

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 9 January 2020

6.00 pm

Committee Room 2 - City
Hall

- Membership: Councillors Gary Hewson (Chair), Helena Mair (Vice-Chair), Thomas Dyer, Ronald Hills, Rebecca Longbottom, Laura McWilliams, Lucinda Preston, Pat Vaughan, Loraine Woolley and Rosanne Kirk
- Substitute member(s): Councillors Jackie Kirk and Adrianna McNulty
- Officers attending: Democratic Services, Daren Turner, Clare Stait, Francesca Bell, Angela Andrews and Paul Carrick

A G E N D A

| SECTION A | Page(s) |
|--|----------------|
| 1. Confirmation of Minutes - 21 November 2019 | 3 - 10 |
| 2. 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. | |
| 3. Portfolio Holder under Scrutiny - Reducing Inequality | 11 - 24 |
| 4. Reduce Inequality Vision Progress Report | 25 - 52 |
| 5. Sincil Bank Review of Activity | 53 - 68 |
| 6. Scrutiny Annual Report | 69 - 78 |
| 7. Work Programme 2019/20 | 79 - 90 |

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Present: Councillor Gary Hewson (*in the Chair*),
Councillor Thomas Dyer, Councillor Ronald Hills,
Councillor Rebecca Longbottom, Councillor
Laura McWilliams, Councillor Lucinda Preston, Councillor
Pat Vaughan and Councillor Loraine Woolley

Apologies for Absence: Councillor Helena Mair and Jaclyn Gibson

40. Declarations of Interest

No declarations of interest were received.

41. Confirmation of Minutes - 3 October 2019

RESOLVED that the minutes of the meeting held on 3 October 2019 be confirmed.

Members noted that an update had not yet been received from the Park Ward Scheme with statistics of people managing to find employment.

Members asked for statistics for climate change from the Remarkable Place Portfolio.

Members commented that the Member Development Session for the update on WGC had been cancelled and was disappointing as this development had nothing to do with the General Election.

42. Q2 2019-2020 Operational Performance Report

Heather Grover, Principal Policy Officer, presented Performance Scrutiny Committee with a summary of the operational performance position for quarter two of the financial year 2019/20 (from July 2019 to September 2019).

Explained that as part of the development of the new performance system (PIMS), all strategic measures were reviewed, with new targets allocated at the start of 2019/20. Some measures were marked as 'V' for volumetric –these were contextual measures which supported targeted measures.

Continued to explain that this was the second quarter working on the new set of measures and targets. In Line with the refresh of measures, the Policy Team had redesigned the Operational Performance Report (Appendix A) to bring it in line with the council's corporate branding.

Highlighted that quarter two's performance showed significant improvement in a number of service areas, particularly in Housing Benefit Administration, Planning and Housing Maintenance. There were challenges in Customer Services and Housing Voids, although resolution plans were in place for both of these services to bring them back to within their targets.

Invited members' comments and questions.

Question: Members asked whether the decline in business rates collection was due to appeals?

Response: The decline in Business Rates collection was partly due to backdated rateable value changes. There had been a lot of changes which affected instalments. Staff were doing everything they could to recover rates and it was hoped that this would be on target in March. In terms of Council Tax, there had been an increase of 500 properties within the City and 4 new members had been recruited to the team to replace vacancies and provide an additional resource.

Question: Members asked when the Citizens Panel were consulted in respect of on street cleansing?

Response: The consultation took place in June.

Question: Members asked why the works on the fire doors in Jarvis House had been delayed and what position this left the Council in?

Response: The work that had previously taken place on the communal fire doors at another location was being audited prior to work across the wider stock being progressed. In addition, work was ongoing with the Director of Housing and Assistant Director for Investment, to re-align the budget for the HIP Programme looking at wider opportunities in relation to fire prevention and detection. A fire specialist was working with us regarding the fire safety of our flats and a report would be received shortly that is anticipated to be positive in relation to existing fire prevention in place. The Director of Communities and Environment was to feed this back to Housing to keep residents informed and provide an update to the committee.

Question: Members asked whether Stagecoach had signed up for the Social Responsibility Charter?

Response: Stagecoach had not signed up to the Social Responsibility Charter but would be approached to do so.

RESOLVED that:

1. The achievements, issues and future operational performance concerns be noted for Quarter 2.
2. The report be referred to Executive to ensure relevant portfolio holders were placing a local focus on highlighted areas showing deteriorating performance.
3. Officers were to feedback to the Housing Directorate that residents needed to be kept up to date with regards to the fire safety works in flats and an update would be given to the Committee.

43. Financial Performance - Quarterly Monitoring: Quarter 2

Colleen Warren, Financial Services Manager, presented Performance Scrutiny Committee the second quarter's performance (up to 30th September) on the Council's:

- General Fund
- Housing Revenue Account

- Housing Repairs Service
- Capital Programmes

Highlighted that the General Fund Summary was currently projecting a forecast over spend of £86,698 (Appendix A provided a forecast General Fund Summary). The forecast variance was the result of a number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were provided in Appendix B while the key variances were summarised below:

- Housing Benefit Overpayment – reduced income: £368,000
- HIMO – reduced income: £74,260
- Interest Payable – reduced expenditure: (£200,000)
- Crematorium additional income: (£125,990)
- Car Parking Income: (£119,000).

Explained that the most significant of the forecast variances was the reduction in the level of housing benefit overpayment being raised. Whilst this was positive in that the number of overpayments were reducing it in turn created a budgetary pressure. This was a continuation of a trend from 2017/18 and 2018/19 with the transition of benefits customers to Universal Credit and the use of 'real time' information, resulting in the level of overpayments raised being drastically reduced. This reduction in overpayments raised was uncontrollable and would require a budget realignment as part of the 2020-25 MTFS process. In order to inform this a specific piece of work to assess the implications, encompassing the impact of the reduction in overpayments along with the transition to Universal Credit and its impact on historic overpayment debt was being undertaken to inform the MTFS process.

Continued to explain that although the forecast outturn for the General Fund was a shortfall of £86,698, at this stage in the financial year, forecast outturns were difficult to predict and often subject to volatility, e.g. car parking income, and change, the forecast position would continue to be monitored and an update reported at quarter 3.

Highlighted that for 2019/20 the Council's Housing Revenue Account (HRA) net revenue budget was set at £52,040, resulting in an estimated level of general balances at the year-end of £1,075,141.

Explained that the last quarterly report approved a General Fund Investment Programme for 2019/20 of £14,977,453. Movements in the programme during the second quarter had decreased overall planned expenditure in 2019/20 to £14,755,906.

Explained that the last quarterly report approved a Housing Investment Programme for 19/20 of £19,123,929. Movements in the programme since had increased overall planned expenditure in 2019/20 to £20,629,324.

Highlighted that The Chief Finance Officer had delegated authority to approve financial changes up to an approved limit as set out under Financial Procedure Rules. All changes over the approved limit require approval by the Executive. Changes were approved by the Chief Finance Officer for the second quarter were shown in Appendix K and Ki summarised below:

- Within the new build programme 15 Property Acquisitions had been agreed under delegated authority utilising 1-4-1 receipts and borrowing totalling £1,849,046.
- The new build programme for 19/20 had been increased by £1,440,395 in order to finance the 70% match funding required to deliver 1-4-1 eligible spend, funded by borrowing.

Invited members' comments and questions.

Question: Members asked whether the £10,000 for Michaelgate Structure works was for the Harlequin Building?

Response: Officers were to confirm this.

Question: Members asked what had been done at Birchwood Leisure Centre as there was scaffolding up on the roof?

Response: The roof at Birchwood Leisure Centre had suffered damage due to there being a lot of rainfall and the roof being flat. The Crematorium roof also had the same issue. The roof at Birchwood Leisure Centre was to be replaced with another flat roof and would last 20-25 years.

Question: Members asked how far along the lottery funding for the Boutham Park Lake Restoration was?

Response: A bid had been put in to the National Lottery Heritage Fund and it was a very competitive bidding process. A bid was also in with the ERDF for £300k and a decision was pending the outcome of the lottery bid. Works on the scheme would commence in January/February next year if successful.

Question: Members asked for clarification on the reference within the report to Hartsholme Drainage?

Response: Officers were to find this out and feedback to Performance Scrutiny Committee.

Question: Members asked whether an overview of the fire prevention for our properties could be brought to the next Housing Portfolio Under Scrutiny?

Response: Officers were to feed this back to the Housing Directorate.

Comment: Members commented how money received from collecting Housing Benefit Overpayment was used to being received and now it had to be funded from elsewhere in the future.

Response: Housing Benefit Overpayments were trying to be collected. Less overpayments were being created so less additional subsidy was generated from these. This had now created a budget pressure going forward and effected the general fund. Less overpayments being created was good for customers but it meant a reduction financially.

Question: Members asked whether the Council received 30% of the sale of a former council house and whether this could be used to buy houses?

Response: Council houses were bought back and classed as new builds. Unfortunately this did increase the amount of void properties.

RESOLVED that:

1. Progress on the financial performance for the period 1st April to 30th September 2019 and the projected outturns for 2019/20 be noted.
2. The changes to the General Investment Programme and Housing Investment Programme as detailed in paragraphs 7.4, 7.5, 7.11 and 7.12 be noted.
3. The proposed contributions to and from reserves in paragraphs 3.5 be noted.
4. Officers be requested to confirm to members of Performance Scrutiny Committee whether the £10,000 for Michaelgate related to the Harlequin Building.
5. Officers be requested to confirm to members of Performance Scrutiny Committee clarification regarding the reference to Hartsholme Drainage works.

44. Treasury Management and Prudential Code Update Report - Half Year Ended 30th September 2019

Sarah Hardy, Group Accountant, held a Member Training session on the Treasury Management and Prudential Code Update before the Performance Scrutiny Committee commenced.

Stated that the Council held £35.9 million of investments at 30th September 2019. The investment profile was shown in Appendix A.

Explained of this investment portfolio 100% was held in low risk specified investments, the requirement for the year being a minimum of 25% of the portfolio to be specified investments.

Highlighted the following:

- *Liquidity* – The Council sought to maintain liquid short-term deposits of at least £5million available with a week's notice. The weighted average life (WAL) of investments for the year was expected to be 0.35 years (128 days). At 30th September 2019 the Council held liquid short term deposits of £16.9million and the WAL of the investment portfolio was 0.22 years (81 days). The decrease in the WAL of the investment portfolio was due to a larger proportion of the portfolio being placed in shorter term investments.
- *Security* - The Council's maximum security risk benchmark for the portfolio as at 30th September 2019 was 0.012% which equated to a potential loss of £0.0043m on an investment portfolio of £35.9m. This was slightly higher than a budgeted maximum risk of 0.005% in the Treasury Management Strategy, It represented a very low risk investment portfolio.
- *Yield* – The Council achieved an average return of 0.85% on its investment portfolio for the 6 months ended 30th September 2019. This compared

favourably with the target 7 day average LIBID at 30th September of 0.57% and was on par with the budgeted yield of 0.85% for 2019/20 in the MTFS 2019-24.

Explained as at 30th September 2019, the average rate of interest paid during quarters 1 and 2 on external borrowing was 3.6%. This was slightly lower than the budgeted rate set in the MTFS 2019-24; there had been an increase external borrowing during the first 6 months of the year to reschedule short term borrowing to long term and take advantage of low rates available.

RESOLVED that the Prudential and Local Indicators and the actual performance against the Treasury Management Strategy 2019/20 for the half-year ended 30th September 2019 be noted.

45. Budget Review Process 2020/21

Colleen Warren, Financial Services Manager, on behalf of Jaclyn Gibson, Chief Finance Officer, presented members with the process for the scrutiny of the proposed budget and Council Tax for the 2020/21 financial year and the Medium Term Financial Strategy 2020-2025.

Highlighted that it was proposed that the following governance arrangements should be in place for the Group;

- The group would be made up of 9 non-Executive Members with a 7:2 proportionality share
- The Group would be a sub group of the Performance Scrutiny Committee, although Members did not have to be Members of this Committee.
- The Chair of the group would be the Chair of the Performance Scrutiny Committee
- The Group would be the main mechanism by which the Executive would formally consult scrutiny on the consideration of their budget proposals.
- The meetings would be held in public and would be administered by Democratic Services.
- Specific Portfolio Holders and Directors (or Assistant Directors) would be invited to attend the meetings of the group or be requested to provide written responses if so required.
- Advice would be provided to the Group members by officers from the Council's Financial Services Team.
- The Chair of the Group shall be required to provide a report to the next full Performance Scrutiny Committee summarising the Groups findings and making recommendations to the Executive.

Members were asked to respond to Democratic Services to confirm member's attendance for this group.

RESOLVED that:

1. The objectives and governance arrangements of the Budget Review Group for 2020/21 as set out in paragraphs 3.3 – 3.4 be noted.
2. The timetable for the Group as set out in paragraph 3.6 be noted.
3. Nominations for membership of the Group from leaders of the respective political groups be notified to Democratic Services.

46. Work Programme for 2019-20

Clare Stait, Democratic Services Officer:

- a. presented the draft work programme for 2019/20 as detailed at Appendix A of her report
- b. advised that the work programme for the Performance Scrutiny Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its Chair
- c. reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d. requested any relevant comments or changes to the proposed work programme for 2019/20.

RESOLVED that the work programme 2019/20 as detailed at Appendix A to the report be noted.

47. Strategic Risk Register - Quarterly Report: Quarter 2

Colleen Warren, Financial Services Manager, on behalf of Jaclyn Gibson, Chief Finance Officer, provided members with a status report of the revised Strategic Risk Register as at the end of the second quarter 2019/20.

Highlighted that a number of control actions had now been progressed or completed and the key movements were outlined as follows:

- Risk 1. Failure to engage and influence effectively the Council's strategic partners, council staff and all stakeholders to deliver against the Council's Vision 2020/2025 – Vision 2025 was in development, evidence based gathered, key priority areas emerging and work was progressing with CLT and Portfolio Holders. All member briefings scheduled to be held in November 19, followed by staff, business and residents consultation.
- Risk 4. To ensure compliance with statutory duties and appropriate governance arrangements were in place – Executive approval of investment in a new IT infrastructure had been secured with implementation to be completed by December 2019.
- Risk 6. Unable to meet the emerging changes required in the Council's culture, behaviour and skills to support the delivery of the council's Vision 2025 and the transformational journey to one Council approach – One

Council launched with Service Managers. Project Boards with Terms of Reference's and work programme for four pillars established.

- Risk 7. Insufficient levels of resilience and capacity to deliver key strategic projects and services – development of Vision 2025 focused on ensuring sufficient capacity exists to deliver legacy and new schemes. A new approval process incorporating Portfolio Holders was being developed to allow for resources to be flexed as and when new priorities/projects emerge.
- Risk 8. Decline in the economic prosperity within the City Centre – the Council had been successful in securing approval for a Heritage Action Zone Bid, work had now commenced on development of the detailed scheme. In addition the Council had been awarded Towns Fund Capacity funding to support the development of a Town Deal Board and Investment Plan. GLLEP Pipeline Funding Bids had been submitted for City Centre vibrancy schemes.
- Risk 9. Failure to mitigate against the implications for the Council following the outcome of Brexit – Nominated Brexit Officer in place, internal working group continued to implement actions in relation to regulatory services, staffing, communications, business continuity, community leadership etc.

