that all volunteering for open spaces is now co-ordinated through this post, ensuring consistency of approach in line with Council policies, and co-ordination of resources.

No volunteering has been lost from either Hartsholme Country Park or Boultham Park as a result of this initiative, and indeed we can now be very positive about volunteering opportunities within Lincoln's open spaces in the future, with all the benefits that this brings.

## **Arboriculture**

Tree care is always a priority for the Council as it strives to protect trees against the ever present demands of the urban environment.

In 2018 this authority felled 266 trees and this year's planting scheme makes provision for the planting of 339 trees.

It has been noted that the Council's Arboricultural Officer has reached a stage in his career whereby he may choose to retire. Succession planning is already being put in place, in recognition of how difficult it is to find staff with the necessary skills, and how important this service is in contributing to the Council's Remarkable Place objectives. By careful planning we do not anticipate a drop in performance despite the potential loss of experienced resource.

## **Street Scene**

Under this heading work is covered such as the provision and maintenance of street name plates, bus shelters and art installations. The city currently has 110 bus shelters (66 Adshell/ 45 City Council), and 15 art installations of varying sizes.

The maintenance of name plates is a routine task, ongoing, as is the care of art installations, although it is hoped that this will grow gradually over the years, thereby adding to Lincoln's heritage and cultural offering.

Bus shelters have been more problematic as the demands and costs continue to escalate. Historically there are two tiers of provision. A contract for free provision of those where the advertising pays for the shelter, and those which the council has to pay for. As the second of these tiers is a cost to city tax payers, funding for the care of these is, by necessity of government imposed cuts, being withdrawn. We continue to seek imaginative way to maintain and protect what we can, but ultimately the second tier of bus shelters will be removed unless other funding sources can be found.

## **Waste/Recycling**

Last year I reported that the Council continued to have a 'contamination' issue in the recycling stream, which was consistent with other councils in Lincolnshire, and indeed nationally. Members will have seen more national publicity on this over the last twelve months.

I also reported that there was a renewed push within a county-wide Lincolnshire Waste Partnership to develop a mutually acceptable joint waste strategy that would be able to guide collective decisions on waste management long term. The long term vision being vital given the overall costs of these services, I urged caution over short term knee-jerk reactions and impressed the need for us to be strategic in our thinking, working with partners for longer term solutions.

I am pleased to be able to update council that, as hoped, all councils in Lincolnshire have worked together and now formally agreed and adopted a Joint Municipal Waste Management Strategy for Lincolnshire (JMWMS), and that an action plan is being developed and progressed. Given the size of the workload involved in coordinating and driving the work programme that underpins the action plan an officer has been recruited by the authorities collectively, and the post has been charged with leading and supporting all councils consistently to ensure progress. The post is to be reviewed after two years.

A serious influencer on the Lincolnshire strategy has been the publication of the government's own Waste and Resources Strategy. Launched at Christmas, this strategy sets out what the government intends to consult on, and the direction it expects waste and recycling management to go. Thankfully there are many consistent elements with our own JMWMS, which will leave Lincolnshire in a positive position to respond to the government consultations, and drive collaborative change locally.

In terms of direct action arising from the new strategy two key things have already happened. Firstly all councils in Lincolnshire have aligned the materials they advertise as taking. All web sites now make clear that we take the same materials, so avoiding any debate about why one council takes something that another doesn't, across Lincolnshire at least. Secondly there has been a county-wide sticker campaign aimed at keeping some of the worst contaminants out of recycling (food, batteries and sanitary products including nappies). The success of this campaign is being evaluated now.

In terms of the next twelve months, I anticipate that the new post holder will be able to report on steady, solid, progress consistent with the strategy. There will be no quick fix solution given both the size and scale of the issues, coupled with the number of agencies that have involvement and influence, but there is real hope for progress specifically in the areas of agreeing a national list of materials that all councils will take, identifying consistent processing systems for those materials locally, seeing reductions in packaging entering our waste streams (including single use plastics), and greater enforcement against those who fly tip.

Contamination in Recycling Rates -Lincolnshire

	2015-16	2016-17	2017-18	First half 2018*
Lincoln	20%	25%	28%	31%
County Average	19%	23%	27%	32%

\*Does not include post sticker /promo campaign data. This is to be evaluated separately when the information is available.

The Council's average combined recycling and composting rate at the end of quarter 2, so covering the combined first six months of the year, was 36.52% (16.76% recycling and 19.76% composting). Quarter 3 outcomes are not yet available.

Recycling tonnages by the end of quarter 2 were around 11.76% lower than at the same point in the previous year.

Composting tonnages were around 5% lower than the previous year and the number of residents using the garden waste service was 15,841 at 15th January compared with 16,355 the previous year. The tonnage of composting waste collected varies quite dramatically in a manner which can only be attributed to differing weather conditions from one year to the next.

Residual waste tonnages have increased by 2.3% (263 Tonnes) on the previous year.

This shows that residual (black bin) waste has increased over time although relatively consistent more recently, despite growth in the number of houses. Generally, an increase is to be expected as the city grows, although other factors can affect waste tonnages, such as the financial climate (in a recession, people throw less away). Garden waste has the expected seasonal ups and downs.

The November 2018 Citizens Panel survey results showed that satisfaction for waste collection services remains very high. 96% of respondents reported being very or fairly satisfied with the residual waste service overall and 94% reported being very or fairly satisfied with the recycling service. Of those who used the garden waste service, 94% reported feeling very or fairly satisfied.



## **Street Cleansing**

This section covers all areas of street cleansing, including street sweeping, litter picking, litter bin emptying, fly tipping, and the removal of graffiti and abandoned vehicles.

Fly tipping continued to be an issue for us this year in certain areas of the city. The Sincil Bank area remains the area of highest demand. More fly tipping has been taken out of this area than any other, and more littering of the streets has taken place. Outside of the city centre, the Sincil Bank area is the greatest drain on resources, and we continue to search for ways to improve this situation, acknowledging the limits to the staff and financial resource we have available.

As example of improvement has been the installation of some CCTV. Working with both the neighbourhood team and the council's CCTV unit, cameras have now been installed at Hermit Street. Fly tipping has already reduced, and offender evidence captured, and so it is hoped that more cameras will be deployed in this area over the next 12 months.

Graffiti has also been an escalating problem this year, and more recently we have seen concerted repeat attacks in a number of areas. We have increased expenditure year on year and yet seen renewed graffiti attacks only a day or two after clearance, which can be soul destroying for staff and residents alike. Because of budget pressures it is not always possible to clear all graffiti as promptly as would be desirable.

Finally in this section I would make reference to a joint initiative with Lincoln BIG. They have procured a pressure washer for chewing gum removal and other city centre duties. This will permit them to do things that we cannot afford to do, such as chewing gum removal, thus enhancing the standards. We hope to coordinate our work even more closely in the future.

In the summer Citizens Panel survey, 67% of respondents reported being very or fairly satisfied with the cleanliness of the city – an improvement on last year.

Citizen Panel November 2018 stated that only 8.63% of respondents considered street cleansing was a priority for improvement, suggesting that over 90% are content with existing standards, in general terms. This is consistent with the previous satisfaction data.

## **Public Toilets**

This service has again achieved high standards, with four of its city centre toilets being entered for, and receiving, awards in the national Loo of the Year competition: Tentercroft St toilets, Lucy Tower St toilets, Castle Square toilets and Westgate toilets all attained Gold standard. All attendants were judged to be of Attendant Of The Year Award standard.

Charges of 20p per use have been in operation since January 2017, with anecdotal feedback being that the facilities are receiving less damage/abuse as a result.

A Citizen Panel survey of July 2018 showed that 56% of respondents were very or fairly satisfied with public toilet provision. This is a concern and means that the provision of public toilets is a key issue for this portfolio. A review of facilities and provision should be expected by no later than the time of the next annual report.

## **Food, Health and Safety**

### **Food Safety**

The Food, Health and Safety Team continue to protect public health, taking a risk-based approach. This allows the service to focus on those businesses that present the greatest risk to public health.

In terms of staff resources, the team were without one full time Food Safety Officer for over 8 months and without a full time Environmental Health Officer for 2 months. In mitigation, an agency worker was employed within the resources available which was the equivalent of 1 day per week, fortunately these posts have now been filled.

#### **Volume of Work (01/01/18 – 31/12/18)**

- Service Requests (Complaints, food hazard warnings and requests for advice) –1180
- Inspections – 455
- Samples Taken – 107
- Infectious Disease Investigations – 78
- Welfare Funerals – 11

Lincoln Christmas Market – in the build up to and over the period of the Christmas Market the team carry out a whole range of work including reviewing all the applications for food stalls, carrying out water sampling, visiting all stalls once open (over 300 including ‘unofficial’ traders) and carrying out 79 inspections.

#### **Official Controls Delivered (Formal Food Inspections)**

FHS 6 - between 01 January 2018 and 31 December 2018, 455 inspections were carried out. At the end of the third quarter of 2018, the number of inspections carried out compared with the number due for inspection was 82.1% which is below the target of 97%. This is largely due to a depletion in full time staff.

Between 01 January and 31 December 2018, 183 written warnings were issued and 6 Hygiene Improvement Notices served.

FHS 4 - In terms of businesses that are considered to be compliant with food safety requirements, as of December 2018, 97.6% of the City’s food businesses are considered to be compliant against a target of 97%. This can be seen in the table overleaf:

Table FHS 4 – Percentage of food premises that are fully or broadly compliant with food safety requirements.

