

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 3 March 2022

6.00 pm

Committee Rooms 1-2, City
Hall

- Membership: Councillors David Clarkson, Thomas Dyer, Rebecca Longbottom, Helena Mair, Laura McWilliams, Lucinda Preston, Christopher Reid, Pat Vaughan (Chair) and Loraine Woolley (Vice-Chair)
- Substitute member(s): Councillors Adrianna McNulty
- Officers attending: Democratic Services, Pat Jukes, Rob Marshall, Clare Stait, Daren Turner and Simon Walters

A G E N D A

SECTION A	Page(s)
1. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
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Portfolio Holder Responsibilities

Economic Growth

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

Reducing Inequality

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

Portfolio Holder Responsibilities

Quality Housing

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

Remarkable Place

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

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

Our People and Resources

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

Portfolio Holder Responsibilities

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

Customer Experience and Review

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

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**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES REPORT
BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY
HOUSING**

INTRODUCTION

The last 12 months have continued to be a challenging time for housing. The various levels of Covid restrictions have had their effect on housing performance but we have also experienced issues in the supply of materials with the additional problem of a shortage in the labour market. The performance of voids, notable for the amount of red in the quarterly performance report, has further been affected by the fact that the contractor we were using at the start of the financial year went into administration. That said there have also been some excellent areas such as rent collection while the imminent completion of De Wint Court extra care home is a flagship development for us.

The City Council has just under 7,800 properties of which 45% are houses and 42% flats with the remainder made up of maisonettes, bungalows, and sheltered housing. The ratio between houses and flats has been skewed out of proportion by Right to Buy which has seen us lose a significantly higher number of family homes compared with the number of flats bought by tenants. In addition, eight out of 10 of our homes were constructed before 1974 which creates challenges – in particular when it comes to improving energy efficiency.

In this report I set out the various performance data. It is clear that some areas, particularly voids, need improvement and changes have been made with the anticipation of the required improvement being made although some factors are out of our hands.

My portfolio includes health. There is a direct link between housing conditions and health while household income and levels of air pollution are also key factors which affect the health of our population. These three areas are all ones in which the City Council can influence health. In addition, we are responsible for leisure, parks, and green spaces all of which are so very important in both physical and mental health. We are in the process of finalising a district health and wellbeing strategy and will be seeking more involvement with health provision within the city. This shows that although Lincolnshire County Council which has the wider responsibility for public health, we also have an important role to play.

I have included a power point presentation in the appendices which shows the correlation between income, health, and housing across the city.

Finally, many thanks to all the staff who have not only assisted with this report but given me tremendous support during my period of illness. I also thank the Lincoln Tenants Panel for the valuable work they have done and continue to do to improve the lot of tenants. The Social Housing White Paper emphasises the fact that the voice of tenants must be heard. The Charter sets out seven key commitments all of which have been adopted by the City Council and are included in our Tenancy Involvement

Strategy as well as in the refreshed 30-year Housing Business Plan which was approved by the executive committee on 21 February.

HOMELESSNESS

Significant work has been done over recent years to reduce homelessness in the City with Government funding being directed at Lincoln amongst other cities and towns across the country. In relation to this we were able to draw down funding to purchase 15 flats for move on accommodation as part of the Next Steps Accommodation Project. We were the first Council in the country to acquire a property under this programme and were successful in purchasing the required number. A further three flats have been purchased with money from a second phase of Government funding. Regular checks on street homelessness have, on occasions, produced a nil head count which is the first time this has been achieved.

Homelessness remains an issue. There is a particular pressure as a result of the availability of suitable move-on accommodation and general needs housing in both our own stock and in private sector housing. Up to the end of Q3 707 people had approached the Council as homeless this year. Of these the housing solutions team were able to successfully prevent 43% from becoming homeless. We have, at this time, unprecedented numbers of homelessness applications.

TENANCY SERVICES

Tenancy Services staff have worked extremely hard to ensure rent collection has been maintained. Emphasis has been placed on direct contact with tenants through visits and calls with targets in place for staff. This is a success story with both performance indicators (125B and 126) showing green. The target of 96.5% for rent collected has been exceeded in each of the first three quarters of this financial year with a collection rate of 100.52% of in the third quarter. This has resulted in a decrease in arrears compared to 2020/21. At the end of Q3 rent arrears were £1.052 million which is a reduction of £78,000 compared to 12 months ago. Arrears as a percentage of rent debit was 3.68% at the end of Q3 which is an improvement on 2020/21 when the end of year figure was 3.74%. A number of challenges remain not least of which is the impact of Universal Credit. The number of tenants claiming UC has increased by 1,028 year on year and arrears on UC claims totals almost £670,000 which is 63% of the total arrears. The cost-of-living issue which tenants, as well as everyone else, face is another matter which has the potential to seriously impact on rent collection but how serious that impact is will only become apparent in the coming months.

VOIDS

In contrast to the success of rent collection it is fair to say that the performance in voids is not where we would like to be, but we are working to rectify the situation. A number of matters have affected performance with the most significant being the fact that the contractor we started the financial year with went into administration. We have experienced delays in ordering kitchens, plastering products and some timber lines while recruitment of new staff has been affected by the high national demand for labour. Covid restrictions have also played a part. The target remains at 32 days for properties needing minor works and 38 days where major works are required.

Currently performance is at 46.4 days and 57.6 days respectively which means both performance indicators are red. Since the initial contractor went into administration the work has been picked up by our own DLO, who have been allocated extra staff, and additional private contractors have been taken on for this work. I anticipate that performance will improve in Q4 and during this quarter a number of long-term voids are expected to be completed. We have just finished a procurement exercise to replace the voids contractor who went into administration. We have done this in lots around the city to give more resilience. The number of voids is reducing very quickly and has fallen by 25 since the start of the year. We have realigned working practices, dedicated more team leader time, and changed team structures to help resolve the position. At one point we were 25% down in our labour force but this is improving and, for example, in January six new joiners came to work for us. This should put us in a better position in Q1 of 2022/23. However just a brief caution about the performance indicators. Long-term voids only become counted when they are completed and so the fact that we are completing a number of long-term voids will initially make the data look worse.

HOUSING REPAIRS

Out of the six performance indicators relating to housing repairs four are green, one amber and one red. The sole red indicator is the percentage of urgent repairs carried out within the three-day time limit and the amber indicator relates to priority one-day repairs. There is now closer management of one- and three-day repairs and a repairs co-ordinator has been appointed. One- and three-day repairs are being prioritised over 100-day tickets. As with voids there have been issues with obtaining materials, but performance does need to improve to an acceptable level. However, 99.3% of priority repairs (one day) are being carried out within the time limits and 99.3% of priority and urgent repair appointments are being kept. In the long-term the recently introduced policy of improving the standard of kitchens and bathrooms that we fit should have an effect in reducing the number of repairs.

HOUSING INVESTMENT

Two key areas in this section which were red at the time of last year's performance report are now amber which is an improvement although further improvement is now needed to take this into green. 82 of our Council properties currently do not meet the Decent Homes Standard. 58 are in a programme for a replacement door and in a further 22 properties we have been unable to gain access to undertake the five-year electrical inspection. We also currently have 178 properties which are considered 'not decent standard' as a result of tenants refusing us entry. This figure has shown continued improvement over the last six quarters from a peak of 216 in Q1 of 2020-21.

99.14% of properties have a valid gas certificate which is better than 2020/21 but still below the target. Cases where the tenant refuses access for the gas safety inspection are, as a matter of course, referred to legal services for the appropriate action to be taken to ensure we gain access.

