

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 13 February 2020

6.00 pm

Committee Room 1, City Hall

Membership: Councillors Gary Hewson (Chair), Helena Mair (Vice-Chair), Thomas Dyer, Ronald Hills, Rebecca Longbottom, Laura McWilliams, Lucinda Preston, Pat Vaughan and Loraine Woolley

Substitute member(s): Councillors Jackie Kirk and Adrianna McNulty

Officers attending: Steve Bird, Simon Walters and Clare Stait

AGENDA

SECTION A	Page(s)
1. Confirmation of Minutes - 9 January 2020	3 - 8
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.	
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Present: Councillor Gary Hewson (*in the Chair*),
Councillor Helena Mair, Councillor Thomas Dyer,
Councillor Ronald Hills, Councillor Rebecca Longbottom,
Councillor Lucinda Preston, Councillor Pat Vaughan and
Councillor Loraine Woolley

Apologies for Absence: Councillor Laura McWilliams

50. Confirmation of Minutes - 21 November 2019

RESOLVED that the minutes of the meeting held on 21 November 2019 be confirmed.

51. Declarations of Interest

No declarations of interest were received.

52. Portfolio Holder under Scrutiny - Reducing Inequality

Cllr Rosie Kirk, Portfolio Holder for Reducing Inequality, presented a report to Performance Scrutiny Committee and highlighted the following key achievements:

- Two Syrian refugee families were welcomed into Lincoln during March 2019 as part of the Vulnerable Persons Resettlement Scheme (VPRS)
- So far 67 local organisations had signed up to the Social Responsibility Charter
- The Lincoln Community Lottery celebrated its 1st anniversary in August 2019. Within that year the lottery had raised over £57,000 for local good causes in and around the City
- The Universal Credit 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 had worked with 103 different individuals since the start of the project in October 2018 and had logged in excess of 704 actions on the case management system
- The CCTV Team had 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.

Invited members' comments and questions.

Comment: Members commented that the report from the Portfolio Holder and Officers was fantastic.

Question: Members asked how incorporating the Green Agenda in the Social Responsibility Charter was progressing?

Response: The Green Agenda had already been incorporated. A forum was set up every 6 months to report updates on the progress and changes. The Council had good relationships with the companies that had signed up to the charter.

Question: Members asked how long a customer may have been NEET at the point when they first contacted The Network?

Response: Head of Shared Revenues and Benefits agreed to try and find out this information and feed back to the Committee.

Comment: Members commented that the work the Public Protection and Anti-Social Behaviour Team had done was fantastic.

Question: Members asked whether Lincoln Neighbourhoods together was City wide and covered every ward?

Response: Some wards were not covered such as Carholme and Hartsholme and there were some neighbourhood boards that needed more support.

Question: Members were impressed with the figure from The Lincoln Lottery and asked what was being done to progress this further?

Response: The Lincoln Lottery was advertised through social media but was advertised more through word of mouth. Charities that had benefitted would be publicised.

Question: Members asked whether there were any assessments that had taken place regarding how well statutory bodies were performing such as Citizens Advice?

Response: A liaison meeting had taken place between officers and Citizens Advice today, - such meetings take place regularly. The Council no longer received funding from Central Government to support Universal Credit. Claimants for Universal Credit would be made an appointment and seen by Citizens Advice, although sometimes vulnerable claimants would be seen by the Council if they presented at City Hall.

Comment: Members commented that the report on Universal Credit was a great credit to the Council and was a fantastic piece of work. Members gave thanks to officers for helping Council Tenants keep their tenancies while waiting for Universal Credit payments.

Question: Members asked how big the businesses were that got Business Rate Relief?

Response: One of the Businesses was big and the others were small in comparison. The Policy was put in place to attract businesses to the City and included relocations or expansions.

Question: Members asked whether there had been an evaluation of the effectiveness of refugee families coming into Lincoln?

Response: This was being reviewed nationally. Lincoln welcomed more families if needed as this was beneficial to the families and to the communities in which they would be placed.

Question: Members asked whether there was a long waiting list for Universal Credit?

Response: There was still a minimum of 5 weeks for payments being processed.

Question: Members asked whether there was scope to roll out CCTV into other areas such as Witham?

Response: There needed to be a rationale for more cameras to be placed through crime etc. There had to be a solid case put forward.

Question: Members asked what the figures were for deprivation within the City?

Response: The 2019 figures were already released. These would be sent to the committee.

Question: Members asked for more information on how individuals were put forward for the skills and training funding?

Response: This was a very good project and further funding opportunities were being sought. Individuals were identified through benefit claims, referrals from Job Centre, employers were approached and referrals from staff.

RESOLVED that:

- a) the figures on deprivation within the city for 2019 be circulated to committee members
- b) the content of the report be noted.

53. Reduce Inequality Vision Progress Report

Angela Andrews, Chief Executive and Town Clerk, presented Performance Scrutiny Committee:

- a) with an update on progress towards the Reducing Inequality strategic priority contained in Vision 2020 along with a Position Statement (Appendix A) and a Project Monitoring Table (Appendix B).
- b) Explained that there were 18 projects currently being monitored in the work programme for Reducing Inequality. A summary of the position of these projects was as follows:
 - Completed projects:
 - Promote access to a range of financial products
 - Friends against Scams
 - Projects flagged as green:

- Reduce incidences of suicide
 - Promotion of bulk energy switching to lower energy bills for residents
 - Encourage businesses to embrace corporate social responsibility
 - Sincil Bank Revitalisation Programme
 - Promotion of Pension Credit
 - Severe Disability Premium
- Projects flagged as Amber:
 - Maximise any opportunities for income generation as part of the national Apprenticeship Employer Levy
 - Work with training providers, businesses and partners to increase opportunities for local people to access training and employment (college courses)
 - Providing a central hub of support for young people through The Network
 - Maintaining support for people moving to Universal Credit

c) Invited Members' questions and comments.

Comment: Members commented that often middle aged customers were disadvantaged and lack in technical experience when it came to the use of the public computers. These customers required help and guidance.

Response: Digital advocacy was an issue. More work needed to be carried out in communities to help point customers who need assistance to other services that would help them.

Comment: Members commented that a glossary for the abbreviations used within Appendix A was needed.

RESOLVED that the progress made within the Vision Group Reducing Inequality be noted.

54. Sincil Bank Review of Activity

Paul Carrick, Neighbourhood Manager – Sincil Bank:

- a) presented Performance Scrutiny Committee with an update on the interventions delivered in Sincil Bank over the past twelve months.
- b) Explained that the strategy for delivering the vision for Sincil Bank was 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 7 October 2019 these were:
 - Streets for People and Gateways
 - Greening
 - Community Hubs
 - Skills and Enterprise
 - Homes
- c) Highlighted additional Council led initiatives in the area:

- Empty Homes
- Housing Standards
- Investing in our Homes

d) Invited members' questions and comments.

Comment: Members felt that the range of projects that were taking place was amazing and appreciated the amount of work that went into these.

Question: Members commented that the Historic England Scheme will make a difference aesthetically. What were the milestones for this project as the completion date was originally set for 2024?

Response: There were three elements to the project:

- Physical Interventions including improving shop fronts
- Engagement with the local community
- Cultural Programme

Officers were to forward this information to members of the Performance Scrutiny Committee.

Comment: Members commented that the Travelodge was a good business opportunity but had nothing to do with the Sincil Bank Project.

Response: The Travelodge was part of the development of the area and linked to employment within the area.

Question: Members asked how many community surveys were sent out as there was only 302 responses received? Members also asked for examples of the questions asked?

Response: Officers agreed to send a copy of the questions that were sent to residents to Performance Scrutiny Committee.

RESOLVED that:

- a) officers were to forward the milestones for the Historic England Scheme to members of the committee
- b) officers were to provide a copy of the questions sent to residents to members of the committee
- c) the progress of the project to revitalise Sincil Bank was noted.

55. **Scrutiny Annual Report**

Clare Stait, Democratic Services Officer:

- a) presented the Scrutiny Annual Report for 2018/19 for comments, prior to being referred to Full Council for approval.
- b) Advised that within the Constitution it states that the scrutiny committees should produce an annual report to Council. Chairs of the Scrutiny Committees do produce individual reports to Council during the municipal

year, however, the attached Scrutiny Annual Report summarises the work of the scrutiny committees for the full year and highlights the key achievements made under scrutiny in 2018/19.

RESOLVED that the content of the report be noted.

56. Work Programme 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 subject to the following amendment:

- a) the Asset Management item scheduled for the next meeting be removed.

PORTFOILO HOLDER RESPONSIBILITIES

Economic Growth

1. Building Control
2. Car Parks
3. Climate Change (linkage to Local Plan)
4. Commercial Development
5. Contaminated Land
6. Cultural Activities Including:
 - Christmas Market
 - Christmas Lights
7. Economic Development and Growth, including:
 - Western Growth Corridor
 - Sustainable Urban Extensions
8. Heritage
9. Innovation and Inward Investment including:
 - Lincoln Science and Innovation Park
 - Smart City initiatives
10. Markets
11. Planning, including:
 - Central Lincolnshire Local Plan
 - Regional and National Planning Policies
12. Public Realm including:
 - City Centre Masterplan
 - Cornhill Area Redevelopment
13. Regeneration Including:
 - Neighbourhood Revitalisation
 - Community Planning
14. Small Business Support
15. Tourism and Marketing
16. Transport including:
 - Transport Hub
 - Connectivity
 - Infrastructure

Reducing Inequality

1. Anti-Poverty Strategy
2. Asylum Seekers
3. Benefits Advice and take-up, including:
 - Housing Benefit
 - Council Tax Support
4. Community Cohesion Strategy
5. Community Strategies and Policies
6. Corporate Social Responsibility including:
 - Hate Crime
 - Lincolnshire Safer Communities
7. Discretionary Rate Relief Policy
8. Equality and Diversity:
 - Employer perspective
 - Service user perspective
9. Financial Inclusion, including:
 - Adult Learning;
 - Young People.
10. Prevent
11. Public Protection including:
 - Antisocial Behavior
 - Noise Nuisance
 - CCTV
 - Domestic Violence
11. Skills and Training, including The Network;
12. Social Value Policy
13. Universal Credit
14. Welfare Advice
15. Welfare Reform

Quality Housing

1. Affordable Housing
2. Discretionary Housing Payments
3. Estate Management
4. Fleet Management
5. Health and Wellbeing, particularly its links to good quality housing
 - Physical and Mental Health
 - Suicide
6. Homelessness Prevention
7. House Building
8. Housing Investment and Decent Homes
9. Housing Repairs and Maintenance
10. Housing Revenue Account and Landlord Services including:
 - Tenant Engagement
 - Housing Stock Options
11. Lettings and Allocations including:
 - Rogue Landlords
 - Trusted Landlord Accreditation Scheme
12. Rough Sleepers
13. Strategic Housing
14. Supported Housing

Remarkable Place

1. Allotments
2. Cemeteries and Crematorium
3. Community Centres
4. Environmental Contracts including:
 - Refuse Collection and Recycling
 - Highways

- Open Space and Grounds Maintenance
 - Public Conveniences
 - Cleansing
5. Food Health and Safety
 6. Licensing
 7. Low Carbon Agenda
 8. Parks and Recreation
 9. Pollution Control
 10. Sport and Leisure facilities to promote physical activity

Our People and Resources

1. Asset Management
2. Civic and Twinning
3. Corporate Communications and Media Relations
4. Corporate Strategy including
 - Strategic Plan (Vision 2020)
 - Annual Report
 - Strategic Partnerships
5. Corporate Health and Safety
6. Emergency Planning
7. Finance including:
 - Financial Strategy
 - Financial Position
8. Human Resources including:
 - People Strategy
 - Apprenticeships
 - Trade Union Liaison
 - Organisational Culture and Core Values
9. Legal Services (excluding Electoral and Democratic Services)
10. Procurement (excluding social value)

11. Regional and Sub-Regional Governance Arrangements including Devolution
12. Revenues
13. Risk Management and Governance including
 - Insurance
14. Specific Major Projects (Excluding Major Developments)
15. Towards Financial Sustainability including Commercialisation

Customer Experience and Review

1. Audit
2. Central Support Services
3. Complaints Handling

4. Corporate Reviews
5. Customer Engagement including:
 - Customer Services
 - Contact Centre
6. Democratic and Electoral Services including
 - Voter Registration
 - Democratic Engagement
7. ICT
8. Performance including Systems and Process
9. Strategic Information including:
 - Corporate Evidence Bases
 - Lincoln City Profile

Portfolio Holder - Remarkable Place

Performance Report 2020

This is my first report to the Performance Scrutiny Committee as the Portfolio Holder for “Remarkable Place”. I am indebted to officers of the council for providing relevant information in order to compile this report and trust members will find it informative and that it provides a broad overview of the extensive area covered and the progress made to date.

Allotments

Members will recall that my predecessor has reported on the successful implementation of a bold investment strategy for Lincoln’s allotments in recent years.

Having sold the site on Riseholme Road the Council has invested all the income into other allotment sites, addressing key concerns from existing tenants and the allotments strategy. This has been a million pound initiative and has included new roadways, new boundaries, and new water supplies.

Although it has not been possible to address all demands, this still represents the single biggest investment in Lincoln’s allotment services that has ever been made, and shows a commitment to both the service and the Council’s vision of enhancing the city as a remarkable place to live.

Key within this investment has been the need to open up of a new allotment site in the south of the city. For historic reasons the south of the city has not been well catered for in terms of allotments, and so a key element of the investment was to establish a new site central to the Birchwood estate. Due to the need to prioritise staff resources it has not been possible to progress this quite as quickly as had been hoped originally, however a proposal has been developed and orders now placed. Work on the new site will take place in the next eight weeks, with the site being open this spring. Several local people have already expressed interest in taking plots, and so are hopeful that this exciting new development will be warmly welcomed.

In terms of performance at the end December 2019 there were 1096 plots in total, but 48 listed as ‘unlettable’ for a range of factors, such as poor drainage. Before the work started there were 1080 plots in total suggesting growth of 16. However this would be misleading, as not all plots are the same size. In some instances to assist tenants one plot is halved to make two plots, or indeed two half plots joined to make one plot.