	Fully Compliant %	Broadly Compliant %	Non-Compliant %	New businesses %	Total Premises
December 16	77	18	4	2	1029
December 17	82	16	1	1	1005
December 18	86	12	1	1	1033

### Food Hygiene Rating Of Businesses Within The City

At the beginning of February 2019, the food hygiene rating for businesses that fall within the Food Standard’s Agency’s Food Hygiene Rating Scheme can be seen below. The increase in the number of businesses rated as 5 has increased, which is a reflection of the increase in fully compliant businesses.

Food hygiene rating	No. of businesses			
	2016	2017	2018	2019
5 (Very Good)	651	680	723	760
4 (Good)	150	133	113	87
3 (Generally Satisfactory)	58	48	31	34
2 (Improvement Necessary)	11	12	9	10
1 (Major Improvement Necessary)	12	13	8	8
0 (Urgent Improvement Necessary)	0	2	0	0
Total	882	888	884	899

*Note the total number that have a food hygiene rating is less than the total number of food businesses as a number of businesses fall outside the scope for a food hygiene rating score e.g. newsagents, child minders.*

### Examples of Complex Cases

During 2018, the team have dealt with a number of complex cases. Examples include the following:

- A mouse infestation at 3 neighbouring commercial premises that required a co-ordinated response.
- A food business proposing to sell scallops wholesale to other businesses that required detailed research. This is an on-going case, working with the business to ensure that legal requirements are met and that approval can be granted in due course.
- Continuing monitoring of a food business that has had a history of cockroaches.

## Citizens Panel

There is a continuing increase in the awareness of the Food Hygiene Rating Scheme, with 87% of respondents confirming that they were aware of it.

Encouragingly, there has been a 10% increase in the percentage of respondents who are satisfied with the standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln, the figure being 91%. Of the other 9%, 4% were fairly dissatisfied, 1% very dissatisfied and 4% undecided.

## **Health and Safety (Enforcement)**

Nine inspections were undertaken however the majority of the case load is reactive, as detailed below:

### Volume of Work (1/1/18-31/12/18)

- Complaints – 37
- Advice and guidance – 35
- Notifications of dangerous equipment – 14
- Accident notifications – 68 of which 8 were investigated.

### Enforcement Action Taken

- Two businesses had their electricity cut off which resulted in one of the businesses closing temporarily and the other having a Prohibition Notice served on them. This was due to the dangerous installation of a generator inside the premises which was giving rise to the risk of carbon dioxide poisoning. The requirements of the Prohibition Notice were breached, resulting in the requirement to undertake daily monitoring to ensure that the generator was not in use.
- A Prohibition Notice was served to prohibit the use of stairs to a basement that were in a dangerous condition.
- Two Improvement Notices were served with regard to gas safety concerns.
- A further Improvement Notice was served on a business that had poor lighting.

### Other Complex Cases

There was a matter of evident concern with a nightclub in the City, whereby a lead section from the roof fell onto the pavement, narrowly missing a member of the public. This involved an immediate response and investigation into the maintenance of the premises.

There has been an increase in the number of accidents investigated compared with last year.

## **Bereavement Services**

The crematorium is still very busy and we are looking at over 1900 cremation services this year.

We have seen an increase in the number of families using the visual tributes, webcasting and recording services and have had good feedback from people that have been at services where these have been used

Burial numbers are much the same since last year, we no longer have full burial grave spaces in Canwick Road Old and St Swithin's Cemeteries with limited numbers on Canwick Road New Cemetery and Newport but we are still doing re-open graves. We have also started an audit of the old registers to try and find any graves that have not been used so we can release them for use

We are now seeing the number of burials in Long Leys Road increase.

The overflow car park is still an issue but we are looking at this at this time.

We have had one of the staff leave last year whom has now been replaced.

Another staff member has started his cremator training and will be qualified within the next couple of months

Introduction of the new tree memorial (1<sup>st</sup> one in England) which I reported on last year has had excellent feedback from the public.

We are now looking to make further investment in the Crematorium following the improvements we made over the last few years.

## **Air Quality**

We continue to monitor air quality within the city using a number of methods, including a nitrogen dioxide continuous analyser, a network of nitrogen dioxide diffusion tubes and a particulate monitor.

During 2018, the nitrogen dioxide diffusion tube network was expanded from 11 sites to 19 sites. The eight additional sites originally included locations on Doddington Road (2 no.), Skellingthorpe Road (3 no.), Long Leys Road, Wigford Way and Portland Street. Following nine months of monitoring, three sites (Doddington Road (2 no.) and Long Leys Road) were relocated to alternative sites at the South Park/High Street junction, South Park/Canwick Road junction and Newark Road/Brant Road junction.

The continuous nitrogen dioxide analyser on Canwick Road is operated on behalf of DEFRA as part of the national monitoring network and benefits from DEFRA's quality control regime.

A further analyser, monitoring levels of fine particulates (PM<sub>10</sub> – particulate matter smaller than 10 microns), is installed on Broadgate adjacent to the library.

The Council's Local Air Quality Annual Status Report in 2018 confirmed that there are no new areas in the city likely to be breaching any of the national air quality objectives.

A significant review of Lincoln's air quality model during 2017 confirmed that the spatial extent of exceedances of the nitrogen dioxide objectives within the city has significantly reduced. The review also confirmed that the objectives for PM<sub>10</sub> are being fully complied with throughout the city.

As a result of this review, and following consultation with statutory consultees, a decision was made during 2018 to reduce the size of the existing nitrogen dioxide Air Quality Management Area and to revoke the PM<sub>10</sub> Air Quality Management Area to reflect the air quality improvements within the city. Orders formalising these decision came into effect on 3<sup>rd</sup> August 2018. The original report detailing the proposal for consultation went to Executive on 27 November 2017.

Officers are now in the process of undertaking a review of the City Council's Air Quality Action Plan to ensure that it focuses on securing improvements in those areas where exceedances of the national objectives persist. This is one of the projects detailed in the Council's Vision 2020 under the "Let's enhance our remarkable place" priority.

### **Carbon Reduction.**

We hope to achieve a 25% reduction in our carbon footprint by 2020 from our baseline figure in 2005 which was 550 tonnes. So far Lincoln's CO<sub>2</sub> emissions have reduced by 41.3% overall since 2005. So we are exceeding our target.

### **Licensing**

Since the licensing team moved under the Public Protection, ASB and Licensing Service Manager the team have continued to deliver a high standard of work across a broad range of Licensing regimes.

The team continues to maintain a close working relationship partners, the various trades requiring licences as well as giving advice and assistance to new licensees.

Some of the milestones achieved within 2018 have included the renewal of the Gambling Act 2005 Policy. The new policy came into effect in January 2019.

2018 also saw the overhaul of animal licensing with the introduction of the Animal Welfare Act (Licensing of Animal Activities) England 2018. This legislation revoked and amended a number of historical and outdated licensing regimes that related to animals. The new legislation came into effect on 1<sup>st</sup> October 2018 and incurred a large amount. To date 17 licences have been granted under the new regime, there were 18 under the previous regimes and this is likely to increase over the course of the year ahead. The applicants have all been inspected by an officer of the council and have been subject to Vet inspections also. Of the 16 licences granted that are eligible to be star rated, 10 have been awarded a 5 star rating, 4 have been awarded

a 4 star Rating and 2 a 2 star rating. This demonstrates the high standards associated with animal licensing within the City.

Looking ahead to 2019 the licensing team will be reviewing the Licensing Act 2003 Policy and also looking to update the Private Hire and Hackney Carriage Policy. The team are also involved in a wider piece of corporate work reviewing the markets policy and looking at opportunities to support this policy through the team's street trading policy.

The team continues to deal with high numbers of Premises Licence applications and renewals as well as high numbers of Hackney Carriage and Private Hire operators. As well as continuing to permit horses on the common, house to house collections and street collections the team also deals with a number of gambling premises, sex shops/establishments and scrap metal dealers.

### **Sport Recreation and Leisure Services**

The Sport Recreation and Leisure team manage a range of services and facilities that contribute to our Remarkable Place priority, these help keep our residents active and to tackle a whole range of physical and mental illnesses associated with inactivity and obesity.

#### Obesity

According to estimates from Public Health England, two thirds of adults and a quarter of children between two and ten are overweight or obese. Obese children are more likely to become overweight adults and to suffer premature ill health and mortality. Without intervention, by 2034, 74 per cent of adults in England are expected to be overweight or obese.

#### Children:

In 2016/17 24.6% of 4-5 year olds and 34% of 10-11 year olds in Lincolnshire were reported to be overweight or obese (Source: NCMP). Lincolnshire has similar levels of children who are overweight or obese to the England average at both 4-5 and 10-11 years. However, when rates are compared across Districts within the County marked variation is seen.

In 2016/17, Boston (27.8%) had the highest proportion of 4-5 year olds who were overweight or obese, followed by East Lindsey (26%) and Lincoln (25.3%). North Kesteven (21.7%), South Holland (23.7%) and West Lindsey (23.7%) had the lowest proportions of 4-5 year olds measured as overweight or obese, the rate for South Kesteven was 24.6%.

There was a similar pattern in 10-11 year olds in Lincolnshire 2016/17, with the highest proportions measured in Boston (40.6%), Lincoln (37.4%) and South Holland (35.4%), and the lowest in North Kesteven (31.6%) and West Lindsey (31.4%) The rate for East Lindsey was 33.2% and South Kesteven 32%.