Invited members' comments and questions.

Question: Members asked whether Risk 8 related to heritage within the City Centre and the opportunities possible re the Town Deal?

Response: With regards to the proposed Town Deal, approximately £173k had now been awarded as extra capacity to carry out works to build up a full bid submission. There was £25m potential funding available but certain things had to be carried out before hand in order to produce the business case for this funding. Such funding is focussed on connectivity, skills development, productivity and economic growth but there is a heritage and culture dimension.

RESOLVED that the key strategic risks and control actions, as at the end of the second quarter 19/20 be noted.

48. Exclusion of Press and Public

RESOLVED that the press and public be excluded from the meeting during consideration of the following item(s) of business because it is likely that if members of the public were present there would be a disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

49. Strategic Risk Register - Quarterly Review

Colleen Warren, Financial Services Manager, on behalf of Jaclyn Gibson, Chief Finance Officer, provided members with the detailed Strategic Risk Register as attached at Appendix A.

RESOLVED that the key strategic risks and control actions, as at the end of the second quarter 19/20 be noted.

Report by Cllr Rosanne Kirk, Portfolio Holder for 'Reducing Inequality'

Introduction

In the following pages I have summarised the progress made across my portfolio during the past year. Although there are always challenges to address, I continue to be proud of what has been achieved. I would like to thank officers for their ongoing commitment towards reducing inequality in the city.

Some of these achievements include welcoming the first refugees into the city, the growing commitment to social responsibility by Lincoln businesses, the first year's success of Lincoln Community Lottery, the continued success of the Welfare Team in supporting Lincoln residents, and the first-year achievements of the Intervention Team in supporting those homeless in the city.

To help measure progress across my portfolio, I am also pleased to report on a number of performance measures which I have provided within and on page 12 of this report. The performance measures presented on page 12 are those reported against my portfolio on a quarterly basis.

Key achievements for 'Let's Reduce Inequality'

A key element to the council's Vision 2020 strategic plan is the priority 'Let's Reduce Inequality'. Below I have highlighted the key achievements under this priority during the past year.

- Two Syrian refugee families were welcomed into Lincoln during March 2019 as part of the Vulnerable Persons Resettlement Scheme (VPRS)
- We celebrated the anniversary of the Lincoln Social Responsibility Charter in October 2019. So far 63 local organisations have signed up to the charter
- We celebrated the first anniversary of Lincoln Community Lottery in August 2019. During the first year the lottery has raised over £42k for local good causes in and around the city
- Our in-house Universal Credit (UC) Support Team helped 1,743 Lincoln residents to make (or maintain) their UC claim digitally in 2018/19. In the same year the team also provided 822 Lincoln customers with Personal Budgeting Support. This support helped customers to access almost £700,000 in UC and related benefits
- Additional benefits claimed by Lincoln customers who sought the advice and assistance of the Welfare Team in 2018/19 totalled a weekly value of £44,421. Over the full year these additional benefits amounted to £2,309,894.
- The highly successful four-year Assisting Low Income Households (ALIH) project led by City of Lincoln Council ended in September 2019. 327 learners took part in the project, with 94% successfully achieving the employability course
- The Intervention Team have worked with 103 different individuals since the start of the project in October 2018 and have logged in excess of 704 actions on our case management system
- Our CCTV Team has provided over 800 evidential DVD's to Lincolnshire Police over the past year for use in the judicial process, including a number of high profile cases

Anti-Poverty Strategy

The council continues to lead the Lincoln Against Poverty Steering Group. The group works to reduce poverty in the city through the delivery of a number of anti-poverty actions each year. I continue to chair this group. Group members consist of a range of partners in the city working to reduce poverty, including Age UK Lincoln & South Lincolnshire, Acts Trust, Lincoln Citizens Advice, Lincolnshire County Council, Voluntary Centre Services and Lincolnshire Credit Union.

The current 2019/20 anti-poverty action plan includes 20 actions being delivered by both the council and local partners. Of these actions (as at the beginning of December 2019), one has been completed, 14 are on target to be delivered by March 2020, and five have not yet been started, but are expected to also be completed by March 2020. Two key actions within the plan this year include delivering a project to identify rogue landlords and maintaining support for people moving towards Universal Credit. I have provided further details on each of these actions in this report below.

In addition to the above, the council continues to manage the Lincoln Against Poverty Twitter page (@lincolnpoverty). This communication tool continues to be successful at raising awareness of poverty related news stories and events across the city. To date we have 594 followers of the Lincoln Against Poverty Twitter page, with posts to this page regularly being retweeted wider amongst residents and support services.

Community Cohesion Strategy

Throughout the year the council has continued to work with community organisers and other local groups to promote community initiatives.

In November 2019 the council supported World Hello Day 2019, which was the seventh time the day had been celebrated in the city. The 2019 event attracted eight different organisations to take part in a range of activities, including a number of coffee mornings across the city and an interfaith peace walk. Two local schools took part in the day, focusing on the cultural aspect of World Hello Day. One of the school events involved pupils taking part in an international singing concert and dressing up as flags from around the world. Myself and the Mayor together managed to take part in a range of activities and say 'hello' to members of the community. The day was promoted to residents via a range of routes including the bus station advertising screens and via social media.

I have also continued to support interfaith work within the city to help build good relationships. An example of this is assisting to write a selection of articles to support local faith groups in Lincoln. For the Sikh community in Lincoln, I have also supported the planting of the Pride of India tree at the Lawn on November 24th for the 550th birthday anniversary of Guru Nanak.

Community Strategies and Policies - Neighbourhood Boards

Six Neighbourhood Boards continue to operate independently across the City. Over the past year the boards have been continuing to facilitate community events. Some examples of these events include the Ermine Fun Day, litter picks, community forums and environmental clean ups. Voluntary Centre Services has provided support to each of the boards to help them gain insurance to cover them for such activities and events. Board members have also been supported to access training and resources to help them in their roles. I continue to attend the Birchwood Neighbourhood Board meetings.

Lincoln Neighbourhoods Together Network (LNTN) also continues to develop as the city wide forum. The roles of the Chair, Secretary, Treasurer and Media Officer have now been created for this network. A social media account and a website have been developed with support from Cygnet PR, and a LNTN sub group is currently developing marketing materials to promote and raise awareness of the work of the group.

Asylum Seekers and Refugees

In 2018, Lincolnshire district councils and Lincolnshire County Council agreed that we would take part in the Vulnerable Persons Resettlement Scheme, which settles refugee families from Syria into this country. As a result the following families have arrived into Lincolnshire to date:

- One family into North Kesteven in November 2018
- One family into South Kesteven in November 2018
- Two families into City of Lincoln in March 2019
- One family into North Kesteven in March 2019
- One family into South Kesteven in March 2019
- One family into South Holland in June 2019

The families are supported by support workers from Upbeat Communities, a specialist provider jointly commissioned by the district councils and funded from the Vulnerable Person Resettlement Scheme. The support workers are enabling the families to settle into life in this country by helping them to enrol into health services, getting children into school or nursery places, ensuring the families attend their ESOL English language classes and more. It has obviously been a particularly challenging and in many ways traumatic time for the families, however I am really pleased to hear the families are settling in very well.

Corporate Social Responsibility

Lincoln Social Responsibility Charter

Following the launch of the Lincoln Social Responsibility Charter in October 2018, the council has continued to promote the charter and its signees during the past year. The aim of the charter is to give recognition to those businesses which undertake a range of activities, above the statutory minimum, which benefit their employees and the local community. As at the beginning of December 2019, 63 local businesses have signed up to the charter. Signees range from small businesses, with ten or less employees, to the larger businesses with 50 and above employees. Signees are from a range of sectors including education, finance, engineering, construction and more.

All signees to the charter are invited to attend the six monthly Lincoln Social Responsibility Forum. The forum provides an opportunity for signees to find out all the latest news on the charter, to share all the great socially responsible activities they are undertaking to support their employees and the local community, and to find out about some of the socially responsible opportunities available in the city, including volunteering, fundraising and sponsorship opportunities. I continue to be an active member of the forum.

Council officers will continue to grow the charter over the coming year, with the aim of encouraging more businesses to gain accreditation as socially responsible employers.

We are unaware of any similar initiative being launched and managed by local authorities within England.

Lincoln Community Lottery

On 11th August 2019 the council celebrated the one year anniversary of Lincoln Community Lottery. The purpose of the lottery is to raise vital funding for good causes in and around the city. To date the lottery is raising funds for 76 local good causes. Good causes supported so far include local charities, sports clubs, schools and scout groups. For every £1 ticket sold, 60 pence goes directly to support local good causes signed up to benefit from the lottery. Supporters of the lottery have the option of selecting the good cause they would like to support when purchasing their tickets, or alternatively supporting the Lincoln Lottery Community Fund. In the first year the lottery has raised over £42k for local good causes. This amount is significantly greater than the first year target of £10k to £15k.

I continue to chair the Lincoln Lottery Member Panel, and following a decision made by the panel in July 2019, resident consultation took place in August 2019 to identify the top two good cause areas residents would like the funds in the community pot to be allocated to. Of the £42k, £10k has been raised within the Lincoln Lottery Community Fund. The consultation identified Social Isolation and Green Spaces as the top two areas. Working with Voluntary Centre Services, work is currently underway to allocate up to £5k to two good causes within the city to support the delivery of a project/activity working in these areas. Allocation will take place following an application and selection process between October and December 2019.

Universal Credit

In the financial year 2018/19, our in-house Universal Credit (UC) Support Team helped 1,743 Lincoln residents to make (or maintain) their UC claim digitally. In the same year the team also provided 822 Lincoln customers with Personal Budgeting Support. This support helped customers to access almost £700,000 in UC and related benefits.

On 1st October 2018, a surprise announcement by central government stated that a national contract with Citizens Advice to deliver UC support would be in place for the financial year 2019/20. Our UC Support Team currently continues to provide assistance to customers, supplementing the 'Help to Claim' regime of UC support delivered by Citizens Advice.

Welfare and benefits advice

Additional benefits claimed by Lincoln customers who sought the advice and assistance of the Welfare Team in 2018/19 totalled a weekly value of £44,421. Over the full year these additional benefits amounted to £2,309,894. In addition to these benefits, in many cases customers had backdated awards or lump sum payments. In 2018/19 the total value of backdated and lump sum payments amounted to £193,709.

A crucial service also offered by the team is the FCA regulated debt advice, which is the Money Advice caseworker support. 60% of the team are trained in debt casework and they offer a full service, starting with the preparation of the Standard Financial Statement (SFS). Customers' income and expenditure levels are explored to establish whether there are options to claim additional benefits or increase income in some other way.

In 2018/19 the team assisted and advised 71 individuals with their debts. The total debt managed was £465,560 for 71 City of Lincoln residents. 52% of these Money Advice clients were City of Lincoln Council local authority tenants.

Housing Benefit/Council Tax Support

Although Universal Credit Full Service was rolled out for new claims in Lincoln Jobcentre Plus from March 2018, our Benefits Team still has significant Housing Benefit and Council Tax Support caseloads to administer – as at the end of Quarter 2 2019/20 these figures were 5,756 and 8,522 respectively.

The impact of Universal Credit on claims processing has been significant and has an impact on processing times due to the number of UC related documents requiring processing, as well as officers awaiting UC related decisions (for example, in respect of supported accommodation) before putting Housing Benefit into payment in some cases. However, officers have a proactive action plan in place which is already reaping rewards with improved average processing times.

Discretionary Rate Relief Policy

A 'Business Rates Growth Policy' was approved by Executive on 23rd July 2018. The policy aims to give a time-limited rate relief discount to new and extended business premises within the city, with the aim of building the Business Rates base, supporting economic growth and job creation. This policy supports the council's open and partnership focussed approach to delivering growth as set out in the Vision 2020 Strategic Plan, particularly the objectives and ambitions relating to economic growth and reducing inequality. Eligibility for this scheme is dependent on the extent of the business premises creation or extension, location and the impact of the new business or expansion plans has on the local economy. Five businesses have been awarded this relief in respect of 2019/20 so far, totalling £63,258.

Welfare Reform

As well as Universal Credit, our Benefits Team continues to administer a whole range of other welfare reforms, such as Localised Council Tax Support, Spare Room Subsidy ('bedroom tax'), Benefits Cap and Discretionary Housing Payments (DHP). The team fully utilised the 2018/19 government grant for DHP to help our residents with their housing costs, and is on track to do the same in 2019/20. This proactive approach aims to help residents mitigate impacts of welfare reforms.

Financial Inclusion

Officers continue to be proactively involved in the Lincolnshire Financial Inclusion Partnership (FIP), with the Head of Shared Revenues and Benefits being on the FIP Steering Group. FIP aims to ensure that everyone has the capability and opportunity to access appropriate financial services and products needed to participate fully in society. This group is valued for promoting and advocating financial inclusion related products, with a particular success in 2018/19 being Lincolnshire Co-op's Community Champions focus on financial inclusion organisations over the winter period.

Equality and Diversity

Employer perspective

The council is proud to remain accredited with the Disability Confident Scheme, building on the 22 years the council held the Two Ticks disability symbol. The council

has continued to promote this status to residents and employees throughout the past year via the council's website and within our recruitment process.

New council employees continue to be required to complete Equality and Diversity training as part of their induction, and also periodically after. Throughout the year the council has also continued to actively promote Equality and Diversity training and events via the dedicated Equality and Diversity notice boards and via the council's intranet 'City People' and 'In Brief' newsletters.

The council's workforce as at 31st March 2019 stood at 662 staff members, of which 311 were males and 351 were females. 30 members of the workforce declared a disability and 20 were from a black and ethnic minority group. The largest age group was 50 to 59 years of age, with 184 staff members in this age group.

The council also continues to provide a successful apprenticeship scheme. During 2018/19, 106 applications were made to join the council's scheme. Of those successful at gaining a place on the scheme, eighteen were aged under 24 and thirteen had a learning difficulty or disability.

The HR team continue to provide advice and guidance, monitor recruitment and workforce data and review HR policies and procedures.

Service user perspective

As part of the Lincoln Project Management Model, project/service managers continue to use the Equality Analysis Toolkit, which assists in assessing the impact on equality of proposed changes to policies, procedures and services. This helps to ensure there is a minimal risk of discrimination when delivering our services to our residents.

To help ensure Equality and Diversity remains at the heart of the council, the Equality and Diversity Group continues to meet every six months to discuss Equality and Diversity both in the workplace and amongst our residents. I continue to be the vice-chair of this group.

Topics discussed during the last year include:

- Access to City Hall
- Gender Pay Gap
- Applicants to City of Lincoln Council job vacancies
- Equality Action Plan
- Equality Journal 2018-19

Moving forwards this group is looking to meet more frequently to further discuss equality & diversity related topics and to monitor the Equality Action Plan, and how the actions being delivered in the plan are helping the council to meet its five Equality Objectives.