NEW BUILD/ALLOCATIONS

De Wint Court, our flagship extra care home, will be officially opened later this month. In addition to the opening ceremony there will be an open day on 25 March to which all councillors have been invited allowing those who wish to look around what is an excellent project. Although the completion has been slightly delayed due to issues out of our control it is within budget. Homes England and Lincolnshire County Council both contributed funding towards this project which is our first extra care home.

Construction work is now well underway at Rookery Lane which will add 42 new homes to our housing stock and work on the redevelopment of Hermit Street flats is anticipated to start later this calendar year. This involves remodelling the existing properties with a number of additional new-build homes.

In addition, we are working with Barnardo's to provide supervised accommodation for care leavers.

We have continued to acquire properties under the purchase and repair scheme using Right to Buy receipts (RTB). In the first three quarters of this financial year, we purchased 8 properties under this scheme with a further 10 due to be completed in Q4. This has ensured our RTB receipts are spent within the required time. RTB receipts will be used towards the funding of the new properties which form part of the Hermit Street project.

The demand for Council housing remains high with 1,448 on the housing register at the end of Q3 which is an increase of 30 compared to my report to Performance Management last year.

DECARBONISATION

The Council in July 2019 approved a resolution declaring a climate and environmental emergency and resolved to deliver a carbon neutral vision for Lincoln by 2030. The role housing is to play in this is set out within the Council's Decarbonisation Strategy and Action Plan approved by the executive in December of last year. This commits the Council's new build properties to be either net zero carbon or EPC A rated in projects commenced from 2022-23 and to raise the standard of all Council homes to an average of EPC C rating. Recent new build projects such as the Markham House site and Rookery Lane have been low carbon and have EPC B ratings. Rookery Lane includes sustainable urban drainage. All recent new homes have been fitted with EV charging points.

In terms of our older stock (80% of which was built pre-1974) we are committed to review the Lincoln Homes Standard to improve energy performance. We will also consider retrofit solutions for our existing stock with trials to commence subject to funding.

Our Council together with all other housing stock authorities and registered housing providers, faces many challenges to achieve the progress we need to make. For instance, achieving EPC A ratings/net zero carbon on new build properties significantly increases the cost. The logistics of installing ground-source or air-source heat pumps

and solar panels to many of our properties produce real challenges which in some instances cannot, at the moment, be overcome.

What we have done already is introduce a number of changes in the way housing repairs operates which have significantly reduced our carbon footprint. The introduction of scheduled repairs has led to a reduction in mileage travelled by our workforce. The result has been a 44% reduction in CO2e emissions from fleet vehicles since the baseline year. A higher standard of kitchens is being fitted which should reduce the number of repairs while splash boards are now fitted in bathrooms rather than glazed tiles. Currently no housing repair waste is sent to landfill. 37% is recycled and the remainder goes to RDF (Refuse Derived Fuel).

HRS are in the tender process for a new fleet provision which will continue to reduce the CO2 emissions with more electric vehicles becoming part of the fleet in five years.

PRIVATE SECTOR HOUSING

The team is currently investigating 61 housing condition complaint cases relating to private sector housing with 46 new service requests received between October 2021 and January 2022. These include issues of disrepair, overcrowding and illegal evictions. In terms of complaints regarding disrepair, Park and Abbey Wards account for 60% of the total reported. We continue to take action against private landlords and a number of final Civil Penalty Notices have been issued with further investigations underway.

At the time of writing this report 222 HMO licence applications have been fully processed during the current financial year with a further 57 being processed. We are also working to catch up backlogs of HMO license inspections following Covid, and the team is working hard to prioritise these routine periodic checks.

We await further details of the Government proposals in the Levelling Up White Paper in relation to a White Paper in the spring. The Government is to consult on introducing a legally binding Decent Homes Standard in the private rented sector, explore a National Landlord Register and bring forward other measures to reset the relationship between landlords and tenants including through ending “no fault evictions”.

The target for bringing empty private sector homes back into use is 50 which will not be met this year. By the end of January 17 properties had been brought back into use and a further number are anticipated to be added before the end of the financial year. There have been challenges with gaining access to empty properties during Covid coupled with the escalating cost of materials/availability of builders to bring empty homes back to a habitable state. The number of empty properties has increased over the last year so the work in this area is important. At the end of January, 61 properties had been empty for more than four years – an increase of six. In particular in the Sincil Bank area the number of long -term empty properties have been increasing. In Q3 an additional 12 properties became empty for more than six months.

The team has also processed a large number of Disabled Facilities Grant (DFG) applications to adapt homes enabling people to live in their own homes as long as possible. A total of 82 applications has been received so far this year and the estimated

spend will be just over £1 million on home adaptations in the private sector. This is funded from an annual Government grant of just over £850,000 but we are seeing demand outstrip supply and have been using reserves built up from lower demand in previous years. We anticipate demand for DFGs will continue to increase over the next few years and we are in a strong position to meet this increased demand.

Finally in this section the City Council has been successful in attracting grant funding to better insulate and heat the homes of those most in need. This is a hugely important work given the escalating energy costs and the increasing number of people falling into deeper fuel poverty. In 2019 the estimated number of households in Lincoln which met the Government's fuel poverty criteria was 6,568 and the city has the second highest level of fuel poverty among the Lincolnshire district councils.

So far, the Council has attracted £479,600 in external funding to retrofit up to 40 energy inefficient homes in Lincoln during the current financial year and £2,203,194 to deliver the Sustainable Warmth Programme in 2022-23.

In addition, officers are looking at how, under the Housing Assistance Scheme, we can use DFG funding in a wider context to help those with health conditions to access support for better insulation and better heating where cold homes are affecting their health.

These schemes will have a positive impact for the poorest in our community.

HEALTH

The annual health profile for the city produced by Public Health England has again not been published but data, although less comprehensive, is still available. Covid has dominated health over the last 12 months at the number of cases in Lincoln reached a very high level earlier this year but at the time of writing this report there were around 400 cases in the city in the previous week of which the majority were in the 18 to 60 age range. What is not clear at the moment is the long-term effect of Covid on those who contracted the virus and in particular those who have been seriously ill as it is a new virus.

Health data invariably lags behind real time data. Very few of the performance indicators for the city are in green and the majority are red as can be seen from the attached appendix. In particular life expectancy for both men and women in the city is lower than both the East Midlands and the England averages. For men this is 76.1 years (2018-2020), and this has deteriorated in each of the last two years being 76.9 in 2017-19 and 77.3 in 2016-2018. For women life expectancy slightly improved in 2018-20. The suicide rate attributed to Lincoln (2018-2020) is the worst in England. Life expectancy varies between wards with a difference of 8.1 years for males between the best Hartsholme at 80.3 years and Park at 73.2 years. For females the difference within wards is starker at 10.7 years between the best of Witham at 83.9 years and the worst of Moorland at 73.2 years.

As I mentioned at the start of this report, the City Council has an important role to play in the health of our residents and anything we can do to increase household income, reduce air pollution, and improve housing conditions will improve health.

To finish I encourage members to attend the workshop scheduled for 9 March which will look deeper into the health statistics and look at the work programmes the City Council is undertaking to help tackle a range of health related issues.