## Adults:

Excess weight in adults has reduced slightly in Lincolnshire from 66.5% in 2015/16 to 63.7% in 2016/17; however rates are still significantly higher than the national average of 61.3%. The levels for Lincoln are close to 66%.

## **Activity Levels**

Sport England report that the latest figures from the Active Lives Adult Survey show 27.7 million people – 61.8% of the 16+ population in England – are active. That means they meet the Chief Medical Officer's guidelines and do at least 150 minutes of moderate intensity activity each week – gaining health benefits including a reduced risk of dementia, depression, diabetes, and improved mental wellbeing.

At the other end of the scale, 11.5m people (25.7%) are inactive, meaning they do less than 30 minutes of physical activity a week.

The results, which are based on a sample of almost 200,000 survey respondents, show that activity levels in England are stable.

In Lincolnshire the City of Lincoln Council has steadily improved its activity levels over a number of years to become an equal best performer with South/North Kesteven District Councils. However it is worth noting that as a County, Lincolnshire is in the lowest performance quartile for activity in the country.

In October 2018, under the guidance of the Lincolnshire County Council Health and wellbeing Board, officers of the City of Lincoln Council joined other public and private sector groups throughout Lincolnshire to create the Lincolnshire Physical Activity Taskforce (L-PAT). This group will look at different ways to help the most sedentary people in Lincolnshire to become more active. The findings of this work will be shared with members later in 2019.

## **Yarborough and Birchwood Leisure Centres In Partnership with Active Nation**

5<sup>th</sup> October 2018 was the official opening of our £1.5million renovation of Birchwood Leisure Centre. The renovation transformed the facility to a modern community health and wellbeing hub that includes something for all ages and physical abilities.

- 80-station fitness suite;
- Shapemaster toning and rehab studio;
- immersive indoor cycling studio (one of only seven in the UK);
- 16 station indoor climbing wall;
- Soft play;
- Large group exercise studio;
- 2 multi-purpose activity rooms;
- Cafe

The centre has already seen a considerable increase in use and some fantastic customer feedback.



Active Nation is targeted with increasing visits to the centres by 1% year on year. The following is the performance in recent years. Please note that in 2018/19 this is based on three quarters, there will be an increase in participation when including Q4 due to higher numbers using the sites in January and therefore a lower cost to the Council.

Birchwood Refurbishment July 2017 through to February 2018

### Participation – Number of Visits.

#### Yarborough Leisure Centre

Year	number of visits
2016/17	679,460
2017/18	688,049 (increase of 1.26%)
2018/19 (Q1-3)	522,865 (based on 3 quarters is an estimated increase of 1.32%)

#### Birchwood

Year	number of visits
2016/17	101,180
2017/18	76,770 (decrease of approx. 25 % due to the refurbishment of the centre reducing the access for activities).
2018/19 (Q1-3)	146,013 (based on 3 quarters is an estimated increase of 153% on 2017/2018 and 92% on 2016/2017).

### Comments/Complaints

#### Yarborough

Year	number of positive comments	of	number of complaints	of	Ratio - positive comments to complaint (high is good)	visits
2016/17	298		121		2.46	679,460 visits
2017/18	283		83		3.40	688,049
2018/19 (Qtr 1-3)	438		175		2.50	522,865

In 2018/19 the majority of complaints have been due to problems with introduction of a new electronic management, booking and access system.

## Birchwood

Year	number of positive comments	of	number of complaints	Ratio - positive comments to complaint (high is good)	visits
2016/17	142		76	1.86	101,180
2017/18	338		154	2.19	76,770
2018/19 (Qtr 1-3)	293		97	3.02	146,013

### **Through our partnership Active Nation have also delivered a number of other achievements**

- Fundraising for Children in need, Sport Relief and Swimathon.
- A Birchwood centre member nominated for the UKActive Flame Awards, selected in final last six for the “Unsung Hero” Category.
- Quest “Very Good” banding, which is an excellent rating in the Quest industry standards
- Gold standard rating for Active Nations NPS (Net Promoter Score) rating which is based on public feedback as well as whether they would be recommended to others.

### **Fairs and Circus’s**

The Showmen’s Guild provide the City with two fairs in April and September. Attendance to the fair is between 7,000 and 10,000 people per fair. The fairs have a rich history with the City, including Royal Charters, farming and military conflict influences. The Mayor historically opens the fair to the public on the first night to the public and the fair then stays open for two days and seven nights.

Over the past three fairs there have been issues with the weather, especially rain and high winds which has resulted in on site flooding/muddy conditions. The fair had to close for one day due to high winds. These conditions have led to an increase in the site reinstatement costs paid by the Showmen’s Guild and a drop in income. The City welcomed Uncle Sam’s circus last October, enjoying a five day stay, although the wind had been posing a problem on the South Common during this stay the wind had dropped enough to allow the circus performance to continue. The normal attendance for the circus is 5,000 visitors.

Declining numbers combined with poor weather mean that operators are struggling. Officers continue to work with the Showmen’s Guild to ensure the fair comes to Lincoln.

## Lincoln 10k

The Lincoln 10k has been managed and delivered by Run For All on behalf of the City Council since the 2015 race. It has raised significant funds for national and local charities. The event still incorporates the City Councils branding as well as that of the Asda foundation who provide the race with significant sponsorship, making the race sustainable.

The Race weekend consists of the Children's Races on the Saturday which now takes place off road to the rear of the Yarborough Leisure Centre site.

The races for the children are called the Lincoln Mini & Junior (children's races) take place on Saturday the 6th of April 11am 2019 and cater for every child up to the age of 15. The event is Lincolns largest free to enter charity sports event for Children.

- 1.5k Mini Fun Run 3-8
- 2.5k Junior Fun Run 9-11
- 5k Junior run 11-15 yrs

The Lincoln 10k itself will take place on Sunday the 7<sup>th</sup> of April at 11am. Last year 5436 people registered to take part although only 3800 turned up on the day. This was because the race in April was called off due to snow and rescheduled to take place in July, which unfortunately saw a smaller participation rate. We expect this year's participant numbers to be back to normal. The contract with Run For All for the management and delivery of the Race is now in its fifth year with a further two years to run.

## Playing Pitches

The last year has been a busy yet successful year despite unforeseen pitch problems, At the start of this year's football season, operational issues at the Cowpaddle meant those pitches had to be shut and last minute changes had to be made to the Sunday league timetable for 2018/19 and several teams who normally played their fixtures at the Cowpaddle had to be moved to alternative venues. We would like to extend our thanks to the Sunday league and in particular its secretary Ian Stephenson for working closely with the City Council in finding a positive resolution to this problem.

The service is planning to do a more formal review of our need for grass pitches later this year. The review is to consider the needs of the City now and in the future. Officers have also been engaging closely with the Football Association this year in its development of a 1 billion pound national development plan to build new football facilities over the next 10 years.

I am pleased to report that we were successful in the bid submitted to Football Association and Sport England to:

- Build two new artificial grass football pitches, one at Yarborough and one at Birchwood;
- Refurbishment of the running track at Yarborough;

- Refurbishment of the existing artificial all weather pitch at Yarborough.

The total cost of this project is around £1.8m and the work has already commenced at Birchwood with the work at Yarborough scheduled to start on April 8<sup>th</sup>.

I thank officers for their help and support in providing all the information needed to produce this report.

I must also give a special thank you to all the staff employed in the area of my portfolio for all their hard work and commitment and dedication in supporting me over a number of years to enable me to fulfil my duties and responsibilities. It cannot have been an easy task, either, for the staff involved in supporting me to take on the new duties and responsibilities but they rose to the challenge!

I thank you ALL most sincerely.

**Councillor Fay Smith**  
**Portfolio Holder for Remarkable Space**

**COUNCIL**

**9 APRIL 2019**

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES**

**Report by Councillor Jackie Kirk, Portfolio Holder for Customer Experience and Review**

During late 2017/2018 a review of all of the Portfolios took place resulting in a realignment of areas of responsibility within each Portfolio. This in turn created a completely new Portfolio named as Customer Experience and Review. My areas of responsibility are as follows: -

- Audit
- Central Support Services
- Complaints Handling
- Corporate Reviews
- Customer Engagement – Customer Services and Contact Centre
- Customer Experience – Customer Services and Service Accessibility
- Democratic and electoral services – Voter Registration and Democratic Engagement
- ICT – Business Development and Information Technology
- Performance – Systems and Processes
- Strategic information – Corporate Evidence Bases and Lincoln City Profile

The majority of my first year as a Portfolio Holder has been spent visiting the various departments and service managers. I've spent valuable time with individual members of staff within each department learning in-depth what each area of responsibility means in its entirety. This has helped me understand the different elements and what impacts these have on the Council's service delivery, and the benefits they provide to the citizens of Lincoln. As with anything new there's an element of development and team building, as the service managers themselves learn a new way of progressing and working together as a group, focused on quality service delivery for the benefit of the customer and the council's overall performance. Alongside learning about the individual departments, ensuring the work programme is structured accordingly, the timings of reporting by the department managers has been a strong focal point over this first year. It's been a constantly changing agenda month by month ensuring each meeting has the appropriate representation from officers as required for reporting during each portfolio meeting. I hope that the information on each area provided below is sufficient to give an overview on progress within each department and the planned developments for the months ahead.

**High Performing Services**

The council is doing all it can to minimise the effects of the financial challenges it faces on our residents. We prioritise services that are needed the most and ensure that we deliver effective and efficient services to all.

We already have many services that perform extremely well and part of Vision 2020 we aim to maintain these high standards so we can continue to improve as an organisation.