Skills and Training (including Adult Learning and The Network)

The highly successful four-year Assisting Low Income Households (ALIH) project led by City of Lincoln Council ended in September 2019. The project funded by Lincolnshire County Council's Health and Wellbeing Fund, and delivered by Lincoln College, resulted in some great project outcomes as shown in the summary below;

- Total Spend: £98,087.80
- Learners: 327
- Enrolments: 485

- Learner Achievement Rate: 94%
- Progression into Employment after completion of employability course: 134
- Progression into Higher Education: 18.

Officers are looking at options to set up and deliver a similar, but expanded project on similar principles – possibly from 2020/21.

The Network (Supporting young people)

The Network continues to proactively engage with young people, providing careers and related advice to the NEET group (Not in Employment Education or Training). The Network aims to help young people with a variety of issues, and provide positive outcomes for them in trying to find work and development opportunities. A range of innovative projects have taken place and more are planned in the coming months.

The figures below show the number of young people actively engaged with The Network during 2018/19, face to face appointments, and the percentage of young people moving into education, employment and training as a result of support provided by The Network.

| Measure | 2018/19 |
|---|----------------|
| Number of young people actively engaged with by The Network | 264 |
| Face to face appointments where young people have visited The Network's office to receive careers advice and guidance | 114 |
| Percentage of young people seen for appointments by The Network moving into education, employment or training | 62% |

To further discuss the support available for young people within the city and to encourage further partnership working, The Network is currently in the process of arranging a youth conference for early 2020. I will be in attendance at the conference representing City of Lincoln Council as Portfolio Holder for Reducing Inequality.

CCTV

The upgraded CCTV system continues to deliver significant results, with the system being able to provide quality footage of criminal activity and those individuals involved. Similarly the quality footage has proven to be vital in finding missing and vulnerable individuals more quickly.

The unit works with the Lincolnshire Police, Lincoln BIG and the council's PPASB service, Rough Sleeper Team & Intervention Team constantly to help improve public safety and how visitors perceive Lincoln.

The unit has also provided over 800 evidential DVD's to Lincolnshire Police over the last year for use in the judicial process, including a number of high profile cases.

PPASB Team

The Public Protection and Anti-Social Behaviour (PPASB) service covers a broad range of areas. The core services provide a combination of both proactive and reactive actions designed to protect individuals, the community and the amenity of the city.

The core service areas are:

- Anti-Social Behaviour
- Noise
- Animals
- Pests/conditions of gardens
- Accumulations of waste
- Fly-tipping investigations
- Licencing consultations
- Bins on streets
- Littering Fixed Penalty Notices

The PPASB service consists of one Team Leader/Technical Officer, five Technical Officers, one Technical Assistant, one Admin Assistant, two Apprentices, one Littering Enforcement Officer and a Police Constable ASB officer.

Service Demand

The table below shows the PPASB Enforcement Action undertaken during 2018/19.

| Environmental issues | 2018/19 |
|---|----------------|
| Littering Fixed Penalty Notices | 589 |
| Dog Fouling Fixed Penalty Notices | 1 |
| Dog Straying Fixed Penalty Notices | 1 |
| Littering Prosecutions | 89 |
| Fly Tipping Fixed Penalty Notices | 8 |
| Fly Tipping Prosecutions | 7 |
| Bins on streets Community Protection Notice | 21 |

| Noise issues | 2018/19 |
|-----------------------------------|----------------|
| Noise Abatement Notices | 29 |
| Noise Prosecutions | 2 |
| Noise Warrants | 3 |
| Noise Community Protection Notice | 1 |

| General ASB issues | 2018/19 |
|---------------------------------|----------------|
| ASB Community Protection Orders | 6 |
| Prosecutions | 0 |
| Injunctions | 3 |
| Criminal Behaviour Orders | 10 |
| Closures | 1 |

| Condition of property related issues | 2018/19 |
|---|----------------|
| Prevention of Damage by Pests Notices | 10 |
| Condition of Garden or Property Notices, Inc. F&V | 27 |
| Subsequent Fixed Penalty Notices | 3 |

| Other enforcement | 2018/19 |
|--|----------------|
| Prosecution for microchipping of dogs | 1 |
| Community Protection Notice for dog attack on person | 1 |
| Microchipping notice | 5 |

Intervention Team

The Intervention Team is tasked with reducing and addressing on street ASB across the city. The team is holistically addressing the root cause of the issues on a support first basis, however they also have at their disposal a number of enforcement tools and powers to use where appropriate and required.

The Intervention Team consists of one ASB Outreach Officer, one Mental Health Nurse, one Addaction Outreach Worker and one Team Coordinator.

The team has worked with 103 different individuals since the start of the project in October 2018, and has logged in excess of 704 actions on the case management system.

The team has funding until December 2020.

City Centre issues and partner collaboration

Within the past year the PPASB service and Intervention Team have worked with Lincolnshire Police and Lincoln BIG to bring into effect a Public Spaces Protection Order to allow the gating of St Peters Passage to prevent further instances of serious ASB.

The PPASB service and the Intervention Team are currently working with partners to reduce ASB in the cities multi-story car parks.

I have provided a brief update below on further work undertaken with our key partners during the past year to help address city centre issues.

Lincolnshire Police

The PPASB service and the Intervention Team continue to work closely with both the Neighbourhood Policing Team and the Evita Team within the City Centre. The colocation of the Carholme, City Centre and Abbey Neighbourhood Police Teams in the PPASB office at City Hall has further improved the working relationships and allowed officers to work closer and support each other to tackle ASB across the city.

University

The PPASB service continues to have a good and productive working relationship with the university, particularly around tackling student issues across the city.

Health and Social Care

The introduction of the Intervention Team, along with the work currently being undertaken on the Frailty Project, has led to new and improved working across health and social care. This has included closer working with Lincolnshire Partnership NHS Foundation Trust (Mental Health providers), Lincolnshire Community Health Services, East Midlands Ambulance Services, Adult Social Care (LCC) and Addaction (LCC).

The Frailty Project is looking to increase access to non-urgent care in order to improve the health of the homeless, whilst the Intervention Team is working to holistically reduce on street ASB often perpetrated by the homeless community. By working together we can look to sustainably reduce both ASB and the level of

poverty and ill health (both physical and mental) within arguably the most vulnerable and overlooked groups within society.

Safer Lincolnshire Partnership

The Safer Lincolnshire partnership has strategic overview of four key areas. These areas are Anti-Social Behaviour, Domestic Abuse, Serious and Organised Crime and Reducing Offending, with cross cutting themes of Mental Health and Substance misuse. During the past year, City of Lincoln Council has continued to have representation at both the ASB Core Priority Group and the Domestic Abuse Core Priority Group.

I also continue to sit on the Safer Lincolnshire Partnership Overview & Scrutiny Board, together with the Lincolnshire Police and Crime Panel.

Protecting Vulnerable People

Over the course of the last 18 months, City of Lincoln Council's internal safeguarding meeting has been rebranded as 'Protecting Vulnerable People' and has been expanded to encompass Hate Crime, PREVENT, Domestic Abuse and Modern Slavery. This approach ensures that we have a coordinated approach to a range of safeguarding issues and can ensure that training of staff and any materials that may be needed to protect vulnerable people are centrally stored. The group have initially worked on a number of priorities that focus around training of staff and ensuring that reports are centrally stored and auditable. I have provided a brief update each of the areas that encompass the Protecting Vulnerable People agenda below.

PREVENT

Officers from the council continue to attend and contribute to the PREVENT Steering Group, in addition to delivering PREVENT actions arising from the Protecting Vulnerable People meeting. All council staff continue to be required to complete online PREVENT training at least every two years.

Domestic Abuse

City of Lincoln Council officers continue to attend and contribute to the Safer Lincolnshire Partnership Domestic Abuse Core Priority Group. Within the last year training has been provided for all Housing Officers to ensure they have the required skills and knowledge to assist them in being able to undertake DASH (Domestic Abuse Stalking and Harassment) risk assessments with victims disclosing domestic abuse. It is also the intention of the council to train Customer Service Team Leaders to increase the provision of trained staff further in the coming year.

Hate Crime

The council is currently reviewing Hate Crime Awareness training for all staff through the Protecting Vulnerable People Group. Council officers also continue to attend and support the Community Cohesion Steering Group, with the latest meeting of the group taking place in September 2019.

Modern Slavery

The council has a Modern Slavery Statement and is signed up to a Modern Slavery Charter linked to the procurement process. This is due to be reviewed in the near future, with this currently scheduled to take place during quarter 4 of 2019/20.

Modern Slavery Awareness Training is also being reviewed by the Protecting Vulnerable People Group.

Forward look

Over the next 12 months both the PPASB service and the Intervention Team will continue to work collaboratively to make positive changes within our communities.

It is anticipated that on street ASB will continue and that intervention in the form of both support and enforcement will continue to be required. The teams will continue to work with partners to look for sustainable opportunities to work differently to ensure early intervention can be achieved.


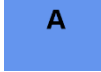





Demand across all services provided by the teams is expected to remain high.

I will continue to actively work with the PPASB service and Intervention Team during the coming year in my role as Portfolio Holder for Reducing Inequalities.





Measuring Performance

Below shows the latest quarter 2 2019/20 performance measure outturns for my portfolio. The data shown is the latest data for each measure.

Status Key

| | | | |
|---|--|---|--|
|  G At or above target |  A Acceptable performance - results are within target boundaries |  R Below target |  V Volumetric/contextual measures that support targeted measures |
|  Performance has improved since last quarter |  Performance has stayed the same since last quarter |  Performance has deteriorated since last quarter | |

22

| | Service Area | Measure ID | Measure | High Or Low | Low Target | High Target | Previous Data Period | Previous Value | Current Quarter | Current Value | Unit | Status | |
|-----|--|------------|---|--------------|------------|-------------|----------------------|----------------|-----------------|---------------|--------|----------|---|
| CX | Housing Benefit Administration | BE 1 | Average (YTD) days to process new housing benefit claims from date received | Low is good | 29.50 | 26.50 | Q1 - 19/20 | 27.10 | Q2 - 19/20 | 23.42 | Days | G |  |
| | Housing Benefit Administration | BE 2 | Average (YTD) days to process housing benefit claim changes of circumstances from date received | Low is good | 9.00 | 7.00 | Q1 - 19/20 | 5.09 | Q2 - 19/20 | 4.88 | Days | G |  |
| | Housing Benefit Administration | BE 3 | Number of Housing Benefits / Council Tax support customers awaiting assessment | Low is good | 1,450 | 1,200 | Q1 - 19/20 | 624 | Q2 - 19/20 | 939 | Number | G |  |
| | Housing Benefit Administration | BE 4 | Percentage of risk-based quality checks made where Benefit entitlement is correct | High is good | 84.50 | 87.50 | Q1 - 19/20 | 90.41 | Q2 - 19/20 | 95.57 | % | G |  |
| | Housing Benefit Administration | BE 5 | The number of new benefit claims year to date (Housing Benefits/Council Tax Support) | N/A | Volumetric | Volumetric | Q1 - 19/20 | 1,181 | Q2 - 19/20 | 96 | Number | V | |
| DCE | Public Protection and Anti-Social Behaviour Team | ASB 1 | Number of cases received in the quarter (ASB) | N/A | Volumetric | Volumetric | Q1 - 19/20 | 739 | Q2 - 19/20 | 854 | Number | V | |

| | Service Area | Measure ID | Measure | High Or Low | Low Target | High Target | Previous Data Period | Previous Value | Current Quarter | Current Value | Unit | Status | |
|--|--|------------|--|--------------|------------|-------------|----------------------|----------------|-----------------|---------------|--------|--------|---|
| | Public Protection and Anti-Social Behaviour Team | ASB 2 | Number of cases closed in the quarter | High is good | Volumetric | Volumetric | Q1 - 19/20 | 636 | Q2 - 19/20 | 676 | Number | V | ▲ |
| | Public Protection and Anti-Social Behaviour Team | ASB 3 | Number of live cases open at the end of the quarter | Low is good | 780 | 660 | Q1 - 19/20 | 653 | Q2 - 19/20 | 778 | Number | A | ▼ |
| | Public Protection and Anti-Social Behaviour Team | ASB 4 | Satisfaction of complainants relating to how the complaint was handled | High is good | 75.00 | 85.00 | Q1 - 19/20 | 83.00 | Q2 - 19/20 | 83.30 | % | A | ▲ |
| | CCTV | CCTV 1 | Total number of incidents handled by CCTV operators | N/A | Volumetric | Volumetric | Q1 - 19/20 | 3,551 | Q2 - 19/20 | 3,373 | Number | V | |

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SUBJECT: REDUCING INEQUALITY PROGRESS REPORT

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

REPORT AUTHOR: ANGELA ANDREWS

1. Purpose of Report

- 1.1 To provide Performance Scrutiny Committee with an update on progress towards the Reducing Inequality strategic priority contained in Vision 2020.

2. Executive Summary

- 2.1 On an annual basis each vision group provides a progress report to Performance Scrutiny Committee. This report provides an update on the progress of the group in delivering the strategic priority Reducing Inequality and its aspirations. The report should be read alongside Cllr Rosanne Kirk's annual Portfolio Holder report, also being presented to Performance Scrutiny Committee on 9th January 2020.

3. Background

- 3.1 Vision 2020 was published in January 2017, and contains four strategic priorities (Reduce Inequality; Economic Growth; Quality Housing; and Remarkable Place), along with an important strand of work focusing on High Performing Services.
- 3.2 As part of the arrangements for managing and monitoring progress of Vision 2020, the council established four Vision Groups along with a High Performing Services Board, each with a Corporate Management Team lead. Each Vision Group reports annually to Performance Scrutiny Committee on progress.
- 3.3 The Reducing Inequality Vision Group is leading on delivering the following council aspirations under this priority:
- Let's help people succeed
 - Let's provide help to the most vulnerable in our City
 - Let's help people feel safe and welcome in their communities
 - Let's empower people
 - Let's ensure the best quality of life for people living in Lincoln
- 3.4 This report is being submitted alongside the annual report written by Cllr Rosanne Kirk, Portfolio Holder for Reducing Inequality, providing Performance Scrutiny Committee with the opportunity to undertake an in-depth review of the Reducing Inequality strategic priority and portfolio. To help avoid duplication, key performance indicators have been included in Cllr Kirk's report instead of this report.

4. Position Statement (Appendix A)

- 4.1 A Position Statement is attached to this report as Appendix A. It captures the 'day

to day' work by the council that is integral to delivering this strategic priority. This was captured to ensure we understand the resource committed across the council, and to recognise how all staff have a role in delivering this priority under Vision 2020.

5. Project Monitoring Table (Appendix B)

5.1 The Project Monitoring Table provides an overview of the current and live projects for this strategic priority. This table is attached to this report as Appendix B.

5.2 There are 18 projects currently being monitored in the work programme for Reducing Inequality. A summary of the position of these projects is included below. This is split by completed projects, projects flagged as green (meeting their milestones), and projects flagged as amber (monitored closely as a result of being impacted by a number of external factors). There are currently no projects flagged as red (not meeting their milestones).