The data should therefore be read, not for year on year comparison, but in terms of utilisation of existing available stock. In this instance, as of December 2019, 909 plots are let, which is a noteworthy, 87 % of available stock.

Equipped Play Areas

The Council continues to maintain some 28 equipped play areas across the city, ensuring that British Standards are maintained at all times for installation, inspections and maintenance.

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

Maintaining high standards of what is, in places, aging equipment is increasing costs as indicated below. This table shows total maintenance and repair costs for the 28 sites.

	2016/17	2017/18	2018/19	2019/20 to Sept 19
Expenditure on Play Areas	£196,539	£257,105	£232,614	£108,667

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

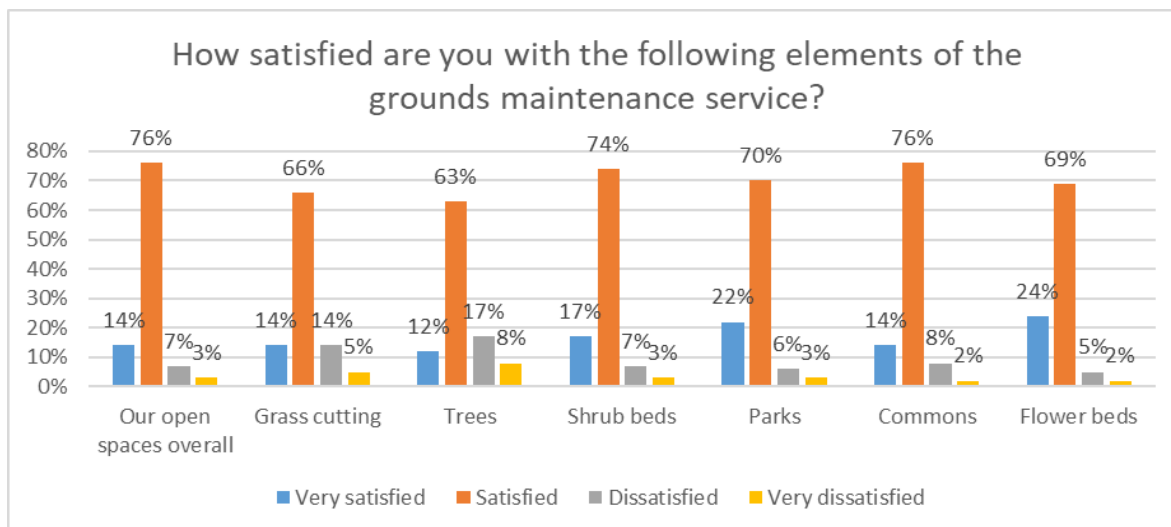
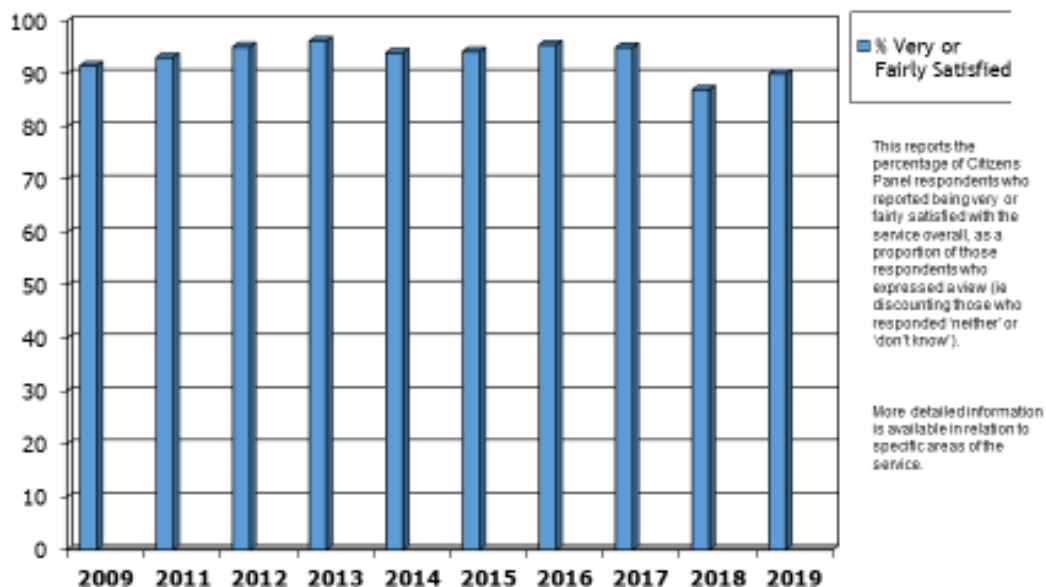
Parks

This year has been yet another good year for Lincoln's parks, with three Green Flag Awards achieved in 2019.

The Arboretum continues to be known for its high quality historic setting, Boultham park goes from strength to strength following the initial restoration project, and Hartsholme Country Park has yet again weathered the storm of a year of heavy public demand, including a very successful events programme.

The Council's events programme for open spaces, although led and run from staff in Hartsholme Park, does cover all parks, and focus on this work in recent years has yielded some incredible changes for which the staff involved deserve recognition. In 2019 a total of 12,113 individuals attended organised and structured activities in parks. 87 staff led events were supplemented by 323 self-led activities throughout the year. Incidentally 87 is the highest number of events the Council has ever self-promoted, the previous highest being 2018 at 78. Although Hartsholme continues to be the event base, it is very welcome to see activities reaching out into other communities such as the Arboretum, and Boultham Park.

Satisfaction with Parks & Open Spaces



Boultham Park

Boultham Park has completed its main restoration project, with just one or two outstanding tasks to finish before the project can be officially declared is closed down. The formal end date for this, agreed with the national lottery is proposed to be June 2020. However, whilst this does mark the end of that phase, as members will know we are now embarked on the second stage, the restoration of the lake.

Although originally part of the project as a whole, it became necessary to remove the restoration of the lake from the project at a relatively early stage, so as to ensure the work came in within budget. At that time the council committed to

finding a way to restore the lake if at all possible, and I am delighted to be able to record here that thanks to another generous grant from the National Lottery Heritage Fund, this will now take place this year. The £1.17 million pound scheme has a three year duration, with all capital works being completed this year. The full three years of the project will have an engagement focus, to demonstrate the value of the work to the park and the community. This project has been made possible not just because of the grant, but also because of the support we have had from the Park Advisory Group, who have remained staunchly supportive throughout, and the Lincolnshire Wildlife Trust, who are increasingly a key partner for the council on an exciting range of wildlife enhancing projects.

The lake restoration project has a very different focus to the wider restoration, with the focus being about enhancing wildlife and natural heritage. As a less invasive alternative to dredging new technologies are being deployed to aerate the water and reduce silt in a more sustainable way. The lake edges will have a variety of different treatments, with parts having their old stone edges reinstating, whilst others benefit from wildlife friendly naturally planted fascines.

One very new element will be the provision of interpretative art installations. Art in parks is popular these days, and via a trail of installations around the lake, the story of the lake, the natural habitat, and its modern importance will be enhanced in what we hope will be a simple yet thought provoking style.

Hartsholme Country Park and camp site

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

The development of a Master plan for Hartsholme Country park remains a stated objective for the council, even if a strict timetable can't be prescribed to that now. In the meantime the staff continue to gather valuable background data relating to events in the park, educational visits, and satisfaction with visits and how the camp site is used.

Highlights for the camp site would be such as the increased use when compared against last year. At 4359 bookings, this is 8% up, despite the wet summer. The addition of a second 'pod' for accommodation also aided bookings, with it now possible to larger family groups.

There have also been changes to the booking system, with on-line booking now working well, and advance on-line deposits. We have also agreed a new advance pricing policy so as to enable the taking of bookings in advance of the council's annual fees and charges process.

I am aware that Wi-fi is a requirement of modern camp sites, and as this is something identified as being desirable in surveys, so this is something then CCTV unit are looking at for me currently so we can assess the feasibility.

The need to do something with the buildings that are falling derelict is not forgotten, but initial estimates for refurbishment initially appear prohibitive. This will receive further attention this year, and most certainly feature as a part of the master planning work.

In terms of satisfaction this remains generally high, both with the park and the camp site. Scores for the park mirrored the findings of open spaces in the city more generally, being around 80%. Scores for all facilities specific to the park came in at 70% or above, with the exception being the car park which scored less than 30%. For the third year running the survey covered the tricky issue of whether visitors would pay for an improved car park. The number prepared to pay something for an improved car park has gradually increased to the current level of 70%, although no specific levels of charge were mooted.

Commons

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

There are many areas of work to cover, but an emergent area of work concerns the gateways off Roseberry Avenue. These areas, frequently used for horse feeding, have suffered greatly this winter due to the extremely wet conditions. Thought is now being given to options to improve these for future years.

Volunteering

In more recent years all volunteering for open spaces has been co-ordinated through a single post, ensuring consistency of approach in line with Council policies, and co-ordination of resources.

The Volunteer coordinator submits an annual update on progress and I have been pleased to note that this calendar year there have been some 6784 hours of volunteer work take place in our open spaces, either by individuals or groups. This is considerably above previous year's figures and indicates how important this service now is for the maintenance of our green spaces. It is hoped and expected that this will continue to develop for what is clearly mutual benefit.

Arboriculture

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

In 2019 this authority felled 324 trees and this year's planting scheme makes provision for the planting of 337 trees.

Last year it was reported that we were succession planning for arboricultural expertise, and I am pleased to report that this transition has taken place seamlessly.

The Council has recently become an official supporter of the Woodland Trust's Tree and Woodland Management Policy. In understanding their intent we have fostered a close working relationship with them, and they are now offering us support in the development of a Tree Policy for the council. With input from the new Arboricultural Officer it is hoped that a new tree policy for the council can be drafted this coming year.

Park Advisory Groups

The last year saw the first few meetings of the Park Advisory Group Chairs. Lining up their thinking has been helpful in developing their first single initiative, which has been the realignment of constitutions. Originally the same, over the years they have all sought adjustments that have introduced discrepancies. This last year has seen these slowly ironed-out to the point where all constitutions are now almost identical, aiding consistency of approach. Further work will depend on the availability of senior staff to provide support.

Travellers

This year has seen the highest number of unauthorised traveller encampments on Council land ever. Eight encampments in the summer season caused disruption to services, diversion of resources and unwanted extra costs for the tax payers in the city. In response steps have been taken to try and deter future encampments, and work continues with legal services and the Police to ensure clear processes and prompt robust responses are ready to meet any future incursions. It will never be possible to stop all incursions but we will do all we can to prevent this disruptive behaviour.

Street Scene

Under this heading is covered such as the provision and maintenance of street name plates, bus shelters and art installations. The city currently has 111 bus shelters (66 Adshell/ 45 city council), and 15 art installations of varying sizes. The latter may expand by two in the near future following work by Lindum Rotary, who hopes to provide a celebration of the water supply for Lincoln at the Water Tower, and it is hoped, later this year the installation of the sculpture to commemorate the work of George Boole at the railway station.

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

Bus shelters have been more problematic as the demands and costs continue to escalate. Historically there are two tiers of provision. A contract for free provision of those where the advertising pays for the shelter, and those which the council has to pay for. As the second of these tiers is a cost to city tax payers, funding for the

care of these is, by necessity of government imposed cuts, being withdrawn. We continue to seek imaginative way to maintain and protect what we can, but ultimately the second tier of bus shelters will be removed unless other funding sources can be found.

Waste/Recycling

I am mindful that the details of the JMWMS and the government's strategy aren't issues specifically of concern for this committee, given its focus on performance outcomes, but feel that they are of such significance in terms of impact and progress on outcomes that, although I will not go into them in detail here, they cannot go unmentioned.

The Lincolnshire Waste partnership has been active this last year in the delivery of the action plan underpinning the Joint Municipal Waste Management Strategy for Lincolnshire (JMWMS). This document prioritises the work which drives change for our waste services across the county, and ensures a joined-up approach is taken , so reducing risks of confusion.

A key achievement this year has been the embedment on a consistent materials list. Although never very different (despite what some people would have wished the public to believe) there is now a single list of materials, simplified for ease of use, agreed across all councils. This has been published in Your Lincoln and all web sites list the same materials with clarity.

The partnership has also lead on trial areas for collecting food wastes, and paper and card separately. These trials have been important to gauge likely tonnages that might be collected if scaled up at some time, operational transitional difficulties, operational and disposal costs, and public opinion. I await the outcome of the government's national consultation of waste management strategy for the future (The Waste and Resources Strategy) with great interest, and members should expect this to be announced this spring. It is expected that change to services will be required at that time.

The Council continues to have a 'contamination' issue in the recycling stream, which is consistent with other councils in Lincolnshire, and indeed nationally. Members will have seen more national publicity on this over the last twelve months. We have started to promote the streamlined simple recycling message via Your Lincoln, and will continue doing so in all publicity this year.



In terms of tonnages collected, recycling tonnages were around 0.5% lower than at the same point in the previous year. Whilst this is a small reduction, it is a significant change from the previous year when tonnages fell by 11.76% suggesting that a corner has been turned.

Composting tonnages were around 3% lower than the previous year.