Donald Nannestad Portfolio Holder for Quality Housing

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Appendix A

Directorate of Housing and Investment Performance

Service Area	Measure	Current Value	Status	Direction
Housing Investment	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	1.06	R	▲
Housing Investment	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	178	V	▬
Housing Investment	Percentage of dwellings with a valid gas safety certificate	99.14	R	▼
Control Centre	Percentage of Lincare Housing Assistance calls answered within 60 seconds	98.30	A	▲
Rent Collection	Rent collected as a proportion of rent owed	100.52	G	▲
Rent Collection	Current tenant arrears as a percentage of the annual rent debit	3.68	A	▲
Housing Solutions	The number of people currently on the housing list	1,448	V	▬
Housing Solutions	The number of people approaching the council as homeless	707	V	▬
Housing Solutions	Successful preventions and relief of homelessness against total number of homelessness approaches	43.70	R	▼
Housing Voids	Percentage of rent lost through dwelling being vacant	1.44	R	▼
Housing Voids	Average re-let time calendar days for all dwellings - standard re-lets	51.94	R	▼
Housing Voids	Average re-let time calendar days for all dwellings (including major works)	59.88	R	▼
Housing Maintenance	Percentage of reactive repairs completed within target time (priority and urgent repairs) - HRS only	92.66	R	▲
Housing Maintenance	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	92.91	A	▲
Housing Maintenance	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	99.30	G	▼

Service Area	Measure	Current Value	Status	Direction
Housing Investment	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	1.06	R	▲
Housing Investment	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	178	V	▬
Housing Investment	Percentage of dwellings with a valid gas safety certificate	99.14	R	▼
Private Housing	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	23.60	A	▲
Private Housing	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	4.90	V	▬
Private Housing	Number of empty homes brought back into use	17	A	▲

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Life Expectancy and Causes of death

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Life expectancy at birth (Male)	2018 - 20	76.1	79.2	79.4	74.1		84.7
Life expectancy at birth (Female)	2018 - 20	80.9	82.7	83.1	79		87.9
Under 75 mortality rate from all causes	2017 - 19	452.8	331.9	326	547.5		208.4
Under 75 mortality rate from all cardiovascular diseases	2017 - 19	90.6	72.1	70.4	121.6		39.8
Under 75 mortality rate from cancer	2017 - 19	172.4	131.3	129.2	182.4		87.4
Suicide rate	2018 - 20	20.3	9.9	10.4	20.3		5

Injuries and Illness

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Killed and seriously injured (KSI) casualties on England's roads (historic data)	2016 - 18	42	41.6	42.6*	109.8		17.7
Emergency Hospital Admissions for Intentional Self-Harm	2019/20	209.2	198.9	192.6	457.6		44.5
Hip fractures in people aged 65 and over	2019/20	823	641	572	981		326
Cancer diagnosed at early stage (experimental statistics)	2017	44.20%	49.10%	52.20%	36.80%		61.00%
Estimated diabetes diagnosis rate	2018	80.20%	84.60%	78.00%	54.30%		98.70%
Estimated dementia diagnosis rate (aged 65 and over)	2021	79.60%	64.80%	61.60%	40.80%		83.20%

Behaviour Risk Factors

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Admission episodes for alcohol-specific conditions - Under 18s	2017/18 - 19/20	18.3	25.6	30.7	111.5		7.7
Admission episodes for alcohol-related conditions (Narrow): Old Method	2018/19	713	700	664	1127		389
Smoking Prevalence in adults (18+) - current smokers (APS)	2019	24.80%	14.80%	13.90%	27.50%		3.40%
Percentage of physically active adults	2019/20	66.30%	65.90%	66.40%	49.40%		80.20%
Percentage of adults (aged 18+) classified as overweight or obese	2019/20	57.60%	65.40%	62.80%	78.30%		41.60%

Child Health

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Under 18s conception rate / 1,000	2019	26.1	15.4	15.7	37.1		3.9
Smoking status at time of delivery	2020/21	15.80%	12.60%	9.60%	21.40%		1.80%
Breastfeeding initiation	2016/17	55.80%	69.70%	74.50%	37.90%		96.70%
Infant mortality rate	2018 - 20	5.7	4.2	3.9	8.3		0.8
Year 6: Prevalence of obesity (including severe obesity)	2019/20	22.60%	20.80%	21.00%	30.10%		10.40%

Inequalities

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Deprivation score (IMD 2015)	2015	28.9	-	21.8	42		5
Smoking Prevalence in adults in routine and manual occupations (18-64) - current smokers (APS)	2019	32.70%	25.50%	23.20%	60.30%		3.50%
Inequality in life expectancy at birth (Male)	2017 - 19	9.6	8.8	9.4	14.8		-1
Inequality in life expectancy at birth (Female)	2017 - 19	5.9	7.1	7.6	13.3		-2.6

Wider Determinates of Health

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Children in low income families (under 16s)	2016	21.20%	16.60%	17.00%	31.80%		5.80%
Average Attainment 8 score	2019/20	45.1	49	50.2	42.9		61.2
Percentage of people in employment	2020/21	69.90%	74.70%	75.10%	59.50%		89.00%
Statutory homelessness - Eligible homeless people not in priority need	2017/18	0.4	0.4	0.8		<i>Insufficient number of values for a spine chart</i>	
Violent crime - hospital admissions for violence (including sexual violence)	2017/18 - 19/20	41.8	37.1	45.8*	127.7		6.2

Health Protection

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
Excess winter deaths index	Aug 2019 - Jul 2020	13.70%	18.40%	17.40%	50.2%		0.7%
New STI diagnoses (exc chlamydia aged <25) / 100,000	2020	492	408	619	3547		158
TB incidence (three year average)	2018 - 20	4.7	6.9	8	43.1		0.3

Supporting Information

Indicator	Period	Lincoln	East Midlands	England	England		
		Value	Value	Value	Worst	Range	Best
The percentage of people resident in the area living in each national deprivation quintile	2017						
Supporting information - % population aged under 18	2019	18.30%	20.70%	21.40%	15.6%		29.8%
Supporting information - % population aged 65+	2019	15.40%	19.50%	18.40%	6.4%		33.2%
Supporting information - % population from ethnic minorities	2016	5.00%	10.20%	13.60%	0.9%		64.0%

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Indices of Deprivation

Income Deprivation

Health Deprivation

Barriers to Housing

Living Environment

19

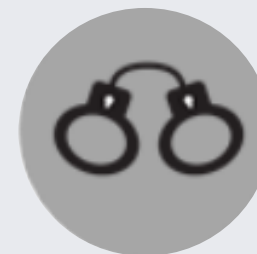
There are 7 domains of deprivation which make the Index of Multiple Deprivation