5.3 Completed projects – The following two projects have been completed during the past year in the current Reducing Inequality work programme;

- Promote access to a range of financial products – Working with the Financial Inclusion Partnership, the council has explored and identified a range of financial agencies/products available to residents in the city, with a particular focus on providing support to our most financially disadvantaged residents. Information on these agencies and products has been shared to residents via a wide range of routes, including via the Lincoln Against Poverty website, Your Lincoln resident magazine and via the council's website and social media channels.
- Friends Against Scams – This aim of this initiative run by National Trading Standards is to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams. The council has successfully gained accreditation as a Friends Against Scams organisation and has appointed SCAMchampions who are on hand to provide staff and our customers with advice on how to spot and avoids scams. Our SCAMchampions have received training on the laws surrounding scams and where to access further support and guidance should a member of staff or resident fall victim of a scam.

5.4 Projects flagged as green – There are currently 12 projects flagged as green in the current Reducing Inequalities work programme. Those where notable progress has been made during the past year toward Reducing Inequality are provided below:

- Reduce incidences of suicide – Following the successful delivery of SafeTALK and ASIST training to all frontline staff in 2018, the council has continued to provide suicide prevention training to frontline staff in 2019, with an additional six SafeTALK sessions being held for 92 members of staff. The training teaches participants to recognise when someone may have thoughts of suicide, and work with them to create a plan that will support their immediate safety. A rolling programme of training will continue to be delivered moving forwards.
- Promotion of bulk energy switching to lower energy bills for residents – The council has continued to actively promote the Lincolnshire Energy Switch initiative to local residents. Three tranches take place each year, with the

switching process between suppliers being fully undertaken at no cost to residents. Up to May 2019 iChoosr, who administer the scheme on behalf of all Lincolnshire authorities, confirmed that City of Lincoln residents had saved over £54,000 to date through this initiative.

- Encourage businesses to embrace corporate social responsibility – Following the successful launch of the Lincoln Social Responsibility Charter in October 2018, the council has been working to encourage local businesses to embrace corporate social responsibility. To date, 63 local businesses have gained recognition as socially responsible employers. The charter gives recognition to an organisation for the wide range of socially responsible activities they undertake to support their employees and the local community. These activities are above and beyond what the businesses are statutorily required to deliver. Alongside the charter, the council has also continued to promote the benefits of paying the real Living Wage to local businesses.
- Sincil Bank Revitalisation Programme – A new community hub was opened to residents in the Sincil Bank area of the city in December 2018. The hub has provided a venue for three members of staff in Sincil Bank to provide a range of support and advice to local residents. Since the opening of the hub approximately 1,600 residents have visited the hub seeking advice and guidance. Surgeries delivered at the hub have so far included Welfare Advice, homelessness advice from P3, and a Bulgarian Community Group. Alongside the community hub, in the past year additional national funding has been awarded to support the delivery of a range of projects to improve the Sincil Bank area and further support local residents over the current and coming years.
- Promotion of Pension Credit – The council has actively promoted Pension Credit to local residents via a range of routes, including via the council's website and via our Your Lincoln resident magazine. Direct contact has also been made with individuals who have been identified as meeting the criteria for Pension Credit. Promotion is planned to continue through to March 2020.
- Severe Disability Premium – Since July 2019 the council has also actively communicated with residents who may be entitled to the Severe Disability Premium, or a related allowance, benefit or payment. As at the end of November 2019, 14 customers' incomes have so far increased as a result of this exercise, equating to a total of £45,358.

5.5 There are four projects flagged as Amber. None of the project outcomes are delayed, but have instead been flagged as Amber to ensure they are monitored closely by the Reduce Inequality Vision Group as a result of a number of external factors. A summary of these actions is provided below. Further detail on these actions is provided in Appendix B.

- Maximise any opportunities for income generation as part of the National Apprenticeship Employer Levy – The WBL team has recently secured a sub contract which will enable the team to work with and deliver apprenticeships to SME's. This will see this project move to a 'Green' status in the new year.
- Work with training providers, businesses and partners to increase opportunities for local people to access training and employment (college courses) - The highly successful four-year project working with Lincoln College has ended. Unfortunately, a new project based on similar principles of assisting those on low incomes has not yet commenced, due to new

sources of funding not yet been successfully bid for despite a significant amount of work going into this. Further exploration of other potential funding streams is taking place.

- Providing a central hub of support for young people through The Network - The Network continues to support NEETs with a range of issues, particularly around careers advice. The Network is working on plans to be sustainable moving forward, with their current largest source of funding due to end 31st March 2021.
- Maintaining support for people moving to Universal Credit - The impacts of Universal Credit (UC) are still creating demands for support to help people claim, with other related support such as digital inclusion and budgeting assistance. The UC support function within our Council's Benefits Team is presently in place to the end of 2019/20, with work on further improving processes and providing holistic support continuing to progress. Working alongside Citizens Advice's 'Help to Claim' regime is also continuing to help support residents.

6. Performance Indicators

A set of performance indicators have been developed for the Reducing Inequality strategic priority. These measures have been included within Cllr Rosanne Kirk's Portfolio Holder report to this committee.

7. Strategic Priorities

7.1 Let's reduce inequality

This report captures the progress of the Reducing Inequality Vision Group, whose remit is to ensure the delivery of this strategic priority.

8. Organisational Impacts

8.1 Finance (including whole life costs where applicable)

There are no financial implications arising from this report.

8.2 Legal Implications including Procurement Rules

There are no legal implications arising from this report.

8.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

There are no E&D implications arising from this report.

9. Risk Implications

- 9.1 Options Explored – Not applicable.
Key risks associated with the preferred approach – Not applicable.

10. Recommendation

- 10.1 To consider the progress of the Vision Group and this strategic priority.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? Two

List of Background Papers: None

Lead Officer: Angela Andrews, Chief Executive and Town Clerk
Telephone (01522) 873300.

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Position Statement – December 2019

Whilst the Reducing Inequalities Vision Group work to deliver a range of projects to reduce inequality across the city, this priority is much more than delivering projects. The day-to-day work of all members of staff at the council has an enormous impact on our residents, either directly or indirectly. An overview of this work is provided below.

Corporately

- Providing a website to support, promote and signpost residents to partners that help us tackle poverty
- Working regularly with partners to drive forward existing and new initiatives to reduce inequality. This includes hosting the:
 - Annual Lincoln Growth Conference
 - Lincoln Tenants Panel
 - Lincoln Against Poverty Steering Group
 - Lincoln Social Responsibility Forum
- Delivering an Equality Action Plan to ensure our services are accessible to everyone

Customer Services

- Providing benefits advice and FCA regulated money advice
- Holding weekly advice sessions in our most deprived communities, including Sincil Bank, Birchwood, St Giles and Moorland
- Providing foodbank vouchers to enable our customers to access emergency food parcels
- Offering free use of 20 public access PCs to our customers to enable them to search for jobs, advice etc
- Managing the Public Services Hub at City Hall. Alongside the council the Hub includes DWP Job Centre and Medical Examination Centre, Voluntary Centre Services, The Network and Lincolnshire Credit Union

Revenues and Benefits

- Providing housing benefit and council tax support
- Work closely with tenancy services to help tenants manage their rent arrears and avoid falling into difficulty
- Arrange for managed payments in cases where tenants are struggling to manage their rent payments
- Providing support to Universal Credit customers
- Welfare Team – supporting DWP customers with personal budgeting support
- Work closely with partners including DWP and Lincolnshire Credit Union to ensure reactive and agile service across the public sector hub
- Providing Discretionary Housing Payments and Exceptional Hardship Payments to give people extra help with rent or council tax in special circumstances
- Ensuring fair debt collection

- Responding to welfare reform

Housing

- Leading multi-agency support to prevent homelessness by offering advice and support to enable residents to stay in their homes
- Provide housing solutions for those sleeping on the streets, tailoring solutions based on the needs of the individual through a dedicated Rough Sleeper Project Team
- Retaining good quality flooring in council houses to reduce costs to new tenants
- Signposting new tenants to our own advice services along with other support agencies
- Providing Lincare remote monitoring to support vulnerable or disabled people living at home

Human Resources and Work Based Learning

- Signposting staff in our Health and Wellbeing booklet to debt advice, housing advice and mental health advice,
- Delivering an apprenticeship scheme to build the skills and experience of our residents whilst assisting them into work
- Paying our own staff the real Living Wage set annually by the Living Wage Foundation
- Monitoring and reporting on recruitment and success rates by protected characteristics – presented annually to the Equality and Diversity Group
- Promoting a range of staff benefits to help reduce living costs

Community Services

- Offering a free bulky waste collection service for residents with a disability, eligible for a state pension or pension credits, or in receipt of a means tested benefit
- Providing assisted waste collection to residents who do not have an able-bodied person living with them

Planning

- Providing sustainable communities where people can thrive and access services

Recreational Services

- Offer a range of events and activities at no cost to residents in Lincoln's award-winning parks and open spaces
- Providing access to market stalls that offer a variety of affordable produce

Leisure

- Ensuring access to Yarborough and Birchwood leisure centres in an affordable and accessible way

Communications

- Promoting a range of advice and support services through our advertising channels including social media, Your Lincoln magazine, Home! Magazine and the bus station advertising screens
- Developed a robust advertising policy preventing payday lenders from advertising on council assets

IT

- Blocking access to payday loan websites on council computers, including the free public access computers

Corporate Policy

- Promoting Lincoln Community Lottery as a tool to raise additional funding for local good causes (over £42k raised in year one)
- Producing the Lincoln City Profile, which can be used externally for fund raising bids as well as internally
- Actively promoting the benefits of Fairtrade to Lincoln's residents
- Promoting the NHS blood and organ donation campaigns
- Supporting the delivery of the Lincoln Anti-Poverty Action Plan
- Supporting the externally led Community Cohesion Steering Group

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Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|---|---|---|-------|---|
| Maximise any opportunities for income generation as part of the National Apprenticeship Employer Levy | Claire Burroughs | 2018 onwards: Reconfigure Work Based Learning (WBL) to match the financial situation and maximise the opportunities this gives in relation to the future of the service. | A signed contract is now in place with LAGAT for non-levy and levy apprenticeships. The WBL team has recently secured a sub contract which will enable the team to work with and deliver apprenticeships to SME's. | Amber | COLC was successful with an application to the Skills Funding Agency to be a supporting provider. This enables COLC to secure income of up to £500k. |
| Work with training providers, businesses and partners to increase opportunities for local people to access training and employment (college courses) | Martin Walmsley / Paul Carrick (for Controlling Migration Fund) | 18 Sep 2018: Draft Controlling Migration Fund bid to CMT 01 Oct 2018: Bid submission deadline Aug 2019: Funding ends | The Assisting Low Income Households (ALIH) project with Lincoln College – ended on 31.8.19. Final Lincoln College project outturn: <ul style="list-style-type: none">- Total Spend: £98,087.80- Learners: 327- Enrolments: 485- Learner Achievement Rate: 94%- Progression into Employment after course: 134- Progression into Higher Education: 18. Discussions currently taking place with Lincolnshire County Council re ESF bid to enable this project to continue, however following discussions with other prospective partners, NKDC and | Amber | The Health and Wellbeing Project with Lincoln College had a budget of £98k. Spend was profiled to ensure the £98k lasted for the full four years of the project. |

35

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|------------------------|--|--|--------------|---|
| | | | <p>WLDC, due to a much higher match funding requirement is very likely to be cost prohibitive.</p> <p>Other funding opportunities are currently being explored.</p> | | |
| <p>Providing a central hub of support for young people through The Network</p> | <p>Martin Walmsley</p> | <p>Quarterly: Progress meetings, and Budget meeting with Finance</p> <p>Oct 2018: Options appraisal to be developed and presented to the Reduce Inequality Vision Group</p> <p>Nov 2018: Further development and potential re-scoping of The Network to take account of; funding, performance targets, priorities in the City, and other support providers</p> <p>Nov 2018: Production of financial and performance plan</p> <p>Jan-Mar 2019: Production of The Network Business Plan 2019/20</p> | <p>Update provided by The Network at Trustee and Management Board Meeting 11.11.19:</p> <ul style="list-style-type: none"> - Have seen an increase in the needs of clients in that anecdotally speaking they appear to be coming in with more hidden issues - Anecdotally seem to be supporting more people with undiagnosed or unsupported mental health issues or concerns - Time spent supporting clients has accordingly increased - Pawsitive Possibilities – regularly have six-eight young people in attendance, positive feedback, seeing changes in attendees around confidence and participation in sessions | <p>Amber</p> | <p>The Network continues to support NEETs with a range of issues, particularly around careers advice. The Network is working on plans to be sustainable moving forward.</p> |

36

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

37

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|-----------------|---|---|--------------|---|
| | | | <ul style="list-style-type: none"> - Seven current participants enrolled on MOVE, two already being prepared for sign-off on training or work outcomes - Two weeks of workshop programme Young People’s Learning Provision (YPLP) on career planning, skills identification and interviews - Office redecorated by NCS and has received positive feedback - Attended Careers, Education, Information Advice and Guidance (CEIAG) teacher conference - Given a talk to COLC Housing and Customer Services | | |
| Social Impact Bond project supporting rough sleepers | Alison Timmins | <p>Oct 2017: Begin referrals into project</p> <p>Oct 2018: Last referrals of cohort into scheme</p> <p>Q3 2020: Ongoing support and funding, reporting of final outcomes</p> | <p>City council has transferred management of 20 properties to support this scheme.</p> <p>Delay in setting up this project in some parts of the county in relation to property transfers. Whilst these were all handed over, the subsequent rental income was lower than originally forecast as a result of the delay.</p> | Green | <p>The bid was awarded £1.3m which has been provided to Lincolnshire County Council to spend and monitor.</p> <p>10.10.19 Alternative funding has been secured from the District Councils which provides two additional Support Workers. The project is now in steady state and</p> |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--|----------------------------------|---|--|-------|--|
| | | | The funding shortfall was raised with the District Housing Network who have collectively agreed to fund two Support Workers to the end of the project. | | should remain green unless any further issues arise. |
| Reduce incidences of suicide | Simon Colburn / Claire Burroughs | <p>Sep 2017: Report to Executive presenting recommendations from Community Leadership Scrutiny Committee’s review</p> <p>2017/18: Consider options for and develop training plan in respect of ASSIST and SafeTALK, for all frontline services, but undertaking in a phased approach.</p> <p>Sep – Dec 2018: Deliver ASSIST and SafeTALK training to all frontline staff</p> <p>January 2019 – Evaluation reducing inequality group</p> | The content of the training sessions is emotive, and a post project evaluation will take place to identify outcomes achieved. | Green | <p>SafeTALK half day workshops – held between May and December 2018 with provision for 400 places. Total cost - £10,000.</p> <p>ASSIST two-day course – held in September with provision for 24 places (16 attended). Total cost - £2,000.</p> <p>SafeTALK – Addition 6 training sessions held during 2019, providing additional training for 92 members pf staff.</p> |
| Further support for residents to adapt to welfare reform – council tax support scheme | Claire Moses | <p>Committee Timetable for 2020/21 scheme is as follows: -</p> <p>SRG = 23.09.19</p> <p>Executive = 28.10.19</p> <p>Consultation starts = 30.10.19</p> <p>Policy Scrutiny Committee = 26.11.19</p> <p>Consultation ends = 11.12.19</p> | <p>Council Tax Support will be reviewed for 2020/21. It is likely there will be options to adjust for UC – to reduce the administrative changes, fluctuating council tax instalments and impact on customers</p> <p>Modelling of potential Council Tax Support 2020/21 options taking place.</p> | Green | For 2019/20, the cost of the scheme as at 31 August 2019 is £7,783,612 for 8,542 claimants, 2,903 who are pensioners and 5,639 who are working age. |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

