



SUMMONS  
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# Council Summons

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For the meeting to be held on  
**Tuesday, 27 July 2021**

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## CITY OF LINCOLN COUNCIL

Sir/Madam,

You are hereby summoned to attend the meeting of the COUNCIL of the City of Lincoln to be held at **The Alive Church, Newland, Lincoln** on Tuesday, 27 July 2021 at 6.30 pm.



Chief Executive and Town Clerk

Angela Andrews

### AGENDA

<b>SECTION A</b>	<b>Page(s)</b>
1. Confirmation of Minutes - 18 May 2021	<b>5 - 6</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Petition: Public Conveniences at Westgate, Lincoln	<b>7 - 8</b>
4. Receive Any Questions under Council Procedure Rule 11 from Members of the Public and Provide Answers thereon	
5. Receive Any Questions under Council Procedure Rule 12 from Members and Provide Answers thereon	
6. Receive Reports under Council Procedure Rule 2 (vi) from Members	
(a) Report by Councillor Chris Burke, Portfolio Holder for Customer Experience and Review	<b>9 - 26</b>
(b) Report by Councillor Bob Bushell, Portfolio Holder for Remarkable Place	<b>27 - 50</b>
(c) Report by Councillor Neil Murray, Portfolio Holder for Economic Growth	<b>51 - 56</b>
(d) Report by Councillor Jane Loffhagen, Chair of the Community Leadership Scrutiny Committee	<b>57 - 60</b>
7. Amendment to Representatives on Outside Bodies	<b>61 - 62</b>



**Present:** Councillor Sue Burke (*in the Chair*),  
Councillor Biff Bean, Councillor Bill Bilton, Councillor Alan Briggs, Councillor Chris Burke, Councillor Bob Bushell, Councillor Liz Bushell, Councillor David Clarkson, Councillor Thomas Dyer, Councillor Matthew Fido, Councillor Gary Hewson, Councillor Andy Kerry, Councillor Jackie Kirk, Councillor Rosanne Kirk, Councillor Jane Loffhagen, Councillor Rebecca Longbottom, Councillor Laura McWilliams, Councillor Ric Metcalfe, Councillor Neil Murray, Councillor Donald Nannestad, Councillor Christopher Reid, Councillor Clare Smalley, Councillor Hilton Spratt, Councillor Mark Storer, Councillor Edmund Strengiel, Councillor Calum Watt and Councillor Loraine Woolley

**Apologies for Absence:** Councillor Helena Mair, Councillor Adrianna McNulty, Councillor Bill Mara, Councillor Lucinda Preston, Councillor Naomi Tweddle and Councillor Pat Vaughan

**1. Election of Mayor**

On the nomination of Councillor Rebecca Longbottom and seconded by Councillor Jane Loffhagen it was

RESOLVED that Councillor Jackie Kirk be elected as Mayor of the City of Lincoln for the ensuing year.

**(The Mayor [Councillor Jackie Kirk] took the Chair)**

**2. Appointment of Mayor's Consort**

It was moved, seconded and

RESOLVED that Michael Williams be appointed as the Mayor's Consort for the ensuing year.

**3. Appointment of City Sheriff**

It was moved, seconded and

RESOLVED that Stephen Dixon be appointed Sheriff of the City of Lincoln for the ensuing year.

**4. Appointment of Sheriff's Lady**

It was moved, seconded and

RESOLVED that Lyndsay Dixon be appointed as the Sheriff of the City of Lincoln's Lady for the ensuing year.

5. **Election of Deputy Mayor**

On the nomination of Councillor Gary Hewson and seconded by Councillor Laura McWilliams it was

RESOLVED that Councillor Rosie Kirk be hereby elected as Deputy Mayor of the City of Lincoln for the ensuing year.

6. **Appointment of Deputy Mayor's Consort**

It was moved, seconded and

RESOLVED that Darry Kirk be appointed as the Deputy Mayor's Consort for the ensuing year.

7. **Appointment to Committees, Advocacy Roles and Outside Bodies**

It was moved, seconded and

RESOLVED

- (1) That the schedule of appointments to the Executive be noted.
- (2) That the schedule of appointments to Committees and Sub-Committees; Chairs and Vice-Chairs; and Advocate Roles be approved, subject to Councillor P Vaughan replacing Councillor L Bushell on the Community Leadership Scrutiny Committee and Councillor G Hewson being appointed as Vice-Chair of the Dawber Charity.
- (3) That the schedule of appointments to outside bodies be approved.

<b>SUBJECT:</b>	<b>PETITION – PUBLIC CONVENIENCES AT WESTGATE, LINCOLN</b>
<b>REPORT BY:</b>	<b>CHIEF EXECUTIVE AND TOWN CLERK</b>
<b>LEAD OFFICER:</b>	<b>CHERYL EVANS, DEMOCRATIC SERVICES AND ELECTIONS MANAGER</b>

**1. Purpose of Report**

- 1.1 To receive a petition which has been submitted to the City Council in the following terms:
- 1.2 *We demand that the Public Toilets on Westgate are reopened with immediate effect, local residents and visitors to the City of Lincoln need them back and their extended closure is unacceptable. Using covid to close them temporarily and now making that closure permanent is unacceptable.*

**2. Background**

- 2.1 A petition containing 902 signatures was received by the City Council on 24 June 2021. The petition organiser has advised that the petition remains open and is receiving further signatures. An update will be given at the meeting by the petition organiser.
- 2.2 The full wording of the petition is as follows:

*Save Our Loos - We demand the reopening of Westgate Loos in Lincoln*

*We demand that the Public Toilets on Westgate are reopened with immediate effect, local residents and visitors to the City of Lincoln need them back and their extended closure is unacceptable. Using covid to close them temporarily and now making that closure permanent is unacceptable.*

*Why is this important?*

*Please support our campaign to save our Westgate public loos, the city council shut them during the first covid lockdown for our safety? But they have now decided to permanently close them to save money. Claiming that there are plenty of pubs, cafes, restaurants and shops that have loos and they will let people use them. We have had the Westgate loos for decades and they have always been much used by residents and visitors to the city. They are award winning loos, conveniently located by the main car parks uphill. The assumption that we can all walk far enough and fast enough to go from cafe to cafe and beg to use the loos is unacceptable and would be a humiliating experience. I was astonished to hear the councillor suggest that, rather than continuing to do their job and provide public facilities for all. I feel we all need to stand up to each and every council who tries to use covid to close our public loos, please help us save our loos.*

- 2.3 In accordance with the Council's petition scheme, the petition organiser has been invited to present the petition to the meeting of the Council on 27 July 2021 and will be allocated five minutes in accordance with the scheme.
- 2.4 It is recommended that the petition is formally received by the Council and in accordance with the petition scheme, to decide whether:
- a) to take the action which the petition requests;
  - b) not to take the action which the petition requests for the reasons put forward in the debate; or
  - c) to commission further investigation into the matter, for example by the relevant committee.

### **3. Equality Implications**

- 3.1 None arising from this report.

### **4. Legal Implications**

- 4.1 Rule 2 (xii) of the Council Procedure Rules contained within the Constitution provides for the receipt of petitions by Council. As the petition exceeds 900 signatures, it has triggered a debate by the Council in accordance with the petition scheme.

### **5. Financial Implications**

- 5.1 None arising from this report.

### **6. Recommendation**

- 6.1 It is recommended that the petition is formally received by the Council and in accordance with the petition scheme, to decide whether:
- a) to take the action which the petition requests;
  - b) not to take the action which the petition requests for the reasons put forward in the debate; or
  - c) to commission further investigation into the matter, for example by the relevant committee.

**List of Background Papers:** Petition received on 24 June 2021.

**Lead Officer:** Cheryl Evans, Democratic Services and Elections Manager. Telephone: 01522 873439



**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES REPORT BY COUNCILLOR CHRIS BURKE, PORTFOLIO HOLDER FOR CUSTOMER EXPERIENCE AND REVIEW**

**Introduction**

This has clearly been the most challenging year any community in the United Kingdom has faced since the Second World War and Lincoln has been no exception with all the sectors of our society suffering personal loss, anxiety, disruption, and substantial dislocation. Clearly this challenging period has caused immense change in our working routines with many staff members engaging in roles they never expected to be called upon to perform. All staff at every level have performed superbly and I do thank them. Our guiding principle remains as a progressive local authority one that seeks to serve all the communities of our City of Lincoln providing effective but caring delivery. This report demonstrates that our teamwork has delivered the work needed to achieve a constantly improving City as it enters the third decade of the 21<sup>st</sup> Century and recovers to face our new challenges. Every single member of staff can take personal credit for this work.

**High Performing Services**

The council is doing all it can to minimise the effects of the financial and Covid-19 Pandemic related challenges it faces on our residents. We prioritise services that are needed the most and ensure that we deliver effective and efficient services to all.

We already have many services that perform extremely well and as part of our continuing Vision has built up a programme to maintain these high standards so we can continue to improve as an organisation.

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

During 2019/21 the council has been working on plans for the “One Council” approach, which will replace the current High Performing Services theme in the next phase of the Vision – Vision 2025. The four pillars developed will place the council in the best position to tackle challenges and maintain key services in the future.

**General Performance**

My portfolio has the responsibility for ensuring that there is a process for producing good quality key operational data that is available to those who need or want to see it, on a regular basis. In addition, there are several measures directly linked to the services in my portfolio, which are found at the end of this report.

## **Local Performance Management Framework (LPMF)**

The council works within the LPMF recommendations ensuring appropriate measures are in place to monitor performance. This is fundamental to the council meeting its aspiration to maintain high performing service delivery. The framework is due to be reviewed in 2021/22 and this review will incorporate a move towards a more performance driven culture and will include appropriate performance aspects arising from work within the One Council pillars.

## **The Performance & Information Management System (PIMS)**

PIMS (phase 1) was successfully launched at the end of 2018/19 and as part of this, a new set of key operational measures was identified, given targets agreed by Portfolio Holder's and implemented from 2019/20.

Performance targets are reviewed annually to reflect changes in the marketplace as well as current outturn achievements. During 2020/21 performance of a number of measures were significantly impacted by changes arising as a result of the Covid-19 pandemic. Data collection and performance reporting were also adversely affected by Covid-19 and uncertainty is likely to continue into 2021/22. We have therefore taken a slightly different approach to reviewing targets this year, maintaining the status quo unless there is evidence to suggest a change is needed. We have also introduced the need for commentary on all measures (not just those with a red status) when quarterly data is input, to enable a greater understanding of performance whilst uncertainty continues

This did result in a number of changes, some of which have been challenged through Performance Scrutiny as is their right. Therefore I will wait for the outcome from the relevant committee sitting on 28<sup>th</sup> July and respond immediately as requested.

One thing that I can say in advance is that I have already requested that any future proposed target changes will be accompanied by a full rationale to be supplied for each proposal as part of the formal report.

## **Quarterly performance reporting**

The council reports to members and the public through a quarterly performance report which covers around 70 strategic measures, some quarterly, and some annual. This dashboard allows a view of performance across the key services so that stakeholders such as Corporate Management Team, Performance Scrutiny Committee and Executive Committee can review and challenge any under performance and recognise high achievement. The latest figures for my own portfolio services are found in two charts at the back of this report

During the early stages of the pandemic in 2020 it was difficult for some services to provide numerical performance information as they were initially invoking emergency plans and then gradually completing recovery plans. However, the key point here is to note that all essential services were delivered, as well as a number of additional services necessary to support our vulnerable residents and our businesses.

In terms of reporting on this - instead of using PIMS to report performance to expected targets, during the first half of 2020/21 we covered the activity that was underway within service areas to ensure that all our critical services were functioning, details of all the additional work that officers and members undertook and the communication of plans that were being implemented

towards recovery. These information reports were very well received and provided a way of informing members of what and how things were progressing in key service areas.

In the latter half of the year we have been able to return to near normality in terms of performance data collection and as of June this year we have produced a Q3/Q4 performance report for 2020/21 in the original numerical way using PIMS data. This went to Performance Scrutiny on 22<sup>nd</sup> June and then on to Executive the same week.

I am aware that Performance Scrutiny asked a few questions relating to my services, so I will endeavour to respond to these here:

- I have asked Customer Services to provide an additional commentary breakdown on numbers received of Channel Shift calls by type – starting from Q1 report.
- It is possible to provide data on the average length of calls going forward, and I am currently reviewing whether to introduce this into the defined data set or report as commentary on the existing measures
- It is not feasible for the CS team to determine whether a contact has been completely resolved first time as they are often forwarded on to the relevant service, so the CS does not see the end result, but the customer would probably define the whole process as the end result.

### **Lincoln City Profile (LCP)**

The Lincoln City Profile's purpose is to provide a breadth of information based on the key demographic and socioeconomic characteristics of the city. It is a valuable source of summary information contained in one document, which I recommend to all councillors. It draws and collates information from across a full range of measures and sources available publicly, presented in chapters to aid usage.

The profile paints a unique picture of what it is like to live and work in Lincoln. It has eight chapters containing key statistical data on the following subjects:

Population	Education
Economy	Housing
Welfare	Crime
Health	Environment (including climate change)

The LCP is reviewed annually having been last produced internally during Q4 2020/21.