Income
22.5%



Education
13.5%



Crime
9.3%



Employment
22.5%



Health
13.5%



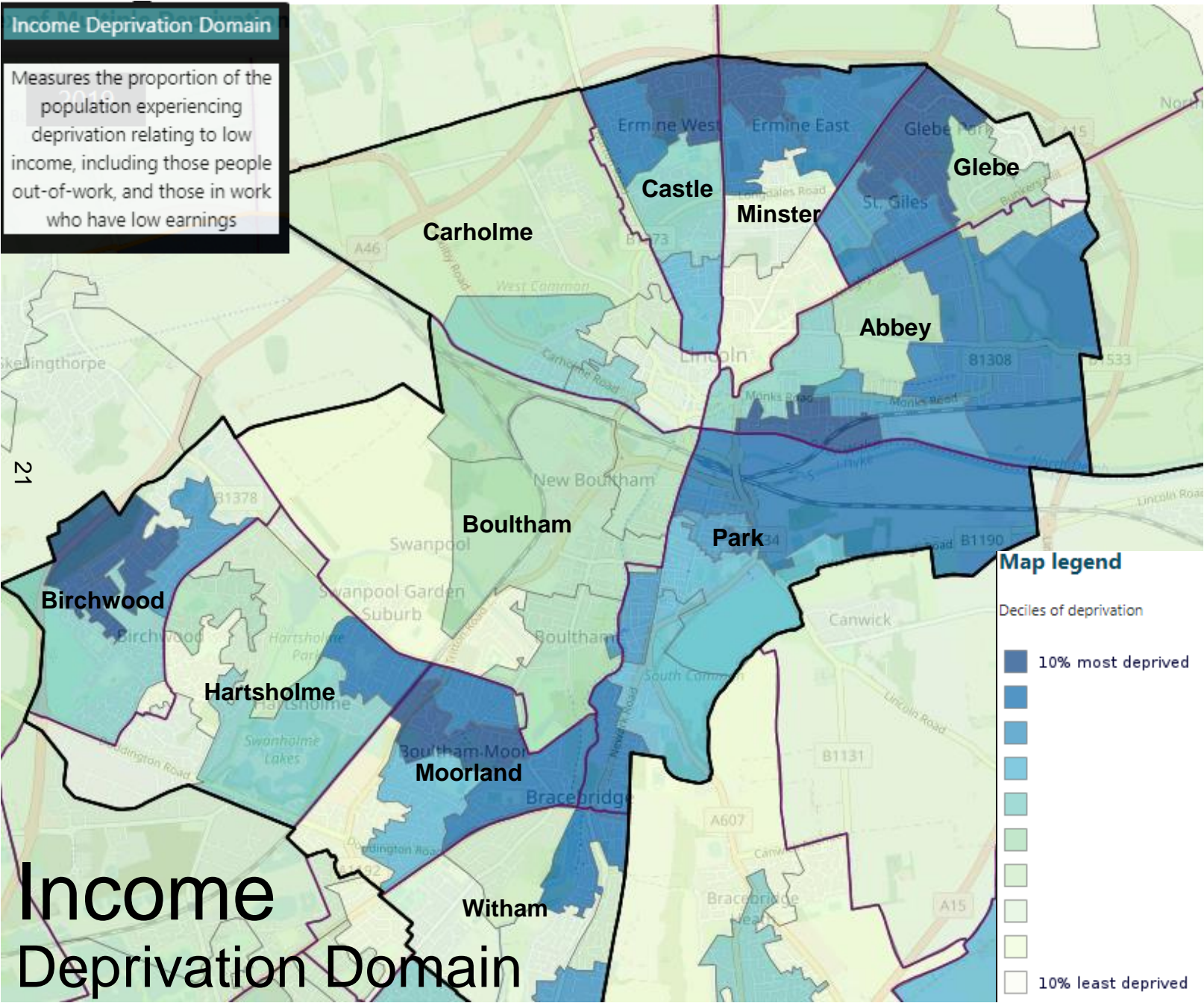
Barriers to
Housing &
Services
9.3%



Living
environment
9.3%

Income Deprivation Domain

Measures the proportion of the population experiencing deprivation relating to low income, including those people out-of-work, and those in work who have low earnings



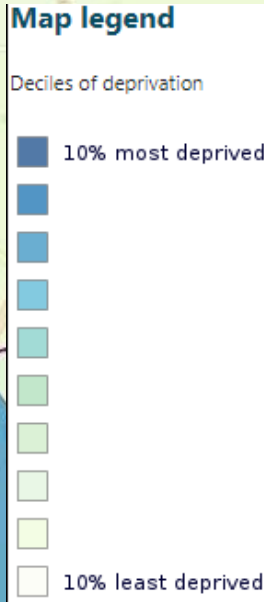
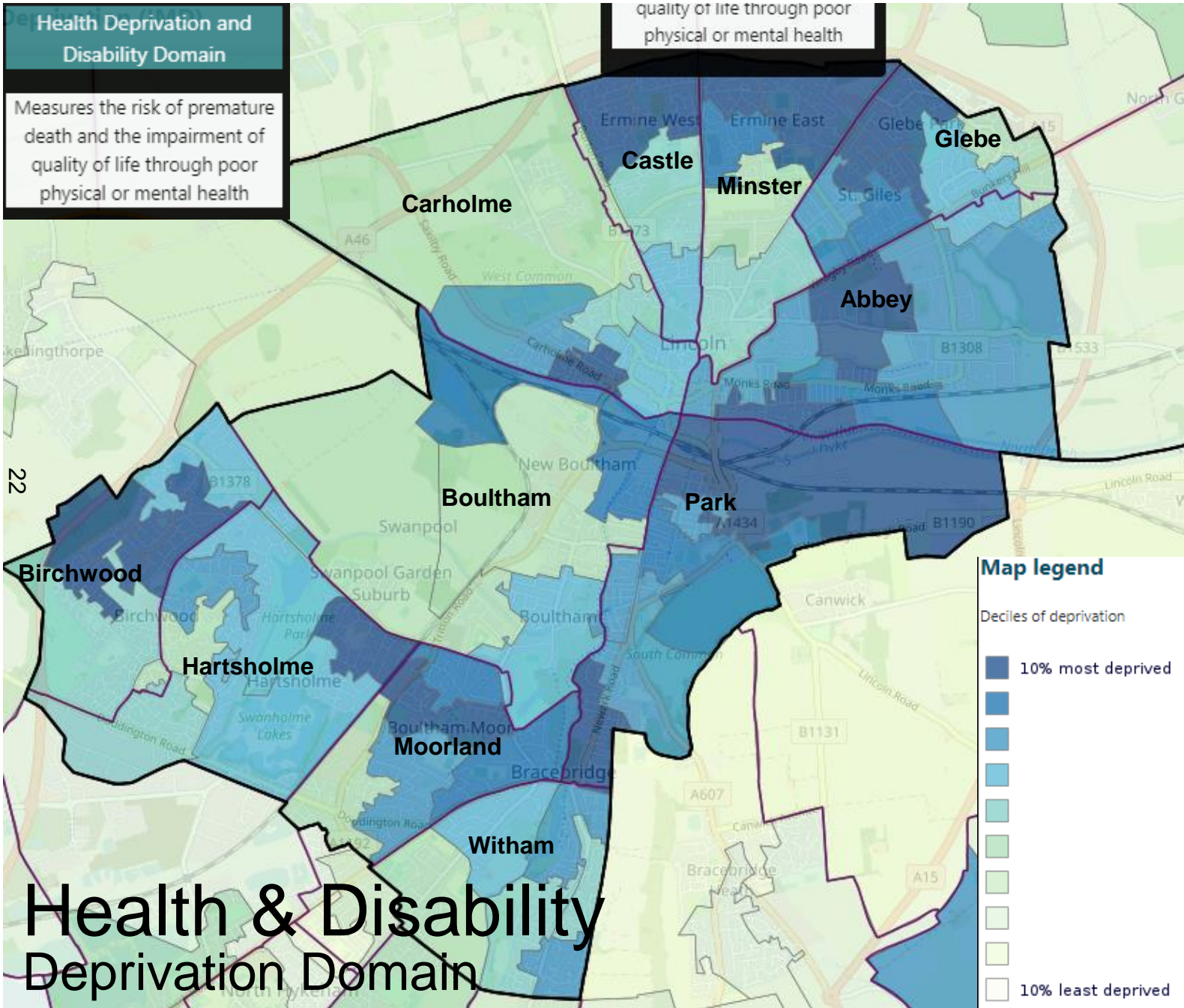
LSOA name (2011)	Ward	Index of Multiple Deprivation (IMD) Rank (where 1 is most deprived)	Index of Multiple Deprivation (IMD) Decile (where 1 is most deprived 10%)	Income Rank (where 1 is most deprived)	Income Decile (where 1 is most deprived 10% of LSOAs)
Lincoln 008C	Boultham	28,291	9	27,310	9
Lincoln 011H	Moorland	23,588	8	26,836	9
Lincoln 003G	Minster	23,719	8	26,533	9
Lincoln 009D	Hartsholme	26,143	8	26,509	9
Lincoln 003F	Minster	27,149	9	26,032	8
Lincoln 011C	Witham	28,958	9	25,673	8
Lincoln 011B	Witham	25,041	8	25,063	8
Lincoln 002B	Glebe	24,033	8	24,702	8
Lincoln 009F	Hartsholme	22,726	7	24,570	8
Lincoln 005B	Carholme	18,764	6	23,669	8
Lincoln 009A	Birchwood	21,991	7	23,659	8
Lincoln 011E	Witham	23,953	8	22,630	7
Lincoln 005C	Carholme	21,605	7	22,526	7
Lincoln 011A	Witham	21,426	7	22,229	7
Lincoln 003C	Carholme	20,693	7	21,404	7
Lincoln 009B	Hartsholme	19,213	6	20,826	7
Lincoln 008B	Boultham	19,628	6	19,394	6
Lincoln 005A	Boultham	14,719	5	19,192	6
Lincoln 003A	Abbey	11,272	4	18,223	6
Lincoln 002A	Glebe	20,018	7	17,983	6
Lincoln 008A	Boultham	16,339	5	17,925	6
Lincoln 009C	Hartsholme	18,621	6	17,317	6
Lincoln 007B	Birchwood	17,298	6	16,106	5
Lincoln 003E	Castle	17,261	6	15,538	5
Lincoln 003B	Carholme	15,826	5	14,297	5
Lincoln 004A	Abbey	9,622	3	14,261	5
Lincoln 005D	Carholme	11,023	4	13,507	5
Lincoln 009E	Hartsholme	13,602	5	13,433	5
Lincoln 006D	Park	9,918	4	13,010	4
Lincoln 003D	Castle	14,726	5	12,373	4
Lincoln 008D	Park	10,585	4	11,717	4
Lincoln 011G	Moorland	9,802	3	10,610	4
Lincoln 011D	Witham	11,380	4	9,767	3
Lincoln 007D	Birchwood	9,367	3	9,011	3
Lincoln 004C	Abbey	8,222	3	8,977	3
Lincoln 006C	Park	7,468	3	8,655	3
Lincoln 006A	Park	8,785	3	8,016	3
Lincoln 004G	Glebe	6,482	2	6,808	3
Lincoln 004F	Glebe	5,467	2	5,865	2
Lincoln 010B	Moorland	5,875	2	5,775	2
Lincoln 010E	Park	4,337	2	5,238	2
Lincoln 004B	Abbey	7,440	3	5,192	2
Lincoln 010C	Moorland	4,515	2	4,757	2
Lincoln 011F	Witham	6,021	2	4,665	2
Lincoln 010A	Hartsholme	4,085	2	3,938	2
Lincoln 006B	Park	2,387	1	3,862	2
Lincoln 002D	Minster	3,723	2	3,779	2
Lincoln 001C	Minster	4,735	2	3,584	2
Lincoln 001A	Castle	2,575	1	3,345	2
Lincoln 001B	Castle	2,957	1	2,666	1
Lincoln 007A	Birchwood	2,742	1	2,313	1
Lincoln 002C	Glebe	1,644	1	2,246	1
Lincoln 004D	Abbey	1,302	1	2,103	1
Lincoln 001D	Minster	2,139	1	1,852	1
Lincoln 007C	Birchwood	394	1	473	1
Lincoln 004E	Glebe	582	1	437	1
Lincoln 010D	Moorland	309	1	245	1