39

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--------------|-----------------|--|---|------|--------------------------|
| | | SRG = 16.12.19 Executive = 06.01.20 Council = 21.01.20 New scheme start date = 01.04.20 | 2020/21 scheme timetable: <ul style="list-style-type: none"> • Executive – 28 October 2019 • Consultation starts – 30 October 2019 - the Council is required to review their current Council Tax Support scheme. The proposals and recommendations seek to ensure the Council has a robust review of its current scheme and understand the implications of adopting a new scheme. • Policy Scrutiny Committee – 14 January 2020 as part of consultation process • Executive – 20 January 2020 • Council – 21 January 2020 - the Local Government Finance Act 2012 requires a full review of the scheme by the Billing Authority. COLC will need to approve a new scheme after consultation by 31 January 2020. Currently out to consultation: <ul style="list-style-type: none"> - Proposed 'no change' CTS scheme - Continuation of £20,000 Exceptional Hardship Scheme - Council Tax: | | |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

40

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--|-----------------|--|---|-------|---|
| | | | <ul style="list-style-type: none"> ○ Extension of Care Leavers 100% exemption up to 25th birthday ○ Increase of empty homes premium to 200% (total 300% Council Tax charge) – for any property empty between five and ten years. <p>Decision timeline:</p> <ul style="list-style-type: none"> ● Policy Scrutiny Committee – 13th January 2020; ● Executive – 20th January 2020; ● Council – 21st January 2020. | | |
| Promote bulk energy switching to lower energy bills for residents | Kate Bell | <p>Throughout 2017/18: Proactive communications to increase number of residents to sign up to scheme.</p> <p>Tranches: As delivered throughout the period of Vision 2020 – to be reported to Vision Group for monitoring</p> | <p>This project involves a number of campaign tranches each year, led by the Lincolnshire County Council. COLC helps to promote with materials provided by the Greater Lincolnshire Energy Efficiency Network via supporting press releases and social media messages.</p> <p>Up to May 2019, iChoosr who administer the scheme on behalf of all Lincolnshire authorities have confirmed that COLC residents had saved £54,990 to date. We will be</p> | Green | No budget required as cost is met by the Greater Lincolnshire Energy Efficiency Network which receives income from each switch to help fund the scheme. |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--|-----------------|---|---|-------|---|
| | | | looking to take part in the next scheme in March 2020. | | |
| Maintaining support for people moving to Universal Credit | Claire Moses | <p>15 Apr 2019: Executive to update on arrangements for Q1 19/20</p> <p>3 Jun 2019: Revenues and Benefits Joint Committee – options for UC Support Team from 1 July 2019</p> <p>18 Jun 2019: Policy Scrutiny Committee – options for UC Support Team from 1 July 2019</p> <p>24 Jun 2019: Executive – decision for UC Support Team from 1 July 2019</p> | <p>On 26th March 2019 an agreement was reached between COLC and Lincoln and District CA for officers within the existing local authority UC Support Team to help deliver a UC support service for the period 1st April to 30th June 2019. This was to allow local CA an opportunity to advertise, recruit and train a resource to deliver UC ‘Help to Claim’ from 1st July 2019. Our UC Support Team have assisted with this transition, ensuring a seamless service for customers as far as possible, as well as providing training and support as required to local CA staff and volunteers.</p> <p>During the three-month period, officers worked on an options appraisal for UC support delivery for the period 1st July 2019 to 31st March 2020. The options focused on supporting CA’s ‘Help to Claim’ national process, as well as looking at how officers could potentially deliver holistic services relating to tenancy sustainment, UC</p> | Amber | <p>Financial consideration for 2018/19: External funding totals = £119,343</p> <p><u>Assisted Digital Support & Personal Budgeting Support</u> Initial Funding - £24,960</p> <p><u>Additional Funding for ADS/PBS</u> Q1 Additional - £19,306 Q2 Additional - £16,561 Q3 Additional - £18,851 Q4 Additional - £TBC Total Additional - £54,718</p> <p><u>New Burdens</u> Total - £152,144 The cost of the UC Support Team, whilst met within existing budgets, extends beyond the funding provided by the DWP.</p> <p>The award of additional DWP UC Funding up to Q3 has</p> |

41

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

42

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--|--------------------|--|--|--------------|--|
| | | | <p>support and welfare advice. Our LA UC Support Team arrangements were extended to 30.9.19, to work alongside Lincoln & District CA’s delivery of Help to Claim commencing 1.7.19.</p> <p>Advice Review – outcomes/options presented to Executive on 23.9.19.</p> <p>Progress meeting took place with Citizens Advice and DWP on 11.10.19.</p> <p>UC support function within Benefits Team extended to 31.3.20, with work on better value processes to be undertaken for remainder of financial year – to also be monitored through ‘Creating Value Processes’ Pillar meetings.</p> | | <p>resulted in a <u>surplus</u> to the cost of the team. For Lincoln this is £4,915 and for North Kesteven this is £3,835.</p> <p>New Burdens UC funding 2019/20: COLC £44,876, NKDC £18,742.</p> <p>DWP funding for UC support (known as ‘Help to Claim’ 2019/20 paid to Citizens Advice. Lincoln & District Citizens Advice paid RB shared service £8,000 for Help to Claim support for period 1.4.19-30.6.19.</p> |
| <p>Promote the Lincoln Living Wage to employers (closely linked to the emerging Corporate Social Responsibility [CSR] project)</p> <p>And</p> <p>Encourage</p> | <p>Graham Rose</p> | <p>CSR</p> <p>Jan-June 18 – Develop CSR Charter with the support of the LW & CSR Forum (complete)</p> <p>June 2018: Produce promotional guide for CSR (complete)</p> <p>July 2018: Produce & test CSR webpages and online signup form (complete)</p> <p>Aug 2018: Produce CSR</p> | <p>Living Wage</p> <p>The real Living Wage rate is continuing to be promoted as part of the Lincoln Social Responsibility Charter.</p> <p>Living Wage Week 2019 took place between 11th & 17th November. The new real Living Wage rate for 2020/21 was announced during this week as being £9.30 per hour. This rate is an</p> | <p>Green</p> | <p>£1,500 allocated from existing Policy Unit Budget for promotion and partnership events / Living Wage Forum.</p> |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|-----------------|---|---|--------------|--|
| <p>businesses to embrace corporate social responsibility</p> | | <p>promotional video (complete) Sept-Oct 2018: Launch CSR accreditation scheme (complete) Oct 18 & ongoing throughout 2019: Promotion of the charter and its signees via a wide range of routes</p> | <p>increase of 30 pence per hour on the current rate and is to be introduced by Living Wage employers by 1st April 2020.</p> <p><u>CSR Charter</u></p> <p>Currently 63 signees to date, with Qaurus Ltd and Kinetic Estate Agents also signing up to the charter in November.</p> <p>A press release was issued during late October to mark the one-year anniversary of the launch of the charter. This was picked by City X. A graphic was also displayed on the Transport Hub advertising screens to promote the charter and signees to date. This resulted in positive social media engagement. The council’s social media page headers were also changed to a graphic showing all the logos of signees to the charter to mark the anniversary.</p> <p>Members to the charter Facebook Group continues to grow. The page is proving to be a useful tool to share socially responsible opportunities in</p> | <p>Green</p> | <p>All CSR costs have been met from within existing Policy Unit budgets.</p> |

43

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

44

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|------------------------|--|---|-----------------|---|
| | | | <p>the city, together with news on the charter.</p> <p>Work is currently underway to update the accreditation process for the charter. The primary change will be accreditation being valid for a period of three years rather than just the one. The guide to the charter is also in the process of being updated, and a newsletter for all signees is currently being produced to be distributed post-election.</p> | | |
| <p>Promote access to a range of financial products</p> | <p>Martin Walmsley</p> | <p>Mar-May 2018: EOI issued and expressions received responded to/ any further information requested.</p> <p>Jun 2018: Analyse responses received and determined which are appropriate to be advertised through Lincoln Against Poverty website, + any other appropriate agencies and products.</p> <p>04 Oct 2018: Present list of agencies/ products to Reducing Inequality Vision Group seeking 'sign-off'.</p> <p>08 Nov 2018: List final sign off by Reduce Inequality Vision Group</p> | <p>This project is complete</p> | <p>Complete</p> | <p>No budget required – staff time met from within existing resources</p> |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|-----------------|--|---|-------|---|
| | | 30 Nov 2018: Arrange for links to be posted on Lincoln Against Poverty website and COLC website. | | | |
| Continue to promote initiatives aimed at integrating communities e.g. World Hello Day; SHUSH | Graham Rose | <p>Jul–Sep 2017: Fresher’s Week Campaign</p> <p>Jul–Nov 2017: World Hello Day (21 Nov 2017)</p> <p>Ongoing: Promotion of events and maintaining contact with community groups</p> | <p>Community events that align to Vision 2020 continue to be promoted to residents via COLC and LAP channels. During 2019 events include WHD 2019 and a range of events in the Sincil Bank area.</p> <p>WHD 2019 took place on 21st November 2019. For WHD 2019, Voluntary Centre Services were contracted to lead on the project. This involved VCS working with a range of partners across the city to deliver a variety of community events.</p> <p>Cllr Rosanne Kirk attended a number of events, alongside the civic party. Some of the events which took place for WHD 2019 included:</p> <ul style="list-style-type: none"> - Coffee mornings - Interfaith Walk - Good neighbours’ event in Sincil Bank - School activities to mark the day, including students | Green | £1,500 set aside from Policy Unit Budget for Community Cohesion projects (exc. World Hello Day which has its own budget). |

45

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

46

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--|---------------------|--|--|--------------|--|
| | | | <p>dressing up as flags from around the world</p> <p>The Policy Team also hosted an internal event where staff were invited to the Policy office to say hello and have a free cake.</p> <p>Member of the Policy Team and Cllr Rosanne Kirk continue to attend the Community Cohesion Steering Group.</p> | | |
| <p>Sincil Bank Revitalisation Programme – Community Hubs, Skills and Enterprise</p> | <p>Paul Carrick</p> | <p><u>Establish a Neighbourhood Office</u></p> <p>Sep 2017: Identify suitable building</p> <p>Nov 2017: Prepare plans for work required and costs</p> <p>Jan 2018: Submit bid to Kier / Aaron / COLC Community Panel</p> <p>Mar 2018: Agree and sign lease with Lincolnshire County Council</p> <p>Mar 2018: Refurbishment work to commence</p> <p>20 Dec 2018: Relocate Neighbourhood Team to new hub</p> | <p><u>Establish a Neighbourhood Office</u></p> <p>This section of the project is complete.</p> <p><u>Place Based Social Action</u></p> <p>Phase 1 funding was successful. It was used to create a shared vision, develop locally trusted networks, develop local capacity, and identify opportunities for social action. The partnership has successfully delivered this within the timeframe specified by the Big Lottery.</p> <p>An application for Phase 2 has been submitted, drawing on the strength and vision of the plans developed in Phase 1. In Phase 2, up to 10 partnerships will be awarded a grant of</p> | <p>Green</p> | <p>Refurbishment costs are £8.3k (provided to the council in kind)</p> <p>Annual lease £6k p.a.</p> <p>Officer time</p> <p>A submission has been made of circa £290k to the Controlling Migration Fund to enable eight projects:</p> <ul style="list-style-type: none"> - Community organiser - Circa 10 Neighbourhood Board events - Welcome packs - Rogue landlord project |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|--------------|-----------------|---|--|------|---|
| | | <p><u>Place Based Social Action</u></p> <p>31 Oct 2018: Phase 2 submission deadline</p> <p>15 Dec 2018: Representatives from the Fund and / or DCMS to meet the partnership</p> <p>Jan 2019: Outcome of Phase 2 submission to be communicated</p> <p><u>Controlling Migration Fund</u></p> <p>Partnership meetings held.</p> <p>Application Submitted.</p> <p>Projects to be delivered by Summer 2020 with Impact Summary to be returned to MCHLG by September 2020.</p> | <p>circa £240k, to deliver a programme of work over a three-year period.</p> <p>Phase 2 application was successful, work to commence March 19.</p> <p>May 19 – Additional positions in post.</p> <p>October 19 – Funding agreed until 2025 - this will see the investment from the Lottery rising to £360k.</p> <p>Work to promote recruitment to the net Lincoln Travelodge has been successful, with a number of DWP attendees securing local employment. Waiting for confirmation of numbers from DWP.</p> <p>Application successful - £235k to fund the following projects:</p> <ul style="list-style-type: none"> - Community organiser - Circa 10 Neighbourhood Board events - Welcome packs - Rogue landlord project - Community development work - Parent support - Volunteer support | | <ul style="list-style-type: none"> - Community development work - Assisting local income households with employability courses - Parent support - Volunteer support |

47

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---|--------------------------------|--|--|-------|----------------------------|
| | | | All projects commenced, monthly project monitoring meetings agreed. | | |
| Delivery of inclusive growth recommendations | Martin Walmsley / Paul Carrick | <p>Jul 2018: Meet with The Network to review the CLSC recommendations.</p> <p>Jul 2018: Incorporation of the employability courses project into the Controlling Migration bid and present to the Reduce Inequality Vision Group.</p> <p>TBC: Submission of the Controlling Migration bid</p> <p>Jul 2018: JW, MW, and The Network to discuss the role of Lincolnshire MOVE and how this connects with The Network.</p> <p>Aug 2018: DWP to meet with Planning to review opportunities to encourage local employment through engagement with developers.</p> <p>Aug–Dec 2018: Work with CLSC to provide support and guidance on its review of welfare reform, and additional review topics that were an outcome of the CLSC review into inclusive growth (e.g. housing).</p> <p>Sep 2018: Options appraisal for the future of The Network, taking into</p> | <p>Meeting took place to discuss ‘future industrial strategies’, 11.9.19.</p> <p>On 25.9.19, further meeting took place to discuss Planning/employment/business skills. This meeting was positive, with a new process put in place to try and improve closer working between DWP and COLC Planning. Follow-up meeting scheduled for 15.1.20.</p> | Green | Within existing resources. |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

49

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|------------------------------------|-----------------|---|--|-------|--|
| | | account the recommendations of CLSC, particularly around future funding, removal of duplication, and focus on key economic sectors. Throughout 2018/19: Liaise with the Small Business Support Team to review training opportunities and identify opportunities to meet the demand / need faced by SMEs to encourage their sustainability and growth. Linkages with the emergence of the Markets Business Case. | | | |
| Promotion of Pension Credit | Joanne Crookes | Sep/Oct 19 – Direct contact with individuals that are eligible for Pension Credit. Nov 19 - Article in Your Lincoln magazine & promoted via the council’s website. | An article promoting Pension Credit was published in the Winter edition of Your Lincoln. Letters have been sent to individuals which have been identified as meeting the criteria for Pension Credit. Promotion to continue to March 2020. | Green | Within existing resource. |
| Severe Disability Premium | Claire Moses | July 2019 - write to those subjects to bedroom tax, getting DLA/PIP living in council properties. August 2019 – same criteria as above, sent to social privately renting. | 24/25 July - Sent 57 letters to Lincoln COLC tenants who could apply for DHP, SDP, CA and or share a bedroom under medical grounds based on SHBE for June and those that have DLA care, middle or higher or PIP daily living. | Green | Staff time, and admin (sending letters). Additional £ benefits granted through awarded SDP to be ascertained. |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