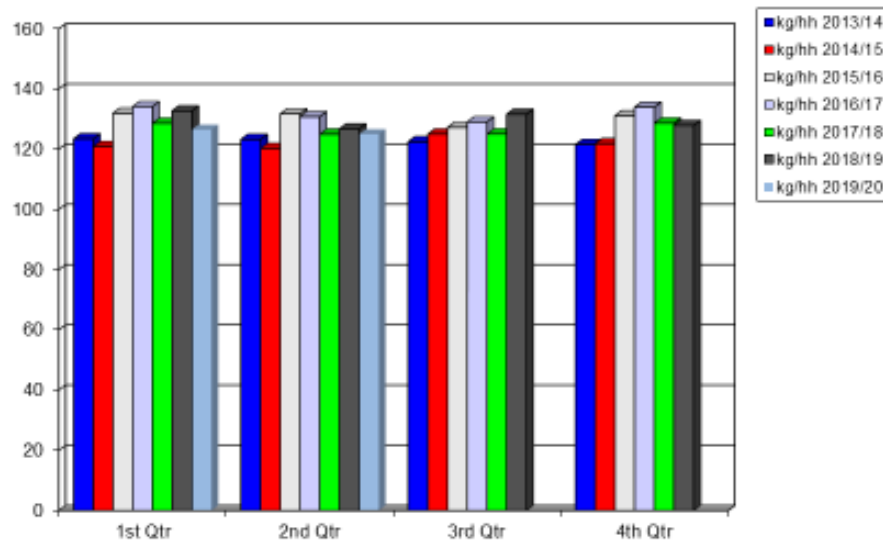
Translating this to the more complex interaction of percentages, it means that the Council's average combined recycling and composting rate at the end of quarter 2 (Sept) was 37.4% which was made up of 16.86% recycling and 20.58% composting, (up on 36.52% at the same point last year which was made up of 16.76% recycling and 19.76% composting).

The number of residents using the garden waste service was 15492 at 15th January 2020, compared with 15,841 the previous year, suggesting the resistance to charging has now just about stabilised (16,355 at 15th January 2018). The tonnage of composting waste collected varies quite dramatically in a manner which can only be attributed to differing weather conditions from one year to the next.

Residual waste tonnages have decreased by 2.5% (295 tonnes) on the previous year, taking back the growth of the previous year's increase (2.3% 263 tonnes). This is good news, especially in the context of a growing city, and suggests that

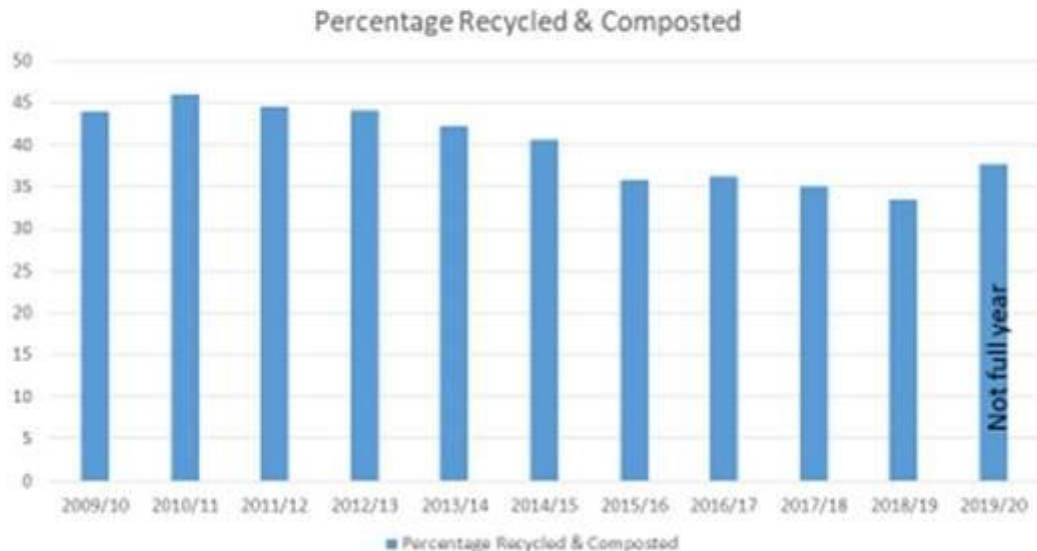
people are, in general, throwing a little less waste into their black bins.

Residual household waste per household



This graph shows tonnages 'disposed of' since April 2012, based on what goes in the residual stream (black bin). It shows that there have been increases in tonnage up to 2018, but gradual reductions over the last three years. This is a surprise given annual average growth of about 500 properties per year. Generally, an increase is to be expected as the city grows, although other factors can affect waste tonnages, such as the financial climate (in a recession, people throw less away).

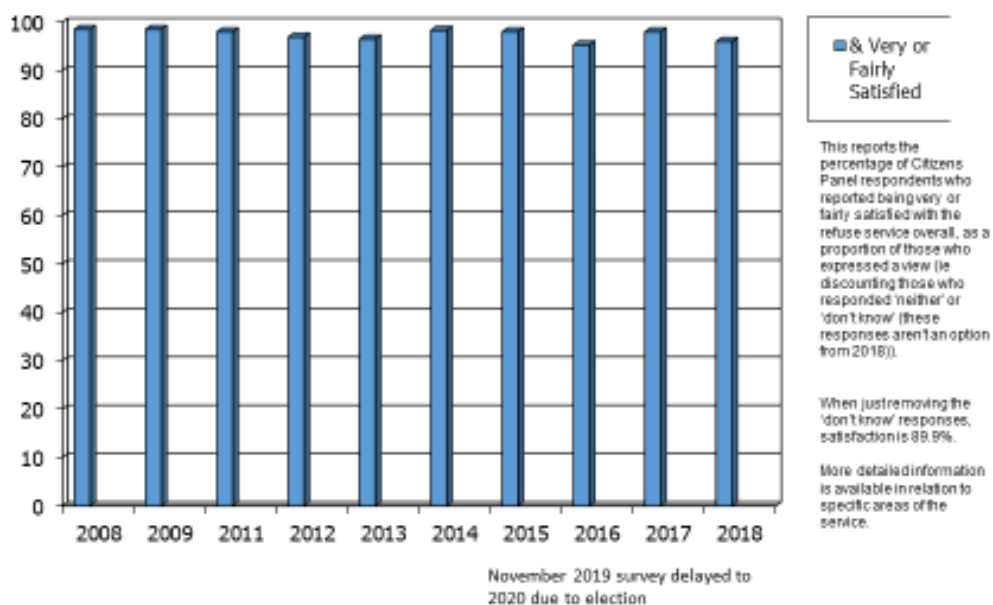
Percentage of waste recycled and composted



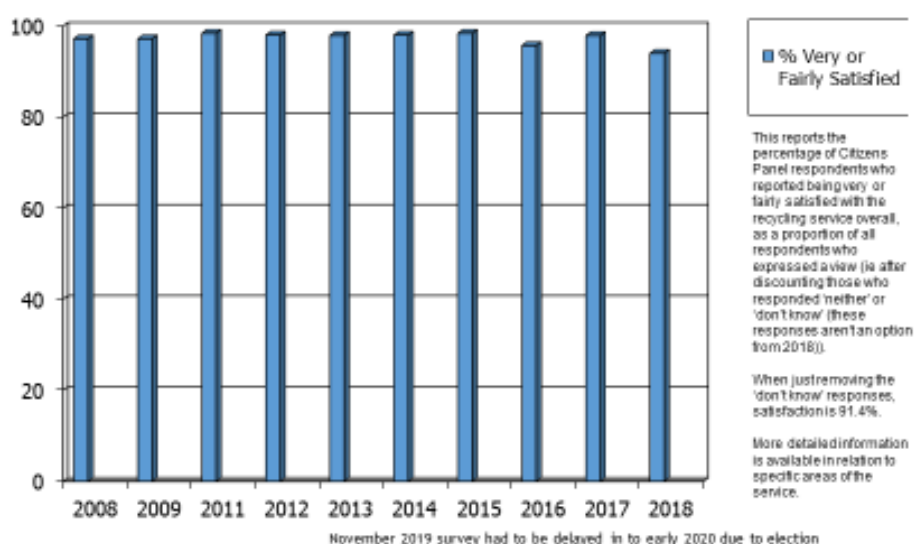
The graph above shows the Council's percentage recycling, composting and re-use performance over the past eleven years. It is the percentage of the total tonnages collected. The disappointing general downward trend is apparent in this graphic form, with the exception of this last year which is rather more pleasing to see. Clearly there are many influences on this, but it is hoped that national publicity, as well as local publicity to promote materials etc, has had a positive impact.

There is no updated 2019 satisfaction data available for waste services, as this survey has been delayed due to the election. Below are last year's graphs for contextual reference.

Satisfaction with Refuse Collection



Satisfaction with Recycling

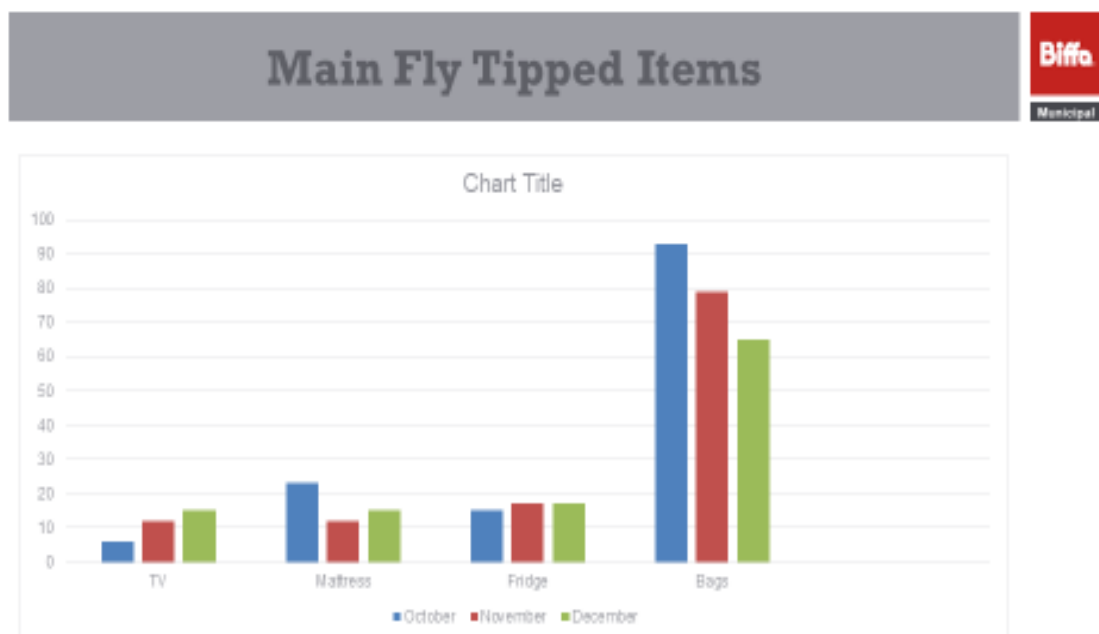


Street Cleansing

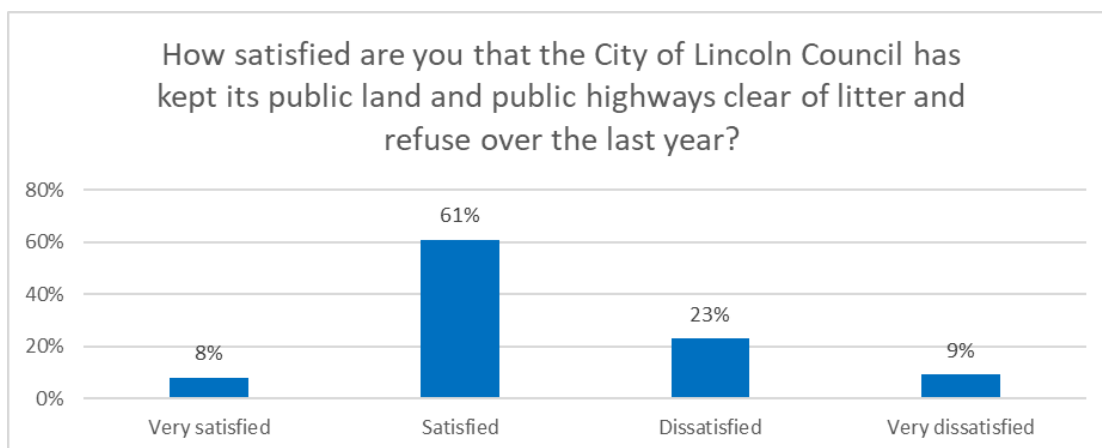
This section covers all areas of street cleansing, including street sweeping, litter picking, litter bin emptying, fly tipping, and the removal of graffiti and abandoned vehicles.

Fly tipping continued to be an issue for us this year in certain areas of the city. The Sincil Bank area has been the area of highest demand, but this seems to be changing following the installation of CCTV cameras. Outside of the city centre, the Sincil Bank area is the greatest drain on resources, and we continue to search for ways to improve this situation, acknowledging the limits to the staff and financial resource we have available.

Below is a graphic analysis of the kinds of materials being collected, showing that dumped bags of rubbish are the most commonly found, followed by fridges and mattresses. These kinds of materials generally suggest landlords or householders' poor disposal discipline, rather than organised mass fly tipping crime of type more commonly seen in rural locations.

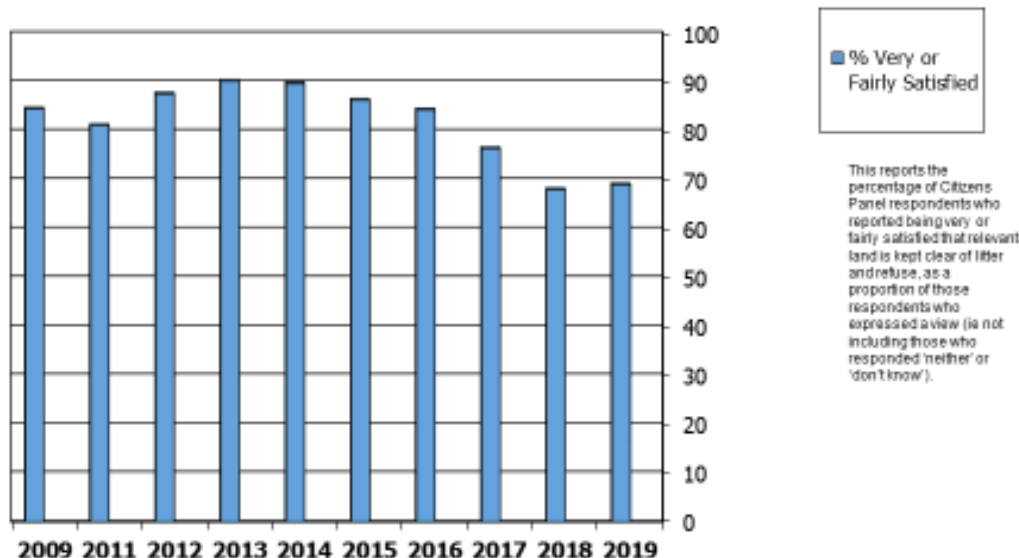


Graffiti continues to be an escalating problem this year, with a limited number of prolific 'taggers' remaining active. We have increased expenditure year on year and yet seen renewed graffiti attacks only a day or two after clearance, which can be soul destroying for staff and residents alike. Because of budget pressures it is not always possible to clear all graffiti as promptly as would be desirable. It is the intent that this will be a focus for attention this year, and despite the significant budget pressures, officers have been asked to find imaginative ways to shift resources to address this scourge.