### **Project Management – the Lincoln Project Management Model (LPMM)**

Projects need to be planned and managed in a way that is appropriate to the size of the project (based on cost and anticipated duration), the complexity of the project and the level of risk it brings.

An LPMM guide exists which has been designed to provide the practical advice, tools and techniques to those staff involved in managing projects at three levels:

- **Significant capital build ('Mega') projects**

- **Strategic Projects**
- **Service area projects**

Following the changes to the LPMM process introduced in 2019, a Project Implementation Review was conducted in 2020 by a team of officers from across a range of services – which highlighted additional changes that could be made to make the process more streamlined. As a result we have now combined the two older “Checklist” style documents into a single Project Information Document (PID), which indicates clearly which documentation is required for each size of project and pulls it together into a format that can be used as the formal Project Brief.

## **Audit Arrangements**

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

Internal Audit have provided assurance in some key areas during 2020/21 including financial systems, projects and other service areas. The team has continued to use its ‘Combined Assurance’ model to provide a broader level of assurance to management and members.

I am very pleased to report that the latest annual Internal Audit report (2020/21) established that overall the Council was performing well across areas of governance, risk and internal financial control and performing adequately on internal control. There are some improvement areas in relation to IT security policies.

External Audit is undertaken by Mazars. Their most recent annual governance report/Annual audit letter provided an unqualified opinion on the statement of accounts 2019/20 including a positive Value for Money conclusion.

A full audit update is provided to my Portfolio holder meeting which links to the Audit Committee progress reports. This includes updates on all areas of activity including internal audit, counter fraud, finance and treasury, risk management and corporate governance.

I am pleased that the Audit Committee continues to take a positive and pro-active role.

## **Democratic and Electoral Services**

The Electoral Services Team successfully delivered a complex set of elections on 6 May 2021, whilst adhering to Covid-19 restrictions. The elections applied to a third of the City Council’s membership; to the County Council; and to the office of the Police and Crime Commissioner. The City of Lincoln Council also acted as the Police Area Returning Officer.

The temporary legislation which allowed formal meetings of the Council to be held virtually came to an end in early May 2021. The Democratic Services Team have made arrangements for a number of in-person committee meetings since the lifting of this temporary legislation. These have included the Annual Meeting of the Council and meetings of the Executive; scrutiny committees; and regulatory committees, and the Team have ensured these meetings have adhered to Covid-19 control measures. These measures have included the use of alternative venues for the Council’s larger meetings such as our wonderful Cathedral and the iconic Alive Church.

## **Business Development and IT**

Throughout the pandemic, the focus of the Business Development and IT Team has been in sustaining business as usual, but with extra support provided to the Authority's by the Covid-19 pandemic response. Within days of the first lockdown being announced, nearly all staff were able to work remotely and continue to deliver services. Extra services were put in place quickly to allow for:

- Increased capacity on Citrix for remote services with all users enabled allowing almost all staff to work from home within days
- Procurement and deployment of laptops and connectivity to 40 staff
- Phone calls to be taken from home by Customer Services, Revenues and Benefits staff allowing for business to continue
- Remote Council meetings through Zoom
- Phone conferencing facilities
- Freephone number for customers with housing emergencies

The Covid-19 pandemic response has been supported by:

- New forms for grants and support payments enabling the claim and payment of £m in grant aid
- New cloud services to aid collaboration within grants and senior management teams
- Bookings for customer appointments
- Support for remote correspondence production
- Website improvements for Covid-19 updates, parking services, customer notices etc.
- Online mapping resources for community support including foodbanks, Covid support etc
- Emergency governance arrangements to facilitate information sharing e.g. befriending service, clinically vulnerable, business grants and isolation payments

However, this has not prevented the service moving forward other key projects, including:

- Teams conferencing deployed to all staff and Councillors
- Rollout of new devices to all staff to enable better joint and location-independent working
- Enhanced Disaster Recovery facilities to enable quicker recovery from major events
- New mobile phone (250+) fleet rolled out
- Development of new web microsite for Visitor Information Centre

- Improvements to the website for accessibility
- Upgrades to systems including document management
- Support for ongoing activities e.g. Garden waste and Council Tax billing

## **Creating Value Processes**

In addition the service is key in driving the One Council Pillars of Technology and Creating Value Processes, all of which will help the Council in post-pandemic service delivery.

### **Objectives of CVP:**

- Maximise the opportunities for agile working amongst staff – so they can truly work flexibly.
- Build services that are simple, intuitive and comprehensible, where digital services will be so easy and efficient, they will become the default choice for our customers.
- Our customers will be at the centre of our service design. We will develop a deep understanding of our customers and their needs to create value processes.
- Utilising technology to automate repeat and mundane processes, we will release capacity to allow our staff to focus time on customers who most need us.
- Our new processes will ensure every customer contact will add value.

### **Tactical approach:**

**Stream A:** Outward looking: a focus on redesigning services that enable customer interaction 24/7, starting with a review of the high-volume services

**Stream B:** Inward looking: Redesigning processes that enable the organisation to flex very quickly to meet emerging challenges and opportunities, in particular the organisational shift to home working.

### **Underpinning database:**

Customer survey key messages:

- **95%** responded 'No' when asked if they had any outstanding council service requests waiting to be fulfilled.
- 95% satisfied with service they get from customer services
- 82% could access the internet. Therefore, of this sample only 18% telephoned us because they had no alternative, i.e. no access to the internet
- 51% had been using video calls to contact friends and family (graphs say 61% but numbers calculate to 51%)

- 83% still prefer to telephone the council -so a lot of work still to do to move them to digital methods of communication

Key programmes we are currently developing:

- Simplifying complex high-volume letters to residents/ customers to reduce the level of queries they generate
- Automating some of the very simple requests therefore providing 24/7 coverage. For example, balance enquires on rent accounts/ county tax accounts
- Enable online reporting of a wider range of customer issues -starting with Environmental services and housing repairs
- Developing further sub web sites (micro websites) for some of our trading services that give them a different look and feel to the corporate website and hence tailor them to the markets the services operate in (e.g. Christmas market, Tourist information, Building control)

The current situation, despite its many awful impacts on society, does offer an opportunity to build future processes that match residents/customers changed behaviour. Things will not go back to where they were, so we:

- Must build on changes created by Covid-19 in how people engage with us and not let processes slip back into old ways of working
- Gently push people to engage with us digitally where they can
- Leave no-one behind - dedicate contact centre and wide service-based staff to helping those who most need our help.

## **Customer Services**

The Customer Service team have maintained an accessible service for customers throughout the restrictions that have been in place. The team have ensured that residents have been able to access vital services such as tenancy repairs, benefit payments and advice and guidance on a range of council and external services. We have supported many vulnerable people over the last 12 months with referrals for welfare or money advice, foodbank support and applications for grants and discounts.

Phone calls have mainly been answered by staff working from home with support and performance monitoring being provided remotely from management, utilising the software which directs calls to the most appropriate adviser. In cases where vulnerability or circumstances dictated that customers need a face to face appointment to resolve their issues, these have been undertaken in City Hall. Looking forward we are hoping to build on the increase in self-service and on-line communication, where it is suitable for the customer. This means that advisers can concentrate on helping more vulnerable customers and we can provide the best possible value. We are working through the Creating Value Processes theme, in conjunction with Improving Technology to drive forward our improvements to the way customers interact with us.

I conclude by again praising our staff for their brilliant response to the national emergency at a time when they faced the same anxieties and loss of loved ones our local community faced. I would also like to express my sympathies to all, staff and councillors who have suffered as a result of the pandemic and consequent restrictions.

Of course, the emergency is not yet over and will still impact on our work but the vaccination programme gives us all the hope of a better future. Needless to say, Government cuts also continue to challenge us as we seek to continue the development of our brilliant City.



## QUARTERLY MEASURES

To add data, click [here](#)



At or above target



Acceptable performance - results are within target boundaries



Below target



Volumetric/contextual measures that support targeted measures



Performance has improved since last quarter



Performance has stayed the same since last quarter



Performance has deteriorated since last quarter

### Strategic Measures

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary	
CX	Customer Services	CS 1	Number of <a href="#">face to face</a> enquiries in customer services	N/A	Volumetric	Volumetric	Q3 - 20/21	32	Q4 - 20/21	15	Number	V	City hall is still only offering limited face to face appointments mainly of for communal door keys
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q3 - 20/21	25,396	Q4 - 20/21	27,453	Number	V	Lower than quarter 4 last year, we have seen an increase in email enquiries, especially for refuse and environment.
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q3 - 20/21	81	Q4 - 20/21	156	Seconds	G	▼ The waiting time has gone up, we answered 32529 calls in quarter 4, the highest number of quarterly calls answered this year. The number of calls in March was 12613, the highest month this year. The average length of call has gone up to 6 minutes 30 seconds, the reasons for this are not yet confirmed, it could show more complicated calls or delays with technology.
DHI	Business Development	BD 1	Number of users logged into the on-line <a href="#">self service</a> system this quarter	High is good	Volumetric	Volumetric	Q3 - 20/21	10,232	Q4 - 20/21	15,276	Number	G	▲ Significant increase due to online services requirement
	IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q3 - 20/21	701	Q4 - 20/21	614	Number	V	Less incidents recorded in February - general activity variation
	IT	ICT 2	Percentage of <a href="#">first time</a> fixes	N/A	Volumetric	Volumetric	Q3 - 20/21	52.80	Q4 - 20/21	56.50	%	V	General Activity variation - lower overall activity in this quarter

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## ANNUAL MEASURES - Q3

To add data, click [here](#)



At or above target



Acceptable performance - results are within target boundaries



Below target



Volumetric/contextual measures that support targeted measures

### Strategic Measures

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status	Commentary	
CX	Democratic Services	DEM 1	The number of individuals registered on the electoral register (local elections)	N/A	Volumetric	Volumetric	2019/20	87,919	2020/21	68,203	Number	V	

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2019/20 Customer Services Telephone statistics

<b>Elections / Xmas Market</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	123	117	95.12%	00:54	79.30%	03:04	1.09%
May	37	34	91.89%	00:44	76.40%	03:03	0.34%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Housing</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	5714	4464	78.12%	05:17	25.30%	07:08	41.54%
May	5312	4007	75.43%	06:10	20.90%	07:45	40.05%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Environment</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	379	355	93.67%	01:28	69.40%	04:06	3.30%
May	329	301	91.49%	01:35	65.70%	04:19	3.01%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Refuse</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	1469	1396	95.03%	01:18	74.50%	03:40	12.99%
May	1494	1437	96.18%	01:48	60.30%	04:13	14.36%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Garden Waste</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	137	116	84.67%	01:35	67.20%	03:53	1.08%
May	594	554	93.27%	01:51	55.80%	04:09	5.54%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Repairs</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	13	9	69.23%	02:32	50.00%	05:35	0.08%
May	28	16	57.14%	06:23	21.40%	06:00	0.16%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Homeless</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	211	155	73.46%	08:41	11.20%	11:03	1.44%
May	175	135	77.14%	08:48	14.10%	10:51	1.26%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Revenues</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	2996	2666	88.99%	03:05	50.30%	07:20	24.81%
May	2338	2117	90.55%	02:20	59.90%	06:54	21.16%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