Income Deprivation Domain

Health Deprivation and Disability Domain

Measures the risk of premature death and the impairment of quality of life through poor physical or mental health

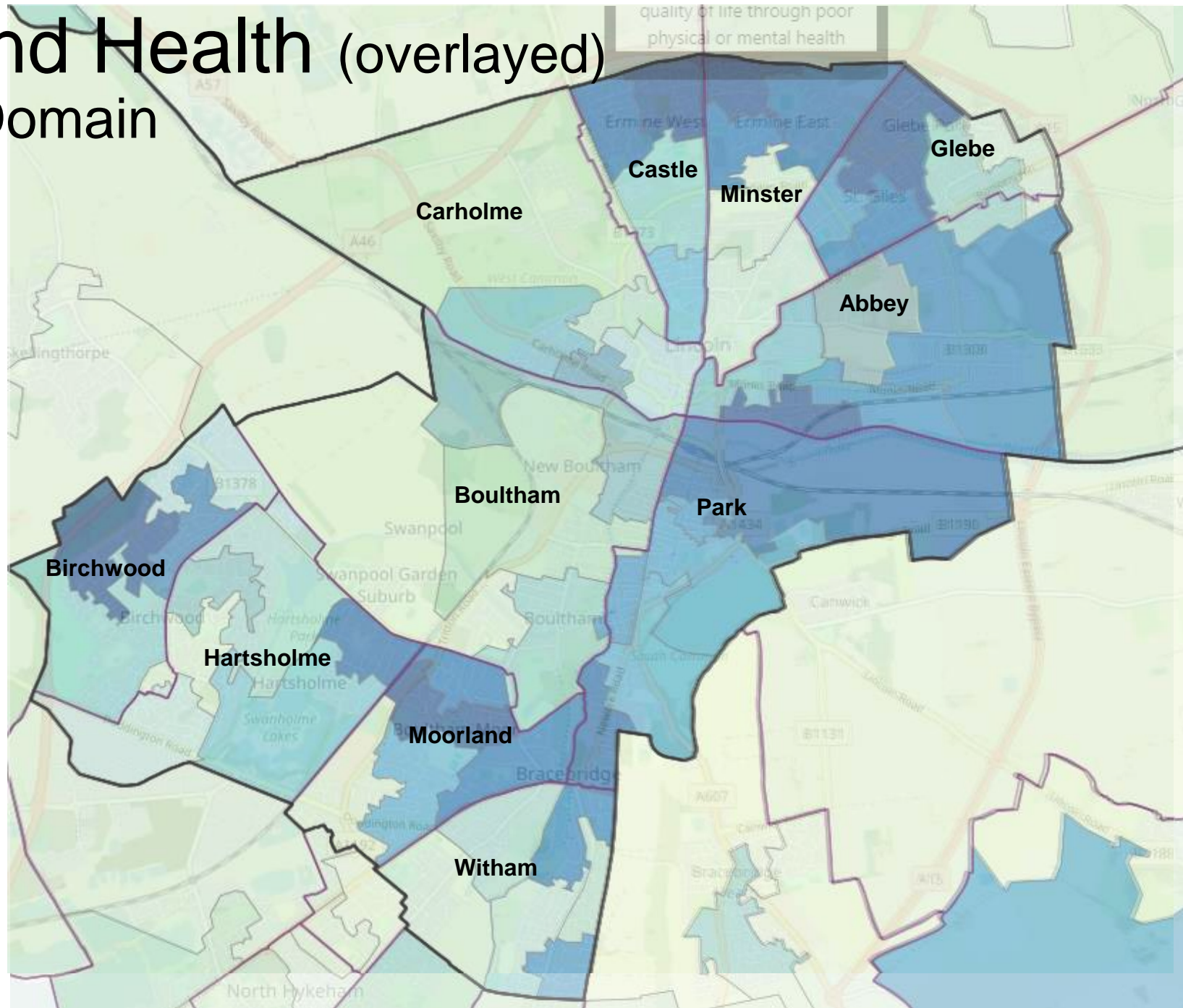
quality of life through poor physical or mental health