In the summer Citizens Panel survey, just short of 70% of respondents reported being very or fairly satisfied with the cleanliness of the city. A lower performance than has been seen in the past, but thankfully a welcome improvement on 2018. I will be working closely with the staff and contractor to seek out further incremental improvements this next year. Below is a graph to show performance over time.

Satisfaction with Cleanliness



Public Toilets

This service has again achieved high standards, with five of its city centre toilets being entered for, and receiving, awards in the national Loo of the Year competition: Tentercroft St toilets, Lucy Tower St toilets and Lincoln Bus Station all attained Platinum standard, and both Castle Square toilets and Westgate toilets

attained Gold standard. All attendants attained 'Washroom Cleaners Of The Year Award' and the authority's public conveniences service as a whole, received a 'Premier League Local Authority Award'.

Charges of 20p per use have been in operation since January 2017, and remain unchanged, with anecdotal feedback being that the facilities are generally receiving less damage/abuse as a result. An exception to this has been at Lucy Tower street, where staff and the facilities have been subject to routine abuse. Thus facility has become difficult to maintain. Consideration is being given to permanently restricting its opening.

A Citizen Panel survey of July 2018 showed that 56% of respondents were very or fairly satisfied with public toilet provision, and in 2019 this dropped to 48%. Although we do not have any new data, this is consistently low score is probably connected with the charges imposed. However it remains a serious concern and means that the provision of public toilets is a key issue for this portfolio. A review of facilities and provision will be brought forwards this year.

Bereavement Services

The Crematorium is still busy and we are again looking at over 1950 cremation services being carried out this year.

The use of visual tributes has become very popular and we have seen a dramatic rise in the number of families using this method to remember a loved one during their service. Webcasting and recordings are also being used and we have had good feedback from people that have used these.

Memorial sales have slowed since the introduction of GDPR as we no longer send information to all cremation applicants and only send this to applicants that have requested the information. We are working with a design company looking at the branding of the crematorium.

Burial numbers are slightly higher than last year and following a grave audit a number of graves were identified as not being used and these have now been made available to the public. With this said we no longer have new full burial grave spaces in Canwick Road Old, Canwick Road New and St. Swithin's Cemeteries but still have limited graves in Newport Cemetery, but we are still doing reopen graves in all the cemeteries. Long Leys Road burials are increasing and we are hoping to offer memorial options within this site in the near future.

Much of the last year has been spent in preparation for the upcoming improvement works planned for the crematorium. This year we will see improvement works at the crematorium improve the service that is offered to the public and also replace the aging cremators with ones that have all the latest energy efficient systems to reduce the amount of gas and electricity used and also with the DeNox filtration reduce the amount of nitrous oxide that is emitted from the crematorium process.

Crematorium

Extensive design work has been completed and planning permission obtained in July 2019. A contract is ready to be awarded to Kier Construction for the first phase of works, which will see a practical start on site in March/ April 2020. This first phase of work will include a new extension to house new cremators, an extension of the car park creating an additional 87 spaces, new windows, new entrance canopy and necessary roof repairs.

Further phases will be commissioned in March 2020 and include the complete cladding of the exterior of the crematorium, installation of a temporary second chapel, an extension to the Book of Remembrance to create a more formal waiting area and a redesign of the memorial garden.

This project is truly transformational for the service and represents a significant council investment in an important service area. The full project has an anticipated build period of approximately 45 weeks, finishing in late 2020.

Climate change

On the 14th March 2012 the City of Lincoln Council hosted Lincoln's first low carbon conference, launching the Low Carbon Lincoln Partnership (LCLP) and Charter. To date 48 local organisations and businesses have signed the Low carbon Lincoln Charter. Following the launch event the LCLP prepared the Low Carbon Lincoln Plan 2012-2020 and agreed a target to reduce Lincoln's CO2 emissions by 25% by 2020. The latest figures for Lincoln show a per capita CO2 reduction of per 44% between 2005 and 2017.

In March 2018, as part of Vision 2020 drive to integrate sustainability into the council's operations and services, CMT agreed to set up a Carbon Reduction Taskforce made up of officers representing all Directorates and service areas within the council with responsibility for environmental management and or property management. In addition the taskforce is also attended by Councillor Bob Bushell, Portfolio Holder for Remarkable Place, Councillor Preston, Sustainability Advocate and chaired by Kate Ellis as Corporate Management Team (CMT) Sustainability Champion.

During 2018 the taskforce have carried out the following:-

- Reviewed City of Lincoln Council (CoLC) environmental responsibilities to ensure the council are meeting all statutory duties. Recorded and identified officers responsible for delivering duties to ensure adequate resources are in place.
- Reviewed, advised and completed the council's Travel Plan which was approved by CMT in June 2019.
- Reviewed and considered actions required to develop a CoLC Environmental Management System (EMS).
- Supported Councillor Sue Burke, as Sustainability Champion in 2018, with a review of the council's sustainability initiatives and advised on the council's environmental performance report to Full Council in Feb 2019.
- Carry out a review of the provision of Electric Vehicle (EV) recharge

points provided in the city and prepared a report to CMT.

During 2019/20 the taskforce are currently working on the following actions:-

- Preparing an EV Infrastructure Strategy.
- Inputting into the review of the council's fleet vehicles to identify the most fuel efficient and cost effective options for the new fleet contract.
- Advising on energy efficient options for the Crematorium refurbishment and low carbon funding opportunities.
- Supporting the delivery of the actions included in the CoLC Travel Plan.
- Drafting the council's Environmental Policy
- Acting as an advisory group for the 2019 Air Quality Management Plan.
- Reviewing the council's energy monitoring and recording processes to enable accurate greenhouse gas reporting.
- Reviewing the council's single use plastic, and preparing an action plan to support the council's motion to remove single use plastic wherever possible.

On the 23 July 2019 the council agreed a motion declaring a Climate and Environmental Emergency. The motion includes a commitment for Lincoln to achieve a net zero carbon target by 2030. Net zero means the amount of greenhouse gases emitted into the atmosphere is no more than the amount taken out. The target has been set on the basis of the latest IPCC (Intergovernmental Panel on Climate Change) report of 2018 in which the world's leading climate scientists warn that humanity has only 12 years left in which to cap temperature rises at 1.5C or face a higher risk of drought, floods and heatwaves.

CoLC commitment to reduce single use plastic

In early 2019 the Council were approached by the Plastic Free Lincoln campaign group to support the campaign and to work with the group to achieve Plastic Free Community status for the City, awarded by the national charity Surfers Against Sewage. Full Council passed a motion to be a single use plastic free Council by 2022 on the 24th September 2019.

Licensing

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

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

Some of the milestones achieved within 2019/20 to date have included:

- The renewal of the Licensing Act 2003 Policy.

- The bedding in of the new Animal Welfare Act (Licensing of Animal Activities) England 2018. This legislation revoked and amended a number of historical and outdated licensing regimes that related to animals.
- The commencement of an Unmet demand Survey for Hackney Carriages within the city
- The Team are now all fully settled and working well in their revised structure.

Looking ahead to 2020 the licensing team will be reviewing the Private Hire and Hackney Carriage Policy and consideration to an age and condition statement or policy will be given to ensure emissions from our licenced vehicles are managed effectively.

The team are also involved in a wider piece of corporate work reviewing the markets policy and looking at opportunities to support this policy through the team's street trading policy.

The team is also currently reviewing the cities Cumulative Impact Zone (CIZ) in relation to the night time economy, this is being worked on in conjunction with partners.

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

Below are the figures for 2019 calendar year:

For the PH/taxi drivers there is a difference between total licences and number issued in year due to a proportion of licences being on a 3 year cycle. This is the same for PH/taxi operators which are 5 year.

- Private Hire Driver – 497 total 330 issued
- Private Hire Vehicles – 420
- Private Hire Operators – 24 total 7 issued
- Hackney Carriage Driver – 41 total 32 issued
- Hackney Carriage Vehicles – 31
- LA 2003 alcohol/premises licensing Application – 188 (New, DPS, Transfer etc.)
- Personal Licence Application/Amendments– 100
- Horses on common registered - 68
- 2005 Gambling licences - 17
- Scrap metal - 4

- Charity collections – 48 street 18 house to house
- Any others – 2 sex establishments, 1 street trader, 885 PH/HC test certificates

The Animal Warden is also currently working on a complex investigation into a non-compliant pet shop. This investigation has to date involved the execution of 3 warrants, a licence suspension and a star rating review, the investigation is ongoing.

Food, Health and Safety

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

In terms of staff resources, the team consists of the Food, Health & Safety Team Leader, 2 Environmental Health Officers and 2 Food Safety Officers, however during the reporting period we were without 1 full time Environmental Health Officer for approximately 3 months.

Volume of Work – Food Safety and Public Health (01/01/19 – 31/12/19)

Service Requests (e.g. complaints, food hazard warnings and requests for advice)	1130
Food Hygiene Inspections	484
Food and Environmental Samples Taken	85
Infectious Disease Notifications	28
Welfare Funerals	9
Exhumations	1

Official Controls Delivered (FHS3)

Between 01 April and 31 December 2019, 484 inspections were carried out. At the end of the third quarter of 2019, the number of inspections carried out compared to the number due for inspection was 93.8%, the team were fully staffed at that time.

Between 01 January and 31 December 2019, 268 written warnings were issued, there were 3 occasions when unsafe food was removed by voluntary surrender and the voluntary closure of 2 business.

There has been a steady increase in the number of registered food businesses and following inspection, the businesses are rated according to their compliance with food safety requirements. They will fall into one of three categories, Fully Compliant, Broadly Compliant or Non-Compliant.

In terms of businesses that are considered to be compliant FHS1, (including Fully and Broadly Compliant) with food safety requirements, as of December 2019, 98% of the City's food businesses were considered to be compliant against a

target of 97%. This can be seen in the table below:

Table FHS1 – Percentage of food premises that are fully or broadly compliant with food safety requirements.

	Fully Compliant %	Broadly Compliant %	Non Compliant %	New businesses %	Total Premises
December 17	82	16	1	1	1005
December 18	86	12	1	1	1033
December 19	85	13	1	1	1043

Food Hygiene Rating Of Businesses Within The City

In January 2020, the food hygiene rating for businesses that fall within the Food Standard's Agency's Food Hygiene Rating Scheme can be seen below. The increase in the number of businesses rated as 5 has increased, which is a reflection of the increase in fully compliant businesses.

Food hygiene rating	No. of businesses			
	2017	2018	2019	2020
5 (Very Good)	680	723	760	769
4 (Good)	133	113	87	89
3 (Generally Satisfactory)	48	31	34	43
2 (Improvement Necessary)	12	9	10	11
1 (Major Improvement Necessary)	13	8	8	5
0 (Urgent Improvement Necessary)	2	0	0	0
Total	888	884	889	983

Note the total number that have a food hygiene rating is less than the total number of food businesses as a number of businesses fall outside the scope for a food hygiene rating score.

Examples of Food Safety & Public Health Complex Cases

During 2019, the team have dealt with a number of complex cases. Examples include the following:

- A business had an infestation of cockroaches and voluntarily closed until the infestation was under control. Officers had to regularly monitor the situation and agree terms on which it could re-open;
- A significant blockage in a drain caused sewage to overflow into a food business and it closed voluntarily until the blockage was removed. The situation was further complicated as access had to be gained to

neighbouring properties and the blockage took some time to clear;

- Mismanagement of fats and grease in a food business resulted in a significant blockage of a sewer and required liaison with Anglian Water to resolve the matter, as it impacted on other local businesses. The officer required the food business operator to install a grease trap to prevent a recurrence, as there had been previous blockages.

Health and Safety (Enforcement)

Twelve inspections were undertaken however the majority of the case load was reactive, as detailed below:

Volume of Work (1/1/19-31/12/19)

Complaints	28
Advice and guidance	101
Notifications of dangerous equipment	5
Accident notifications	42 of which 7 were investigated.
Skin piercing applications processed	13 premises registrations 52 personal registrations

Examples of Health & Safety Complex Cases

- A business was served with 2 Prohibition Notices to stop the use of a dangerous gas boiler and the use of a cooker that was connected in a dangerous manner to the mains gas supply. There were risks of explosion and of carbon monoxide poisoning. The same business was then issued with an Improvement Notice requiring the whole gas installation and equipment to be checked by a competent engineer;
- An accident investigation into an accident that caused life changing facial injuries from falling materials;
- An accident investigation where a wall panel fell onto a child in a toilet cubicle;
- Twelve Informal Notices were issued for matters of evident concern (defined as those that create a risk of serious personal injury or ill-health).

Sport Recreation and Leisure Services

The Sport, Recreation and Leisure team manage a range of services and facilities that contribute to our Remarkable Place priority, these provide a place for residents to meet, help keep our residents active as well as tackle a

whole range of physical and mental illnesses associated with inactivity and obesity.

Obesity

According to estimates from Public Health England, two thirds of adults and a third of children between two and fifteen are overweight or obese. Younger generations are becoming obese at earlier ages and staying obese for longer. In Lincoln in 2019 36.7% of year 6 students had excess weight issues of which 22.5% were obese.

Obese children are seven times more likely to become type 2 diabetic than adults of a healthy weight with all of the health complications that goes with that disease. Not only are obese people more likely to get physical health conditions like heart disease, they are also more likely to be living with conditions like depression.