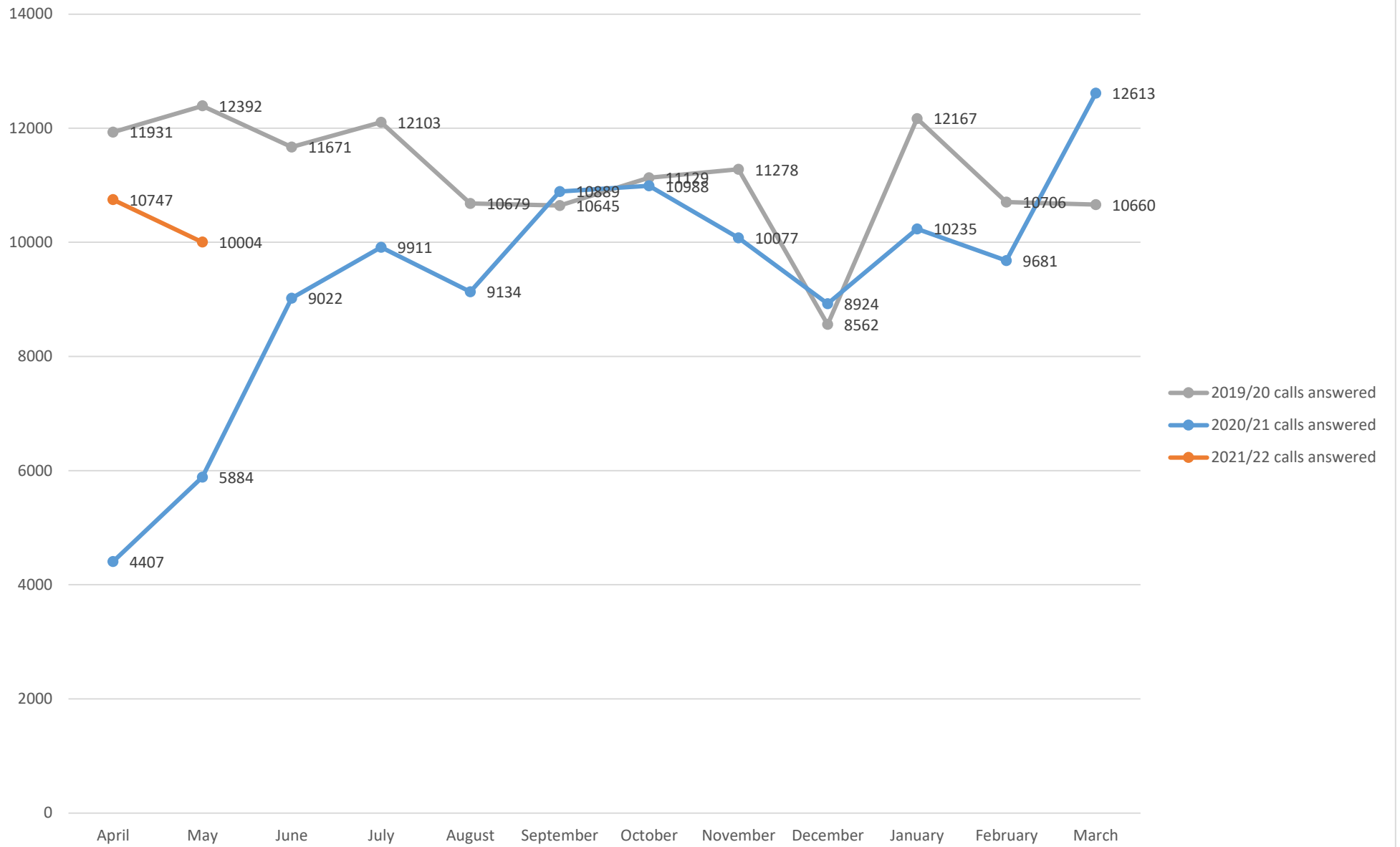
<b>Housing Solutions</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	1889	1469	77.77%	08:48	12.50%	10:38	13.67%
May	1807	1403	77.64%	09:08	15.90%	10:34	14.02%
June							
July							
August							
September							
October							
November							
December							
January							
February							
March							
<b>Total</b>							

<b>Total</b>	Calls Offered	Calls Answered	% Answered	Average wait	% Ans'd in 90 seconds	length of call	% of calls
April	12931	10747	83.11%	04:30	38.70%	07:10	
May	12114	10004	82.58%	04:44	37.80%	07:18	
June	0	0					
July	0	0					
August	0	0					
September	0	0					
October	0	0					
November	0	0					
December	0	0					
January	0	0					
February	0	0					
March	0	0					
<b>Total</b>							

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### Calls answered

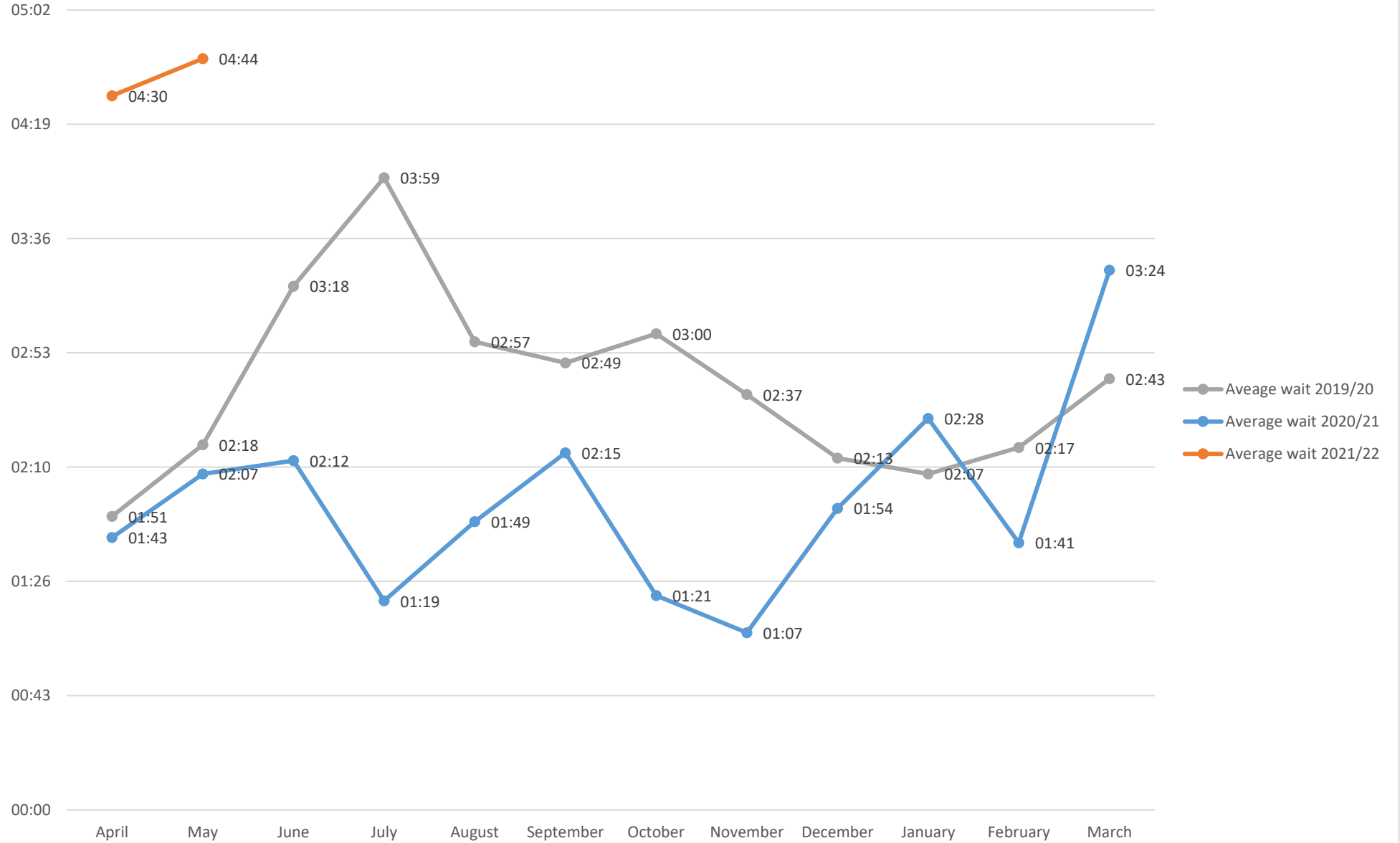
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# Average wait

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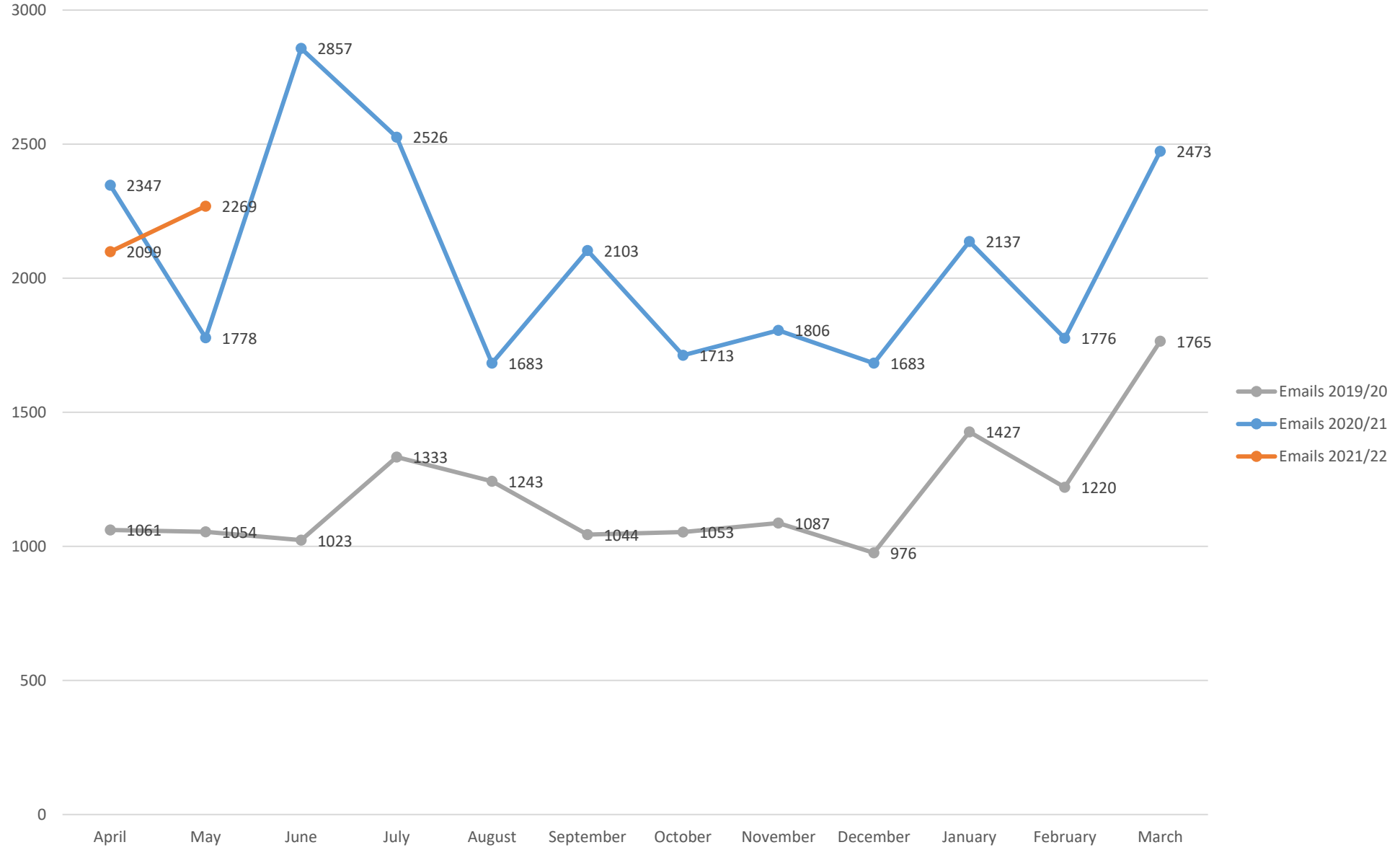


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# Emails received

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**COUNCIL**

**27 July 2021**

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES REPORT BY COUNCILLOR BOB BUSHELL, PORTFOLIO HOLDER FOR REMARKABLE PLACE**

This has been a most testing year for public services, not least those covered by this Portfolio. Despite this, I am pleased to say that the vast majority of these services have continued working throughout.

For context I would also remind members that the combined waste, recycling, street cleansing and grounds maintenance contracts of the council have now been extended until Sept 2026. The decision to consider this route was taken just as covid hit us. As a result, we have been fortunate that we have not been faced with any significant changes in service provisions during the covid/lock down periods, as this would undoubtedly have impacted people's quality of service.

It is also worth noting in this introduction that as a key part of the Council's drive around developing Lincoln as a 'remarkable place' I have been keen to push forward realistic improvements. The contracts are thus now reviewed quarterly for overall output performance, as they always have been, but there are also now focused partnership meetings that specifically consider short and longer terms goals for each service area. As resources get ever tighter, it is vital that there remains a constant and clear focus of resources on the issues that are most important to make the biggest difference to our communities. Whilst each work area has some specific issues to work on, there are also three guiding principles established for all three strands. These are: 1. As a client/contractor partnership we should always strive to be proactive in seeking to address what the future holds. 2. That whatever is changed to meet emerging demands the contracts must always be able to show value for money. 3. The background specification/the 'base' as it were, must always reflect the actual work being undertaken.

More of this approach later in the report but suffice to say that there are three focus meetings: waste/recycling, street cleansing and grounds maintenance.

Below I set out a description of service delivery for the last year or so, based on key service areas, where there has been impacts of note.

**Open Spaces**

**Allotments**

Members will recall that last year I reported on the successful implementation of a bold investment strategy for Lincoln's allotments, and how significant sums had been spent on improving access, security and water supplies.

Members may also recall that key within this investment was the desire to open 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. I am pleased to be able to inform members that this work was completed in April 2020, and that take-up has been popular and the site warmly welcomed. The site has 38 plots and all the plots are tenanted.

In the wider picture, across all our sites occupancy has remained high, with the occupancy level of lettable allotment plots hovering consistently around 97% (out of a possible 1081 plots, 1051 are classed as tenanted). Those not tenanted are simply due to the plots not being lettable because of their location- the main cause being seasonal flooding. Due to the prevailing high demand the majority of allotment sites across the city now have waiting lists.

As plot availability is very limited at the moment, and in a bid to try and get people off the waiting lists, when a large full-sized plot becomes available the Council now gives consideration to the viability of splitting plots into 2 (sometimes 3) smaller plots to let people get a start.

Whilst the allotments have been under demand, due to the demographics of our tenants there have also been a number who have been 'shielding'. The effect of this is that there are a number of plots that currently look unkempt. We are being lenient on this issue, giving tenants time to address this, mindful of individuals circumstances. We are hopeful that once the vaccination programme is complete this might make more people feel at ease with using their plots again.