There are 14 Vision 2020 projects in relation to High Performing Services. Many of these projects are expected to be long lasting projects – covering the three year Vision and beyond

The council is on a transformational journey and we will only be successful with this change through our people. Engaging our people fully and developing the skills, attitudes and behaviours we will need in the future is an ongoing priority.

The council has always benefited from a skilled, committed workforce and it is through our people that we will realise our Vision 2020. Therefore, a key task for 2018/19 has been the development and implementation of a new People Strategy, to ensure we are in the best possible position to deliver our services and priorities in new and innovative ways. Focus has also been on equipping staff with the right skills and tools to deliver success, and the physical and mental resilience to work through change.

In addition, significant levels of staff welfare support have been introduced over the last year, which has shown results through the decreasing sickness levels in 2018/19

However – there is still more to tackle in the coming year and the council will drive towards a “One Council” approach, which whilst achieving some de-duplication savings more importantly will place the council in the best position to tackle challenges and maintain key services in the future

## **Customer Services**

Our Customer Service team continues to resolve a large number of enquiries from the public, either face to face in City Hall, over the telephone or increasingly by email or through our website enquiry forms.

The Customer Experience Strategy 2017-2020 aims to provide high performing services that achieve value for money, while ensuring our residents are placed at the heart of service delivery. We are working to improve the experience of our residents every time they contact the council while delivering financial savings by moving as many routine transactions to cheaper methods of contact. In many cases, but not all, the cheapest and most efficient contact method is on-line. We are working across all service areas to develop effective on-line forms and self-service access.

Discussions about Customer Service Team performance inevitably turn to the time taken by customers to get through on the telephone. Last year’s telephone response times were adversely affected by problems with the telephone system and also some issues with slow response times on the servers at City Hall which has affected the time taken to deal with each enquiry. We are also dealing with the impact of the rollout of Universal Credit on our residents. The overall average wait to get through to the contact centre up to end of January 2019 was 107 seconds compared to a lower average of 60 seconds for the previous year. We want customers to be able to get

through to us easily when they need to speak to us but we also need to balance this with our ambition to persuade those customers who can easily use on-line channels to do so. To the end of January this year we had answered 107,256 calls compared to 116,506 for the same period last year.

The progress in encouraging as many customers who can to contact us online is gaining momentum. Housing Benefit and Council Tax claimants are using an online claim form, and our Business Development and IT team are developing a range of online forms which are integrated into our software reducing the need for staff intervention. Customers can report a wide range of environmental services issues on line and our website repair reporting and tracking tool is proving popular with tenants. The latest project is a study looking at the feasibility of developing a tool enabling tenants to report their repair requests on-line. The housing repairs line is one of our busiest service areas and was responsible for nearly 22,500 calls last year.

The team are enthusiastic about future developments and are currently trialling ways of handling enquiries received from social media apps as more of our customers turn to Twitter and Facebook.

## **Customer Experience Board**

The Customer Experience Board oversee the Customer Experience Strategy which was approved by the Executive in March 2017. The Strategy aims to improve accessibility of services, maximise online delivery and value for money and efficiency, whilst improving engagement and innovation.

Some key achievements of the last year include:

- Increasing the number of letters sent out through an external company, reducing costs in stationery, postage and staff time required.
- Sending bills electronically, resulting in lower postage costs and modernising customer service
- Development of new online forms for Council tax services, including moving house and direct debit sign up
- Customer services responding to social media requests, ensuring customer satisfaction increases
- Development of customer charter to ensure standards are consistent and understood by our customers.
- New bookings solution allowing easier booking at Hartsholme Country Park
- Easier Choice-based lettings, making it easier for Customers to get new properties

## **Business Development & Information Technology**

The team have been developing the services the Council offers, and the infrastructure to support officers in serving customers more efficiently.

Over the last year the team has:

- Created more options for self-service for Council Tax customers, allowing more customers to self-serve and freeing up Customer Services resources to help people who need assistance
- Supported the implementation of the new Choice-Based lettings solution, facilitating the housing allocations process, meaning that citizens are able to find a new home
- Developed new trial tenancy sign-up procedures, reducing complexity and time for customers to sign up for new homes
- Implemented solutions to help with compliance with the new General Data Protection Regulations, safeguarding customer information
- Implemented a new telephony system making managing of customer enquiries easier and increasing stability of the Council infrastructure.
- Deployed new wireless solutions in council buildings, enabling officers and customers to access wifi services.
- Improved web services to make information more accessible, increasing uptake of efficient online services
- Completed the rollout of new desktop technology and productivity software, providing officers with modern tools with which to serve customer requirements.

Over the next 12 months, key focus will be

- Delivering improvements to the ICT infrastructure, to ensure that the Council has a stable, reliable ICT service which provides support to all services across the Authority.
- Implement an upgraded web presence. By replacing the website management system, there will; be increased opportunities to making services available online, releasing resources to help customers who require assistance.
- Delivering efficiencies and improved customer service in support of the Customer Experience Strategy
- Develop a new ICT Strategy, setting the way forward for ICT enabling technology moving forward
- Develop new mobile working options enabling officers to serve customers more effectively in the community with up-to-date information.

## **Audit Arrangements**

Internal Audit continues to operate effectively, working as part of the Assurance Lincolnshire Partnership. The team continues to work with, and provide Audit services to other councils which generates income.

Internal Audit have provided assurance in some key areas during 2018/19 including financial systems, projects and other service areas.

The team has continued to use its 'Combined Assurance' model to provide a broader level of assurance to management and members.

I am also very pleased to report that the latest annual Internal Audit report (2017/18) provided substantial (green) assurance across areas of governance, risk and internal control.



There were just two individual audit areas which received a Limited Assurance during 2018/19. Actions within these areas are progressing and although not complete are being monitored through management and the Audit Committee.

External Audit is now undertaken by Mazars and previously KPMG. Their most recent annual governance report/Annual audit letter provided an unqualified opinion on the statement of accounts 2017/18 including a positive Value for Money conclusion.

A full update is provided to Portfolio holder meetings which links to the Audit Committee progress reports. This includes updates on all areas of activity including internal audit, counter fraud, finance and treasury, risk management and corporate governance. I have paid particular attention to audits within my own portfolio area including ICT.

I am pleased to see the Audit Committee is taking a positive and pro-active role, for example follow up of audit recommendations and a detailed review of their own terms of reference.

### **Electoral Activity**

The 2018 annual canvass has been completed and resulted in publication of the Electoral Register on 1 December 2018, consisting of 60,138 electors. This figure is slightly lower than the same period the previous year, but the electorate is increasing following the distribution of Household Notification Letters in January 2019 to all properties within the city, enabling residents to check their registration and update their records if necessary. It is expected that the electorate will continue to increase up to the registration deadline for the local elections scheduled to be held on 2 May 2019.

A report was recently considered by the Council's Performance Scrutiny Committee on the electorate and the reason for the slight decline compared to the previous year. It was noted that a similar pattern was experienced by some of the Council's CIPFA statistical neighbours and half of the other authorities in Lincolnshire, meaning that the City of Lincoln Council is not unique in this respect. The Council's Elections and Communications Teams will continue to promote and encourage electoral registration in Lincoln. An advertisement has been published in the City of Lincoln Football Club's community magazine, which is expected to reach at least 20,000 households in the city. Meetings have also been arranged with representatives of the University of Lincoln to encourage registration by students and wider publicity via the Council's social media accounts will also continue. All promotional activity will be complemented by national campaigns facilitated by the Electoral Commission in the lead up to the local elections.

A review of the Council's Polling Districts and Polling Places has been undertaken, with the outcomes and recommendations approved at the meeting of Council on 26 February 2019. The review comprised a visit and inspection of all 55 polling stations currently used in the city and involved a period of public consultation. An overview of the responses received as part of the review was included in the report to Council.

Preparatory work is underway for the City Council elections scheduled to be held on 2 May 2019. The notice of election will be published on 22 March 2019, which will commence the pre-election period.

## **Performance Overview**

As part of my new Portfolio, I have the responsibility for performance systems and processes. In that respect my role is to ensure that there is a process for producing good quality data that is available to those who need or want to see it, on a regular basis and in a public format.

Going back in time a little - in 2011, central government removed the formal reporting burden on local authorities, and the onus was placed on local authorities to select appropriate performance indicators to drive their services and priorities forward and to be accountable to their communities, by ensuring they are responding to local needs and that public money is spent wisely and is achieving good value for money.

City of Lincoln Council works within a locally developed performance framework that streamlines strategic performance management and ensures appropriate measures are in place to monitor service performance in a proportionate and timely manner, enabling fit for purpose delivery which is fundamental to the council meeting its aspiration of maintaining 'Professional, high performing service delivery' (HPS)

Vision 2020 also defines two of the four key objectives within the HPS overall aim as:

- Ensuring efficient, high quality services
- Providing high performing services

The council reports to members and the public through a quarterly performance report which covers around 70 strategic measures, some quarterly, and some annual. This dashboard allows a view of performance across the key services so that stakeholders such as Corporate Management Team, Performance Scrutiny Committee and Executive have the opportunity to review and challenge any under performance and recognise high achievement and is attached at Appendix A.

## **Update on the Development of the New Performance System**

City of Lincoln Council has used the TEN software to monitor performance through the IMPS system since 2007. Due to the age of this software and regular upgrades to the council's IT system outside of the software's capabilities, the software has now become out of date and unstable. Following consultation with senior managers and data owners in mid-2018, a decision was taken to build a new in-house target based performance system. A key aim of the new system is to make this as easy and user friendly as possible to ensure this is fully utilised by staff. Over recent years the IMPS system has become less user friendly due to the vast amount of information held and displayed in the system.