Obese children are more likely to become overweight adults and to suffer premature ill health and mortality. Without intervention, by 2034, 74 per cent of adults in England are expected to be overweight or obese. (Public Health England).

The burden is falling hardest on those children from low-income backgrounds. Obesity rates are highest for children from the most deprived areas and this is getting worse. Children aged 5 and from the poorest income groups are twice as likely to be obese compared to their most well off counterparts and by age 11 they are three times as likely.

Obesity is a complex problem with many drivers, including our behavior, environment, genetics and culture. However, at its root obesity is caused by an energy imbalance: taking in more energy through food than we use through activity. Physical activity is associated with numerous health benefits for children, such as muscle and bone strength, health and fitness, improved quality of sleep and maintenance of a healthy weight. There is also evidence that physical activity and participating in organized sports and after school clubs is linked to improved academic performance.

Adults:

Excess weight in adults has reduced slightly in Lincolnshire from 66.5% in 2015/16 to 65.2% in 2017/18; however rates are still significantly higher than the national average of 61.3%. The levels for Lincoln are close to 61.4%.

Activity Levels

Sport England measure levels of activity in three different ways:

1. INACTIVE (less than 30 mins a week)
2. FAIRLY ACTIVE (30 – 149 minutes a week)
3. ACTIVE – (at least 150 minutes a week)

The chief medical officer's guidelines is to do at least 150 minutes of moderate intensity activity each week.

Active Lives Survey May 2018/19

Sport England have reported in their latest Active Lives Survey 2018/19 (published October 2019) a slight growth in the national levels of activity in adults aged 16+. Over the last 24 months levels have increased from 62.1% in 2015/16 to 63.2% in 2018/19.

In Lincoln the levels of active or fairly active have increased slightly to become an equal best performer with South/North Kesteven District Councils.

LINCOLN	Activity	fairly active	inactivity
November 2017/18	67.2%,	8.2%	24.6%
May 2018/19	67.5%	9%	23.5%

However it is worth noting that as a County, Lincolnshire is in the lowest performance quartile for activity in the country.

This means nationally, around 11.8m people are inactive, meaning they do less than 30 minutes of moderate physical activity per week. In Lincoln, this means an estimated 20,000 adults are inactive.

This percentage of inactivity increases if you happen to be from one of the following groups:

1. Female
2. A lower socio economic group
3. Older age
4. Suffer from a disability or long term health condition
5. Ethnicity

Efforts to date to combat these low levels of physical activity in Lincoln have been to an extent uncoordinated. This is not unusual, especially given the many complex issues involved in getting people to be more active. The recent investment in facilities operated by the City of Lincoln Council has greatly increased the numbers taking part in physical activity (e.g. an increase of over 100% in visitor numbers at Birchwood Leisure Centre).

However In an attempt to improve these results, in October 2018, under the guidance of the Lincolnshire County Council Health and wellbeing Board, officers of the City of Lincoln Council joined other public and private sector groups throughout Lincolnshire to create the Lincolnshire Physical Activity Taskforce (L-PAT). This group has been compiling evidence and using logic modelling to create improved forward plans to better encourage and enable the most sedentary to get more active.

In 2020 the County will launch its Physical Activity Strategy. Alongside this, the City of Lincoln Council will also launch its own citywide action plan (10 year plan).

Leisure Centre Provision

The City of Lincoln Council has invested in its Leisure Centres to offer a provision, which encourages people to engage with physical activity with a move towards more of a physical activity/fun focus rather than a formalised sports club approach.

Yarborough and Birchwood Leisure Centres In Partnership with Active Nation

After a £1.5 m refurbishment, Birchwood Leisure Centre reopened in February 2018, with the official opening on the 5th October 2018. The renovation transformed the outdated and underused facility to a modern community health and wellbeing hub that includes something for all ages and physical abilities.

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

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

Active Nation has a target of increasing visits to both leisure centres by 1% year on year. This is in line with Sport England's national target.

The following performance indicators give a view of Active Nations success to date. Please note that the 2019/20 figures are based on three quarters of a year, there will be an increase in participation when we add the Q4 figures. It should also be noted that the Birchwood refurbishment took place from July 2017 through to February 2018 which is highlighted in the figures below.

Participation – Number of Visits

YEAR	Number of visits	Year average cost per person/visit	Comments/Complaints number of positive comments (high is good) / number of complaints (low is good) / complaints shown as a % of visits (low is good).
<u>Yarborough Leisure Centre</u>			
2016/17	679,460	35p The management fee will be removed from the contract 1 st April 2021.	298 / 124, 0.02% of 679,460
2017/18	688,049 (increase of	23p	283 / 83 / 0.01% of 688,049

	1.26%)		
2018/19	699,069 (Increase of 1.6%)	28p	577 / 268 / 0.04% of 699,069 Increased complaints in 2018/19 were primarily due to introduction problems of a new electronic management, booking and access system
2019/20 (Q1-3)	522,835 (based on 3 quarters is an estimated that the figures are up by 5.73% on last year)	0.20p based on 3 Quarters	(Q1-3) 609 / 103 / 0.02% 552,835
<u>Birchwood Leisure Centre</u>			
2016/17	101,180	£1.46	142 / 76 / 0.08% of 101,180
2017/18	76,770 (decrease of approx. 25 % due to the refurbishment of the centre reducing the access for activities, affecting Q2-4)	£1.55	338 / 154 / 0.20% of 76,770. Complaints in 2017/18, was due to the pre refurbishment and clubs, as well as during the refurbishment.
2018/19	199,160 (increase of 159% on last year and up 96% on the pre refurbishment visits)	£0.61 (due to Q3&4 being zero due to the management fee being removed from the contract.)	363 / 132 / 0.07% of 199,160 Complaints in 2018/19 were primarily due to introduction problems of a new electronic management, booking and access system.
2019/20 (Q1-3)	172,233 (based on 3 quarters is an estimated increase of 17.95% on last year)	2019/20 £0.00	Q1-3 314 / 33 / 0.02% of 172,233

Through our partnership Active Nation have also delivered a number of other Achievements

- ☐ Fundraising for Children in need, Sport Relief and Swimathon.
- ☐ A Birchwood centre member nominated for the UK Active Flame Awards, selected in final last six for the "Unsung Hero" Category.

- Quest “Very Good” banding, which is an excellent rating in the Quest industry standards
- Gold standard rating for Active Nations NPS (Net Promoter Score) rating which is based on public feedback as well as whether they would be recommended to others.

New Artificial Grass Pitches

Most members will be aware that we have been successful in getting funding from the Football Foundation and Football Association of £899,000 and Sport England £85,000 to:

- Build two new artificial grass football pitches, one at Yarborough and one at Birchwood;
- Refurbish the running track at Yarborough;
- Refurbish the existing artificial all weather pitch at Yarborough.

The total cost of this project was around £1.8m.

The AGP’s were opened to the public in May and June 2019.

The first figures reported were for quarter 2 -

Yarborough 294 slots booked (6448 users)

Birchwood 261 slots booked (12689 users)

And for quarter 3 -

Yarborough 321 slots booked (6500 users)

Birchwood 261 slots booked (13105 users)

Fairs and Circus’s

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

Over the past three years, some of the fairs have had issues with the weather, especially rain and high winds that has resulted in on site flooding/muddy conditions. The fair also had to close for one day/night due to high winds. These conditions have led to an increase in the site reinstatement costs paid by the Showmen’s Guild and a drop in income due to weather related attendance.

Declining numbers combined with poor weather mean that operators are struggling.

Officers continue to work with the Showmen’s Guild to ensure the fair comes to

Lincoln.

The City welcomed Uncle Sam’s circus last October, enjoying a five-day stay, although the wind had been posing a problem on the South Common during this stay the wind had dropped enough to allow the circus performance to continue. The normal attendance for the circus is 5,000 visitors.

City of Lincoln 10k

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

2019 Race weekend took place in April 6th and 7th, consisting of the Children's Races on the Saturday and the 10k on the Sunday. The Lincoln Mini & Junior children's races (up to the age of 15) took place on Saturday at Yarborough Leisure Centre site, catering for every child. This part of the event is Lincolns largest free to enter charity sports event for Children.

- 1.5k Mini Fun Run, ages 3-8years had 348 participants;
- 2.5k Junior Fun Run, ages 9-11 years had 87 participants;
- 5k Junior run, ages 11-15 years had 47 participants.

The Lincoln 10k itself takes place on Sunday. In 2019 year 5434 people entered and 4556 participants actually ran.

This year the race will take place on Sunday 14th of June 2020. This change is in the hope that all the bad weather recently experienced in April for the last few years can be avoided and that having to postpone the race to a later time in the year will be avoided, reducing the risk of all the extra associated costs and also the disappointment and inconvenience to participants in both races.

The contract with Run For All for the management and delivery of the race is now in its sixth year with 2021 as the last year of the contract.

Playing Pitches

This last year of operation has been a busy yet successful year despite unforeseen pitch problems, The Cowpaddle has had operational issue which will mean it will remain closed for the foreseeable future. However, the impact of this closure has been more than compensated for by the introduction of two new full size artificial grass pitches at Birchwood and Yarborough Leisure Centres.

The service has undertaken a more formal review of our need for grass pitches with the County Football Association, over the next few years as the demand for grass pitches reduces (a national trend caused by the introduction of many more new AGP's), we will focus our efforts on improving the quality of those pitches that remain.

Bob Bushell – Portfolio Holder for Remarkable Place

SUBJECT:	VISION 2020 – REMARKABLE PLACE PROGRESS REPORT
DIRECTORATE:	COMMUNITIES AND ENVIRONMENT
REPORT AUTHOR:	SIMON WALTERS, DIRECTOR OF COMMUNITIES AND ENVIRONMENT

1. Purpose of Report

- 1.1 To provide Performance Scrutiny Committee with the annual update on progress towards the *Let's enhance our remarkable place* strategic priority in Vision 2020. As this is the last report under Vision 2020, the report also spans the full three-year plan period to provide a comprehensive overview of what's been achieved during the last three years.

2. Executive Summary

- 2.1 This report focuses on progress made on the *Let's enhance our remarkable place* strategic priority, and covers both those projects delivered/ being progressed as part of the delivery plan, along with the 'day to day' service activities that happen across the council that are vital to the delivery of this priority.

3. Background

- 3.1 Vision 2020 was published in January 2017 and contains four strategic priorities (*Let's reduce inequality; Let's drive economic growth; Let's deliver quality housing; and Let's enhance our remarkable place*), along with an important strand of work focusing on *High performing service delivery*.
- 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.
- 3.3 It has been agreed Performance Scrutiny Committee will receive an annual report from each of these Vision Groups to enable Members to look in more detail at the progress. This is the last annual report covering the period 2019/20 (to date), and further reflects on the achievements over the full three-year plan period, as programme managed by the Remarkable Place Vision Group.
- 3.4 The Remarkable Place Vision Group leads on delivering the council's aspirations under the *Let's enhance our remarkable place* strategic priority. These are;
- Let's show the world what Lincoln has to offer
 - Let's cherish and enhance our natural environment
 - Let's preserve the unique character of our city
 - Let's deliver a rich and varied cultural experience
 - Let's provide interesting, exciting and vibrant places to enjoy

- 3.5 In addition to all the 'day to day' services the council offers, which is central to the delivery of these aspirations, a programme of projects has been implemented to ensure the delivery of this strategic priority.

4. Position Statement (Appendix A)

- 4.1 The Position Statement attached to this report as **Appendix A** captures the 'day to day' work by the council that is integral to delivering this strategic priority. This has been drafted to ensure we understand what our current baseline is for delivering this priority, and to recognise how staff across the authority have a role in delivering Vision 2020. This was reported to the committee last year but has been updated to reflect the latest year's figures.

5. Remarkable Place Project Monitoring Table -2019/20 (Appendix B)

- 5.1 This provides an overview of the projects still being delivered in the final year (of three) for this strategic priority, and is attached to this report as **Appendix B**. It should be noted some projects are not within Appendix B as they were completed in year.
- 5.2 There are 19 outstanding projects covered in Appendix B, which represent the remaining programme for 2019/20. In previous years, the Sincil Bank Regeneration Scheme update report has been included within this report. However, this has not been incorporated this year as Members of Performance Scrutiny committee received a full update report at their meeting on 9th January 2020.
- 5.3 Overall there remains strong progress within this strategic priority, with a number of key achievements/ completions:

- **Crematorium:** Extensive design work has been completed and planning permission obtained in July 2019. A contract is ready to be awarded to Kier Construction for the first phase of works, which will see a practical start on site in March/ April 2020. This first phase of work will include a new extension to house new cremators, an extension of the car park creating an additional 87 spaces, new windows, new entrance canopy and necessary roof repairs.

Further phases will be commissioned in March 2020 and include the complete cladding of the exterior of the crematorium, installation of a temporary second chapel, an extension to the Book of Remembrance to create a more formal waiting area and a redesign of the memorial garden.

This project is truly transformational for the service and represents a significant council investment in an important service area. The full project has an anticipated build period of approximately 45 weeks, finishing in late 2020.

- **Biodiversity – wildlife sites:** These are important in the city and two initiatives have been undertaken in 2019/20 – one to record the vital characteristics of 52 wildlife sites in the city and another looking at the feasibility of a new tree

planting scheme. With regards to the first, all 52 sites have been surveyed by Greater Lincolnshire Nature Partnership and the results were reviewed by a panel of experts on Panel on 21st January 2020. These results will now be ratified by the Greater Lincolnshire Nature Partnership late March 2020.

With regards to the tree planting programme, Members will be aware that the Council has now formally adopted the Woodland Trust charter for tree preservation and work will now likely form part of Vision 2025 to develop further an extensive tree planting programme in areas of the city that are suitable and sustainable.

- **Heritage Action Zone:** This four year scheme will bring in £1.7m of external government funding (via Historic England) and will focus on maintaining/protecting/restoring heritage assets within our city centre and lower High Street (which is within a conservation area). The scheme includes a number of dimensions including restoration of shop frontages, public realm improvements, early feasibility work on Central Market and also exploring the potential for a creative industry hub, shop conversions (to residential on upper floors) and a cultural programme (series of cultural events and a public art commission)

A draft programme was submitted to Historic England on 6 December and finalised 12 December 2019. Delivery will start in April 2020.