Although not strictly a performance issue, members will be aware that the Council has found it necessary to increase rents. All tenants have been notified and a year's notice has been given. Based on the feedback received, it is **not** anticipated that there will be a drop in demand.

## **Equipped Play Areas**

The Council continues to maintain 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.

This year has been an especially difficult year for play areas under covid restrictions. Guidance from government has changed at times throughout the various lockdown periods, with all sites initially closing, but later being allowed to open.

Each play area has had signs giving advice on hygiene and indicating maximum numbers of users at any one time. It has been difficult to maintain the signs, but staff have persevered.

A major refurbishment is being planned for Whitton's Park this year, making good use of some S106 monies. The scheme will be the single biggest investment in play for the city for some time and see a full and total overhaul of the site. The result will be an exciting new site of a size suitable to address the needs of a wider area.

A citizen panel survey in summer 2020 showed that 90.5% of respondents who gave an opinion were 'very' or 'fairly' satisfied with the standard of outdoor play provision.

The Council's budgets for play remain under significant pressure and so a review of all equipped play provision in the city will be needed in due course. This has not been scheduled with officers yet due to ongoing resource pressures, but I expect to be able to report a clear plan on this to members by this time next year.

### **Parks and open spaces- general**

This year has been yet another good year for Lincoln's parks, with three Green Flag Awards achieved in 2020.

The Arboretum continues to be known for its high quality historic setting, and regularly receives positive public comment for the quality of its maintenance; Boultham Park continues to develop on the back of successive capital investment programmes, not least due to this year's lake restoration project, and Hartsholme Country Park, the city's premier site for nature-lovers, has received another year of excellent feedback from visitors, despite seeing unprecedented demand. In fact, all of our parks and open spaces have seen massive demand during the successive lockdowns, leading to increased wear and tear at all sites.

Although always well-loved and much cherished, there has also been a renewed appreciation of all our parks and open spaces, of which the council should be justly proud in my view. We sometimes forget that public parks were a British invention, intended to provide recreational space for the workforce, to allow them access to fresh air and exercise, recognising the benefits to wider health. This year has seen an unexpected localised need for just those self-same needs, and as a result the council has received numerous positive comments, showing how much the public really value the parks and open spaces of the city.

I think members should be aware of some other wider improvements that are being fostered currently. In the opening paragraphs of this report I described how partnership meetings were being used to develop paths to improvement. For the ground's maintenance elements of the contract this has been manifest in three priorities.

Firstly, it was to make sure that this year's annual tree planting work took place in a timely way. In recent years there have been concerns over late plantings and losses in the subsequent summers.

Secondly a work stream has been set up to look at what we could do to deter unauthorised and illegal traveller encampments.

Finally, work is taking place to look at how wildflowers might be encouraged.

In brief these work streams are in early stages, but I can advise members that:

All trees were planted in good time this year, and that watering regimes are in place. 115 were planted in total. Work is also ongoing to recover all tree guards from trees that no longer need them, to see if they can be refurbished and reused.

A list of potentially vulnerable open spaces has been developed, and these are being put into priority order. Officers are now looking at the most cost effective options to deter unlawful encampments, accepting that it will never be possible to prevent break-ins, and that no additional funding is available for this work.

A list of locations has been developed to encourage wildflowers this year. These comprise two types of areas. Firstly, those that have traditionally had summer bedding- where trials were successful last year these have been switched to an annual wildflower mix. Secondly some areas of grass have been identified as having potential for targeted maintenance as wildflower meadow, with perennial wildflowers. This will take time to develop but includes around 9Ha this year embracing some common land and some roadside verges, with plans for at least another 11ha progressing in the pipeline for next year. The grass will not be cut regularly on those areas, as has been the case in past years, but instead they will be cut just one a year.

Sites with areas specifically having maintenance regimes adjusted to encourage perennial wildflowers include:

Cowpaddle Common  
West Common racecourse  
o/s Grandstand West Common  
Doddington Road open space  
Woodfield Avenue  
King George Field

## **Boultham Park**

The main restoration of Boultham Park was completed in 2019 but there are one or two outstanding tasks to finish before the project can be officially declared as closed. These were planned for 2020 and have been delayed by Covid-19 and the specialist nature of the works meaning there are fewer contractors able to do the work. I hope that these works will be completed during 2021. However, whilst this does mark the end of that first phase, as members will know, the Council has been heavily engaged in the delivery of the second phase, the restoration of the lake.

Although originally part of the original restoration project, it became necessary to remove the restoration of the lake 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, it has been possible to undertake this work this year. The £1.17 million pound scheme has a three year duration (ending 31<sup>st</sup> March 2023), with all capital works being completed this spring. The full three years of the project have an engagement focus, to demonstrate the value of the restored park and its impact on the community. As a requirement of the lottery funding for the project significant work is undertaken to evaluate the outcomes. The outcomes will be available to members when published, but for now I am pleased to report that the consultants undertaking this work advise that this project is currently expected to show clear delivery of some excellent outcomes.

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. I am immensely grateful to both groups for their sustained input.

Members should note that 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 now being deployed to aerate the water and reduce silt in a more sustainable way. The lake edges have a variety of different treatments, with parts having had their old stone edges reinstated, whilst others are benefiting from wildlife friendly naturally planted fascines.

A new boating platform has been built, to permit boating to return very shortly (for events). A further 'viewing platform' has also been built at the other end of the lake, to let people get out over the water and engage with the surroundings better. It will also permit organised 'pond dipping' and other related activities.

One very new element has been the provision of interpretative art installations. Art in parks is popular, and via a trail of installations around the lake, the story of the lake, the natural habitat, and its modern importance is being told in a simple yet thought provoking style. The interpretation strategy and design of the art panels and interpretation boards were led by a volunteer, which shows how volunteers can make a huge difference in our parks and open spaces.

Planned project related activities had to be significantly reviewed due to Covid. Despite this, there have been many activities – often 'self-led' and social media based, but also some in the park itself. Volunteering has continued, sometimes just one on one with the Volunteer Coordinator. The Community Engagement Officer started a Social Prescribing programme in December, and this is proving very successful. The project really focuses on health and wellbeing, as well as wildlife and nature.

### **Hartsholme Country Park and camp site**

Covid impacts have taken a toll on Hartsholme in a way that has not been seen at other parks. Not only have visitor number risen so high that significant additional damage has been seen to pathways and general infrastructure, but of course it has

been necessary to close the visitor centre and caravan/camp site in line with government guidance.

I am pleased to report that visitors have generally been understanding of these restrictions and although administratively burdensome, having to keep changing details depending on guidance changes, it has been possible to navigate a path to reopening this spring. 12<sup>th</sup> April saw the camp site reopen for self-contained units, such as motor homes. Further ongoing lifting of restrictions is planned, in line with government guidance, as I write this.

Last year I was able to report increasing use of the camp site, but I have refrained from including detailed data this year, as clearly it would be meaningless for comparison year-on-year in the current climate. Suffice to say that, due to closures, bookings were well down, and when it was possible to open, those booking were cautious, despite our full refund policy. In the end, despite refunds running at about 3 times that of previous years, it was possible to achieve some income and I can advise that due to the hard work of camp site staff and management 2020 did mean that the camp site still received 63% of the previous year's income (£32,559). More than might have been expected.

I would also like to report that the new on-line booking system, developed for last year, has worked well when required, and the council's decision last year to set camp site prices more than one year in advance, will doubtless be beneficial now as staff endeavour to maximise bookings.

I remain mindful of the impact on the camp site and park from past visits by members of the traveller community. Staff are looking at additional elements to enhance security at the site, which I hope to be able to report positively on in the near future.

In terms of the park overall, the Senior Ranger has again submitted the annual full and detailed Management Plan for the site, copies of which are available to members on request. This has shown that despite covid restrictions most work that was required by the management plan has been delivered, with just a few tasks carried over (mainly due to the limitations placed on volunteer works and finances).

As a part of that report the Senior Ranger has also submitted an annual events report. As members will be aware, due to covid events/organised activities were curtailed in March 2020, meaning that it was not possible to match the number of park staff led events of previous years. Data on events has however been fully recorded, and is tabled as a part of the historic record going back to 2009, which shows how park staff have, over time increased the number of events/activities year on year, with just last year being an exception. Again, full details are available on request to those members who would like a copy.

The need to do something with the buildings that are falling derelict is not forgotten, but initial estimates for refurbishment have proven to be prohibitive in the current challenging economic climate. This will receive further attention as a part of Master Planning work, which although currently un-resourced, does remain as an objective of the council within its strategic plan.



## **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 not been able to benefit in the same way as previous years, from additional income derived from an agreement with LCFC for car parking on match days, but some of the income received from previous years has and is being used on some key projects. These include:

- Pond clearance work commenced West Common
- Installation of benches, West Common and South Common
- New horse feeding areas
- Opening views on to the Viking Way

And this year we hope to start work to the frequently flooded West Common entrance off Roseberry Avenue.

This year I hope to see further and ongoing work to refresh the Commons Management Plan, and associated work programme, but this will be subject to progress on other work streams and the availability of suitable staff

One area that has come to the attention of the Commons Advisory Committee Chair has been the work of the Carholme Golf Club, operating as they do on West Common land. He has been concerned that their operations may not be wholly compatible with the council's environmental aspirations for the commons and so we have sought closer engagement with the golf club. It is hoped that they will develop an Environmental Management Plan that will enhance biodiversity on the area occupied by the golf club, making the area better for the public, and affording the golf club a new/unique environmentally focused marketing opportunity.

## **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 (copy available to members on request) and I have been pleased to note that in the calendar year 2020 there have been some 2,068 hours of volunteer work take place, despite the covid restrictions. This is, as would be expected, well down on the previous year's 6,784hours for the obvious reasons.

As lockdown restrictions are gradually lifted this year, I anticipate increasing demand for this service, not least as people have come to attach greater value to the open spaces in the city, where most volunteering takes place.

Two volunteer related projects are of special note here. Hobbler's Hole is now subject to a formal Management Agreement with Long Leys Road Resident's Association, and work is taking place with Liquorice Park Trust to set up a new John Dawber Garden Trust to enhance the care for the Council's John Dawber Garden at

the Lawns.

## **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 2020 the council dealt with 1094 tree 'cases', some of which were small, but many were larger complex cases in relation to planning issues.

We planted 115 trees in early 2021, to replace any that had to be removed, underpinning the Council's 'one for one' replanting policy. This is well down on last year (324 trees removed and planted 337 trees) due to covid restrictions on interactions, but we are anticipating a back-log of work now that will place additional pressures, on an already pressured service. The impact of this workload has been noted, alongside pressures from insurers for greater proactive surveying, and so this resourcing issue is being considered now by senior managers.

## **Park Advisory Groups**

Despite some joint meetings of Chairs taking place pre-covid, it has not been possible to resume these yet. It is hoped that these will be possible again later this year so that I can report positive liaison in my next annual report.

## **Travellers**

Last year saw four unauthorised encampments on parks (2 South common. 1 Lawn. 1 Skellingthorpe field). Whilst the number was half that of the previous year, the time stayed was much longer in some cases due to lockdown.

As usual these caused disruption to services, diversion of resources and unwanted extra costs for the council taxpayers in the city. In response steps are being 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. Some new government legislation is being enacted currently which should hopefully enhance powers, and these are being discussed with the Police, via legal services, currently.