In line with the development of the new performance system, officers from the Corporate Policy Team are currently working with senior members of staff to review all strategic measures reported through to CMT, PSC and Executive on a quarterly basis. This follows the existing strategic measure set having been in place for a

number of years. Moving forwards all strategic measures will be target based which is a move from trend based performance monitoring in recent years. Once the review of all strategic measures is complete, the new set of strategic measures with targets and back data will be built into the new performance system. We are currently aiming for the new system to be in place for Q1 19/20 strategic measure reporting which starts in July 2019. Following the launch of the new system with strategic measures, all operational measures currently in IMPS will be reviewed with service managers. These measures are those used by service managers to monitor the performance of their service, but are not reported outside of the service area. We are aiming for the operational measures to be reviewed and built into the system by August 2019.

## Complaints Against the Council

To the end of Quarter 3 the council has received 220 formal complaints. At the same stage in the previous year we had received 260. We therefore look set for another annual reduction. Over the last few years we have experienced a year on year decrease in the number of complaints made by the public, and by learning from complaints we hope to see this trend to continue. So far this year 31% of the complaints dealt with have been upheld. This compares to 35% in the previous year. Where complaints are upheld the circumstances and outcomes are discussed at department management meetings and relevant steps are then taken to improve our procedures or prevent recurrence.

The overall average response time for dealing with complaints has increased this year. The mean response time is currently 7.9 days whereas, at the same stage last year the response average was 6.5 days. However this is still well within the recommendations of the Local Government and Social Care Ombudsman (LGSCO). Complaints have to be thoroughly and properly investigated before the officer assigned to them can make a correct decision

The LGSCO and the Housing Ombudsman Service have so far reported on 3 complaints which were escalated for independent jurisdiction. In one case the LGSCO has found evidence of maladministration and has upheld the complainant's case. In the whole of last year we had no upheld decisions at all.

	Number of formal complaints received Q3 2018	Number of formal complaints received Q3 2019	complaints upheld Q3 2018	complaints upheld Q3 2019	Average time to respond to formal complaints Q3 2018	Average time to respond to formal complaints Q3 2019
CX	40	42	25%	40%	8.4 days	7.3 days
DCE	56	56	21%	20%	6.0 days	11.5 days
DMD	12	2	58%	2%	8.3 days	2.0 days
DHI	152	120	44%	34%	6.0 days	6.5 days
Total	260	220	37%	31%	6.5 days	7.9 days

## **Conclusion**

Being a member of the Council's Executive over the last 11 months has given me a great deal of enjoyment and insight into the wider working of local government, the challenges that the council faces in context within the present financial uncertainty moving forward and the general channel shift towards being more creative and focused on income generation to fill the gap left by the removal of the government support grant funding. There are uncertain times ahead, but if one thing remains it is a determination to ensure that the services the council provides are and always will be professional, high quality and customer service focused. My sincere thanks go out to all the department managers and officers I've met and worked with over these 11 months and the support and cooperation that they've provided.

**Councillor Jackie Kirk**  
**Portfolio Holder for Customer Experience and Review**

CX Q3 Quarterly Measures

Service Area	Measure	Tolerance	Cumulative or Quarterly	High / Low is Good	Trend - Quarterly or Seasonal	Q3/17/18	Q4/17/18	Q1/18/19	Q2/18/19	Q3/18/19	Status	Under Performing	Target	Last Target Status
Customer Services	CS 4 - Number of face to face enquiries	1000	Quarterly	Volumetric	Seasonal	10,388	9,826	5,550	4,873	4,893	Improving			
Customer Services	CS 5 - Number of telephone enquiries answered	3000	Quarterly	Volumetric	Seasonal	32,102	33,254	29,395	27,342	30,417	Maintaining			
Customer Services	CS 6 - Number of users logged into the self-service system MyInfo this quarter	400	Quarterly	High is good	Seasonal	6,409	9,865	7,925	7,298	7,651	Improving			
Customer Services	CS 8 - Average time taken to answer a call to customer services	10	Quarterly	Low is good	Seasonal	49	104	110	96	122	Deteriorating	50	40	Below Target

CX Q3 Annual Measures

Service Area	Full Name	Tolerance	Cumulative or Quarterly	High / Low is Good	Trend - Quarterly or Seasonal	2017/2018	2018/2019	Status	Under Performing	Target	Last Target Status
Democratic Services	DEM 8 - The number of individuals registered on the electoral register	4000		High is good	Annual	61,635	60,138	Maintaining	60,000	62,500	On target

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**COUNCIL**

**9 APRIL 2019**

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES**

**Report by Councillor Bob Bushell, Chair of the Community Leadership Scrutiny Committee**

**Mr. Mayor, Members of the Council**

Following the roll out of Universal Credit for new claimants in Lincoln from 7th March 2018 CLSC decided to investigate the local impact of welfare reform.

Over the last few years a number of changes to welfare provision have been made. These have included the Benefit Cap, the Spare Room Subsidy and the roll out of Universal Credit. Additionally in 2016 the Welfare Reform and Work Act made a number of changes, including;

- Lowering the Benefit Cap outside Greater London to £20,000 per year for couples and lone parents; and £13,400 per year for single claimants (Carer's Allowance is excluded from the cap).
- Certain working age social security benefits and tax credits were frozen for four years, including Income Support; Job Seeker's Allowance; Employment and Support Allowance; Housing Benefit; Universal Credit; the individual child elements Child Tax Credit; and most elements of Working Tax Credit.
- The child element of Child Tax Credit and Universal Credit were limited to a maximum of two children for each household (there are some exemptions to this depending on circumstance).
- The work related activity component of Employment Support Allowance, and the limited capability for the work element of Universal Credit, were abolished.

With the previously mentioned introduction of Universal Credit to Lincoln in March 2018, the wider impact of welfare reform, and the high demand for affordable housing in the city as identified in Vision 2020 (reflecting the national pressure on the housing market), the topic of welfare reform is wide ranging. It was considered that two particular areas provided an opportunity for review.

**Universal Credit**

- Background to Universal Credit.
- The role of key support teams/agencies in responding to Universal Credit (e.g. Universal Credit Support Team, Welfare Advice, Citizens Advice and the Department for Work and Pensions).

- How Universal Credit has affected them, as well as any broader welfare reform.
- The impact of Universal Credit and welfare reform on communities.
- How the teams/agencies work together to meet demand, fill gaps and avoid duplication.

### **Affordable Housing**

- Background on housing and its affordability, including its link to Universal Credit and welfare reform.
- Demand for affordable housing in the city.
- The council's role as landlord, and as an enabler of affordable housing.
- How affordable housing is encouraged in the city, and what impact this is having.
- The role of planning policies in delivering affordable housing.

Since the launch of Vision 2020, and in the lead up to the announcement of Universal Credit, the council has worked closely with the Department for Works and Pensions and other partners to raise awareness of the changes, spread knowledge of what support is in place, and ensure partners are prepared to support their service users. Particularly and up to and following the introduction of Universal Credit, regular monthly meetings have been taking place between Revenues and Benefits, Housing and other partners.

Key activities the city council is leading on to help residents to respond to welfare reform include:

- Creation of a Universal Credit Support Team.
- Provision of digital support via the suite of Public Access PCs in City Hall.
- Offering an advice service through the Welfare Advice Team.
- Contacting residents in advance who may be affected by welfare reform.

Additionally, in 2017/18, the city council has;

- Assisted Lincoln residents to claim additional benefits with an annual value of almost £1.8 million along with an additional £200,000 of lump sum payments.
- Awarded £31.9 million in Housing Benefit and £7.4 million in Council Tax Support via the Revenues and Benefits Team.
- Between April and June 2018 (first few weeks of Universal Credit), the council's Universal Credit Support Team has provided 160 residents with digital support; 82 residents with budgeting support and 31 residents with combined digital and budgeting support.
- Developed a Trusted Landlord Scheme to provide standards of accommodation, management of tenants and neighbourhood relations, covering 482 privately rented properties in the city at the end of 2017/18.



- Worked closely with partners such as Waterloo Housing Group and Westleigh Developments Ltd. to enable the Vision 2020 target of enabling 400 new homes by 2020 across a range of sites in the city.

On July 3rd 2018, Community Leadership Scrutiny Committee (CLSC) met to discuss the local impact of welfare reform, particularly focusing on;

- Changes brought about by the Welfare Reform Act 2012.
- Government targets implemented to reduce the benefits bill.
- The introduction of a benefit cap for working age people.
- Removal of the spare room subsidy.
- Introduction of the localised Council Tax Support Scheme.
- Introduction of a benefits freeze.

Feedback from the Department of Work and Pensions (DWP) noted that because Universal Credit (UC) is paid monthly in arrears, then on paper, arrears will be seen to build up until the UC payment is made, at which point a tenant will pay their rent a month in arrears, and the arrears should therefore reduce. This would be an ongoing monthly cycle of managed arrears under the new welfare system.

There are two frontline teams at the city council that are available to support residents with advice and guidance in relation to benefits, money and budgeting. These are the Welfare Advice Team based within Customer Services, and the UC Support Team based within the Revenues and Benefits Service. The majority of people helped with digital support was for processing a new UC claim, or a change of circumstance for UC. The most common reason for helping someone with budgeting support was to support them in requesting an advance payment of UC, followed by arranging a Managed Payment directly to their landlord.