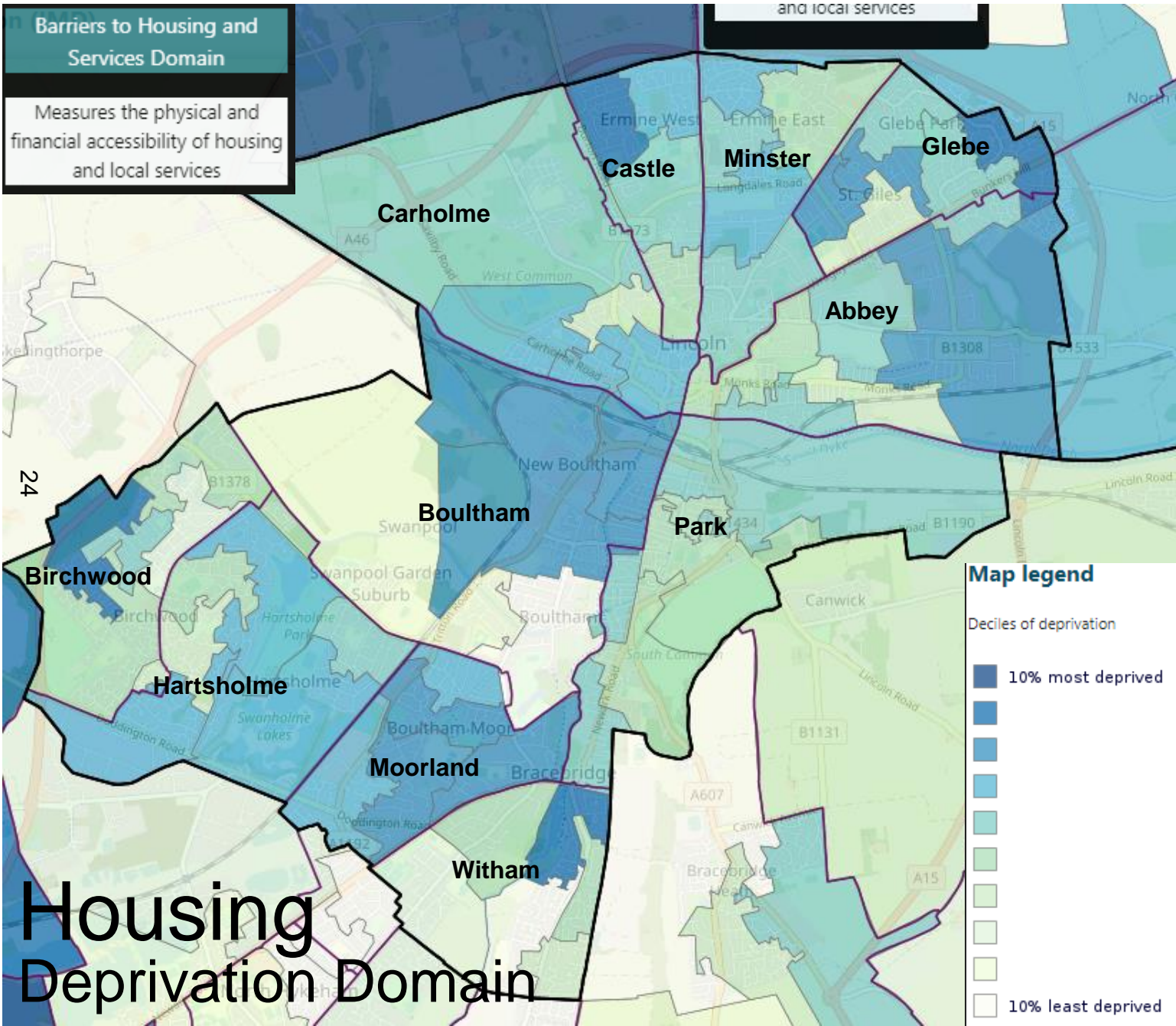


LSOA name (2011)	Ward	Health Deprivation and Disability Rank (where 1 is most deprived)	Health Deprivation and Disability Decile (where 1 is most deprived 10% of LSOAs)
Lincoln 008C	Boutham	17,168	6
Lincoln 011H	Moorland	16,566	6
Lincoln 009D	Hartsholme	16,501	6
Lincoln 003F	Minster	17,918	6
Lincoln 011C	Witham	19,158	6
Lincoln 002B	Glebe	17,945	6
Lincoln 003C	Carholme	18,500	6
Lincoln 008A	Boutham	17,115	6
Lincoln 003G	Minster	15,841	5
Lincoln 011B	Witham	13,168	5
Lincoln 009F	Hartsholme	13,526	5
Lincoln 005C	Carholme	15,916	5
Lincoln 011A	Witham	13,180	5
Lincoln 007B	Birchwood	15,251	5
Lincoln 003E	Castle	13,556	5
Lincoln 005B	Carholme	11,087	4
Lincoln 009A	Birchwood	12,520	4
Lincoln 011E	Witham	12,637	4
Lincoln 009B	Hartsholme	11,444	4
Lincoln 008B	Boutham	12,616	4
Lincoln 002A	Glebe	11,416	4
Lincoln 009E	Hartsholme	9,874	4
Lincoln 003D	Castle	10,264	4
Lincoln 009C	Hartsholme	8,364	3
Lincoln 003B	Carholme	9,529	3
Lincoln 004A	Abbey	8,131	3
Lincoln 008D	Park	8,803	3
Lincoln 011G	Moorland	7,963	3
Lincoln 011D	Witham	8,217	3
Lincoln 006C	Park	6,736	3
Lincoln 006A	Park	6,699	3
Lincoln 004G	Glebe	8,241	3
Lincoln 004B	Abbey	6,880	3
Lincoln 011F	Witham	7,573	3
Lincoln 005A	Boutham	5,534	2
Lincoln 006D	Park	4,123	2
Lincoln 004C	Abbey	6,072	2
Lincoln 004F	Glebe	4,819	2
Lincoln 010B	Moorland	6,272	2
Lincoln 010C	Moorland	5,532	2
Lincoln 001C	Minster	4,673	2
Lincoln 003A	Abbey	2,234	1
Lincoln 005D	Carholme	1,945	1
Lincoln 007D	Birchwood	3,109	1
Lincoln 010E	Park	1,734	1
Lincoln 010A	Hartsholme	2,493	1
Lincoln 006B	Park	408	1
Lincoln 002D	Minster	2,643	1
Lincoln 001A	Castle	2,791	1
Lincoln 001B	Castle	2,647	1
Lincoln 007A	Birchwood	3,226	1
Lincoln 002C	Glebe	1,888	1
Lincoln 004D	Abbey	461	1
Lincoln 001D	Minster	2,588	1
Lincoln 007C	Birchwood	591	1
Lincoln 004E	Glebe	1,091	1
Lincoln 010D	Moorland	838	1