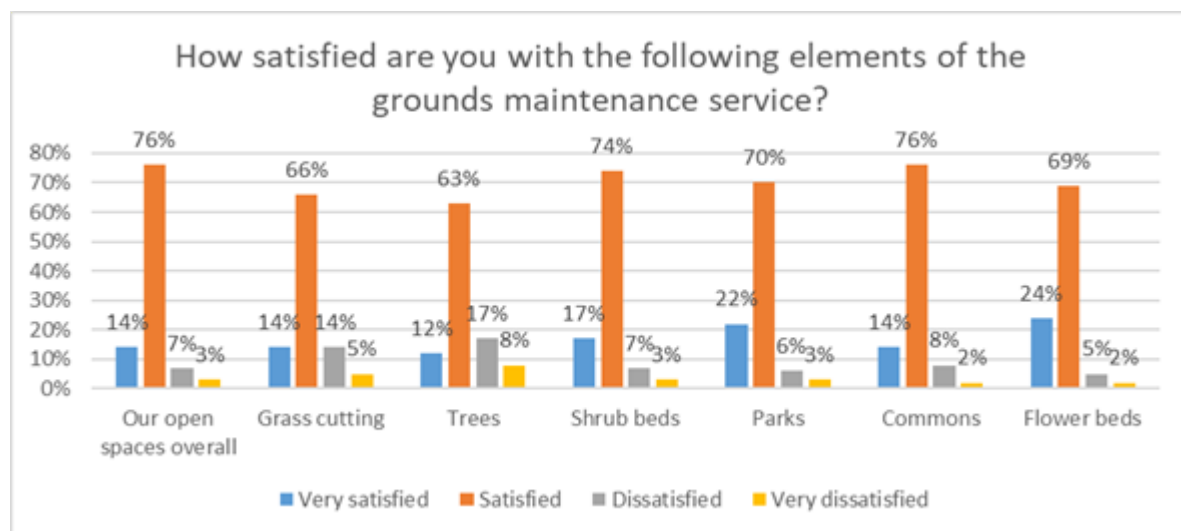
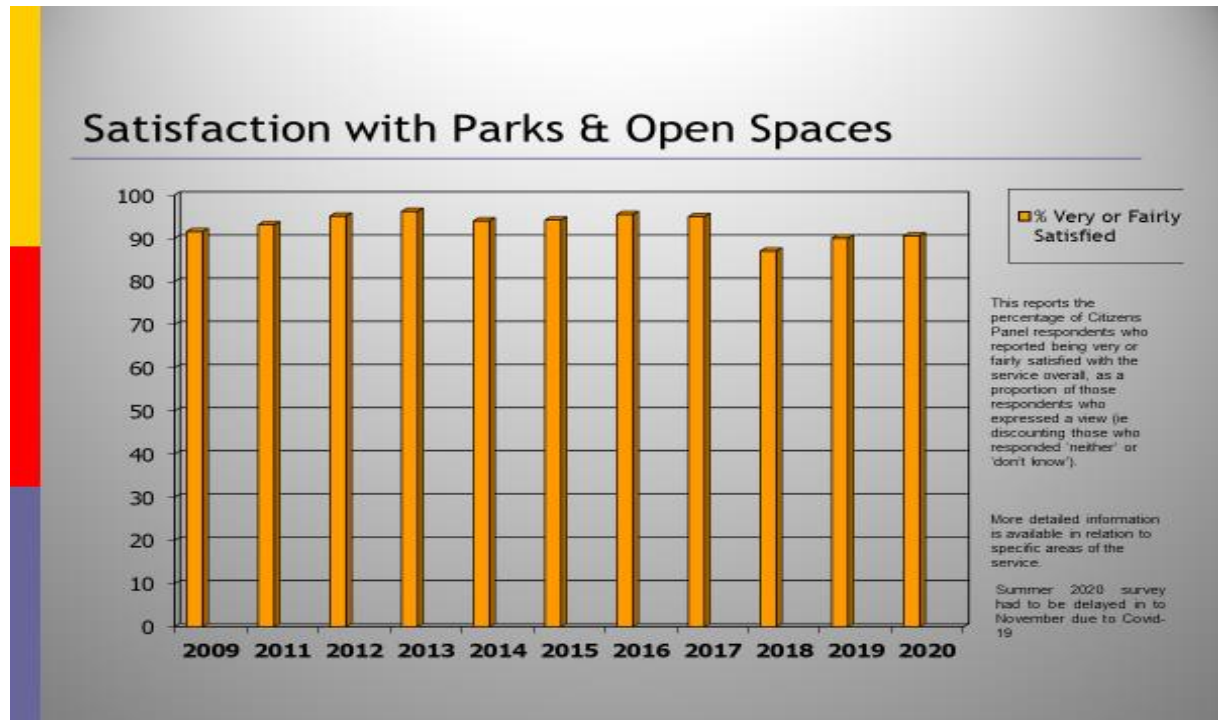
It will never be possible to stop all incursions, but I know members will always be supportive of any actions we can take to deter this disruptive behaviour.

## **Contractor H&S**

All aspects of the contracts are scrupulously checked for high health and safety standards, and reports on key issues brought before the contract Performance Management Board.

Continental Landscapes have notified us that they have achieved the RoSPA Gold Medal Award, which is given to companies that have achieved gold standard for more than 5 years running.

In addition, they have attained RoSPA Gold Fleet Award standard and FORS Gold Accreditation for vehicle fleet management.



For clarity, whilst numerous indicators are collected and reviewed for the service, the departmental KPIs are:

<b>Indicator</b>	<b>20/21 target</b>	<b>Average of latest recorded outturns (may not be full year)</b>
Contractor performance points score	15 to 501 points	30 (to end December)
Satisfaction parks and open spaces	85% to 90%	90.52%
Allotment occupancy	84% to 92%	93.5%

## **Street Scene**

This includes 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 16 art installations of varying sizes (and five soon to come online in Boultham Park).

The number of art installations has grown by one this year following work by Lindum Rotary, who have worked to provide a celebration of the water supply for Lincoln at the Water Tower. It is hoped we will see the installation of the sculpture to commemorate the work of George Boole at the railway station, later this year.

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. The budget for council-provided bus shelters was removed a number of years ago, when members took a decision that it could no longer afford to maintain bus shelters. Of course we have no option but to continue to maintain and keep safe those which remain in the street scene. We continue to seek imaginative way to maintain and protect what we can, but ultimately the second tier of bus shelters will be removed over time unless other funding sources can be found.

## **Waste/Recycling**

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 any risks of confusion.

Members may be aware that we had expected a clear steer from government this year on a few key areas of waste/recycling policy. Covid has delayed this, but the initial national consultation has concluded, leading to further follow-up work on related consultations taking place now (costs to the packaging industry and deposit return schemes). I am anticipating the clear guidance/legislation will emerge shortly. As an aide memoir for members the headline issues for the council are the

possibilities of mandating i) free green waste collections ii) food waste collections iii) separate recycling collection waste streams.

The partnership has also led 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.

Whilst the food waste collections have not been scaled up due to costs, the information obtained has been fed back to government to inform its decision making.

With regards to separate paper and card collections, these have proven successful and so there is now a provisional programme of roll out for the entire county. Lincoln, as perhaps the most complex area, is not scheduled until 2024. With the support of officers I am preparing a report for member consideration currently, as whilst it is written into the County programme this has not been signed off by Lincoln's members yet. For this reason 2024 remains provisional.

Councils across Lincolnshire continue to have a 'contamination' issue in the recycling stream, reflecting a national problem. It will be interesting to see what impact the roll-out of separate paper and card collections have on these figures in other districts as the changes come in and services settle down.

In terms of statistical performance please note that data is always lagged, so at this stage it reflects information from April to December 2020. I have also included the same period for the previous year for comparison. The full results for 2020/21 will be available shortly and will be reported in the usual way.

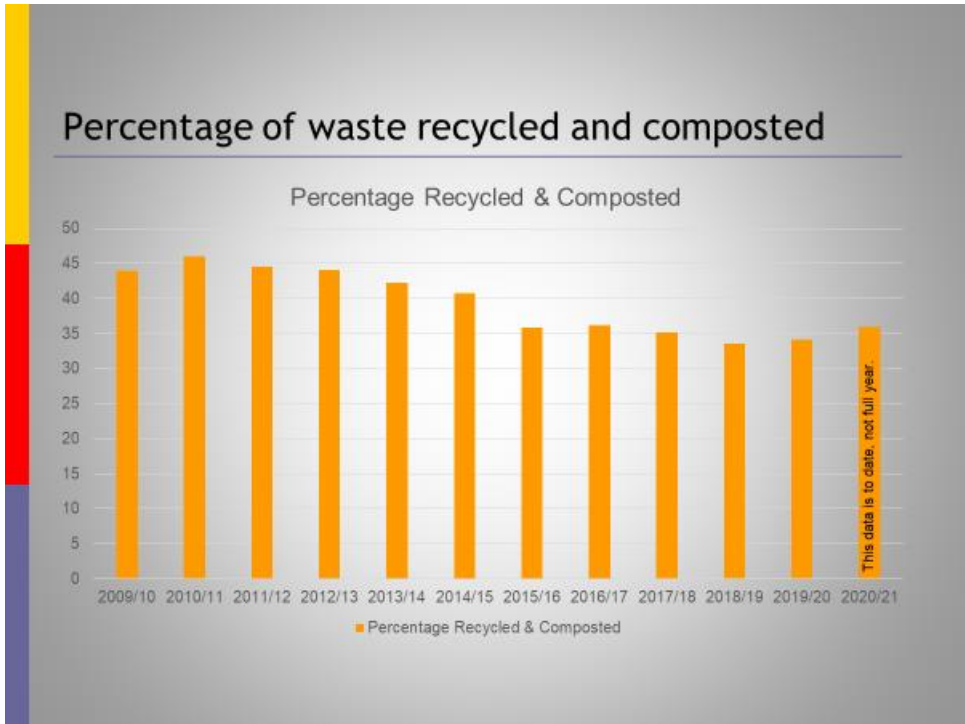
Domestic general (residual) waste disposed of has increased by around 9.9% (this increase includes new properties), with the average household disposing of an average 137kg per quarter, compared with 125kg in the previous year.

The number of residents using the garden waste service was 15,415 at the end of March 2020, compared with 15,841 the previous year, suggesting the resistance to charging has now just about stabilised (16,355 at 15th January 2018).

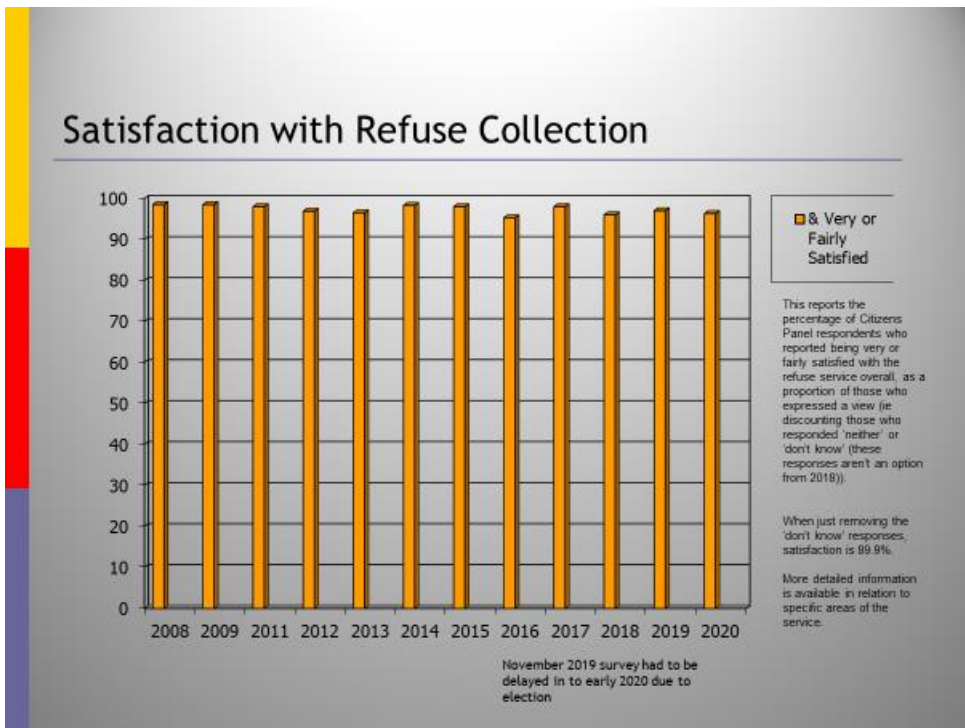
Composting tonnages for the first three quarters were 7.3% up on the previous same period (5,354 Tonnes compared with 4,988 Tonnes).

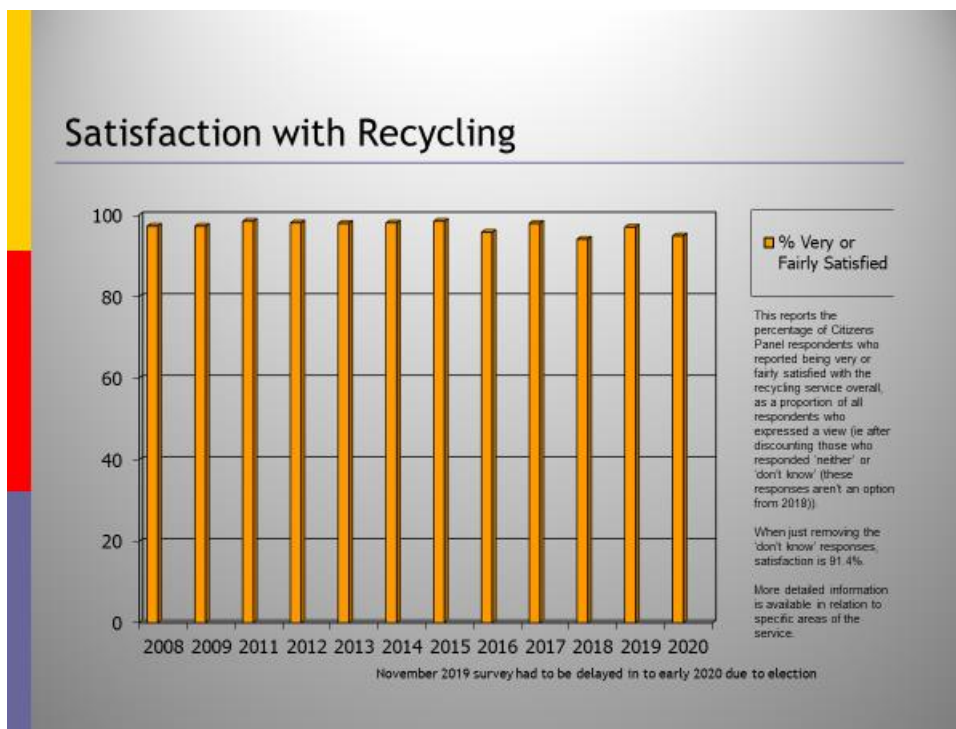
Recycling tonnages were 14% up (5,327 Tonnes compared with 4,672 Tonnes).