There has been a general increase in the number of vulnerable customers, who require much more help and assistance in claiming and maintaining their UC. In particular, people with limited literacy, English as a second language, no access to the internet or a device to get online, or people with a learning disability or serious mental health issues have tended to struggle with the online application process.

The Welfare Advice Team is increasingly providing a 'support role'. This is not necessarily as a result of UC, but because there are limited resources in organisations (such as those in the voluntary sector), who are unable to support directly with issues, but instead provide a referral service to the city council's Welfare Advice Team.

At our next meeting on 28th August 2018 committee looked at the increased usage of foodbanks within the city with a written update by Simon Hoare of the Trussle Trust. The local increase reflected the national picture but it was felt too early to attribute this

increase to the role out of UC at this stage. Committee also heard from Helen Oliver the manger of Lincoln Citizen's Advice Bureau. At least 30% of customers they dealt with had mental health issues. Volunteers and frontline staff struggled supporting people applying for advanced payments due to them being considered vulnerable. A lot of tenants were in rent arrears before their application for UC was made which resulted in them spiraling into more debt. Tenants weren't always paid at the time they should have been and were placed in the wrong group; this resulted in repeat arrears and potential sanctions being issued. The more complex issues and challenges that CAB were faced with included language barriers, mental health and homelessness. These issues were difficult to resource due to a reduction in staff and services.

At our November 6th meeting committee investigated the second strand of our work programme that being housing supply. We heard from the Policy Manager of the Residential Landlord Association. Committee were informed of the recent changes impacting the private rented sector, including:

- Mortgage interest rate restrictions
- Stamp duty and land tax surcharge, with second properties incurring a 3% increase in stamp duty
- Higher rate of capital gains tax.
- Removal of wear and tear allowance for furnished properties.
- Removal of landlords energy saving allowance

A survey of landlords by the Residential Landlords Association provided the following responses;

- 70% said changes had reduced profitability
- 69% said changes discouraged investment
- 67% would increase rents
- 7% had already switched a property to a short term or holiday let.
- 62% were unwilling to let to tenants on UC
- 28% had evicted a tenant on UC in the last year, 77% of which was for rent arrears
- 61% of tenants were in arrears in 2018 compared to 38% in 2017 and 27% in 2016.
- Average arrears in 2018 were £2,300 compared to £1,600 in 2017

Other key witnesses provided committee with a verbal report:

- The Strategic Housing Market Assessment undertaken in 2015 had identified the level of need as being 17,400 affordable homes over the Local Plan period of 2012-2036 for Central Lincolnshire
- National guidance was clear in that new developments had to be viable and sustainable with appropriate infrastructure in place to support them. This led to a balance between the level of affordable housing and infrastructure that could be delivered for each development through the Community Infrastructure Levy and Section 106 Agreements.
- It was the City Council's policy that any development consisting of at least eleven dwellings must include an element of affordable housing, although the affordable housing element could be delivered elsewhere offsite.
- The Local Plan required that 25% of a development was allocated for affordable housing, with this being reduced to 20% for urban extensions.
- It was too early in the Local Plan period to confirm whether or not the target of 17,400 affordable homes would be met. The main barrier to achieving this target would be the rate of housing development itself which, at present, indicated a slower trajectory than initially anticipated.
- Town and city centres were seeing a negative impact as a result of national retail decline. This provided opportunities to explore a potential untapped resource in those spaces above dormant retail outlets which could result in additional affordable housing units
- Out of approximately 48,000 properties in Lincoln, 32% of them were in the private sector.
- The Trusted Landlord Scheme had been successful, which to date (November 2018) included 20 landlords comprising 350 of the city's private rented properties, all of which were operating at much higher standards as a result. Other applications were currently in the system which would bring even more landlords and properties in the scheme.
- The Council's Rogue Landlord Scheme had also been very successful, with a number of prosecutions having been made
- The empty homes target, in terms of seeking to bring homes back onto the market, was fifty per year. Returning empty homes to the market significantly improved the street value and quality of life of individual communities. The Council's Empty Homes Officer was targeting long term empty properties, with 125 properties in the city having been empty for at least two years, 51 properties having been empty for over four years and 428 properties being empty for at least 6 months.

- The Council and its partner Housing Association were increasing supply in the city through new build properties with 389 having been built to date since 2014/15. It was projected that 694 new build properties would be complete by 2021/22.

Due to a recent government announcement that Universal Credit Support would be transferring over to the Citizen's Advice Bureau from April 2018 it was agreed that CLSC would hold an extra meeting on 18th December 2018. We heard from a representative from the DWP, Shared Revenues and Benefits and the CAB.

Concern was expressed that this change had been announced without any consultation having taken place and that there were concerns how the service was going to be delivered. The current system had been a huge success so far with our Shared Revenues and Benefits service with North Kesteven District Council winning a prestigious national award for 'Excellence in Partnership Working'.

The issues Citizens Advice faced were;

- Lack of holiday cover
- Currently working at capacity and having to restrict work and potentially having to turn clients away.
- The current funding offer would not be sufficient to increase the restricted office opening hours (Currently open from 9am - 1pm Monday - Thursday)
- Staff not trained to a sufficient level in comparison to CoLC staff and were solely a workforce of volunteers.

Locally the CAB hadn't yet put a strategy in place yet and were working with the DWP and CoLC on potential partnership working.

Our next meeting on Tuesday 8th January 2019 CLSC focused on case studies hearing from key witnesses.

Key findings included:

- There are 978 applicants currently on the housing waiting list.
- Between April and November 2018, there were 491 homeless applications
- It can be difficult for particularly vulnerable groups to access support
- New claimants are waiting five weeks before receiving payments leading to a build-up of rent arrears and other debts
- There is a lack of awareness of the new welfare system amongst claimants. For example, there have been incidents where new claimants have not realised they can no longer claim housing benefit and that they must pay the housing element of Universal Credit to the council for their rent.

- Additionally, the MP's office has engaged with individuals that are struggling to cope on Universal Credit due to its design e.g. where two salary payments fall in a one month period then Universal Credit is lost for the following month, despite the claimant receiving no additional salary.
- The M.P.'s office reported a slow response rate in dealing with M.P. concerns from the Job Centre.
- The Committee discussed that many prospective tenants may be confused by the Council's tenancy contract and clearer information on their rights and responsibilities upon signing for a Council house may avoid issues at a later stage.

Over the period of the scrutiny review the following emerging recommendations were identified by the Community Leadership Scrutiny Committee. At its meeting on the 5th March 2019 these recommendations were approved for referral to the Executive:

1. That the Council, as part of the City Centre Masterplan and associated work already underway, seeks to increase the vibrancy of the city centre and undertake a review of empty commercial units, particularly units above shops to ascertain whether there are any opportunities to convert them to residential use.
2. In view of the fact that the Welfare Advice Team, Universal Credit Team, Customer Service Team and Citizen's Advice all currently work independently to provide support to Universal Credit claimants and customers and in light of the national decision to withdraw funding from local authorities and relocate this to Citizens Advice, that the Council undertakes a comprehensive review of the areas within its service delivery that supports welfare advice to the city's residents.
3. That the Council agrees to lobby local and regional Department for Work and Pensions representatives to better understand why there continues to be a delay in the payment of Universal Credit payments, which causes significant issues for Council's tenants as well as tenants in the private sector.
4. That the Council's Housing Directorate undertakes a review of housing allocations and tenant services in order to increase and improve the sustainability of Council tenants.
5. That the Council reviews the provision and considers a re-launch of a scheme with the Acts Trust, which had previously been set up under a Service Level Agreement regarding the re-use and distribution of abandoned furniture to Council tenants, and identifies any further opportunities to work with other charities or organisations to improve access to free furniture or white goods for those tenants struggling to furnish their homes.

6. That recommendations 1) to 5) be referred to the relevant Vision 2020 Groups for consideration and addition to their respective work programmes.

The CLSC recommendations were presented to the Executive Committee on Wednesday 20th March 2019.

I would like to extend my thanks to all members of the Community Leadership Scrutiny Committee all of whom have made valuable contributions throughout the 18/19 work programme and in particular my thanks to Cllr. Naomi Tweddle, vice-chair of CLSC.

All meetings have been held in a positive and constructive spirit and with a firm commitment to help mitigate some of the negative impacts of benefit changes.

I would also like to thank, on behalf of all the committee, the excellent officer support we have been fortunate recipients of. Thank you to Daren Turner, James Wilkinson, Graham Watts and Jess Cullen.

Cllr. Bob Bushell

Chair, Community Leadership Scrutiny Committee

## REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES

### Report by Councillor Jim Hanrahan, Design Advocate

An opinion piece in the Times recently called for more to be done to boost the design quality of the built environment. In response to the piece, Ian Tant President of the RTPi said “Despite huge pressure to provide the housing that the country needs and the limited resources at their disposal, Planners are trying hard to negotiate, with developers to demand more in the quality and appearance of new buildings.”

Locally our Planning Team follow the same rigour. Our Lincoln Good Design Awards recognise the outcome of this rigour. Planning applications originate from the desires of applicants, be they businesses, developers or individuals. All have their own idea of the perfect building for their perfect enterprise which is often driven by cost. There are many quasi-legal constraints on what planning can guide and control but gentle persuasion of our planning team and our record at planning appeals is having a positive impact.

Most planning applications receive few if any objections and are dealt with under delegated powers by planning officers. Few of our decisions are taken to appeal and of those that do we win 80% of cases. It’s probably no surprise therefore that good designs prevail. These awards recognise the outcome of this rigour where good designs should prevail having survived forensic officer investigation and the knowledge that the Planning Committee dislike anything that looks like a box.