50

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|--------------|-----------------|---|--|------|--------------------------|
| | | <p>Sept – Nov 2019 – write out to: 68 couples, 872 single, No non-dep, getting PIP/DLA and no carers allowance.</p> | <p>21 engaged</p> <p>Passed 60 cases to COLC Housing where can only look at DHP.</p> <p>27 August – Sent 12 letters, same criteria.</p> <p>7 have replied</p> <p>£25,289.86 generated from 9 customers.</p> <p>Wrote to 57, have final answer for 32, will do another round of calls for the remaining 25 (all have been called once).</p> <p>12 private tenants with spare room subsidy written to of which 8 called and sent forms.</p> <p>Currently working through 1,344 where meet the criteria – so far have looked through 600 and we are able to contact 88 to offer SDP.</p> <p>Update: 14 customer’s income increased/maximised by a total of £45,358.</p> | | |

Reduce Inequality Monitoring Table November 2019 – APPENDIX B

| Project name | Project manager | Milestones | CMT Champion update of progress against milestones | RAGB | Financial considerations |
|---------------------------------|-----------------|--|---|----------|--------------------------|
| Friends Against Scams | Martin Walmsley | <p>RI Vision Group to consider/agree for COLC to register as a 'Friend Against Scams' (FAS)</p> <p>Apply for COLC to become a FAS</p> <p>COLC to achieve FAS status</p> <p>FAS lead officers to be identified</p> <p>May- Sept 2019 – develop training & awareness information, set up systems for reporting & recording scams, prepare internal and external comms.</p> <p>Sept-Oct 2019: Formally launch FAS, internally and externally.</p> | <p>RI Vision Group agreed at meeting 13.3.19.</p> <p>HoSRB submitted application 12.4.19</p> <p>FAS issued COLC with FAS certificate 16.4.19</p> <p>Apr-June 2019, appointed the following roles:</p> <ul style="list-style-type: none"> - 1x ScamBassador - 3 x ScamChampions - 1x FAS Communications Lead. <p>Scam material, guidance and communications now being released both internally and externally.</p> <p>COLC is signed up as a Friend Against Scams organisation, and work is now ongoing as 'business as usual'.</p> | Complete | Staff time |
| HMRC Help to Save scheme | Jo Crookes | <p>Speak to DWP to encourage them to raise awareness of the scheme.</p> <p>Promote to COLC customers.</p> | <p>Promotion of Help to Save scheme to eligible residents currently taking place by DWP and COLC.</p> | Green | Staff time |

51

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SUBJECT: SINCIL BANK REVIEW OF ACTIVITY

DIRECTORATE: HOUSING & INVESTMENT

REPORT AUTHOR: PAUL CARRICK

1. Purpose of Report

- 1.1 To update Performance Scrutiny Committee on the interventions delivered in Sincil Bank over the past twelve months

2. Executive Summary

- 2.1 On an annual basis a report on the progress of projects developed in Sincil Bank are provided to Performance Scrutiny Committee. This report outlines the work to date and gives an insight into the priorities for 2020.

3. Background

- 3.1 Following on from the review of Neighbourhood Working, Executive agreed a model that would see remaining staff focus on the Sincil Bank area.

To inform the direction of the team, a Place Shaping Strategy was commissioned and subsequently delivered by Open Plan. Work on the delivery of the Place Shaping has been delivered over the past two years. During 2018/19, the focus has been on establish a base within the community to enable the team to build positive relationships and trust within the community.

- 3.2 For the purpose of discussion this would be the descriptor of the vision of how the area would be described in 2025

“Sincil Bank is a vibrant and diverse village in the city. A community where residents have access to a range of opportunities in training, skills and employment. Where they have homes and an environment they are proud of and meets their needs” OpenPLAN April 2017

- 3.3 The strategy for delivering this vision is then based around delivering projects and initiatives along themed areas, creating and enhancing links to services and work carried out in the area across the council, by its partners and third party organisations, existing or emerging within Sincil Bank. As agreed at the SRG on 07 October 2019 these are:

- Streets for People & Gateways
- Greening
- Community Hubs
- Skills & Enterprise
- Homes

4. Delivery Themes

4.1 Streets for People & Gateways

The Place Shaping Strategy recommended that streets throughout Sincil Bank should be:

- Safe
- Clean
- Social
- Green

To achieve this, the followings interventions have been developed:

- Place Based Social Action – Support was given to Lincoln City Foundation to attract an investment of £360k over a six year period (upto March 2025). This will see a team of Community Organisers employed to support the community to affect change in their area. The delivery of this project within the strategy theme is to make the area safer and sociable by enabling residents to engage in their area. It is proposed that the Neighbourhood Team continue to offer support to this programme for the duration of the project, further milestones will be set towards the end of 2019.
- CCTV - An initial scheme was piloted on Hermit Street, this has seen the eradication of fly tipping in one of the area's most notorious hot spots. This scheme will be led by Community Services with capital funding solutions to be identified by the Neighbourhood Team. It is anticipated that this work will be completed during 2020. The outcome will be to create cleaner, safer streets.
- Residents Parking - Sincil Bank residents have voted in favour of implementing a resident parking scheme. The outcome of this scheme would be to contribute to the alleviation of traffic issues. Opportunist parking by visitors to the city creates additional traffic movement in the area as well as creating parking issues for residents. Reducing traffic in the area will contribute to a cleaner, safer and potentially more sociable area. The proposal will then need to be formally agreed by LCC. If approved, it is likely that will scheme will be delivered by Summer 2020
- Residents Parking (Phase two) - The scheme only covers certain parts of the neighbourhood, the impact on the rest of the area will be reviewed following implementation.
- Highways - Alongside the implementation of Residents Parking, work is ongoing with LCC to deliver solutions to the complicated traffic management in the area. An initial study has taken place, the next phase will see further urban design work taking place, this requires costing and for the various funding to be sought. Depending on the outcome of the various studies and funding being in place, initial indications from highways are that any interventions are not likely to be delivered until 2023/24.
- Heritage England have awarded £1.75m over four years to develop the Heritage Action Zone, this programme consists of support to shops on the lower high street. This will provide stronger gateways into the area lifting the appearance and appeal of the area. Heritage England require evidence of strong community involvement throughout, this will be provided by the

Neighbourhood Team, an initial meeting was convened to raise awareness of the HAZ, this was well attended by members of the community. Further milestones will be set during 2020.

- Street Cleansing - significant on going work by Steve Bird and his team will continue in the short term to enhance the look and the feel of the area these include:-
 - Additional 240 litre bins deployed for Football Match day Bins
 - Liaison with Hermit Street development team to help design the future of waste management in the area
 - Increased monitoring of the areas bin collections
 - Daily litter picks in the area continue to take place
 - Three routine patrols for fly tipping now take place each week.

4.2 Greening

It is essential that some colour is introduced to the streets of Sincil Bank, the Place Shaping Strategy stated:

“Too much of life in Sincil Bank is played out against a harsh setting of unrelieved brick, concrete and tarmac”.

To address this, work has commenced to transform the existing spaces owned by the Council:

St Andrews Close – During 2019, funding was secured from MCHLG to develop a Pocket Park. This will deliver improvements to an area which is fenced off and inaccessible to the public. The aim is to bring it into use as an area for residents to socialise and enjoy. This will be delivered and managed by Sincil Bank Community Land Trust (CLT) who are currently working on the initial designs for the area. It is anticipated that this project will be delivered by early 2020.

Other council owned open spaces areas on Chelmsford Street and Archer Street pose particular challenges as for many years they have deteriorated and become hot spots for fly tipping. The potential success of the St Andrews Close scheme may be an option to deliver further open space improvements through the CLT or other partner organisations including Green Synergy.

In addition work through the Homes theme will include opportunities to create attractive green space within housing and in the area, specifically in emerging proposals for the Hermit Street and Palmer Street Garage sites.(See later paragraphs)

4.3 Community Hubs

The Neighbourhood Team moved into the Portland Street Hub on the 21st December 2018, during this period, the office has attracted approximately 1600 visitors, many seeking advice and guidance. This has proved to be a great way of engaging with the community and has assisted the team in understanding the many complex issues faced by residents living in the area. In addition a number of partners have utilised the Hub to deliver outreach sessions, these include P3 and Welfare Advice. During 2020, Housing Solutions will pilot an outreach

surgery.

Initially, a lease was agreed with LCC for the team to occupy the building until May 2021, as a result the council made the decision to renovate the ground floor only. Recently LCC have agreed to extend this lease to 2025, this opens up the opportunity to invest in developing the first floor of the building. In addition LCC have further commercial properties on Portland Street for third sector use or as part of wider consultation space. There are a range of existing buildings owned by LCC as a potential for the court extension. Depending on their future plans for expansion there is an opportunity for community development and delivery in this area.

The extension to 2025 would allow for expansion of delivery from the hub either through council staff or by use by the community. This would create an opportunity to contribute to the points raised in 2.5 above, for example:-

- The neighbourhood team could continue to be based from the first floor of the building and continuing to provide advice and guidance to the community, providing a point of contact to our services, which the community groups cannot currently provide.
- Community groups such as the Land Trust, Maze Matters and a Bulgarian Community Group could then be co-located utilising the first floor of the building. This could potentially include the Neighbourhood Team moving out in time.

Alongside the development of Sincil Bank Community Hub, support has been given to Bridge Church who will have a presence in the area for many years to come. The support has focused on the development of a Mental Health Hub and identifying creative ways to engage with families in the area. The Council has supported the refurbishment of the Church buildings by providing kitchen facilities via the Community Fund. The project team hope to extend this to the provision of showering facilities in the near future.

4.4 Skills & Enterprise

Alongside the physical regeneration, work is required to improve the capacity of local residents. External funding sources (MCHLG's Controlling Migration Fund) have allowed us to commission a third sector partner organisation to employ a coach/mentor to support local residents. The impact summary produced at the end of this programme will assist us in identifying local needs and provide evidence to develop further programmes in the area.

The Place Based Social Action project has supported local residents to take action in their area. In the first year of this programme, activities have focused on residents delivering projects to improve the physical appearance of their area. As this work develops and confidence of residents improve, there will be an aspiration to develop longer-term resident led improvements, this may include the development of community business.

Via the networks of the Neighbourhood Team, Abbey Access Training have been connected to a local organisation based on Portland Street. During November a

funding application was submitted that will see the upstairs of the former Co-op funeral parlour developed as a venue to deliver Construction Training. This outcome of this application will be known by the end of December 2019.

Further initiatives are required within this theme to create a greater impact. As a council, creating opportunities for residents to increase skills can form a part of delivering what the community cannot do. This could include our emerging delivery of opportunities through the 'world of work'.

Additional Council led initiatives in the area include: -

- Significant investment in a commercial opportunity that led to the development of a new Travel Lodge facility in the adjacent area creating employment opportunities in the area. It is hoped that this type of initiative will continue, for example the proposals for investment in the Hermit street could bring opportunities for employment in the area.
- Enhanced working relations with colleagues at LCC have enabled discussed to take place about a number of, potentially surplus, public sector buildings in the area, which could again provide opportunities around skills and employment.

4.5 Homes

Whilst there are a range of private rented, owner occupier and social houses within the area there remains a continued demand for homes. There are a predominance of one bedroom flats in the council owned homes and there are a large number of shared private rented houses. We have conducted a city wide housing needs survey to underpin proposals for new housing. There are a number of opportunities in Sincil Bank for new homes. These can generate interest and aspiration to move to and remain in the area by delivering high quality alternatives to existing provision and where required renovating and remodelling existing homes to create a more balanced offer of homes.

Hermit Street – The council have appointed experienced architects to explore options on remodelling the Hermit Street area, including the council garages, existing flats and communal (potentially green) areas. This is to address long standing issues of ASB and criminal activity, there is also a need for family accommodation to assist in developing a cohesive community. The Neighbourhood Team will work closely with the community to ensure that they directly influence suggested proposals. This initial study will be completed during early 2020, further milestones will be set following on from the completion of the study. This is a significant project that will cut across the themed areas as it provides homes, greening the area and contributes to streets for people.

Palmer Street Garage site – Following on from the study of Hermit Street, work will commence to identify sustainable alternative uses for the garage site. The Palmer Street site is a great opportunity to provide a high quality development showing what the council can do in terms of environmental standards and leading by example. The site is in the area which is most effected by commuter opportunist parking. Further disruption in the area at this time might have a considerable impact on existing residents. Once the proposed resident parking scheme has

taken hold it is hoped there will be a reduction in disruption. Work on exploring the options is likely to commence during late 2020.

Sincil Community Land Trust – Support has been given to the creation of the Land Trust. An initial grant of £25,500 has been awarded from MCHLG to develop a former play area as a social space. A further application has been made to Homes England to develop the capacity of the group. This grant will enable the group to explore the viability of purchasing three properties in the Sincil Bank area including the purchase of empty homes. Support to the group will be ongoing for the duration of the project; the Council's Acquisition Policy (recently approved by the Exec) gives the option to transfer RTB receipts to the CLT to enable further property purchases if appropriate.

Additional Council led initiatives in the area: -

- Empty Homes - Work has been carried out by our private sector empty homes officer and there has been a range of successes in bringing property back into use. The problem continues, however as new homes begin to fall into the category of long term empty. As a council, the HRA can support the private sector team by using its ability to purchase properties, supported by the use of 1for1 RTB receipts.
- Housing Standards – The Private Sector Housing team have focussed and will continue to do so, on driving up private sector housing standards in the area. Significant enforcement action has been undertaken and the team will continue to have a focus in the Sincil Bank area.
- Investing in our Homes – We will continue to improve our delivery on the estates and areas we manage, ensuring that the communal areas are kept clean and safe, the grounds surrounding our homes are managed and where required proposals for improvements will be brought forward. Additional resources from Tenancy Services will be continued to be deployed in the area, this will hopefully improve issues such as ASB.

6. Performance Indicators (appendix a) & Project Monitoring Table (appendix b)

A set of performance indicators have been developed for key interventions in Sincil Bank. A list of these indicators are included in appendix a).

The Project Monitoring Table provides an overview of the current and live projects developed in the area. This table is attached to this report as appendix b)

7. Strategic Priorities

- 7.1 The work in Sincil Bank cuts across the key strategic priorities, regular reports are received by the Reducing Inequality and Remarkable Place Vision Group, whose remit is to ensure the delivery of this strategic priorities.

8. Organisational Impacts

- 8.1 Finance (including whole life costs where applicable)

There are no financial implications arising from this report.

8.2 Legal Implications including Procurement Rules

There are no legal implications arising from this report.

8.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

There are no E&D implications arising from this report.

9. Risk Implications

9.1 Options Explored – Not applicable.

Key risks associated with the preferred approach – Not applicable.