The graph below shows combined performance and suggests that there was a marginal upward trend showing by the end of December 2020 with recycling and composting making up 36% of the waste stream. The final bar representing 2020/21 is not indicative of actual outturn as it does not include quarter 4.



The following graphs show the updated satisfaction scores for waste /recycling services, as taken from the Council’s annual Citizen Panel survey. Allowing for small margins within the calculations these show that satisfaction overall remains consistently extremely high.





For clarity, whilst numerous indicators are collected and reviewed for the service as a part of day to day operations, the departmental KPIs are:

Indicator	20/21 target	Latest recorded outturns (may not be full year)
Percentage of Waste Recycled	33.5% to 41%	36%
Contractor performance points score	50 to 501 points	320 (to end December)
Satisfaction with waste services	90% to 96%	96.3%
Satisfaction with recycling services	90% to 96%	94.8%

### **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 yet again, although fly tipping has become an increasingly significant problem nationally under lockdown.

Although a range of initiatives have been tried in the Sincil Bank area in the past without achieving the improvement desired, staff have not given up. Biffa have produced a 'heat map' of locations to confirm the hot spots for dumping, these having changed in recent years influenced by other initiatives such as the installation of CCTV. Cross referencing this with an assessment of the types of materials dumped, the staff working on this have now developed some specific anti-fly tipping signage for the area, which is in seven different languages, and this is being displayed now. Options for more CCTV is also being explored. Only a review of the heat map data in a few months' time will indicate if there is any improvement.

## **Graffiti**

Under lockdown we have seen a drop in graffiti, and at the same time, as a part of a purge to clean up the city, staff have focused on clearing as much graffiti away as possible. Getting graffiti cleared is not easy, as much of it is on private property, and as such it is the landowner's responsibility to clear it or at least to give permission for us to do so. Some chose not to, and others won't respond to offers of help from the council.

That said, this year the city is as clean of graffiti as it has been for many years, predominantly as a result of constant chasing and proactive work by staff. In 2020 the council removed 28 instances of graffiti.

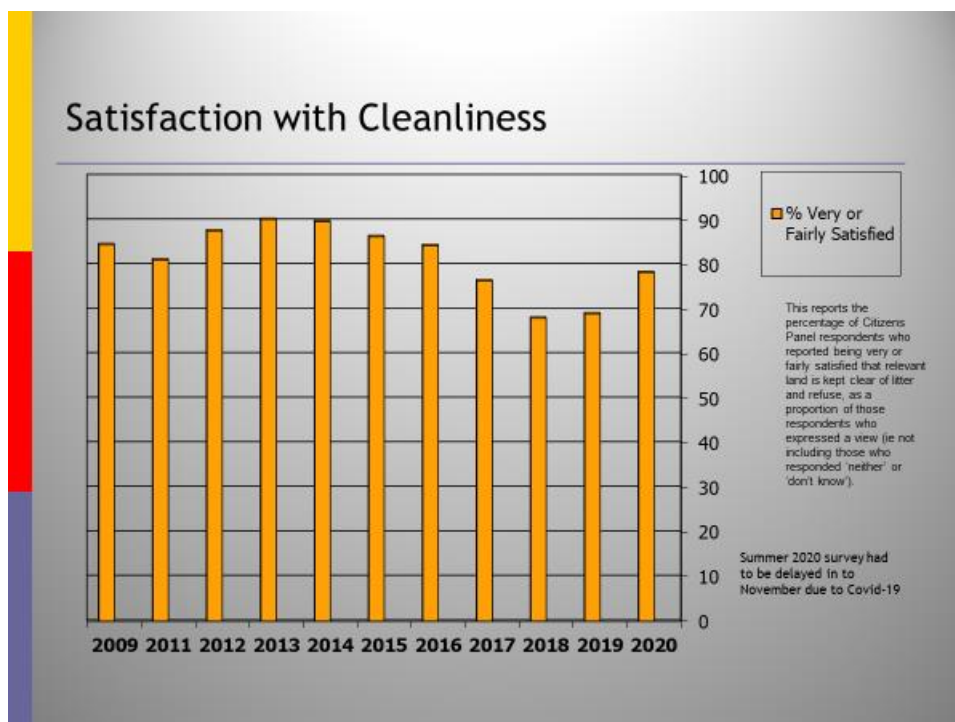
## **Litter Policy**

This year, presumably due to people having had more time, but also perhaps because they have become more appreciative of the open spaces in the city, we have seen a rise in the numbers of people wanting to volunteer to litter pick.

These requests come in many forms, from those who want to engage with the Council's Volunteer Co-ordinator and work in an organised group, through to individuals or groups that do not want to be 'governed' in any way. The Council's continued enthusiasm for volunteer action has to be tempered a little by its responsibilities to make sure that such voluntary activities only work on authorised areas and of course that they do this safely.

To ensure that these aims are met unambiguously I have asked officers to draft a brief policy statement setting out the council's position, which is now under consideration for adoption across all districts county-wide





In the summer Citizens Panel survey, 78.2% of respondents who expressed a view reported being very or fairly satisfied with the cleanliness of the city. A higher performance than has been seen in the last few years. This is always a challenging issue to achieve a good satisfaction score on, and this is a welcome improvement. I will be working closely with the staff and contractor to seek out further incremental improvements this next year. The focus will be on fly tipping and graffiti.

For clarity, whilst numerous indicators are collected and reviewed for the service the departmental KPIs are:

Indicator	20/21 target	Latest recorded outturns (may not be full year)
Contractor performance points score	25 to 501 points	180(to end December)
Satisfaction with cleansing services	68% to 80%	78.2%

### Public Toilets

This service has again achieved high standards for those facilities entered into the Loo of the Year awards, with both the Bus Station and Castle Square facilities being awarded Gold standard.

Members will be aware that a review of the service is concluding currently. This review is an assessment of provision, seeking opportunities to deliver savings as required by the corporate Medium-Term Financial plan. Relevant data on utilisation

at charged facilities is recorded, and this will be monitored for changes ongoing, regardless of what changes, if any, are finally agreed.

Charges of 20p per use have been in operation at the Bus station, Castle Square and Tentercroft street since January 2017, and remain unchanged for 2021. However, due to covid income has clearly been severely disrupted this year, as can be seen below.

	<b>Castle</b>	<b>Lucy Tower</b>	<b>Tentercroft Street</b>	<b>Bus Station</b>	<b>TOTAL</b>
<b>2016/17</b>	£1,731.93	£988.20			£2720.13
<b>2017/18</b>	£10,029.31	£4,588.02	£917.65	£3,115.35	£18,650.33
<b>2018/19</b>	£8,354.97	£2,278.05	£9,176.03	£17,843.46	£37,652.51
<b>2019/20</b>	£8,380.77	£172*	£9,207.88	£18,179.43	£35,940.08
<b>2020/21</b>	£6,134.30	£0	£77	£12,806.74	£19,018.04

Satisfaction is usually the subject of a summertime Citizen Panel survey. There was no survey for toilets in 2020 due to the impact of covid on the service. 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 consistently low score is probably due to a number of factors, not least the charges imposed. Given adverse publicity about potential service changes this year, and the long periods of closure necessitated by covid, it is not expected that a survey now, or in the near future, would reveal a positive result, or be a far reflection of the work of the staff involved.

However, it remains a serious concern for the portfolio, and means that the provision of accessible, strategically located, good quality public toilets remains a key issue for the Council.

### **The wider environment**

As a footnote to my report I think it is worth stressing that as Portfolio Holder for Remarkable Place I recognise my wider role. Many of the place enhancing projects of the Council are of course reported to me from the Council's Remarkable Place theme group, but alongside this however I recognise the portfolio role in relation to wider environmental issues. This is not just by way of such as the wildflower initiative related earlier, but also through things like the measurement of carbon footprint through our operations. Whilst the Lincolnshire Waste Partnership is now looking at this countywide, we also consider it internally. I hope Biffa will have an electric waste collection vehicle on trial in the city later in the year and expect further expansion of contractor's electric vehicles/tools in the near future. This year alone Continental Landscapes have transferred more than 34 items of equipment from petrol to electric rechargeable, at a cost to them of over £10k.

## **Licensing**

The licensing team have:

- 338 vehicle licences issued
- 496 test certificates issued
- 5 private hire operator licences issued
- 2 vehicle licences determined at committee
- 237 PH driver licences issued
- 20 PH driver licence ready to issue.
- 20 HC driver licences issued
- 4 drivers referred to PH/HC Sub Committee

we've issued 107 Premises Licences and 44 Personal Licences

Licensing have continued to provide services to our customers throughout the pandemic, adapting to how we respond to enquiries and how we deliver our service, this has involved remote working, where some checks would normally be done in person we have moved to posting out applications and forms which adds in time but has allowed the service to continue.

Unfortunately, some areas of the service, namely new driver applications have been affected more than others due to the level of checks requiring close contact with us or partners. The changing circumstances have required careful navigation to ensure that we keep businesses operating as best we can but without compromising on public safety. New applications are now being processed and knowledge test have resumed under careful management of Covid-19 secure measures.

The team have also had to respond to new and changing legislation and have been on the front line working with a range of partners to support licence holders and the city centre with the reopening of retail and hospitality.

The team have also designed and implemented a new application process for pavement licence applications. This was a completely new area of work for the team and has been implemented quickly and efficiently to ensure businesses can benefit from pavement licences.

We will be looking to implement the best bits of how we deliver our service going forwards.

The year ahead will see the licencing team adapting to the 'new normal' as well as undertaking policy reviews such as the Private Hire and Hackney Carriage Policy which is already underway.

## **Food, Health and Safety Team Report Jan – Dec 2020**

The team consists of the Food, Health & Safety Team Leader, 2 Environmental Health Officers and 1 Food Safety Officer, since Autumn 2019 there has been 1 Food Safety Officer vacancy. This has necessitated the need to employ agency workers to help with the volume of work.

We also worked closely with other departments within the Council that we hadn't work with previously, which will improve the way we work going forward.

This report covers the work that the team have undertaken during 2020.

As well as continuing to protect public health by dealing with food and health and safety related matters, the Food, Health and Safety Team have been responsible for Covid-19 related matters in the following areas:

- giving advice and guidance to businesses to make sure that they are Covid secure
- enforcing non compliance
- management and deployment, including training, of Covid ambassadors
- working with Public Health England (PHE) and Public Health Lincolnshire (PHL) on outbreak management
- supporting community testing
- supporting and advising colleagues in other departments within the Council

### **Volume of Work During 2020**

2356 service requests – this is double the number of service requests dealt with in 2019. Approximately half of the service requests were Covid-19 related request for advice or complaints. The other service requests included complaints, food hazard warnings, dangerous equipment notifications and requests for advice.

255 food hygiene inspections – although this is approximately half the number of inspections carried out in 2019, many businesses were closed during lockdown periods. In addition, the Food Standards Agency suspended the normal inspection programme and LAs were advised to prioritise inspecting those businesses which were trading and were of most risk to public health.

33 food and environmental samples taken.

23 food related infectious disease notifications.

74 RIDDOR (Reporting of Injuries, Diseases, Dangerous Occurrences Regulations 2013) reports received – the majority of notifications did not require a mandatory investigation, however 5 accidents were investigated.

39 Skin piercing applications processed.

### **Examples of Complex Cases**

During 2020, the team dealt with a number of complex cases. Examples include the following:

## **Accumulations of waste and associated rodents at convenience store**

Multi agency work, initially a report of an accumulation of waste at rear of premises attracting vermin, resulted in service of prevention of damage by pests act 1949 notice to clear the land. In addition, Lincolnshire Fire and Rescue and Trading Standards became involved due to allegations of other issues made to the Officer, this resulted in the Landlord taking possession of the property to arrange clearance of the land and to stop the other illegal activities from occurring.

## **Restaurant/takeaway with unfit food**

A request by the Police to visit an unhygienic premises that they had attended. Unfit food was found and removed from the premises. Whilst at the premises the officer could smell gas, Cadent was called out and found pipework and equipment to be dangerous and disconnected the gas supply. Officer then served a Prohibition Notice on the premises requiring works, a gas check and certificate before the notice could be lifted allowing the business to reopen.

## **Food retailer selling unfit food**

Routine unannounced food hygiene inspection resulted in the voluntary surrender of illegal food imports – duck blood, unfit food and food not produced in accordance with the food hygiene regulations. The food business required major improvements in food hygiene practices and procedures.

## **Takeaway with poor structural and hygiene standards**

A routine unannounced food hygiene inspection found the premises to be generally dirty, with poor hygiene practices and structural disrepair. Unsafe food was voluntarily disposed of. The business was rated as 1 and a schedule of works issued. At the time of the revisit, no significant improvement had been made and so Hygiene Improvement Notices were issued and were subsequently complied with.

## **Covid-19 related cases**

### **Enforcement**

In all aspects of our work we operate a stepped approach, working with businesses to help them comply with legal requirements. This has also been the case during the pandemic and generally that has been successful, with only one Prohibition Notice being served on a business where there was a flagrant breach of the law. A barber shop, that was required to be closed had created a false wall in the premises so that it did not appear, when looking through the window, that they were operating. Customers were entering through a rear door to have their hair cut.