We all believe that the message has been getting through in recent years and this has led us to the Lincoln Good Design Awards. We approach development positively and proactively and seek to achieve the best outcome we can through collaborative design work with all applicants. We have to be pragmatic and understand the implications of site constraints, which are usually numerous in Lincoln, as well as being aware of ultimate land value and viability. Members now receive pre planning and briefings and informal presentations on major applications to enable them to better participate in the process. This means we can have very open and frank discussions about achieving the best scheme possible each time truly acting as Development Management.

The 2019 Lincoln Good Design Awards were held in the Blue Room at The Lawn, after an online public vote. A panel of Officers and myself selected a short list of 15 schemes on which the public were invited to select their three favourites. There were over 3500 votes cast this year and the winners of the three categories were: **Heritage Award:** The Corn Exchange with The Lawn as runner up. **Residential Award:** Home Grange with Cygnet Wharf as runner up.

**Commercial Award:** Bishop Grosseteste University extension with Lincoln University’s Isaac Newton building as runner up.

Everyone who attended the event (70), Members, Officers and representatives of the finalists, were impressed by both the venue and the stylish awards! We can all be proud of what was achieved by our approach to design and the event itself. The architects in the city are keen to bask in the glory of being nominated for an award and

especially so when winning one. This can only be good for the quality of future applications and their impact on our fine City.

When I launched this initiative three years ago it was hoped that it would stimulate debate and interest amongst a wider audience especially those who live with our planning decisions. I firmly believe that it is achieving this and the holding of the Design Awards every two years keeps good design in the minds of developers and their agents and bodes well for the positive reputation our City has for investors and developers alike. I hope that we will continue this positive dialogue and host a further Lincoln Good Design Award in 2021.

**Cllr Jim Hanrahan (MRTPI): Design Advocate and Chair of the City Planning Committee**



<b>SUBJECT:</b>	<b>REVIEW OF HACKNEY CARRIAGE FARES</b>
<b>DIRECTORATE:</b>	<b>COMMUNITIES AND ENVIRONMENT</b>
<b>REPORT AUTHOR:</b>	<b>PUBLIC PROTECTION, ANTI-SOCIAL BEHAVIOUR AND LICENSING SERVICE MANAGER</b>

## 1. Purpose of Report

- 1.1 To consider a recommendation from the Licensing Committee to increase the fares for Hackney Carriages in Lincoln.

## 2. Current fares

- 2.1 The last fare increase took place in January 2012; the current tariffs are shown at Appendix A.
- 2.2 A hackney carriage driver can levy 4 rates; this is dependent on the date, time of day and number of passengers.
- 2.3 Rate 1 is levied if there are 1 to 4 passengers and the time of day is between 6am and 11pm. This rate is commonly referred to as the day rate.
- 2.4 Rate 2 is levied if there are 1 to 4 passengers and the time of day is between 11pm and 6am. This rate is commonly referred to as the night rate.
- 2.5 Rate 2 is also levied if there are 5 to 8 passengers regardless of the time of day.
- 2.6 Rate 3 is levied if there are 1 to 4 passengers and the time of day is from 11pm on Christmas Eve until 6am on 27<sup>th</sup> December and from 11pm on New Year's Eve until 6am on 1<sup>st</sup> January.
- 2.7 Rate 4 is levied if there are 5 to 8 passengers and the time of day is from 11pm on Christmas Eve until 6am on 27<sup>th</sup> December and from 11pm on New Year's Eve until 6am on 1<sup>st</sup> January.

## 3. Current fare prices

- 3.1 Currently under rate 1 if the distance does not exceed 201 metres for the whole distance the price is £3.00. This is known as the drop price. For distances over 201 metres, for the first 201 metres £3.00 will be added to the fare. For each subsequent 201 metres or part of, 20p is added to the fare.
- 3.2 In mileage terms, the fare levied under rate 1 would be as follows:
- 1 mile = £4.60
  - 2 mile = £6.20
  - 3 mile = £7.80
  - 4 mile = £9.40
  - 5 mile = £11.00

- 3.3 Under rate 2 if the distance does not exceed 225 metres for the whole distance the price is £3.80 (the drop price). For distances over 225 metres, for the first 225 metres £3.80 will be added to the fare. For each subsequent 225 or part of, 30p is added to the fare.
- 3.4 In mileage terms, the fare levied under rate 2 would be as follows:
- 1 mile = £5.90
  - 2 mile = £8.00
  - 3 mile = £10.10
  - 4 mile = £12.20
  - 5 mile = £14.30
- 3.5 The price for rate 3 is calculated using the same metred distances and prices as set out in rate 1, plus 100%.
- 3.6 In mileage terms, the fare levied under rate 3 would be as follows:
- 1 mile = £9.20
  - 2 mile = £12.40
  - 3 mile = £15.60
  - 4 mile = £18.80
  - 5 mile = £22.00
- 3.7 The price for rate 4 is calculated using the same metred distances and prices as set out in rate 2, plus 100%.
- 3.8 In mileage terms, the fare levied under rate 4 would be as follows:
- 1 mile = £11.80
  - 2 mile = £16.00
  - 3 mile = £20.20
  - 4 mile = £24.40
  - 5 mile = £28.60

#### **4. Proposed fares**

- 4.1 An application seeking an increase to rate 1 and rate 2 has been submitted and considered by the Licensing Committee. If this increase is agreed by the Council then rate 3 and rate 4 will also change as rate 3 is charged at rate 1 plus 100% and rate 4 is charged at rate 2 plus 100%.
- 4.2 Currently under rate 1 the meter price increases by 20p every 201 metres and he would like the metre to increase by 20p every 180 metres.
- 4.3 Under rate 2 the meter price increases by 30p every 225 metres and he would like the metre to increase by 30p every 202 metres.

#### **5. Proposed fare prices**

- 5.1 Consequently, for rate 1 if the distance does not exceed 180 metres for the whole distance the price will be £3.00. Therefore, there will not be an increase to the drop price from the current rate 1 tariff. For distances over 180 metres, for the first 180 metres £3.00 will be added to the fare. For each subsequent 180 metres or part of, 20p is added to the fare.

- 5.2 In mileage terms, the fare levied under the proposed rate 1 would be as follows:
- 1 mile = £4.60
  - 2 mile = £6.40
  - 3 mile = £8.20
  - 4 mile = £10.00
  - 5 mile = £11.80
- 5.3 For rate 2 if the distance does not exceed 202 metres for the whole distance the price will be £3.80. Therefore, there will not be increase to the drop price from the current rate 2 tariff. For distances over 202 metres, for the first 202 metres £3.80 will be added to the fare. For each subsequent 202 metres or part of, 30p is added to the fare.
- 5.4 In mileage terms, the fare levied under the proposed rate 2 would be as follows:
- 1 mile = £5.90
  - 2 mile = £8.30
  - 3 mile = £10.70
  - 4 mile = £13.10
  - 5 mile = £15.50
- 5.5 The price for rate 3 is calculated using the same metred distances and prices as set out in the proposed rate 1, plus 100%.
- 5.6 In mileage terms, the fare levied under rate 3 would be as follows:
- 1 mile = £9.20
  - 2 mile = £12.80
  - 3 mile = £16.40
  - 4 mile = £20.00
  - 5 mile = £23.60
- 5.7 The price for rate 4 is calculated using the same metred distances and prices as set out in the proposed rate 2, plus 100%.
- 5.8 In mileage terms, the fare levied under rate 4 would be as follows:
- 1 mile = £11.80
  - 2 mile = £16.60
  - 3 mile = £21.40
  - 4 mile = £26.20
  - 5 mile = £31.00
- 5.9 At Appendix B you can see a comparative spreadsheet that shows all 4 rates both at the current tariff and the proposed tariff, for a journey of 1 mile through to a journey of 5 miles. The monetary difference in pounds and pence between the current and proposed tariffs has also been included, to aid the members.

## **6. Miscellaneous charges**

- 6.1 Waiting time in a hackney carriage is currently charged at a rate of 20p for every 45 seconds for rate 1 and a rate of 30p for every 45 seconds at rate 2.
- 6.2 Extras can also be levied, see Appendix A for the table of maximum fares that display the prices for these extras, which also includes the soling charge.

6.3 The proposal does not seek to change any of the miscellaneous charges as detailed above and in Appendix A.

## **7. Consultation**

7.1 All 30 hackney carriage proprietors have been consulted and their responses can be seen at Appendix C.

7.2 The salient points are that 17 proprietors are in favour of the proposal with 9 against and 1 abstaining. Please note that Direct Cars (Lincoln Ltd) are the proprietor of 4 hackney carriages and therefore the total number against the proposals, as shown in Appendix C, is 12.

7.3 Out of the responses, 19 made comments, which can be seen at Appendix C. 3 of the proprietors state that they would prefer a 5% increase in 2019. With one of the proprietors, stating that there should be a further 5% increase in 6 months' time. Another proprietor states that there would prefer a further 5% increase in 12 months' time.

7.4 Members should be aware, as 1 proprietor stated in their comments, that the tariff of fares is the maximum amount that can be levied. A discounted fare from that shown on the meter at the end of a journey can be levied by any driver if they so wish.

## **8. Decision process**

8.1 Whilst the comments received during the consultation should be taken into account, Members should note that no other proposals have been received from other hackney carriage proprietors. These are merely comments to the proposals submitted.

8.2 A consensus between 30 hackney carriage proprietors would be difficult to achieve and the Licensing Team see no benefit in carrying out consultation with the hackney carriage trade in regards to the suggestions received as comments.