10. Recommendation

10.1 To consider the progress of the project to Revitalise Sincil Bank.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? Two

List of Background Papers: None

Lead Officer: Paul Carrick, Neighbourhood Manager
Telephone (01522) 510157.

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Performance Measures – Sincil Bank 2019

Neighbourhood Plan

| Current Neighbourhood Plan | Date Agreed by Board | % Actions on target |
|----------------------------|---|---------------------|
| Sincil Bank | To be formally presented to the board February 2020 | |

Additional Commentary (see guidance)

Key Achievements:

Following on from the recently conducted Residents Survey, a plan will be agreed by the Neighbourhood Board. A first draft was presented to the Board on the 11th December 2019. Following further consultation it will then be revised and taking back to the board for approval during February 2020.

2020 Priority – To agree targets within the Neighbourhood Plan and monitor on a quarterly basis.

Funding Applications

During 2019, our aspiration was to attract external funding to address identified community need.

| Fund applied for | Lead Partner | Nature of NW support | Amount applied for | Was this successful? |
|------------------|--------------------------------|---|--------------------|----------------------|
| Community Chest | Colc/Leap/Investors in Lincoln | Provided contribution towards the Community Chest/developed process and supported groups to | £50k | Yes |

| | | | | |
|--|-----------------------------|---|---------|--|
| | | apply/deliver projects | | |
| MCHLG | Controlling Migration Fund | Developed partnership, completed application and received funding. Developed partnership agreements | £235k | Yes |
| MCHLG Pocket Parks | Sincil Community Land Trust | Completed application form, developed partnerships. Received funding – developed agreement | £25,500 | Yes |
| Place Based Social Action Fund | Lincoln City Foundation | Produced initial Expression of Interest and supported production of final application. | £360k | Yes |
| Construction Industries Training Board | Abbey Access Training | Supported AAT to source suitable location to deliver programme of training | £100k | We should know the outcome by 20/12/19 |

Sincil Bank Community Hub

A key recommendation of the Place Shaping Strategy was to deliver a Community Hub to act as a focal point to engage residents and inform of the interventions taking place

Key Achievements:

Sincil Bank Community Hub opened on the 21st December 2018.
 Approximately 1600 visitors to the Hub between the period 21/12/18 and 4/12/19
 Surgeries delivered by Welfare Advice, P3 and a Bulgarian Community Group.
 Staff have received a number of compliments for the services that they have delivered to the community.

2020 Priority – To endeavour to maintain the numbers of residents supported at the Community Hub

Community Survey

During 2019, we aimed to get a resident perspective on the key issues/concerns in the area. This will assist in demonstrating the impact that our work is having on the area.

Key Achievements

During the summer of 2019, a postal survey was delivered to all households in the Sincil Bank area. This resulted in receiving 302 responses.

This data was analysed and reported to the Neighbourhood Board in October 2019 and will be used to inform the Sincil Bank Action Plan. The survey will assist us in identifying:

The key areas that residents want to see improve
Satisfaction with the Neighbourhood
The experience of living in Sincil Bank

This will be replicated during summer 2020 asking the same questions, we will then be able to provide data on how these programmes are affecting how residents feel about their area

2020 Priority – To replicate the survey and increase the number of responses.
In the development of the Action Plan, the Neighbourhood Board will be setting targets for improvements.

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Sincil Bank Project Register

| Thematic working group | Project Name | Brief description | Project Manager | Agreed budget | Scheduled end date |
|-------------------------------|-----------------------------|---|-------------------------|---|--------------------|
| Streets for People & Gateways | Place based social action | Funded programme to support residents to deliver social action | Lincoln City Foundation | £360k over six years | March 2025 |
| Streets for People & Gateways | CCTV | Following pilot on Hermit Street, agree expansion of CCTV to address fly tipping | Martin Byrne | S B Capital – To be agreed. | March 2020 |
| Streets for People & Gateways | Residents parking – phase 1 | Following consultation implement Residents Parking | LCC Highways | Residents parking scheme | May 2020 |
| Streets for People & Gateways | Traffic Management | Review complicated traffic management Produce Urban Design | LCC Highways | SB Capital - To be agreed | March 2021 |
| Streets for People & Gateways | Heritage Action Zone | Scheme with Historic England to return shop frontages on High St to their original style and quality. | DCE | Capital budget – Sincil Bank | December 2024 |
| Streets for People & Gateways | Blue Plaque | To celebrate past residents and achievements | TBC | TBC | TBC |
| Greening | Pocket Park | To support Sincil Bank Community Land Trust to brought back into use the former play area on St Andrews Close. This will be | Sincil CLT | £25,500 external funding secured, ongoing maintenance agreed for 5 years. Revenue | April 2020 |

| | | | | | |
|----------------|---------------------------|--|--------------------|--|---------------|
| | | the first project of the trust and they will develop the area as a social space | | funding provided by neighbourhood team | |
| Greening | Greening Sincil Bank | Strategic approach to providing green infrastructure. Commission a third sector organisation to pilot innovative ideas and ways to open up identified green spaces | Neighbourhood Team | | |
| Greening | CLT Homes | Deliver pocket parks | Neighbourhood Team | External Funding | April 2020 |
| Community Hubs | Community Hub opening | Opening of a Hub to assist in building relationships within the community and providing a focal point for the regeneration activities. | Neighbourhood Team | Kier Support Fund | Jan 2019 |
| Community Hubs | Governance Review | Conversation within the local community on the preferred level of involvement as the project progresses. | Neighbourhood Team | Revenue Budget - Neighbourhood Team | December 2022 |
| Community Hubs | Community Hub Development | Support the community to develop a range of services to address community need | Neighbourhood Team | Capital Budget and Revenue Budget - Neighbourhood Team | April 2020 |
| Community Hubs | Bridge Church | To develop Bridge Church as a Mental Health Hub | Bridge Church | External Funding | December 2020 |

| Skills and Enterprise | Training/Upskilling local residents | Assess need and design programme based on learning from Step in the Right Direction programme | Neighbourhood Team | Revenue Budget - Neighbourhood Team | December 2021 |
|-----------------------|-------------------------------------|--|--------------------|--|---|
| Homes | Hermit Street remodelling | <ol style="list-style-type: none"> To appoint consultants to lead on the redesign of Hermit Street Develop Business case for Delivery Work to commence on site | Strategic Housing | HRA | <ol style="list-style-type: none"> March 2020 December 2020 January 2021 |
| 67 Homes | Palmer Street Garage Site | To commission consultants to produce initial designs to remodel Palmer Street garage site. | To be agreed | To be agreed | December 2022 |
| Homes | Empty Homes | Purchase and conversion of empty properties into use using: <ol style="list-style-type: none"> CoLC Empty property team working with private owners Strategic Housing using purchase & Repair process and 1 for 1 RTB receipts Sincil Community Land Trust to | Combined delivery | HRA/RTB Receipts Homes England Community funding | |

| | | | | | |
|--|--|--|--|--|--|
| | | deliver empty property Purchase & Repair | | | |
|--|--|--|--|--|--|



Scrutiny

Annual Report 2018-19

Introduction

During 2018-19 the City of Lincoln Council operated an Executive system, comprising the Leader and five other portfolio holders. Much of the decision-making within the Council takes place within the Executive. To improve the quality of the decisions made by the Council, a scrutiny structure remained in place under the local government modernisation agenda, which provided the opportunity for the remaining 27 non-Executive Councillors to challenge decisions made by the Executive, as well as to help the Executive in reviewing and developing new policies.

Background to Scrutiny

The scrutiny structure is:-

- Performance Scrutiny Committee
- Policy Scrutiny Committee
- Community Leadership Scrutiny Committee
- Select Scrutiny Committee
- Housing Scrutiny Sub-Committee

What Did We Achieve in 2018/19?

Main Scrutiny Committees were:

| Committee | Chair |
|---|------------------------|
| Community Leadership Scrutiny Committee | Councillor J Loffhagen |
| Performance Scrutiny Committee | Councillor Hewson |
| Policy Scrutiny Committee | Councillor C Burke |
| Select Scrutiny Committee | Councillor Hewson |

With the exception of the Select Scrutiny Committee, the work programmes for these scrutiny committees were formally approved by the respective Committees in June 2018, and updated regularly throughout the municipal year. The Select Scrutiny Committee meets annually in order to consider crime and disorder, as well as considering any call-in requests made throughout the year.

This report identifies some of the key achievements made by the Committees. Current work programmes for scrutiny committees, can be found on the Council's website.

Sub/ Task Groups were:

| Name of Group | Chair |
|--------------------------------|-------------------|
| Housing Scrutiny Sub Committee | Councillor Hewson |

This sub committee sits under Performance Scrutiny Committee and reports back to this meeting on a quarterly basis.

Community Leadership Scrutiny Committee

The Community Leadership Scrutiny Committee considered main topics as scrutiny reviews during 2018/19, as follows:

Local Community Impact of Welfare Reform

With the 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, it was accepted that the topic of welfare reform was broad ranging. Two particular strands, however, had emerged which provided opportunities for review:

- Universal Credit
- Housing

On 3 July 2018 the Community Leadership Scrutiny Committee was given some background information regarding key changes to welfare provision including the benefit cap, the spare room subsidy and the roll out of Universal Credit, together with possible areas for the Committee to consider reviewing further as part of its scrutiny review. Martin Walmsley, the Council's Head of Shared Revenues and Benefits was a key witness for the Committee at this meeting and subsequent meetings of the Committee during the review.

On 28 August 2018 the Community Leadership Scrutiny Committee was given key information with regards to the challenges of Universal Credit, findings from the National Audit Centre, Impact of Universal Credit on Council Tenants, and feedback from the DWP on Universal Credit payments and evidence from the Council's Universal Credit Support Team. Helen Oliver, Chief Officer at Citizens Advice Lincoln and District was in attendance at this meeting.

On 6 November 2018 the Community Leadership Scrutiny Committee explored the topic of Universal Credit and the supply of affordable housing. Those in attendance providing the Committee with valuable evidence were:

- John Stewart, Policy Manager at the Residential Landlord Association
- Kieron Manning, Planning Manager, City of Lincoln Council
- Simon Colburn, Assistant Director of Health and Environmental Services, City of Lincoln Council
- Andrew McNeil, Assistant Director of Housing Investment and Strategy, City of Lincoln Council

On 18 December 2018 a special Community Leadership Scrutiny Committee took place following the announcement by the Department of Work and Pensions that it's Universal Credit Support Scheme which was currently provided by Local Authorities would be delivered by Citizens Advice from April 2019. Graham Metcalfe, Partnership Manager at the Department for Work and Pensions, Martin Walmsley, Head of Shared Revenues and Benefits at the City Council and Helen Oliver, Chief Officer at Citizens Advice Lincoln and District were in attendance for this meeting.

On 8 January 2019 the Committee considered Universal Credit and its links with housing, focussing on accessibility and affordability from the perspective of tenants. The review covered both the social and private rented sector and the following witnesses provided valuable evidence at the meeting:

- James Wilkinson, Strategic Development Project Manager, City of Lincoln Council
- Dave Ward, Acting Tenant Services Manager, City of Lincoln Council
- Martin Walmsley, Head of Shared Revenues and Benefits, City of Lincoln Council
- Helena Mair, Senior Case Work for Karen Lee MP

On 5 March 2019 the Community Leadership Scrutiny Committee met to discuss any emerging recommendations in relation to Universal Credit and its link to Housing Supply and Demand. Councillor Bob Bushell, the Chair of Community Leadership Committee, subsequently presented a report to the Council on the findings of the review. Key findings were as follows:

- There was a large need for affordable homes in Lincoln (17,400 across Central Lincolnshire by 2036)
- Development was slow, and material and land costs were high
- Lincoln was constrained by its boundaries
- 70% of landlords felt recent changes reduced profitability of letting homes
- 69% said the changes discouraged investment
- 67% said rents had to increase
- 62% would be unwilling to let to people on Universal Credit
- The Council is taking a tough position on rogue landlords, and driving up standards in the private sector generally

The final recommendations of the Scrutiny Review were agreed by the Committee and submitted to the Executive as follows:

1. That the Council, as part of the City Centre Masterplan and associated work already underway, sought to increase the vibrancy of the city centre and undertake a review of empty commercial units, particularly units above shops to ascertain whether there were 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 worked 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 continued to be a delay in Universal Credit payments, which caused significant issues for Council's tenants as well as tenants in the private sector.

4. That the Council's Housing Directorate undertook 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 identified 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.

These recommendations were approved by the Executive on 5 March 2019.

Performance Scrutiny Committee

As part of the Performance Scrutiny Committee's remit, it held regular 'portfolio under scrutiny' sessions, where portfolio holders were invited to report on service achievements under their portfolio. Members were then able to ask questions about the performance of these service areas. The consideration of portfolio reports included the provision of a template for reports which placed a focus upon providing performance information relating to the member's portfolio. By doing so, the Committee was able to focus on the performance of a portfolio with fewer diversions into detailed analysis of policy issues.

A regular report was provided in the form of a Portfolio Performance overview presented by the Policy Unit to the relevant Performance Scrutiny Committee meeting with the purpose of bringing out key contextual benchmarking indicators about issues in the city overall in relation to the portfolio under scrutiny. This process helped promote effective scrutiny of the portfolio holder's report.

In addition to the regular scrutiny of portfolio holders, the Scrutiny Committee received reports in the following areas:

- Quarterly financial monitoring to provide members with a summary of actual income and expenditure compared to the revised budget and appropriate allocation of any surpluses to reserves.
- Quarterly performance update reports to ensure regular monitoring of the Council's operational performance as a key component of the Local Performance Management Framework.
- A quarterly review of the Strategic Risk Register - what improvements or issues have been identified.
- A report on Treasury Management and Actual Prudential Indicators as a requirement of the Council's reporting procedures under regulations issued under the Local Government Act 2003.
- An annual report detailing progress made by the Central Lincolnshire Joint Strategic Planning Committee.
- An update report on Section 106 contributions.

- Income and arrears monitoring reports providing updates to members on the position with regard to amounts of monies owed to the City Council as at 1st April.
- Revenues and Benefits performance updates providing members with an update on performance in the Revenues and Benefits Shared Service.
- A report on the financial and performance position of the Housing Repairs Service at the end of the 2017/18 financial year was received by members of Performance Scrutiny Committee on 24 January 2019. It was highlighted that performance continued to increase among the Housing Repairs Service with tenant satisfaction exceeding the performance target.

Members took part in the budget review process for the scrutiny of the proposed budget and Council Tax for the 2019/20 financial year and the Medium Term Financial Strategy 2019-2024, undertaken in two separate stages; firstly all members were invited to a briefing session to afford all members the opportunity to gain a greater understanding and awareness of the Council's financial position, thus aiding further scrutiny of the budget and in the case of the opposition party if desired the preparation of an alternative budget. This was followed by a more traditional scrutiny process undertaken to review in more detail the MTFs and the robustness of the proposed budget options and Council Tax for the 2019/20 financial year. This was undertaken in a committee format as the Budget Review Group with the appropriate governance arrangements in place.