## **Outbreaks**

The team were involved in investigations into numerous outbreaks of Covid-19, that were linked to businesses or the workplace. An example of an outbreak that we investigated along with Public Health Lincolnshire (PHL) was when numerous members of a football team, who had tested positive, had been out as a group at several public houses in the City, causing an outbreak to occur. The case was complex due to the numbers of cases and that several venues were involved. Our close working partnership with PHL meant that when we received local intelligence from our businesses, we were able to ensure early interventions to contain and reduce the community spread of Covid-19.

We also worked closely with PHE, PHL and neighbouring LAs to assist them where Lincoln residents were working in large food factories in other parts of Lincolnshire and Nottinghamshire. This partnership working helped to ensure that those required to self-isolate were doing so, whilst also offering support to them to do so.

## **Challenge by businesses that were required to close**

During the pandemic, there were numerous challenges by businesses who believed that they were permitted to open. In these cases, the Council's Legal Services team provided vital support to our decision making and actions.

## **Businesses adapting to new ways of working**

There was an increase in on-line food business activity, with many of the businesses operating whilst being unregistered. There were challenges with investigating these types of businesses.

## **Bereavement Services**

The crematorium has had a very busy year carrying out over 2000 cremation services, the staff have worked very hard to cover the extra demand on the service while working in bubbles to reduce the possibility of all staff needing to isolate and leaving us unable to carry out services.

During the pandemic we have been offering webcasts free of charge to help with the reduced numbers that have been allowed to attend services at the crematorium, visual tributes have continued to be popular.

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 and production of leaflets to help make people aware of the services that we offer.

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, St Swithin's and 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.

Following the delay of the works at the crematorium due to the pandemic we have now started this work and it is running on target with the new chapel being available for use from Monday 5th July. The improvement works at the crematorium will 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 cremation process.

## **Recreation Services**

### **Central Market**

The Central Market has operated every day throughout the pandemic and adapted to the various operational challenges. As you will be aware, we are now looking towards an exciting reinvention of the market to enhance the retail and visitor experience. The Market Superintendent, as well as recently celebrating 30 years' service with the council has kindly agreed to put off his planned retirement until the market closes for the required works. Our thanks go to Andy Bradley for his commitment in this regard.

### **Community Centres**

The pandemic and the associated legal and guidance have made it unviable to open the centres. The Recreation Officers have busied themselves during the downtime to redecorate public areas and enhance the centres. Contact has been maintained with hirers and we look forward to welcoming them back once social distancing protocols makes this viable.

The centres have been utilised for blood doning and other priority use including Sudbrooke Drive being used at a Test Centre and Moorland Community Centre being used by the NHS Test and Trace Mobile Testing Unit.

### **Pitches**

I'm pleased to say that we have managed to navigate various challenges to allow league play on football, bowls and cricket pitches this year.

## **Fixed Play Strategy**

Work continues to produce a revised fixed play strategy which will prioritise fixed play sites within the city.

## **Leisure Services**

The Councils two Leisure Centres, Birchwood LC and Yarborough LC have continued to provide the most comprehensive service they have been able to provide in the current everchanging Covid-19 environment. We are hopeful that this situation will be greatly improved after the (potential) relaxation of Covid-19 related regulations from July 19th.

Over recent months the City Council in partnership with our Leisure provider Active Nation have agreed the development of an exciting new physical Activity Action Plan. This plan has been developed to supplement the Physical Activity Strategy adopted by Executive last year. Its prime focus will be to help drive and support our Health agenda aspirations by encouraging and enabling residents to become more active through a varied package of new initiatives.

We are hopeful that this Action Plan will be further supplemented in the near future by wider strategic work to promote a more comprehensive joined up approach to our Cities growing health and activity problems, problems that have been more recently amplified by issues related to lock down. This future work will only be achieved with the support and participation of various potential partners from the City and the County, and will include key involvement from the public, private and voluntary sectors.

## **Climate Change:**

Since the Council agreed a motion declaring a Climate and Environmental Emergency in 2019, we have been working with the Lincoln Climate Commission and have published the Lincoln Roadmap to net zero carbon. The roadmap sets out Lincoln's current Green House Gas emissions and projections for 2030 and is available on the Council and Commission websites, along with a quarterly newsletter and sustainability toolkit. The Sustainability Toolkit provides a one stop guide to help people adopt a sustainable lifestyle. The Council are currently working with the commission to provide a Lincoln 2030: A Climate Action Plan and a Local Climate Impacts profile so we can understand and adapt to the challenges of climate change now and in the future.

In addition to working with our partners on the Commission the City Council has prepared a draft Decarbonisation Strategy and Action Plan, setting out how the Council intends to achieve net zero carbon for its own operations and services. An important part of this work has been to set up an Environmental Management System, which provides a structured framework for managing and reducing the Council's environmental impacts. Since our baseline year of 2018/19 the Council have reduced its own carbon footprint by 24%, making considerable reductions in



emissions from energy and transport. In September 2020 Investors in the Environment carried out an audit of the council's environmental performance and in October we were presented with the Silver award. We are now working towards our 2021 submission and are aiming for a Green award.

Since the Council approved the motion to be a single use, plastic free council we have carried out an audit and published an action plan which is available on the Council's website. The action plan includes replacing plastic for biodegradable materials in council buildings and at council events such as the Lincoln 10k and Christmas Market. The Council continue to work with the Plastic Free Lincoln steering group to submit out application for plastic free community status for Lincoln in Autumn 2021.

In January this year the Council received a grant and match funding from the Office for Zero Emission Vehicles to increase the provision of electric vehicle charge points (EVCP) at Chaplin St and Orchard St car parks, through the On Street Electric Vehicle Charge Point Scheme. Four EVCPs have now been installed at Chaplin St and an additional four EVCPs will be commissioned at Orchard St car park in August 2021. This will take the total number of publicly available EVCPs in Lincoln to 57, the UK average per 100 00 population is 34.2 and 26 for Lincolnshire.

In April 2021 the Council were awarded £479,600 from the Green Homes Grant Local Authority Delivery scheme (LAD) and are working with E.ON to roll out the scheme, due to be launched in July 2021 to support up to 40 households improve the energy efficiency of their homes. The Council are working with the Greater Lincolnshire Energy Efficiency Network to prepare an application for the next phase of the LAD scheme in 2022.

In conclusion, I would like to sincerely thank all those who have contributed to the work and activities outlined in this report. Many staff have had to adjust their working practices and have done so with good will and enthusiasm.

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**COUNCIL**

**27 July 2021**

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES REPORT BY COUNCILLOR NEIL MURRAY, PORTFOLIO HOLDER FOR ECONOMIC GROWTH**

We are finally emerging from the pandemic and a very difficult period for City of Lincoln Council. We have had to contend with the social and economic havoc caused by Covid-19 and the ongoing austerity policy of the government. This has caused us serious financial problems and forced us to cut services year on year.

**RESPONDING TO THE COVID-19 CRISIS**

During the pandemic council officers have done great work in ensuring the efficient operation of the various government business support schemes. Our staff, drawn from different council departments, administered several government schemes which provided different grants to hundreds of local businesses totalling millions of pounds. During the Lockdown periods council staff were very efficient in making sure that Lincoln businesses were able to access Mandatory grants which were paid to businesses mandated to close during the government imposed local and national restrictions on trading. These payments were paid regularly during the Lockdowns. Our staff also administered the Discretionary grant scheme which was designed to assist businesses which were not covered by the Mandatory scheme but which were adversely affected by the Lockdowns. This was of great assistance to businesses which do not pay business rates on their own account and businesses not mandated to close but nonetheless severely impacted by the restrictions on trading. We will administer Discretionary grants up till March 2022 which will be paid to businesses not covered by the other schemes. These funds will be used to assist businesses in reviving their operations and enabling them to improve their offer.

Some of the financial details. During the March to August 2020 lockdown the council paid 1265 small businesses and 669 retail businesses a total of £21,380,000 in government grants and 126 other businesses grants totalling £1,174,500 under a local discretionary grant policy.

During the second lockdown from November 2020 to April 2021 the council paid £6,850,597 to 875 businesses forced to close. £64,00 was also paid to 64 wet led pubs under the Christmas Support scheme. In addition, under a one off top up scheme was paid out to businesses mandated to close in January. 875 businesses received £4,412,000 in total. In total between November 2020 and June 2021 875 businesses have received £17,710,666 in mandatory grant funding.

**ECONOMIC RECOVERY AFTER COVID-19**

**TOWNS FUND, LINCOLN CENTRAL MARKET AND CITY SQUARE**

The council has an important role to play in the economic recovery after Covid-19. We have been successful in leading the bid for Towns fund resources which have paid for the refurbishment and opening up of the Cornhill area. We have a brilliant

project which will see the transformation of Lincoln Central Market and the adjacent city square area.

The Planning committee granted permission for the project on 30<sup>th</sup> June and it is planned to start work early in 2022. We conducted a consultation exercise earlier this year in which we asked residents what they thought of the transformation proposals. We had an excellent response and very positive support. Our proposals included:

- demolition of the existing, poor quality, WCs and butchers/fishmongers corridor;
- build a new commercial unit on that part of the market with potential retail or bar/restaurant use over ground or first floor with a balcony overlooking Sincil Street;
- create a reconfigured market hall with both new and refurbished stalls catering for food and non food retail and a central food court area offering people a place to eat and drink.
- create a dedicated butcher/fishmonger sales area located at the western end of the market hall below a new mezzanine floor accessed from the within the hall;
- provide new, high quality, unisex toilets accessed from the refurbished hall.
- open up the stone arches and replace the stone with glazing to provide natural light and visibility from inside and outside the hall;
- replace the existing stalls and replicate those of 1938;
- redesign City Square to connect with the market and provide an attractive open space.

The Regeneration of the market and city square is a long-held ambition and will fit in well with the excellent improvements made by the Co-op in the Sincil Street area. In turn it supports the regeneration of the broader High Street/City centre area at a time when so many shops are disappearing due to increasing internet shopping.

We were pleased at the excellent response to the public consultation exercise and were not surprised when residents confirmed our view that we need to make the area more attractive especially in terms of variety of stalls and the look and feel of the place.

## **LEVELLING UP FUND**

The government are following up the Towns Fund with a “Levelling Up” fund and we have made a bid for a bridge which connect the north end of Park ward at Tentercroft Street with the railway station and with St Mary Street and the city centre.

## **WELCOME BACK FUND**

We have also bid for £180k to help the High Street and uphill area recover from the effects of Covid-19. Key elements include two large scale showpiece events in the quieter periods i.e. Autumn and post Christmas. We can also utilise the funding to brighten up the High Street.

## **LINCOLN'S CULTURAL HERITAGE**

The closure of the Drill hall was a blow to the cultural life of the city. We were proud of the way the council took a tired old ex military building and turned it into a vibrant cultural venue. We did this with the help of the former East Midlands Development Agency and we subsidised the operation of the Drill hall in return for a diverse range of activities and it worked well until the government's Austerity policy forced us to reduce the subsidy significantly. The Covid-19 pandemic delivered the killer blow, reducing the venue's income critically. It is a sad day when district councils are so poorly funded that they cannot afford to support venues like the Drill Hall.

On a more positive note the County Council have adopted a less aggressive stance to the operation and survival of the Usher Art Gallery. After a much too long a period of time agreement has been reached which will hopefully see the gallery function properly in line with the wishes of James Usher when he gifted the building and collection to the city of Lincoln. I would like to thank everyone involved in the Save Lincoln Usher Gallery campaign. Well done SLUG!

## **PLANNING POLICY – LOCAL PLAN**

We are one of the four Partner authorities who are responsible for the planning policy for the Greater Lincoln area. The others are West Lindsey, North Kesteven and Lincolnshire County Council. The proposed new plan is currently out for consultation and runs until 24<sup>th</sup> August.

There are 83 policies contained within the draft plan. Key policies relate to climate change, housing, biodiversity, retail and employment. Following the current round of statutory consultation there will be another round before the draft plan will be submitted to the planning inspectorate early 2022 and will hopefully be adopted formally in late 2022.

The climate change policies proposed are ambitious but realistic and aim to make new development more energy efficient, the generation of renewable energy and through providing a positive framework for addressing emissions to, ensure that Central Lincolnshire can become a carbon neutral area over the 25 year lifetime of the plan. It is a shame that the climate change elements of the plan were not unanimously supported by all members of the partnership. Our County council colleagues do not seem to be aware of the urgency of action needed to protect the planet. The extreme weather experienced in North America in recent weeks which has caused hundreds of deaths should be a wakeup call to Lincolnshire climate change deniers.

## **DEVELOPMENT CONTROL**

Our officers do a great job in planning for Lincoln's future consistently meeting government targets for dealing with planning applications. Officers have dealt with or are dealing with a number of high value applications including the potential hotel development at House of Fraser, 70 extracare flats at De Wint court, the Bridge research and development building on Poplar Avenue, Completion of the Medical school at Lincoln university, the Central Market transformation project, extensions to

A&E and the Peter Hodgkinson centre and critical care assessment unit at the hospital, new purpose built student accommodation at Beaumont Fee and the former Windmill pine premises. Officers have also dealt successfully with applications for HMO permissions in areas which already have too many HMOs in line with the council Article 4 directive/policy.