- **Allotments:** In order to ensure our allotments are used well into the future, the council commenced a major capital investment in 2017/18 totalling £1m. 2019/20 has seen the continuation of the project which has seen over two years, nine sites benefit from:
 - New fencing
 - New drainage
 - Tree/brush clearance
 - New access paths
 - Gates
 - New standpipes for water
 - Toilet facility improvements

The focus over winter 2019/20 has been the introduction of a much-needed new site in Birchwood at Melbourne Road. This is scheduled for completion by 31st March 2020 and provides 28 new plots for local residents in that area.

- **Outdoor leisure facilities:** The council was successful in achieving grant funding from the Football Foundation and Sport England to invest in our outdoor sports facilities. This included a new All-weather pitch at Birchwood LC and also at Yarborough LC plus renovation of an existing pitch at Yarborough LC and the complete overhaul of the athletics track. This represents a £1.7m investment in local publicly accessible sporting facilities and has been incredibly well received by the local community.
- **Boultham Park Phase Two:** The focus in 2019/20 has been twofold. Firstly, closing down the financial aspects of the Phase one project (see section 6.2 below for details of outputs) and rectifying a few remaining snags. The second

element has been intensive work on a separate bid to National Lottery Heritage Fund to renovate the lake and surrounding banks/ footpaths. The full project includes:

- Improvements to water quality of the lake
- Reinstatement works to lake banks
- Creation of recreational activities on the lake
- Some path remediation works
- Creation of wildlife habitats
- Extensive community engagement project over a three year period to involve local people and build the on going sustainability of the park

We were very pleased to receive notification recently from NLHF that our bid has been successful. This will now be a further exciting project, with preliminary work already commenced in January 2020 preparing some areas of the park for the more extensive works to follow. In total the investment in Phase Two will be £1.054m (of which £658k is from NLHF).

- **Street scene contracts:** Work has started on developing the specifications for our key “front door” services of refuse collection, street cleansing and grounds maintenance. This is a major piece of work to determine both the scope of the new specifications and the procurement process to be used, when the existing contracts come to an end in 2022.
- **Play strategy:** This project will look in detail on how we will maintain and develop children’s fixed play equipment across the city over the years to come. We currently have in excess of 27 play areas across the city that cost annually £140,000 to maintain to the required high health and safety standards. It is important that the new strategy manages the demand for new and improved play provision against the cost of maintaining it. Mapping work, assessing the maintenance requirements of all play areas over the next few years, has been completed and this was followed by an internal officer workshop on 16 January 2020 to outline those options for the strategy for further debate. Wider engagement with Members will follow in early spring 2020 to shape the strategy. The final strategy will be presented to policy scrutiny committee and then Executive committee mid 2020/21.
- **Visitor information Service:** Work during 2019/20 has been focussed on preparing the service to be returned to the city council. Staff transfer arrangements have been concluded, new IT purchased, and a new till/ stock control system purchased. This project is on track for the service to transfer seamlessly from 1st April 2020.
- **Lincoln Christmas Market 10 year vision:** Following extensive stakeholder engagement in 2019/20, a staged approach was adopted to moving the Christmas market from a retail experience to one that has a significant cultural element too. Christmas 2019 was the first step on the way to this new strategy. It included many new features such as new areas curated by partners, new lighting schemes (cathedral, water tower, castle wall walk, court building, castle ramp, The Lawn) plus stall holders were encouraged to dress in traditional Victorian clothing. This move was noticed by visitors and very well received. The project is now working on year 2 of

the strategy to take the market on the leg of its transformation journey.

- **Car Parks:** Extensive work has been undertaken to increase the security of our city centre multi storey car parks and hence further improve the visitor experience. The primary focus has been additional onsite staff security, supported by the retro fitting of sophisticated CCTV in both Lucy Tower street car park and Broadgate car park. The team are now finalising an application for a Public Space Protection Order covering our 3 MSCPs to drive unwanted behaviour from them.
- **Residents parking scheme:** Three schemes are being pursued for residents parking. Phase One will see selected streets in uphill Lincoln incorporated within the existing schemes in that area. These will be incorporated in April 2020. Bailgate itself is part of Phase Two and will be further consulted on in February 2020 before the county council makes a final decision, depending upon the results of this further consultation. Phase three is an extensive new scheme in the northern part of Sincil Bank (plus some streets on the other side of High Street), which is undergoing its final round of consultation currently. If agreed, this will be introduced in three tranches over the summer 2020 – with it fully implemented in the area by September 2020.
- **Whitton's park play area:** Section 106 developer contributions have been allocated for this site to enhance and grow the play provision on site. Early conversations are taking place to assess the opportunities presented to make this a destination play area site. Work on this will continue into Vision 2025 and form part of the overall Fixed Play strategy currently being developed.

5.4 Amber projects:

- **Traffic Flows in Sincil Bank:** Work on potentially redesigning traffic flows within the Sincil Bank revitalisation area are complex and tightly linked to the proposals to introduce residents parking in the area.

In order to tackle some of the traffic issues in the area, the streets need to be cleared of commuter parking to effectively give them back to the local community and allow the streets to “breathe again”. In 2019/20 the County Council were commissioned by the City Council to run three traffic models for the area on how the one-way systems etc could be re-designed to give priority back to cyclists and pedestrians and remove “rat runs” through the area. A preferred solution has been identified and tested with the local community. Work will now progress to further build up the design of the proposed traffic flow re-modelling in Spring 2020

- **St Giles Youth Centre/Play Area:** This is a long-standing project, which emerged from the embers of the fire on the site of the youth centre on Swift Gardens. The project encountered some delays in finalising the legal aspects but is now moving forward. On the current project timeline designs will be completed, public engagement undertaken, a contractor appointed and planning permission sought by the end of March 2019. It will then be scheduled for implementation during spring 2020. The complicated legal aspects included

adoption of the former youth centre site, payment of the commuted sum for adoption, the contribution towards the refurbishment of the MUGA and the licence for use of St Giles Community Centre –these have all now been concluded.

- **Contaminated Land Strategy:** The updated strategy will detail how the city council will respond to contaminated land sites across the city. This is currently in draft form and will cycle through Policy Scrutiny committee and Executive during February and March 2020
- **Deliver a multi- agency Events and Festivals strategy:** Whilst there has long been an aspiration to create a uniform approach to organising events and festivals in the city, there has not been the officer capacity to take this forward. The multi-agency partnership –Lincoln Cultural Arts Partnership –has taken ownership of this initiative but the City Council remain a lead partner. The idea is to identify the key events in the city and help them to grow further. Alongside this, we need to nurture new events to fill gaps in the calendar. Finally, the strategy needs to assess how we can bring forward and help grow new and emerging events to ultimately replace those that wain and disappear, so we have a natural pipeline of events. This work will be prioritised in 2020/21

5.5 Red projects:

- **Leisure village:** The project to explore options for a new leisure village has been flagged as Red. This is because it was intentionally placed on hold to prioritise work on Birchwood Leisure Centre in the early years of Vision 2020 and then more latterly on the crematorium and the outdoor play facility projects. Now staff resources have become available from November 2019, work will commence at pace, and in accordance with the timeline now developed. A workshop took place with a range of external partners on 27 November the conclusion of which was that a mini master planning exercise will be required. Meeting with wider partners is being scheduled for late winter.
- **Hartsholme Country Park Cottages:** This project looked at the feasibility of bringing two buildings back into use as holiday lets, which are situated behind the Rangers office. Detailed design work has been completed to create a range of one, two and three bedroom lets. Unfortunately, the cost of renovation is prohibitive in terms of any form of economic return from the level of investment required.

Other solutions are being explored, but it is highly likely these buildings will now have to form part of work on an overall masterplan for HCP, which will be commenced as soon as the Phase Two project at Boultham Park is completed.

- 5.6 In summary, of the remaining 19 projects still being progressed in 2019/20 as recorded in Appendix B, 12 are flagged as green which means they are on track for delivery; 5 are flagged as Amber which means there is some slippage to the original milestones; and 2 are flagged as red which means they have either stalled or been intentionally put on hold to prioritise resources elsewhere.

6. Remarkable Place Project Monitoring Table –first two years (2017 & 2018)

- 6.1 As this is the final Remarkable Place report within Vision 2020, this affords the opportunity to look back and reflect on all the projects delivered under this theme. Below are those projects that have been completed and hence this section provides a comprehensive view of what has been delivered over the first two years of the strategy.
- 6.2 **CCTV Installation:** The complete replacement of the city centre CCTV system was finished in 2018. This was a major project in terms of financial investment, complexity, and technology required. However, it has resulted in the introduction of innovative camera technology designed to keep the city centre (and surrounding areas) even safer and hence create a great place for people to visit and spend time. The statics in Appendix C provide an overview of its capability, and its performance continues to build month on month. In addition, the new installations recently taking place (Dec 2019 and Jan 2020) in the city council multi storey car parks have further improved the environment and have again pushed the camera technology boundaries to create a truly innovative installation.

As an added benefit of the new CCTV system, it has enabled the city centre to become WIFI enabled and so provide a free internet connection for anyone with a mobile device in the city centre/ uphill areas. Since it went live:

- Number of unique devices which have connected with the service = 40,640
- Number of device sessions = 179,222
- Hence average number of sessions per day = 441 / per week 3,090

This opens up numerous opportunities for a truly digital city centre over the years to come as new applications software becomes available.

Boultham Park Phase One: Early 2018 saw practical completion of the renovation of Boultham Park (phase one). This was celebrated with an official opening in the park in May 2018, which was attended by several thousand people, and then later in 2018 by a Royal visit from Princess Anne. The park has been completely transformed with renovation work to the main gates, bandstand, fountain, paths and bridges in the park plus, in partnership with Linkage Community Trust, the renovation of the old stables/workshops to create a café, commercial greenhouse and teaching block.

Air Quality: Again, in 2018, the city council announced that following extensive monitoring of air pollution at key sites, the size of the air quality management area in the city centre could be reduced as air quality in this area continues to improve. The vast majority of the city now complies with the government's national air quality objectives. The only area where there is a known breach of the objectives is on Broadgate, where the annual mean objective for nitrogen dioxide was exceeded in 2018 (ratified 2019 data is not yet available). All areas of the city are believed to be complying with the government's objectives for particulates (PM₁₀ and PM_{2.5}).

This is a positive step forward in tackling air pollution and the resulting air quality action plan will look to improve air quality still further in the years ahead with the anticipation that the air quality management area can be removed entirely.

Regulation 7 - controlling “To Let” advertising boards: The Secretary of State approved the City Council’s application to remove the deemed planning consent for the display of “To Let” boards in three terraced areas of the city (West End, Monks Road area and Sincil Bank). This effectively means the city council can manage the proliferation of such signage, which is so destructive to the street scene. Following Executive approval in February 2019, this came into effect in April 2019 and all such boards were removed. The result has seen is a significant improvement in the look and feel of the street scene for the residents who live in the areas affected.

Tackling drug and alcohol fuelled Anti-Social Behaviour: The introduction of the city centre intervention team, to help tackle the issue of addiction fuelled ASB and begging in the city centre, is an innovative approach. The team incorporates a mental health nurse, an Anti-social behaviour officer and an addiction worker to help people into support first and foremost. Launched in Autumn 2018, the yearlong pilot was hugely successful working alongside the police and demonstrated how the City Council, in its community leadership role, could bring a range of partners together to make a difference. Since the pilot, funding has been sourced both from partners and the National Lottery to continue the programme a further two years to Autumn 2021. The impact of the scheme is measured in the statics in Appendix C.

Birchwood Leisure Centre: The council completed a £1.5m fundamental redevelopment of Birchwood Leisure Centre in 2017/18. The internal redevelopment saw the introduction of a state-of-the-art spin studio, gym, children’s soft play area, climbing walls, toning studio, exercise studios, party rooms and café. Visitor numbers have continued to increase dramatically. Overall, this has proved to be a very successful project also contributing significant financial savings to the medium-term financial strategy of the council.

Continued support for Visit Lincoln: The City Council continues to invest in Visit Lincoln, as the destination management organisation for the city. During the last three years the council has been a corporate member and over the last 12 months the council has placed an officer on secondment with them to meet a capacity issue within Visit Lincoln at that time and give our member of staff a wider breadth of experience.

Conservation area appraisal: Lincoln currently has 11 Conservation Areas, which form part of the planning policy basis for making decisions on planning applications. Good practice suggests these areas should have an area appraisal which justifies and defines them. In 2019 the city council received the first of these area appraisals covering the core city centre and lower High street areas. The appraisal defined and recorded what is special about Lincoln’s built environment and what needs to be protected for future generations to enjoy. This hugely important piece of work underpins the remarkable place that Lincoln is.

Christmas Lights : This project related to the replacement of lighting strings on existing Christmas light decoration frames in the High Street area (from the Stonebow down to St Mary’s street). Whilst a modest budget was available, working with Lincoln BIG the city council were able to maximise impact by creating a new lighting display on the key High Street pedestrian area. This has been followed by private sector investment in new lighting in areas such as the Cornhill.

Launch of the Arcade historic environment database: Arcade is a web based tool and is the result of a partnership between the City of Lincoln Council and the Getty Conservation Institute, with the assistance of Historic England. It is powered by Arches, an open source heritage data management platform developed by the Getty Conservation Institute and the World Monuments Fund. Arcade lets visitors to the site explore Lincoln's rich heritage in new ways - from an individual historic building, to the development of the Roman city of Lindum Colonia. The powerful search engine enables visitors to the site to discover more about this ancient city.

Developed a volunteering scheme: over 2017 and 2018 the council has introduced an effective volunteering scheme for our parks and open spaces. Volunteers can offer so much and their participation in maintaining our green spaces and wildlife sites is vital to the Remarkable Place theme.