Health & Disability Deprivation Domain

Income and Health (overlaid) Deprivation Domain

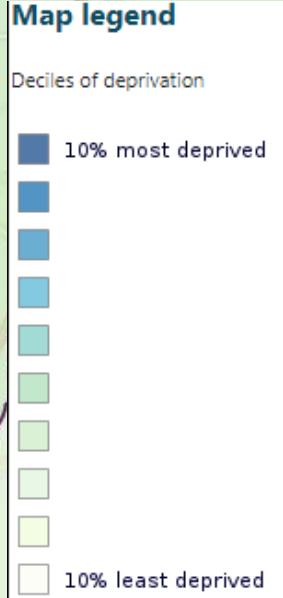




Barriers to Housing and Services Domain

Measures the physical and financial accessibility of housing and local services

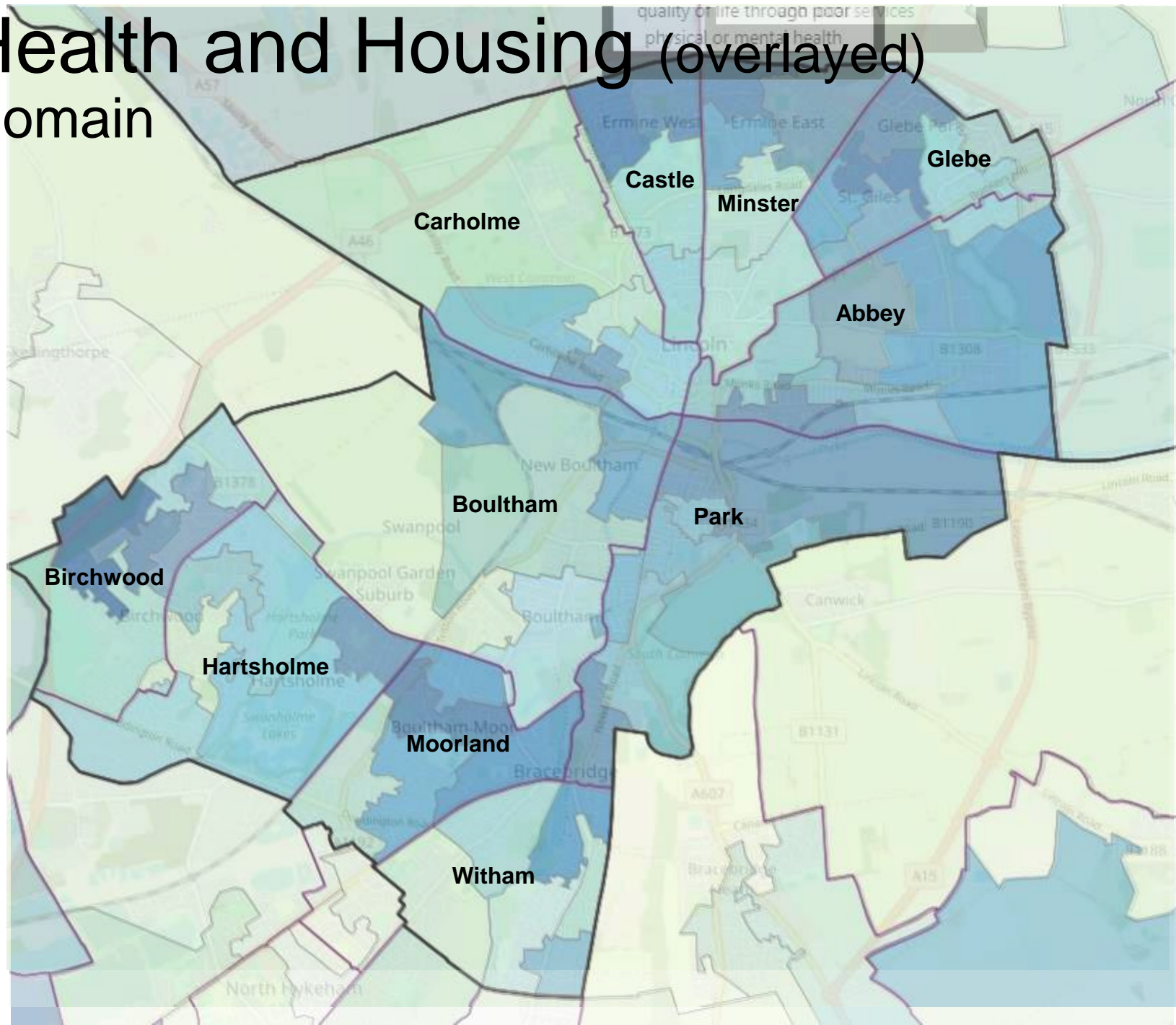
and local services



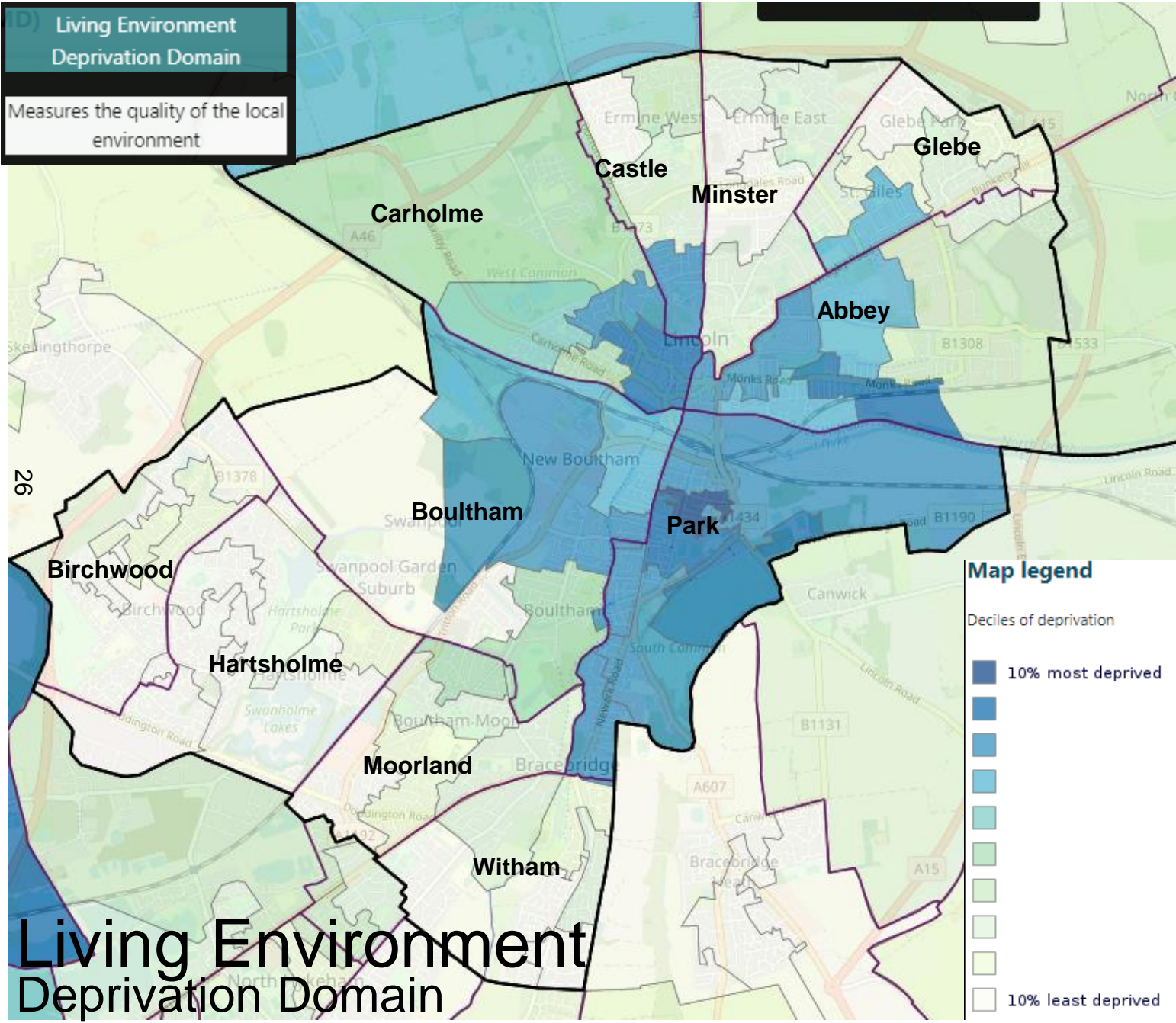
Housing Deprivation Domain

LSOA name (2011)	Ward	Barriers to Housing and Services Rank (where 1 is most deprived)	Barriers to Housing and Services Decile (where 1 is most deprived 10% of LSOAs)
Lincoln 008C	Boultham	28,699	9
Lincoln 011H	Moorland	11,954	4
Lincoln 009D	Hartsholme	19,996	7
Lincoln 003F	Minster	11,858	4
Lincoln 011C	Witham	23,064	8
Lincoln 002B	Glebe	6,299	2
Lincoln 003C	Carholme	13,678	5
Lincoln 008A	Boultham	7,190	3
Lincoln 003G	Minster	14,613	5
Lincoln 011B	Witham	29,997	10
Lincoln 009F	Hartsholme	10,561	4
Lincoln 005C	Carholme	21,602	7
Lincoln 011A	Witham	18,871	6
Lincoln 007B	Birchwood	16,886	6
Lincoln 003E	Castle	15,735	5
Lincoln 005B	Carholme	11,153	4
Lincoln 009A	Birchwood	18,241	6
Lincoln 011E	Witham	19,025	6
Lincoln 009B	Hartsholme	10,048	4
Lincoln 008B	Boultham	29,795	10
Lincoln 002A	Glebe	16,099	5
Lincoln 009E	Hartsholme	9,948	4
Lincoln 003D	Castle	19,698	6
Lincoln 009C	Hartsholme	16,654	6
Lincoln 003B	Carholme	13,001	4
Lincoln 004A	Abbey	17,082	6
Lincoln 008D	Park	16,548	6
Lincoln 011G	Moorland	9,157	3
Lincoln 011D	Witham	21,625	7
Lincoln 006C	Park	17,541	6
Lincoln 006A	Park	15,462	5
Lincoln 004G	Glebe	8,635	3
Lincoln 004B	Abbey	9,508	3
Lincoln 011F	Witham	4,872	2
Lincoln 005A	Boultham	7,575	3
Lincoln 006D	Park	18,274	6
Lincoln 004C	Abbey	22,199	7
Lincoln 004F	Glebe	21,370	7
Lincoln 010B	Moorland	7,015	3