The Committee held scrutiny reviews during the 2018/19 year in respect of:

Christmas Market Outturn Report 2017

Performance Scrutiny Committee had played a large part in monitoring the operational/performance costs of the Christmas Market for several years. Members were provided with a detailed report for the 2017 market at its meeting held on 12 July 2018.

Members commented that there was too much criticism for the closure of the Christmas Market the previous year and members were to be involved should the decision arise again to close the market.

Electoral Registration

Members received an update on electoral registration within the City of Lincoln at its meeting held on 24 January 2019, outlining the canvass process and stating the total amount of residents registered as at 1 December 2018.

Christmas Market 2018

Members received a Christmas Market Stalls/Budget Brief Pre Event Report at its meeting held on 4 October 2018.

At this meeting it was stated that the overall budget income from stall fee's for the 2018 market was £417,190. At this stage 146 traders had already fully paid and the remaining 28 stalls were under negotiation.

On 24 January 2019 a verbal update on the Christmas Market 2018 Outturn was also received by members, giving updated details on operational and budget matters.

On 22 August 2019 the Christmas Market 2018 Outturn Report was presented to members, providing the Performance Scrutiny Committee with key financial performance in relation to the 2018 Lincoln Christmas Market.

Thematic Review - Homelessness

A report was given by Alison Timmins, Housing Solutions and Support Manager, with information relating to the provision of homelessness services following the enactment of the Homelessness Reduction Act 2017 on 3 April 2018

The Homelessness Reduction Act 2017 placed new duties on Councils so that everyone who was homeless or threatened with homelessness would have access to meaningful help, irrespective of their priority need status or local connection to the authority they approached. The new Act was the biggest legislative change in homelessness in the last 15 to 20 years.

Policy Scrutiny Committee

During 2018/19, the Committee met five times, principally to scrutinise decisions due to be taken by the Executive or Council. The Committee provided its insights and recommendations on a variety of topics, which were suitably reflected in the eventual decision-making process.

The Committee scrutinised the following topics in particular detail:

Joint Municipal Waste Strategy for Lincolnshire

The Committee was presented with a draft Joint Municipal Waste Management Strategy as part of the consultation process. This set out how members of the Lincolnshire Waste Partnership could work together to protect the environment by delivering sustainable waste management services through the establishment of best value waste management practises across the County. A representative from Lincolnshire Waste Partnership gave a power point presentation and Councillor Poll, Lincolnshire County Councillor was also in attendance to answer any questions.

The committee debated the presentation and raised the following main points:

- Members were broadly supportive of the draft Strategy, and supported the comments in the proposed draft response.
- Members felt that communication was key to promote what could be included in bins for recycling and suggested that information could be sent out with Council Tax bills, social media and Your Lincoln.
- Members felt that it was important to simplify the current recycling system and if possible all of the local authorities have the same or very similar system.

- Members raised issues on fly tipping in the City and commented on the causes of this associated with HWRC restrictions, and added that enforcement needed to be increased.
- Members commented on the waste disposal centres and the difficulty for people in full time work to use them. They suggested that the service could be improved by amending the opening times which would encourage more people to use them.
- Members commented that it was important that the consultation was as wide as possible to ensure it captured everyone's views and suggested that more social media be used to promote the consultation.
- Members suggested that recycling should be promoted at the University on a regular basis as it was a large demographic and there was a lot of movement in the attendees at the University.
- Members supported the food waste proposals in principle and noted the implications on disposal resulting.
- Members supported the South Kesteven District Council pilot scheme for food waste collections, and they recognised that this was not straight forward and that there were wider implications to be considered before a full roll-out. They noted that the waste was producing bio-methane, which was being used to produce electricity
- Members recognised the need for significant changes to the current position and that officers needed to be supported to implement well thought through and financially viable change in due course
- Members supported the plastic straw campaign of some drink retail outlets.

The committee recommended that the draft consultation response be supported and that the comments made by the Policy Scrutiny Committee be considered by the Portfolio Holder for inclusion in the formal consultation response.

Business Rates Growth Policy

The committee was presented with the draft City of Lincoln Business Rates Growth Policy for comment prior to consideration by Executive. The committee were advised that the policy aimed to provide a time limited rate relief discount to new and extended premises within the City, in the interest of building the Business Rates base, supporting economic growth and job creation.

Members of the committee discussed the report and generally supported the principle and initiatives of the scheme.

Following the discussion members recommended to Executive that the Policy be approved and that they consider an addition to the eligibility criteria to include a commitment to signing up to the Social Responsibility Charter.

In addition to the key topics, the Committee also scrutinised the following items and forwarded its comments for consideration by the Executive:

- Fair Trade Policy
- People Strategy
- Customer Experience Strategy
- Modern Slavery Statement and Charter
- Review of Mandatory Houses in Multiple Occupation Licensing Scheme

- Proposed Commemorative Plaque Scheme for Lincoln
- Proposals to Introduce a Public Space Protection Order to Allow St Peters Passage Lincoln to be gated.
- Protecting Vulnerable People
- Joint Protocol on Unauthorised Encampments in Lincolnshire
- Localised Council Tax Support Scheme 2018/19
- New Build Strategy

The committee also reviewed the following policies:

- Review of Mutual Exchange Policy
- Review of Fraud and Sanction Policy

The Committee also received regular updates from the Health Scrutiny Committee.

Select Scrutiny Committee

The principal functions of the Select Scrutiny Committee are to meet as the Crime and Disorder Committee and to consider any requests for the Call-In of Executive decisions.

The Call-In process allows scrutiny members to challenge a decision made by the Executive or any of its individual portfolio holders, prior to the implementation. This gives the Select Scrutiny Committee the opportunity to examine a decision where particular concerns have been raised and respond accordingly. There were no call-in requests in 2018/19.

The Committee met on one occasion sitting as Crime and Disorder Committee on 25 July 2018 considering the following items:-

- Lincolnshire Police – Lincoln Performance Overview
- City Centre Intervention
- Lincoln Business Improvement Group

Housing Scrutiny Sub-Committee

The Housing Scrutiny Sub-Committee is a sub-committee of Performance Scrutiny Committee. It was established in 2008 to increase engagement between backbench Members and Tenant Advisory Panel representatives. The Sub-Committee has continued to meet and tenants on the Committee consider that it has helped them have their say when scrutinising housing matters. The Committee met six times during 2018/19 and considered many reports which included the following topics:

- Role of the Housing Officer
- Tenant Involvement Strategy
- Annual Report to Tenants and Leaseholders 2017/18
- Portfolio Holder for Quality Housing Annual Report
- Repairs

- LTP Annual Report
- Resident Involvement Update

The Committee also effectively scrutinised Housing performance on a quarterly basis and received regular updates on the progress of the Lincoln Tenants Panel.

Contact Us

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PEFORMANCE SCRUTINY COMMITTEE

9 JANUARY 2020

| | |
|----------------------|---|
| SUBJECT: | WORK PROGRAMME FOR 2019/20 |
| DIRECTORATE: | CHIEF EXECUTIVE AND TOWN CLERK |
| LEAD OFFICER: | CLARE STAIT, DEMOCRATIC SERVICES OFFICER |

1. Purpose of Report

1.1 To present members with the Performance Scrutiny Committee work programme for 2018/19 (Appendix A).

2. Background

2.1 The work programme for the Performance Scrutiny Committee is put forward annually for approval by Council. The work programme is then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its chair.

2.2 Items have been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information can be reported to the committee.

2.3 The work programme includes the list of portfolio holders under scrutiny.

3. Recommendation

3.1 That members offer any relevant comments or changes on the proposed work programme.

Key Decision No

Do the Exempt Information Categories Apply No

Call In and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

Does the report contain Appendices? Yes

If Yes, how many Appendices? 1

Lead Officer: Clare Stait, Democratic Services Officer
Telephone 873239

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5 June 2019 (Monitoring Overview)

| Item(s) | Responsible Person(s) | Vision 2020 Strategic Priority/ Comments |
|---|------------------------------------|---|
| Standard Items | | |
| Confirmation of Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 – Update | Democratic Services | Regular Report |
| Monitoring Items | | |
| Financial Performance (Detailed): Outturn 2018/19 Quarter 4 | Jaclyn Gibson/ Colleen Warren | Quarterly Report Professional High Performing Services |
| Strategic Performance Measures | Graham Rose | |
| Performance Monitoring Outturn 2018/19 Quarter 4 | Pat Jukes | Quarterly Report-Professional High Performing Services |
| Treasury Management Stewardship and Actual Prudential Indicators Report 2018/19 (Outturn) | Jaclyn Gibson/Colleen Warren | Six Monthly Report Professional High Performing Services |
| Strategic Risk Register – Quarterly Report | Jaclyn Gibson/Colleen Warren | Quarterly Report Professional High Performing Services |
| Corporate Performance Targets | Pat Jukes | Report-Professional High Performing Services |
| Introduction of a New Homelessness Act (deferred from 28 March 2019) | Alison Timmins | |

11 July 2019

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|-----------------------|---|
| Standard Items | | |
| Confirmation of Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 – Update | Democratic Services | Regular Report |
| Portfolio Performance Overview | Pat Jukes | Regular Report Professional High Performing Services |
| Portfolio Under Scrutiny Session – Our People and Resources | Portfolio Holder | Annual Session Professional High Performing Services |
| Monitoring Item(s) | | |
| Central Lincolnshire Local Plan Annual Report 2018/19 including Financial Update | Toby Forbes-Turner | Annual Report Lets Drive Economic Growth |

22 August 2019 (Monitoring Overview)

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|-----------------------|---|
| Standard Items | | |
| Confirmation of Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 | Democratic Services | Regular Report |
| Monitoring Items | | |
| Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1 | Colleen Warren | Quarterly Report Professional High Performing Services |
| Performance Quarterly Monitoring: Quarter 1 | Pat Jukes | Quarterly Report Professional High Performing Services |
| Quarterly Strategic Risk Register Report-Quarter1 | Jaclyn Gibson | Quarterly Report Professional High Performing Services |
| Revenues and Benefits Shared Service Update | Martin Walmsley | Annual Report Professional High Performing Services |
| Income/Arrears Monitoring report | Martin Walmsley | Annual Report Professional High Performing Services |
| Christmas Market Outturn Report 2018 (deferred from 11 July) | Simon Colburn | Annual Report Lets Drive Economic Growth |
| Car Parking Income Generation Strategy | Simon Walters | |

3 October 2019 (Thematic Reviews)

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|-------------------------|---|
| Standard Items | | |
| Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 – Update | Democratic Services | Regular Report |
| Portfolio Under Scrutiny Session – Economic Growth | Portfolio Holder | Annual Session Lets Drive Economic Growth |
| Economic Growth Vision 2020 Progress Report | Kate Ellis | Regular Report Lets Drive Economic Growth |
| Other Item(s) | | |
| Pre-Christmas Market 2020 verbal event report | Simon Colburn | Requested Lets Drive Economic Growth |
| The Lincoln City Profile | Pat Jukes/Nathan Walker | Professional High Performing Services |

21 November 2019 (Monitoring Overview)

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|-----------------------|---|
| Standard Items | | |
| Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 – Update | Democratic Services | Regular Report |
| Monitoring Items | | |
| Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2 | Colleen Warren | Quarterly Report Professional High Performing Services |
| Performance Quarterly Monitoring: Quarter 2 | Nathan Walker | Quarterly Report Professional High Performing Services |
| Strategic Risk Register – Quarterly Report Quarter 2 | Jaclyn Gibson | Quarterly Report Professional High Performing Services Services |
| Treasury Management and Prudential Code Update Report – Half Yearly Report | Colleen Warren | Half Yearly Report Professional High Performing Services |
| Other Items: | | |
| Budget Theme Group – Nominees | Jaclyn Gibson | Annual Appointment Professional High Performing Services |

9 January 2020

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|----------------------------|--|
| Standard Items | | |
| Portfolio Under Scrutiny Session – Reducing Inequality | Portfolio Holder | Annual Session Lets Reduce Inequality |
| Reduce Inequality Vision 2020 Progress Report | Angela Andrews | Regular Report Lets Reduce Inequality |
| Monitoring Item(s) | | |
| Scrutiny Annual Report | Democratic Services | Annual Report Professional High Performing Services |
| Sincil Bank Revitalisation | Andrew McNeil/Paul Carrick | |

23 January 2020

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|----------------------------|--|
| Standard Items | | |
| Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 - Update | Democratic Services | Regular Report |
| Portfolio Under Scrutiny Session – Quality Housing | Portfolio Holder | Annual Session Lets Deliver Quality Housing |
| Quality Housing Vision 2020 Progress Report | Kate Ellis/Daren Turner | Lets Deliver Quality Housing |
| Monitoring Item(s) | | |
| Performance Report-HRS | Gareth Griffiths | Annual Report Lets Deliver Quality Housing |
| Homelessness Act 2018 | Alison Timmins | Annual Progress Report Quality Housing |
| Modern Day Slavery Performance Report | Francesca Bell | Requested Report |
| Asset Management | Angela Andrews | Requested Report |
| Fire Risk – Response to Grenfell | Andrew McNeil/Daren Turner | Requested Report |

20 February 2020 (Monitoring Overview)

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|--|-----------------------|---|
| Standard Items | | |
| Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Work Programme for 2019-20 - Update | Democratic Services | Regular Report |
| Portfolio Under Scrutiny Session – Remarkable Place | Portfolio Holder | Annual Session Lets Enhance Our Remarkable Place |
| Remarkable Place Vision 2020 Progress Report | Simon Walters | Regular Report Lets Enhance Our Remarkable Place |
| Monitoring Items | | |
| Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3 | Colleen Warren | Quarterly Report Professional High Performing Services |
| Performance Quarterly Monitoring: Quarter 3 | Pat Jukes | Quarterly Report Professional High Performing Services |
| Strategic Risk Register – Quarterly Report Quarter 3 | Colleen Warren | Quarterly Report Professional High Performing Services |
| Feedback from Budget Review Group | Colleen Warren | Annual Report Professional High Performing Services |
| Celebrating Vision 2020 | Angela Andrews | |

26 March 2020

| Item(s) | Responsible Person(s) | Strategic Priority/ Comments |
|---|-----------------------|--|
| Standard Items | | |
| Housing Scrutiny Sub-Committee Minutes | Democratic Services | Regular Report Lets Deliver Quality Housing |
| Draft Work Programme for 2020/21 | Democratic Services | Regular Report |
| Portfolio Under Scrutiny Session – Customer Experience and Review | Portfolio Holder | Annual Session Vision 2020 (Mixed) |
| High Performing Services Vision 2020 Progress Report | Angela Andrews | Annual Progress Report Professional High Performing Services |
| Strategic Performance Measures | Pat Jukes | Professional High Performing Services |
| Other item(s) | | |
| Christmas Market 2019 Outturn Report | Simon Colburn | Annual Report Lets Drive Economic Growth |
| Section 106 Contributions Update | Nicola Collins | Annual Report Lets Drive Economic Growth |

Portfolio Under Scrutiny Sessions

| Date | Portfolio |
|------------------|--------------------------------|
| 11 July 2019 | Our People and Resources |
| 3 October 2019 | Economic Growth |
| 21 November 2019 | Reducing Inequality |
| 23 January 2020 | Housing |
| 20 February 2020 | Remarkable Place |
| 26 March 2020 | Customer Experience and Review |