7. Performance Measures (Appendix C)

- 7.1 A set of performance indicators to monitor the outcomes of these projects has been developed.
- 7.2 For some projects, the measures of success are still being collated. Nevertheless, Appendix C does show the indicators allocated to each relevant project, and for those where data can start to be collected, this has been populated.
- 7.3 Over time, as more projects are completed, more performance data will be added to the table to ensure the full range of indicators can be considered by Performance Scrutiny Committee in future strategic plan reports.

8. Recommendation

- 8.1 That Performance Scrutiny Committee consider the progress report of the Remarkable Place Vision Group and refer to Executive.

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? Three

List of Background Papers: None

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Appendix A – Position Statement

Delivering our strategic priority ‘Let’s enhance our remarkable place’ is much more than delivering projects. The day-to-day work of everyone at the council has an enormous impact, either directly or indirectly. This includes;

Enforcement

- Dealing with 2328 Public Protection and Anti-Social Behaviour cases so far in 2019/20
- Issued 372 tickets so far in 2019/20 for littering
- Delivering a CCTV service which dealt with 13,878 incidents in 18/19 (10,721 in the first 3 Quarters of this year so far).
- Resolving 317 complaints through planning enforcement in the last 12 months
- Making recommendations and passing decisions on 1173 planning applications so far in 2019/20
- For the PH/taxi drivers there is a difference between total licences and number issued in year due to a proportion of licences being on a 3 year cycle. Same for operators which are 5 year.
 - Issuing a range of licenses each year:
 - Private Hire Driver – **497 total 330 issued**
 - Private Hire Vehicles – **420**
 - Private Hire Operators – **24 total 7 issued**
 - Hackney Carriage Driver – **41 total 32 issued**
 - Hackney Carriage Vehicles – **31**
 - LA 2003 alcohol/premises licensing Application – **188**
 - Personal Licence Application/Amendments– **100**
 - Horses on common registered - **68**
 - 2005 Gambling licences - **17**
 - Scrap metal - **4**
 - Charity collections – **48 street 18 house to house**
 - Any others – **2 sex establishments, 1 street trader, 885 PH/HC test certificates**
- Two appeals heard and the authority successfully defended both – **1 REVOCATION OF A PREMISES LICENCE and , 1 Hackney Carriage DRIVER REVOCATION**
- Revocations and suspensions taken and for what i.e 2003 or HC/PH – **1 LA2003 revocation, 3 LA2003 suspensions, 4 Private Hire driver suspensions**
- Animal licences issued:
 - 5 x 5 star pet shops
 - 1 x 4 star pet shop
 - 1 currently under review
 - 1 x pet shop licence suspended but appeal upheld
 - 2 x 5 star stables
 - 1 x 5 star cattery
 - 1 x 5 star home boarder
 - 4 x 4 star home boarders
 - 2 x 2 star home boarders
 - 1 x 4 star breeders
 - 1 x performing animals (star rating not applicable)

Appendix A – Position Statement

intervention team:

- Since April Worked with more than 130 individuals
- Since April Received 274 reports of incidents or ASB

Cleansing and ground maintenance

- Making three million refuse collections each year, across almost 45,000 homes. This involves the collection of 35,000 tonnes of refuse, recycling and green waste.
- Emptying 1,200 litter bins from across the city
- Investigating 119 reports of abandoned vehicles and removing 17 in the past year.
- Providing street cleansing for over 200 miles of street
- Maintaining 147.8 hectares of ground which is made up of open spaces; amenity land; and highway areas. This also covers ground maintenance areas in Service Level Agreements with Lincolnshire County Council; City of Lincoln Council Housing Services; and City of Lincoln Council Property Services.
- Providing 6 main public toilets, 1 toilet for events, and 2 public toilets in parks, as well as 2 urinals
- Maintaining the city's street benches and nameplates

Parks and open spaces

- Looking after three Historic England registered parks, each awarded Green Flag status; three commons; and a Site of Special Scientific Interest (Swanholme Lakes)
- Providing 26 equipped play areas
- A significant number of other open spaces that contribute to the city's green character including verges, pocket parks, and disused burial grounds.
- Care for the city's tree population.

Heritage

- Overseeing over 400 listed buildings that have historic significance, advising owners how to alter and improve these in the most appropriate way
- Maintaining seven pieces of public art, including the tank monument
- Rolling Out A new Heritage Database system (ARCADE) as the first authority in the UK
- Implementation of a Heritage Action Zone (HAZ), transforming part of the city centre with heritage led regeneration
- Ensuring the correct decisions are made and ongoing advice given to facilitate key heritage projects such as the redevelopment of the Cornhill Quarter, Cathedral Connected, and Chad Varah House

Recreation and Leisure

- Renting out and managing over 1,000 allotment plots
- Managing the Active Nation contract
- Receiving approximately 699,069 visits for 18/19, which is approx. 175,000 visits to Yarborough Leisure Centre every three months. Comparing with this year's figures 19/20 so far, this equates to an increase of approx. 5% on last year. That is 184,278 visits every three months at one location alone.
- Receiving approximately 199,160 visits for 18/19, which is approx. 49,790 visits to Birchwood Leisure Centre every three months. Comparing with this year's figures 19/20 so far this equates

Appendix A – Position Statement

to an increase of approx. 15% on last year. That is 57,411 visits every three months at one location alone. This is an increase of 15% on last year and 199% on 17/18

Yarborough Leisure Centre has two Artificial Grass pitches, which are full size pitches or three 5-a-side on each pitch as well as two 11v11, two 9v9, two 7v7 and one 5v5 grass pitches.

Birchwood Leisure centre has one Full size artificial pitch or 3 five-a-side pitches, one small artificial pitch which is a five aside as well as one 11v11, one 9v9 and three 5v5 grass pitches

- Administering bookings of five community centres
- Administering the use of the grass football pitches:
 - Cowpaddle (four pitches- not currently in use)
 - Sudbrooke Drive (two adult pitches)
 - Moorland (one adult pitch, used as an overflow from other sites)
 - Skellingthorpe Road (three adult pitches and 4 junior pitches)
 - West Common (four pitches not currently in use)
 - King George the 5th Playing Fields (One adult pitch in use, one adult pitches not currently in use)
 - One Cricket Pitch on the West Common.

Communities

- Managing the cremation of over 1629 bodies so far in 2019/20; organising over 105 full body burials; and over 160 cremated remains burials so far in 2019/20.

Planning

- Dealing with over 1000 planning applications within the year
- Approving 95% of all applications following negotiation with applicants
- Approving development with a total value of over £270 million
- Reviewing the Central Lincolnshire Local Plan
- Adopting the City of Lincoln Community Infrastructure Levy enabling contributions for funding infrastructure such as schools and transport

Events and Culture

- Managing the world famous Lincoln Christmas Market which welcomed 250,000 visitors to our city in December 2019
- Welcoming over four million tourists each year to the city, who generate £190 million for the local economy
- Supporting the evening economy with the installation of Lincoln Christmas Lights across the City Centre.
- Directly delivering (via contract) or supporting a range of events such as the Lincoln 10k road race; Steampunk, Frequency Festival, and the Lincoln Cycling Grand Prix
- Providing grant funding to the Drill Hall, whilst also being an active partner in the Lincoln Cultural Arts Partnership, Historic Lincoln Trust and Historic Lincoln Partnership
- Organising all the fair and circuses in the city each year
- Delivering a tourist information service under contract through Lincoln BIG (soon to be brought back in house – April 2020)

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Project name	Project manager	<u>Revised</u> Milestones	update of progress against milestones	RAGB	Budget and spend to date
Legacy project: Birchwood Leisure centre renovation PH – Bob Bushell	Simon Colburn	Revised Milestone: Agreed way forward with Alliance Leisure -June 2019 Final works and rectifications - January 2020 Final account February 2020	Birchwood Leisure centre has been officially opened and all areas are operational Snagging list with construction contractor being rectified at time of writing this report. Overall Birchwood leisure Centre is performing well with increasing visitor numbers and high satisfaction	Amber until project snagging completed	Budget = £1,500,000 Predicted spend = £1,515,351.60
Legacy project: Boultham Park restoration -- Phase One PH – Bob Bushell	Caroline Bird	Revised Milestone: Rectify sub-standard works – end March 2020	Some work still to be completed on crazy paving, and resurfacing of a footpath. Awaiting final sweep of footpath and quote for crazy paving awaited. Formal project end date = 24/6/2020. Evaluation agreed by NLHF and to be signed off at the end of the project (when any updates from the last 6 months are incorporated). Final project reporting and financial claim to be done (report completed and given initial sign off but submission will be in June).	Amber	Budget= £3,872,134 From May 2019 budget review, Spend = £3,742,670 Budget remaining = £129,464 Full budget review to be undertaken.

Project name	Project manager	<u>Revised</u> Milestones	update of progress against milestones	RAGB	Budget and spend to date
			Revised Partnership Agreement drafted and awaiting final comments from Board.		
Boultham Park Lake Bid -Phase Two PH – Bob Bushell (also note link to ‘improve biodiversity’ aim)	Caroline Bird	16/8/2019: Submit stage 2 bid to HLF 31 Dec 2019: Receive information on success of Round 2 bid	Bid submitted 16/8/19. NLHF formal visit took place 11/11/19. Development Phase evaluation finalised and submitted with final progress report, and accepted. Positive decision received from NLHF. Decision went public on 9/1/20. Offer letter received 16/1/20.	Green	Total project budget is £1,170,419 NLHF grant £658,700 LWT in kind contribution £10,913 Volunteer time £98,738 Increased M&M £15,950 CoLC contribution £386,118

Project name	Project manager	<u>Revised</u> Milestones	update of progress against milestones	RAGB	Budget and spend to date
Explore options for a new leisure facility on Western Growth Corridor PH – Neil Murray	Steve Lockwood	27 November 2019 – Stakeholder meeting Summer 2019 – visits to other sites Feb 2020 – draft scoped objectives agreed	Now staff resources have become available from November 2019, work will commence at pace, and in accordance with the timeline. Likely to be a priority project for Vision 2025 Visits to Huddersfield and Norwich undertaken to look at similar projects in action	Red Although Resources now to be re-allocated to take this project forward	Staff Resource will be accommodated from existing departmental budget at this stage Financial budget for necessary studies etc will need to be found from within council provisions for WGC and from partner contributions
Improve biodiversity -Wildlife site surveys PH – Bob Bushell	Toby Forbes-Turner	July 2018: Commissioned Lincs Wildlife Trust re-surveying all our sites. April 2019: Begin surveys Adopted: Results to be adopted March 2020	52 sites in total. All sites now surveyed. Results being processed, analysed and inputted into database. Sites will go before LWS Panel meeting on 21 Jan 2020 before being ratified for approval at Greater Lincoln Nature Partnership Steering Group in March 2020	Green	Budget = £12,750 Predicted spend = £12,750

Project name	Project manager	<u>Revised</u> Milestones	update of progress against milestones	RAGB	Budget and spend to date
Improve biodiversity Tree planting scheme PH – Bob Bushell	Toby Forbes-Turner	New project in process of being scoped-potential tree planting scheme needs discussion with Lincs Wildlife Trust Programme under development	Meeting to discuss and scope out tree planting options on 5/10/19 with follow-up meetings set every 6 weeks thereafter. Finding sites within Lincoln's tight boundary is a challenge, and will define maximum planting possible.	Green	NA at present. Budgets required will be assessed as soon as extent of planting that is possible is known
HAZ (innovative scheme with Historic England to return shop frontages on High St to their original style and quality) PH – Neil Murray	Kieron Manning	bid submission July 2019 – bid application agreed and submitted December 2019 – Funding agreed and draft programme submitted April 2020 – project to commence	Draft programme 6 December Final programme 12 December Community Group meeting w/c 2 December. Delivery commences April 2020	Green	Budget = £1.7m
Refresh the allotment strategy and deliver capital investment PH – Bob Bushell	Bruce Kelsey / Caroline Bird	Report to Exec in Aug 2019 for land transfer for Melbourne Work complete on Melbourne Rd 31st March 2020 (contract date)	Awaiting start on site date for Melbourne Road.	Green	Overall budget £1 million Spend to date £928,047.