## **ECONOMIC RECOVERY – POST COVID**

### **SWANPOOL**

In updating members on Swanpool/Western Growth Corridor I am reminded by officers that as it is a live planning application, I am limiting this update to factual information relating to the application. This is to ensure that we do not enter a discussion which could adversely affect the planning process.

The key factual points regarding the scheme are –

On the planning side the officers are working on the detail of the proposed conditions and addressing the final outstanding issues to enable Full council to meet as planning committee.

Should planning consent be granted the timescales for delivering the first phase of development, in accordance with the funding agreement with Homes England, have meant that officers are working on the detail for the scheme. These include updating detailed ecology, designing the landscaping for the first phase and the principles for the wider development, investigating the options for net carbon zero development, detailed design of the drainage and water management of the site and Placemaking design to ensure that the new community could become an exemplar from day one.

### **VISITOR ECONOMY – Christmas market**

Our local visitor economy has been badly damaged by the pandemic. As we emerge from the pandemic, we expect visitors to be eager to come back to Lincoln or visit for the first time. Our biggest event and visitor attraction is of course the Christmas market and it was a shame we had to cancel last year's event. The market usually attracts around 240,000 people and adds around £12 million to the local economy. It really puts Lincoln on the national and international events map.

Our officers are actively planning for the 2021 market although our preparations have been different this year. We have changed the stallholders payment arrangements in recognition that some will have had difficulties given the cancellation of so many events. Hopefully the economy will be open in December and we have 142 stalls confirmed and part paid, and another 24 traders have applied, been offered a place and we await confirmation and payment (as at the start of July). In a normal year we would expect to have between 185 and 200 stalls depending on size and layout.

Of course, no-one can be certain regarding the public health situation going forward, but we need to plan for the best scenario and be aware of all potential situations. Let's hope that the pandemic has receded by December.

## **PARK WARD/SINCIL BANK AREA**

Improving the Sincil Bank area is one of main priorities and excellent neighbourhood work is at the centre of bringing the community together through initiatives by council officers and community volunteers.

Residents have voted in favour of the introduction of a Residents Parking Scheme and hopefully the County council will be implementing this along with a traffic/environmental scheme to improve quality of life in the narrow streets which currently get clogged up by shopper and commuter parking. Covid-19 has slowed us down, but we are committed to transforming the Hermit Street area.

## **LINCOLN'S HERITAGE**

### **Heritage Action Zone**

We are now well into the four-year Heritage Action Zone (HAZ) project. HAZ is a grant funded, heritage led, regeneration scheme which is conducted in partnership with Heritage England and a budget of £1.7m. There are three strands to the project namely community, cultural and physical interventions.

The key capital and built environment projects are Lower High Street and Sincil Street shop fronts, St Mary Le Wigford church, Wigford Way intersection, The Barbican/Albion hotel, St Mary's Guildhall and Lincoln Central market.

The scheme starts at St Mary's Guildhall and extends northwards along the High Street and Eastwards to include Sincil Street and the central market. St Mary's Guildhall is a pivotal scheme within the HAZ and an extensive condition survey has led to an additional £ 174,621 being awarded to the scheme to undertake urgent remedial works to the fabric of the building to enable community use of the building in the future.

These works are vital given the building's historic significance. It is believed to date from 1157 and was occupied by the Guild of St Mary for many years. The budget will be spent on full re-roofing of the Norman house from the schedule including scaffold costs, monitoring and east gable drain and flashing. Works to the lead gutters on the north side, timber repairs and a conservative allowance for the handmade peg tiles including the quarterly monitoring of the elevation for a 2 year period. restructuring roof of the Northern range and reinstatement of windows in Norman House.

The council has been awarded an extra £85k for cultural events connected to the HAZ project. The idea is to highlight the activities of the HAZ project and to encourage people back into the city centre and specifically using the refurbished Cornhill space. We have also applied to be one of five showpiece cities for a wider celebration of the HAZ project. An art installation of national significance would be located in the city centre in the summer of 2023.

## **The Guildhall**

The Guildhall is a building we can all be proud of and is becoming better known to residents and visitors alike. Rich Storey reported to the Historic Environment Advisory Panel earlier in the year on some fascinating investigative work undertaken around asbestos removal. These dendrochronological investigations on oak timbers in the building reveal for example that the joists holding the small landing at the stairwell were likely felled between 1460 and 1490. The most notable finding is that the timber lintel above a door in the cellar was dated as being felled in the late 12<sup>th</sup> century and was dated as growing from around the year 970 when the Danes dominated this part of England.

## **CAR PARKING/BUS STATION**

Our parking services are very important to the council and to the city. We provide good quality parking for Lincoln residents and visitors and the income we take in is vital in enabling the council to provide services to the public. The Covid-19 pandemic has damaged our financial performance significantly.

As we move forward out of the pandemic the council will re-examine the role of car parking in the city. It is likely that fewer people will be office based for an entire working week and this means we will need to be flexible in our offer. Officers will make recommendations on new offers and marketing in the next few weeks. The city bus station has remained open during the pandemic as have all our car parks. We are in discussion with Lincoln City Football club regarding city centre alternatives to parking in the Sincil Bank area on match days.

## **BUILDING REGULATIONS**

The construction industry has changed during the pandemic and a number of issues have emerged. Enforcement action has increased significantly with people carrying out works without building regulation approval. Most of these have been reported to us by members of the public. Reports of dangerous structures has doubled and is still on the rise. Officers are dealing with these as they are reported. New regulations for thermal efficiency and ventilation are likely to come into force in June 2022 as part of the Future Homes standard.

The construction sector is very busy, and many contractors are booked up well ahead. Material prices have risen and supply is limited leading to longer job times and serious frustration. The lack of professional builders has led to an increase in building by non professionals hence the increased enforcement action by our officers.

**COUNCILLOR NEIL MURRAY**  
**EXECUTIVE MEMBER FOR ECONOMIC GROWTH**  
**HISTORIC ENVIRONMENT CHAMPION/ADVOCATE**



**COUNCIL**

**27 JULY 2021**

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

**Report by Councillor Jane Loffhagen, Chair of the Community Leadership Scrutiny Committee**

Members of Committee: Jane Loffhagen [Chair], Naomi Tweddle [Vice Chair], Bill Bilton, Sue Burke, Liz Bushell Jackie Kirk, Helena Mair, Bill Mara, Lucinda Preston, Hilton Spratt, and Eddie Strengiel.

Officers: Graham Watts, Democratic and Elections Manager and Jess Cullen, Democratic Services Officer.

Since the spring of 2020, the Committee has met on seven occasions. A decision was taken at the scoping meeting in September 2020 that we should focus on two issues relating to the Covid-19 pandemic:

- the effects on local businesses, and what has been / could be done to assist; and
- the effect on individuals and what has been happening, or could happen to assist.

I owe a huge debt of gratitude to the Committee members for their dedicated attendance and participation in these difficult times, and also thanks to Jess Cullen, who is currently on maternity leave, and Graham Watts, who has recently left the council, from Democratic Services.

It was further decided that, because the pandemic was an ongoing and developing problem, that we would change the normal practice of the Committee. Rather than us looking in depth into an issue and then presenting a report at the end of the year with recommendations to the Executive, we would invite senior council staff from relevant departments to the meetings so the information we were gathering could be fed immediately and directly back into practice, and into the council's response to the pandemic report. This means that a great deal of the information gathered can be found to have already been responded to, and a substantial amount is within the council's response to the pandemic report.

Of course, as the issue is a pandemic, we could not control what was happening next or know the likelihood of ongoing outbreaks, restrictions or lockdowns and so had to respond at each meeting to what we did know rather than try to predict events.

Committee meetings were held with contributors as follows:

29 September 2020 – Our scoping meeting was attended by Paul Carrick, Neighbourhood Manager, who outlined the current council community response including the Befriending scheme and the process for signposting residents to other agencies including Age UK,

YMCA, Assist, Network, food banks and many more. It was decided that recommendations and information would be made to the City Council's Response to Covid-19 Plan, and the Recovery Plan.

20 October 2020 – We received contributions from Jo Walker (Assistant Director for Growth), Ric Metcalfe (Leader of the Council and Portfolio Holder) and Martin Walmsley (Head of Revenues and Benefits Shared Service). This meeting covered the services provided to local businesses such as distributing both mandatory and discretionary grants, and investment the Council had made and could make with regard to food banks. Links with business agencies such as Lincoln BIG, the Chamber of Commerce and various small business groups were also discussed. Recommendations were made directly to these departments, including those concerning business rate relief, rent deferral for tenants and charity sector/ voluntary agencies, support for Test and Trace, and the Kick Start programme.

16 November 2020 – We received a further contribution from Jo Walker, and contributions from Simon Walters (Strategic Director of Communities and Environment, City of Lincoln Council), Steve Welsby (Communications Manager, City of Lincoln Council), Sarah Loftus (Chief Executive of Lincoln Business Improvement Group (BIG), which is the local business support agency), Barry Hepton (Local business owner and Chairman of Bailgate Guild, which is an association for small businesses in the Bail area), and Nicola Lockwood (Local business owner and Vice Chair of Bailgate Guild). Recommendations and acknowledgments of support concerned the inclusion of the recommendations from the Lincoln BIG coronavirus business survey report and further publicity for support available and encouragements for people to shop locally where possible.

16 December 2020 – This meeting focused on a presentation from Derek Ward (Director of Public Health, Lincolnshire County Council). Recommendations were frequently made by the County Council and these were discussed.

26 January 2021 – We received a contribution from Justin Brown (Assistant Director for Growth, Lincolnshire County Council). The meeting drew together information on the impact on businesses from earlier meetings with input from the Lincolnshire Resilience Forum's Business working group, comprising Lincolnshire councils, University, the Department for Work and Pensions, and the Federation of Small Businesses, amongst others. Our recommendations covered a wealth of issues, including signposting for the council support and the Furlough scheme; advice on rapid digitalisation for businesses; advice for those in the tourism and hospitality industry; and the Lincolnshire Enterprise Partnership. This included business recovery support, and further support for the wellbeing of those affected and advice for people wishing to start up businesses.

16 February 2021 – We moved on to look at impact on individuals with contributions from Graham Metcalfe (Department for Work and Pensions) and Kate Edgar (Development Plus, which is a local charity running projects locally working with individuals about mental health,

access to employment, helping homeless / rough sleepers and people leaving prison). The issue of charity organisations losing a great deal of support was highlighted. Kate Ellis (Director of Major Developments, City of Lincoln Council) was also present to take forward issues that arose from this and recorded everything for her report.

9 March 2021 – We received a further detailed presentation from Kate Edgar (Development Plus) about the Bridging the Gap project run by Development Plus, also lengthy session with Kate Ellis (Director of Major Developments, City of Lincoln Council) to ensure our work and recommendations were included in the Council report on our response to the pandemic.

I would personally like to thank all our contributors and council staff who stayed for long and sometimes late meetings during this year, and whose contributions were so helpful and enlightening.

We learned a great deal during this process about how the pandemic was affecting local businesses and individuals and about what we could do to help the council focus our efforts on where the need was most found. Charities reported a distressing lack of funding rendering them unable to function as they normally would to help those in need , and some of these gaps were filled by council staff and partners.

One of the main things we learned was that our Council's response to this pandemic has been nothing short of amazing -the approach was constructive, practical, flexible and effective and the achievements marvellous. This covered everything from distribution of government grants to businesses, to housing every single rough sleeper.

This is a horrible and totally new situation, but staff of all grades and members alike showed generosity, flexibility and preparedness to step out of their comfort zones to help our residents at such a difficult time. This is ongoing of course. It is a testament to our sometimes much-maligned public services about what can be achieved and how fast by a public sector determined to be effective.

**Councillor Jane Loffhagen**  
**Chair of the Community Leadership Scrutiny Committee**

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**COUNCIL**

27 JULY 2021

**SUBJECT: AMENDMENT TO REPRESENTATIVES ON OUTSIDE BODIES**  
**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**  
**LEAD OFFICER: ALI HEWSON – DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

1.1 To agree amended Membership for the following areas:

- Representatives on Outside Bodies

**2. Background**

2.1 At the Council's Annual Meeting, which took place on Tuesday 18 May 2021, appointments to Committees and Sub-Committees (including substitutes), Chairman and Vice-Chairman and representatives onto Outside Bodies were agreed for the current Municipal Year.

2.2 Below is a proposed addition to the list of outside bodies schedule: -

<b>Outside Body</b>	<b>Nomination</b>
Lincoln Cathedral Fabric Advisory Committee	S Walters, Strategic Director, Communities and Environment

**3. Equality Implications**

3.1 Representation by Members of the Council on trusts/outside bodies ensures that the Council's social inclusion and equality agendas are cascaded through organisations both within and outside the City.

**4. Legal Implications**

4.1 As referred to in the Constitution it is the function of Council to receive nominations of representatives to serve on outside bodies/trusts.

**5. Financial Implications**

5.1 None arising from this report.

**6. Recommendation**

6.1 That amendment be made to the appointments list in accordance with paragraph 2.2 above.

**List of Background Papers:** None

**Lead Officer:** Ali Hewson, Democratic Services Officer  
Telephone 873370