8.3 It is the opinion of the Licensing Team that if a proprietor seeks to alter the tariff of fares then they themselves should submit a proposal.

## **9. Committee Procedure and Timetable for any change in present fare structure**

9.1 Should a change to our current tariff be approved, the timetable for implementation would be as follows:

- Approval of Full Council – 09/04/2019;
- Advertisement and 14 day period of objections;
- Earliest realistic implementation of new tariff, if no objections received – 1<sup>st</sup> May 2019

9.2 The Council must advertise the fare increase if one is approved in the local paper and specify on that notice the date on which the new hackney carriage fare tariff will come into force.

- 9.3 If there are objections than a hearing must be held to hear them.
- 9.4 If objections are received then the table of fares must come into force with or without modifications as decided by the Council not later than two months after the first specified date on the advertisement notice.

## **10. Organisational Impacts**

- 10.1 Legal
- 10.2 Section 65 of the Local Government (Miscellaneous Provisions) Act 1976 makes provision for the Council to fix the rates of fares for time, distance and all other charges in connection with the hire of a hackney carriage.
- 10.3 There are no additional legal implications to consider.
- 10.4 Finance
- 10.5 Payment of advertising costs to be met by the Licensing budget.

## **11. Recommendation**

- 11.1 The Licensing Committee at its meeting on 18 March 2019 recommended that the proposal be approved and referred to Council.

### **List of Background Papers:**

Appendix A – Hackney Carriage Table of Maximum Fares  
Appendix B – Comparative spreadsheet  
Appendix C – Responses and comment received

### **Lead Officer:**

Tom Charlesworth, Licensing Officer  
Telephone 873263

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**RATE 1 (for 1 to 4 passengers)****MILEAGE: DAILY 6.00am to 11.00pm**

If the distance does not exceed 201 metres for the whole distance

**£3.00**

For distances over 201 metres for the first 201 metres

**£3.00**

For each subsequent 201 metres or part of

**£0.20****WAITING TIME:** For each period of 45 seconds**£0.20**

Extras as shown

**RATE 2 (for more than 4 passengers)****MILEAGE: DAILY 11.00pm to 6.00am ALL PUBLIC, BANK HOLIDAYS & EASTER SUNDAY, from NOON to 11.00pm on CHRISTMAS EVE and from 6.00pm to 11.00pm on NEW YEAR'S EVE**

If the distance does not exceed 225 metres for the whole distance

**£3.80**

For distances over 225 metres for the first 225 metres

**£3.80**

For each subsequent 225 metres or part of

**£0.30****WAITING TIME:** For each period of 45 seconds**£0.30**

Extras as shown

**RATE 3 (for 1 to 4 passengers)****FOR HIRING from 11.00pm on CHRISTMAS EVE until 6.00am on 27th DECEMBER and from 11.00pm on NEW YEAR'S EVE until 6.00am on 1st JANUARY:**

Rate 1, Plus 100%

**RATE 4 (for more than 4 passengers)****FOR HIRING from 11.00pm on CHRISTMAS EVE until 6.00am on 27th DECEMBER and from 11.00pm on NEW YEAR'S EVE until 6.00am on 1st JANUARY:**

Rate 2, Plus 100%

**EXTRAS**


i) For each dog, bicycle, item of furniture and white goods (carried at the discretion of the driver)

**£2.00**

ii) If the price of diesel goes above £1.60 a litre

**£0.20**

iii) Each subsequent 10p increase in diesel above £1.60

**£0.20**

**GUIDE DOGS** (wearing a harness), Hearing dogs, Dogs for the disabled, Support Dogs, or Canine Partners for Independence – These dogs should be wearing a jacket with the name of the relevant charity
**NO CHARGE****SOILING CHARGE**

THIS TAXI IS KEPT CLEAN FOR THE COMFORT AND CONVENIENCE OF ALL PASSENGERS. ANY SOILING BY PERSON OR ANIMALS IS THEREFORE LIABLE TO A CHARGE OF £50

**All enquiries in connection with Hackney Carriage should be directed to:**

The Licensing Team, Directorate of Communities &amp; Environment, City of Lincoln Council, City Hall, Beaumont Fee, Lincoln, LN1 1DD

**RATE 1 (for 1 to 4 passengers)****MILEAGE: DAILY 6.00am to 11.00pm**

If the distance does not exceed 201 metres for the whole distance

**£3.00**

For distances over 201 metres for the first 201 metres

**£3.00**

For each subsequent 201 metres or part of

**£0.20****WAITING TIME:** For each period of 45 seconds**£0.20**

Extras as shown

**RATE 2 (for more than 4 passengers)****MILEAGE: DAILY 11.00pm to 6.00am ALL PUBLIC, BANK HOLIDAYS & EASTER SUNDAY, from NOON to 11.00pm on CHRISTMAS EVE and from 6.00pm to 11.00pm on NEW YEAR'S EVE**

If the distance does not exceed 225 metres for the whole distance

**£3.80**

For distances over 225 metres for the first 225 metres

**£3.80**

For each subsequent 225 metres or part of

**£0.30****WAITING TIME:** For each period of 45 seconds**£0.30**

Extras as shown

**RATE 3 (for 1 to 4 passengers)****FOR HIRING from 11.00pm on CHRISTMAS EVE until 6.00am on 27th DECEMBER and from 11.00pm on NEW YEAR'S EVE until 6.00am on 1st JANUARY:**

Rate 1, Plus 100%

**RATE 4 (for more than 4 passengers)****FOR HIRING from 11.00pm on CHRISTMAS EVE until 6.00am on 27th DECEMBER and from 11.00pm on NEW YEAR'S EVE until 6.00am on 1st JANUARY:**

Rate 2, Plus 100%

**EXTRAS**


i) For each dog, bicycle, item of furniture and white goods (carried at the discretion of the driver)

**£2.00**

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Current fares
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Rate 1
1 mile = £4.60
2 mile = £6.20
3 mile = £7.80
4 mile = £9.40
5 mile = £11.00

Rate 2
1 mile = £5.90
2 mile = £8.00
3 mile = £10.10
4 mile = £12.20
5 mile = £14.30

Rate 3
1 mile = £9.20
2 mile = £12.40
3 mile = £15.60
4 mile = £18.80
5 mile = £22.00

Rate 4
1 mile = £11.80
2 mile = £16.00
3 mile = £20.20
4 mile = £24.40
5 mile = £28.60

Proposed fares
----------------

Rate 1
1 mile = £4.60
2 mile = £6.40
3 mile = £8.20
4 mile = £10.00
5 mile = £11.80

Rate 2
1 mile = £5.90
2 mile = £8.30
3 mile = £10.70
4 mile = £13.10
5 mile = £15.50

Rate 3
1 mile = £9.20
2 mile = £12.80
3 mile = £16.40
4 mile = £20.00
5 mile = £23.60

Rate 4
1 mile = £11.80
2 mile = £16.60
3 mile = £21.40
4 mile = £26.20
5 mile = £31.00

Monetary difference
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£0.00
£0.20
£0.40
£0.60
£0.80

£0.00
£0.30
£0.60
£0.90
£1.20

£0.00
£0.40
£0.80
£1.20
£1.60

£0.00
£0.60
£1.20
£1.80
£2.40

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Licence No.	Proprietor	In support of proposal?			Comments received?		Comments
		Yes	No	Abstained	Yes	No	
1	A. Monopoli		1		1		In my opinion the last pay rise was excessive and we lost work because of it, it is not the fares that are the issue but the lack of work, putting the fares up will drive customers away, they already think we are too dear
2	Hearn	1			1		7 years since last increase therefore justified due to cost of living
3	Asani		1			1	
4	Direct Cars (Lincoln) Ltd		1		1		Would prefer 5% increase
5	T. Robinson	1			1		Would prefer 5% increase followed by another 5% increase 6 months later
6	Young	1				1	
7	Olerenshaw	1			1		Would prefer if Sundays were to be made rate 2 all day (currently 11pm to 6am)
8	Kubjatko	1			1		Agree
9	Petch	1				1	
10	Ziccardi	1				1	
11	Gray	1			1		Agree
12	M. Monopoli		1			1	
13	Rahimi		1			1	
14	Chadid	1				1	
15	Direct Cars (Lincoln) Ltd		1		1		Would prefer 5% increase
16	Direct Cars (Lincoln) Ltd		1		1		Would prefer 5% increase
17	Harris	1			1		Agree
18	Smalley	1			1		Agree
19	Hodgson	1			1		Submitted the application containing the proposal
20	Buckthorp		1			1	
21	S. Robinson			1	1		I support a fare rise however we only voted on the 1 option being presented, I believe many drivers would prefer a 5% increase and I would have liked to have seen a revote, personally I would like to see a 5% increase this year followed by a 5% increase next year, a 10% increase in my opinion is too severe and will damage the trade
22	Solley	1			1		Agree
23	Direct Cars (Lincoln) Ltd		1		1		Would prefer 5% increase
24	Watson	1				1	
25	Ghasimi		1			1	
26	Sharma	1			1		Agree
27	Semmens		1		1		Increase would have detrimental effect on the trade
28	Hart	1			1		Increase is long overdue and is valid due to the operating costs of vehicles, therefore a reasonable income is required to maintain these costs, also the fare shown at the end of the journey is the maximum that can be charged, a discounted fare can be offered by the driver
29	Mohamadi	1			1		Agree
30	Stockdale		1			1	

Totals 17 12 1 19 11

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