Project name	Project manager	<u>Revised</u> Milestones	update of progress against milestones	RAGB	Budget and spend to date
Sincil Bank Regeneration – Design Community Travel Zone PH – Neil Murray	Kate Bell / Paul Carrick	<p>April 2019: Early results of traffic modelling (tentative date at this stage).</p> <p>Autumn 2019: agree which model to take forward to full design</p> <p>January 2020: appoint consultants to further develop the preferred traffic model</p>	<p>Jan 19 – County Council agreed to look at three traffic models to see if traffic can be better managed in the area.</p> <p>Autumn 2019 – three models run and evaluated. Preferred option selected with the community</p> <p>February 2020 work to be commenced on preferred solution and developing it into a scheme</p>	Amber	<p>Costs of three traffic models to be met from existing budgets</p> <p>Any capital works arising will need to be funded by either County Council or other external source</p>

Additional prioritised projects from phase 2 programme

Project name	Project manager	Revised Milestones	update of progress against milestones	RAGB	Budget and spend to date
Playing Pitch Strategy PH – Bob Bushell	Steve Lockwood		Draft Indicative budget analysis for play area maintenance for next 10 years developed. Workshop of officers undertaken on 16 January 2020. Draft strategy by March 2020	Green	Internal resources to date
Crematorium improvement initiative PH – Bob Bushell	Simon Colburn	Designs finalised – May 2019 Planning submission – May 2019 Costs confirmed – June 2019 Planning permission July 2019 Finals scheme costed and Executive approval - November 2019 On site -spring 2020	All stages to date completed and final negotiations with contractor taking place prior to commencement on site.	Green	Budget = £4.7m capital Predicted spend = £4.7m

Project name	Project manager	Revised Milestones	update of progress against milestones	RAGB	Budget and spend to date
New specifications for the Grounds Maintenance / Refuse Collection / Street Cleansing contracts PH – Bob Bushell	Steve Brid	Options appraisal late 2018 by external consultancy Throughout 2019 -different options explored by officers Final decision on procurement route to follow to be made by March 2020 to enable work to commence preparing for a new service from Autumn 2022	Options appraisal completed Options explored for how service can be delivered and presented to members in 2019. View on the preferred option expected to emerge early 2020.	Green	£52,000 for consultancy phase Spend to date: £25,000
St Giles Community Centre – play area and Multi- Use Games Area renovation PH – Bob Bushell	Ant Angus	14/02/20 – Bid deadline 17/02/20 AM – Officer shortlisting 17/02/20 PM – Community consultation 24/02/20 – Contract awarded	Adoption of the former youth centre site, payment of the commuted sum for adoption, the contribution towards the refurbishment of the MUGA and the licence for use of St Giles Community Centre was concluded on 14 th November and back dated to the 1 st November.	Amber	Project not commenced yet

Project name	Project manager	Revised Milestones	update of progress against milestones	RAGB	Budget and spend to date
		02/03/20 – Deadline for planning app submission 25/03/20 – Planning Committee April – Installation to commence			
Visitor Information Centre Bring in house from April 2020 New contract PH – Neil Murray	Claire McDowall	Plan the transfer of operational activities end August 2019 Transfer to Council end March 2020	<ul style="list-style-type: none"> • Agreement reached with Lincoln BIG for transfer. • Exec approval to bring in house • Project Plans in place for the main project and a separate one for the TUPE transfers • Conversations on the lease extension are ongoing • on track and good progress made. 	Green	£50k savings target for the Medium Term Financial Strategy – built into our budget
Christmas Market 10 year vision PH – Neil Murray	Claire McDowall	May 2019 share with stakeholders June 2019 – vision agreed in Exec	Vision complete. tranche one of changes made – festival of light at the market	Green	Not applicable

Project name	Project manager	Revised Milestones	update of progress against milestones	RAGB	Budget and spend to date
		Stakeholder workshop July 2019 Dec 2019 – tranche one of changes made			
Contaminated Land Strategy PH – Bob Bushell	Simon Colburn	Policy Scrutiny Feb 2020 Executive March 2020	Draft produced Awaiting Policy Scrutiny committee	Amber	N/a
Hartsholme Country Park Cottages PH – Bob Bushell	Steve Bird	Designs – May 2019 Costs – May 2019 Exec – June 2019 Start on site August 2019	Architects and QS commissioned and completed drawings Outline costs sought from Quantity surveyor and from Housing Repairs Service Currently no economic return possible	Red	NA -no budget allocated
Car Parks CCTV/Ticket machine replacement PH – Neil Murray	Steve Bird	1) CCTV (Lucy Tower & Broadgate) - Design May 2019 - Procure June 2019 - Install Broadgate by Dec 2019 - Install Lucy Tower st by end Jan 2020)	Broadgate CCTV complete Lucy Tower st CCTV in progress – completion end of January 2020.	Green	Budget - £100,000 Spend - £100,00-

Project name	Project manager	Revised Milestones	update of progress against milestones	RAGB	Budget and spend to date
		2) Ticket Machines Order May 2019 Delivery August 2019 Complete September 2019	New ticket machines have been installed and have proven to be a great success. List of remaining old machines to be compiled and funding to update all machines will be sought in 2020.		Budget - £100,000 Spend - £100,000
Resident car parking PH – Neil Murray	Steve Bird	Some changes to zones in Uphill area - April 2020 Bailgate second consultation – February 2020 Sincil Bank – Second consultation April 2020 and possible implementation by Sept 2020	Uphill process commenced and will be in place by year end Bailgate – Second consultation being arranged by County council now Sincil Bank – first phase consultation July 2019 completed and in favour. Second consultation now scheduled for April 2020	Green	n/a

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
Crematorium	Not available yet -not a live project	NA	Not implemented until project complete
Biodiversity – wildlife sites	Number of Local Wildlife Sites located in the City (LWS)	There are currently 48 LWS*	*LWS are currently being resurveyed so the number may change following the results of the survey work (results expected end Jan 2020)
Heritage Action Zone	tbc	NA	Not implemented until project complete
Birchwood Leisure Centre renovation – Started July 2017 centre reopened 19 th Feb 2018	Quarterly visitor numbers to Birchwood Leisure Centre following completion works V visitor numbers prior	16/17 = 101,234 17/18 = 76,770 18/19 = 199160 19/20 = 114,912 6 months	
	Number of complaints received following completion works V complaints prior	16/17 = 76 17/18 = 154 18/19 = 132 19/20 = 11 (6 months)	Prior years complaints in relation to refurbishments works 19/20 This is a mixture of service related issues regarding time table's and specific customer complaints.
	Quality of service indicator The following scores are part of a national, local and organisation bench marking service for leisure and sport related services	19/20: Birchwood Score 69	National Bench Mark 53 AN Organisation Target 40 AN Organisation Average 35

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
	These scores come from members/user survey's, out of the responses received the score is taken from those who would recommend Birchwood to others.		
Refresh the allotment strategy and deliver capital investment	<p>No of plots pre and post investment</p> <p>Percentage occupancy rate of allotments pre and post investment</p>	<p>31/12/2017 = 1,023 lettable plots 31/12/2019 = 1,048 (plus Melbourne Road will be 1,076</p> <p>31/12/2017 = 87.1% 31/12/2019 = 86.7%</p> <p>Note there are 20 more let plots.</p>	<p>Allotment Capital Improvement Programme improved allotment site access, security and facilities and is increasing the number of plots available for rent.</p> <p>Works to date have created 22 new plots at Burton Ridge and several more at various sites across the city.</p> <p>Melbourne Road works will be complete by the end of March. This will create a further 28 plots.</p> <p>Note that the number of plots available can increase and decrease at any time as a result of plot size changes (creating two half plots from one / creating one full size plot from two halves when this suits the tenant).</p>

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
Boultham Park Phase Two	<p>Suggested indicators include:</p> <p>biodiversity improvements</p> <p>Improved water quality – silt reduction</p> <p>Area of improved habitat – water, woodland, grassland</p> <p>Volunteer hours</p> <p>Overall visitor satisfaction with the park</p> <p>New visitors attracted</p>	N/A	Not implemented until project complete
Play Strategy	Not available yet	N/A	Not implemented until project complete
Lincoln Christmas Market 10 year vision	<p>Visitor numbers</p> <p>Stalls let</p> <p>Economic impact</p> <p>Visitor satisfaction</p>	<p>2019 – 249k</p> <p>100%</p> <p>To follow</p> <p>To follow but social media coverage very positive</p>	One of the most successful Christmas markets in terms of visitor experience and social media/ partner feedback
Car Parks	Income 2019/20 compared same period 2018/19	Income 9 months:	

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments																											
	% utilisation	18/19 £3,388,657 19/20 £3,877,829 Average percentage Utilisation figures April to November 2018 and 2019 <table><tr><td></td><td>2018</td><td>2019</td></tr><tr><td>April</td><td>47</td><td>54</td></tr><tr><td>May</td><td>48</td><td>46</td></tr><tr><td>June</td><td>48</td><td>42</td></tr><tr><td>July</td><td>44</td><td>45</td></tr><tr><td>August</td><td>47</td><td>46</td></tr><tr><td>September</td><td>44</td><td>48</td></tr><tr><td>October</td><td>53</td><td>51</td></tr><tr><td>November</td><td>50</td><td>43</td></tr></table>		2018	2019	April	47	54	May	48	46	June	48	42	July	44	45	August	47	46	September	44	48	October	53	51	November	50	43	NB. Lincoln Central car park fully opened April 2019. with all spaces available
	2018	2019																												
April	47	54																												
May	48	46																												
June	48	42																												
July	44	45																												
August	47	46																												
September	44	48																												
October	53	51																												
November	50	43																												
Residents parking scheme	% take up in new areas	NA	Not implemented until project complete																											
Traffic Flows in Sincil Bank	Not available yet	NA	Not implemented until project complete																											

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
St Giles Youth Centre/Play Area	Delivered in budget Community engagement in process	NA -project only now entering the design phase	
Deliver a multi- agency Events and Festivals strategy	No. of new events supported Increase in visitor numbers for exiting events supported External grant funding attracted to deliver the programme Visitor feedback	N/A	Not implemented until project complete
Leisure village	Still at inception stage		Indicators to be developed with partners
Hartsholme Country Park Cottages	Payback on investment		Not implemented until project progresses
Introduce new CCTV technology	Number of incidences alerted by CCTV operators Number of requests to follow an incident	18/19 = 3,397 19/20 to end qtr 3= 2,827 18/19 = 10,481 19/20 to end qtr 3 = 7,894	

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
	Total number of incidents handled by CCTV operators	18/19 = 13,878 19/20 to end qtr 3 = 10,721	A full revenue spend / income review is planned for 2020/21. Equipment maintenance costs have reduced at the same time as the service offer has increased, eg Free WiFi coverage city-wide, significantly greater camera coverage, more environment friendly equipment, better capability of cameras and quality of footage.
	Reduced operating costs	Key budget lines: 2016/17 Transmission = £40,989 Equipment maintenance = £44,873 2018/19 Transmission = £3,292 Equipment maintenance = £9,084	
Boultham Park restoration – Phase One	Number of learning and skills development opportunities	Through the project: Staff trained = 5 Volunteers trained = 29 Work exp placements = 16 Apprenticeship = 1 (CoLC) plus unknown number of Casey apprenticeships Nr qualifications achieved = 24 (21 being Linkage students on their courses) Park used as training venue by 3 rd parties = 8 occasions	This is the number of volunteer hours recorded over the course of the project. It exceeded by a large margin the target.
	Number of people engaging in learning and skills development opportunities		
	Number of volunteer hours supporting the Boultham Park Action Plan	20,520	

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
	Proportion of visitors satisfied with Boutham Park	<p>81.28% in spring 2019, up from 80% in 2017 when works underway.</p> <p>Surveys since, based on a different methodology have indicated a satisfaction rate or 94.6%</p>	
Tackling drug and alcohol fuelled Anti-Social Behaviour		<p>As of November 2019 the team have worked with more than 140 different individuals on the streets, and logged in excess of 1500 actions on the case management system. In addition 57 people have received in depth support for substance misuse and 12 have entered treatment where previously they were not engaging with services. Support for mental health related issues has been provided to 72 people, with 30 engaging in a support plan or having entered treatment. In addition the team have recorded 436 reports of incidents or anti-social behaviour</p>	
Conservation area appraisal	NA	NA	NA

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
Launch of the Arcade historic environment database	<p>System not currently configured to collect user data. However, for next year it should be possible to collect data from;</p> <ul style="list-style-type: none"> • Google Analytics • Arcade Consultation Module (Measuring use by Heritage Team for casework) 	N/A	<p>Arches v5.0 being installed in Feb/March which will allow collection of user data.</p> <p>Addition of Arches Consultation Module will allow management of casework and statistical analysis.</p>
Continue support for Visit Lincoln	Visitor numbers to Lincoln	<p>2015: 4.14m visitors</p> <p>2016: 4.10m visitors</p> <p>2017: 4.22 million</p> <p>2018 - 4.26million</p> <p>2019 - data release in summer 2020.</p>	<p>The economic impact has grown by 30% over the last 5 years.</p> <p>Over the last 10 years, 1 million extra visitors have visited the city: year-on-year growth.</p> <p>Whilst in 2018 visitors numbers grew slightly (+40k), the standout figure is an increased spend of £13million. Focus on 'quality'</p>

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
			visitors and not 'quantity' of visitors.
	Unique visits to Visit Lincoln website	2017: 803,270 2018: 753,450 2019: 815,134	-
	Campaign webpage unique visits	Whats-on/lincoln-christmas-market-2019 - 70,947 unique page views Whats-on/asylum-steampunk-festival-2019 - 25,133 unique page views travel-tools/parking-in-lincoln - 19,990 unique page views travel-tools/travelling-to-lincoln-by-road - 17,280 unique page views Whats-on/lincoln-grand-prix-festival-of-cycling-2019 - 14,304 unique page views	-
	Other indicators	How are people using VL.com 60.29% via a mobile, 25.57% via desktop and 14.14% via tablet.	

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
		<p>Offline Campaigns</p> <p>Cycle England Lincoln Routes</p> <p>England Originals DEF - AR App</p> <p>LNER direct service launched</p> <p>Dinosaur Exhibition</p> <p>Museum of the Moon</p> <p>LNER Direct Service launched</p> <p>Keep Red Arrows in Lincs</p> <p>Victoria & Albert Exhibition</p> <p>Castle Events: Alice in Wonderland</p> <p>Investment in 2020</p> <p>Online bookable products</p> <p>Digital Welcome across the city (App)</p>	

Appendix C – Emerging Performance Indicators

Project	Indicator	Data	Comments
		Enhanced website experience	
Sustain high standards of cleanliness under the council's street scene contracts	Number of performance points issued over the month	<p>2018/19</p> <p>Apr – Jun = 75</p> <p>Jul – Sep = 75</p> <p>Oct – Dec = 110</p> <p>Jan – Mar = 100</p> <p>2019/20</p> <p>Apr – Jun = 30</p> <p>Jul – Sep = 85</p> <p>Oct – Dec = 20</p>	<p>These relate to contractual failures. Small issues five points, large issues up to 100 points. This is on a scale according to the severity of the failure. The scores are cumulative for the month. Therefore, higher scores are bad and lower scores are good. The contractor is asked to respond to all failures, and these are considered at Performance Management Board quarterly meetings.</p>

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PEFORMANCE SCRUTINY COMMITTEE**13 FEBRUARY 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 2019/20 (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	Daren Turner	Lets Deliver Quality Housing
Monitoring Item(s)		
Performance Report-HRS	Gareth Griffiths	Annual Report Lets Deliver Quality Housing
Modern Day Slavery Performance Report	Francesca Bell	Requested Report
Fire Risk – Response to Grenfell	Andrew McNeil/Daren Turner	Requested Report

13 February 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
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

20 February 2020 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Work Programme for 2019-20 - Update	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
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Colleen Warren	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 3	Heather Grover	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
Strategic Performance Measures	Heather Grover	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
Homelessness Act 2018	Paula Burton	Annual Progress Report Quality Housing

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
13 February 2020	Remarkable Place
20 February 2020	Customer Experience and Review

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