Lincoln 010C	Moorland	13,120	4
Lincoln 001C	Minster	15,887	5
Lincoln 003A	Abbey	13,643	5
Lincoln 005D	Carholme	12,878	4
Lincoln 007D	Birchwood	23,005	8
Lincoln 010E	Park	15,124	5
Lincoln 010A	Hartsholme	15,430	5
Lincoln 006B	Park	13,532	5
Lincoln 002D	Minster	16,610	6
Lincoln 001A	Castle	4,707	2
Lincoln 001B	Castle	10,726	4
Lincoln 007A	Birchwood	13,455	5
Lincoln 002C	Glebe	14,038	5
Lincoln 004D	Abbey	15,708	5
Lincoln 001D	Minster	12,907	4
Lincoln 007C	Birchwood	5,487	2
Lincoln 004E	Glebe	8,579	3
Lincoln 010D	Moorland	6,696	3

Income, Health and Housing (overlaid) Deprivation Domain



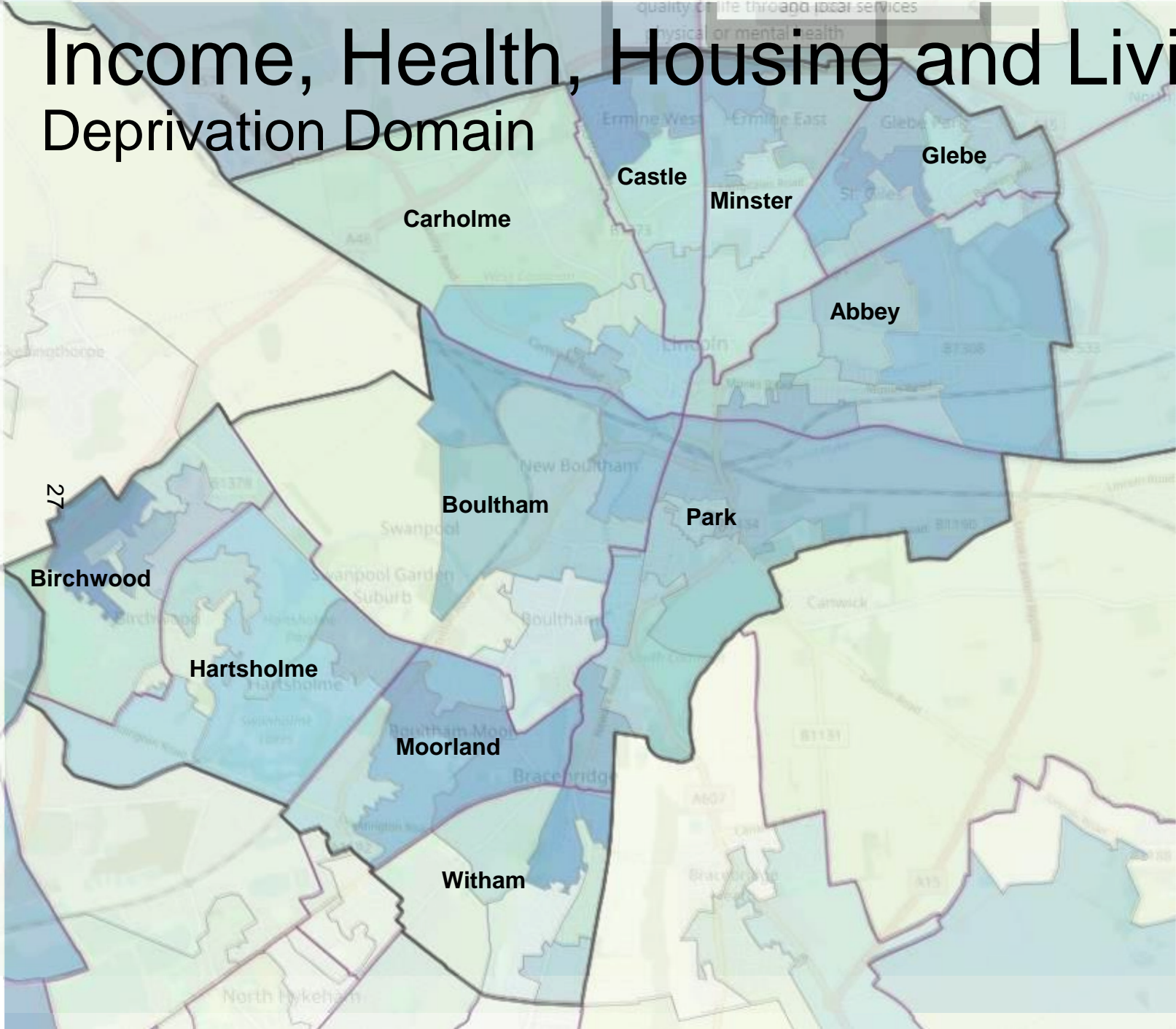
(D) Living Environment Deprivation Domain
Measures the quality of the local environment



Living Environment Deprivation Domain

LSOA name (2011)	Ward	Living Environment Rank (where 1 is most deprived)	Living Environment Decile (where 1 is most deprived 10% of LSOAs)
Lincoln 009D	Hartsholme	32,608	10
Lincoln 007B	Birchwood	32,541	10
Lincoln 009B	Hartsholme	32,411	10
Lincoln 009F	Hartsholme	32,149	10
Lincoln 009A	Birchwood	31,938	10
Lincoln 007C	Birchwood	31,899	10
Lincoln 002C	Glebe	31,826	10
Lincoln 011C	Witham	31,733	10
Lincoln 011B	Witham	31,286	10
Lincoln 009C	Hartsholme	31,217	10
Lincoln 003F	Minster	31,158	10
Lincoln 011H	Moorland	31,106	10
Lincoln 011D	Witham	30,981	10
Lincoln 009E	Hartsholme	30,801	10
Lincoln 001C	Minster	30,027	10
Lincoln 001A	Castle	29,999	10
Lincoln 008C	Boultham	29,886	10
Lincoln 011G	Moorland	28,926	9
Lincoln 004E	Glebe	28,631	9
Lincoln 011F	Witham	28,619	9
Lincoln 002B	Glebe	28,326	9
Lincoln 010A	Hartsholme	27,240	9
Lincoln 007A	Birchwood	27,045	9
Lincoln 007D	Birchwood	26,974	9
Lincoln 011A	Witham	26,239	8
Lincoln 011E	Witham	26,057	8
Lincoln 003E	Castle	25,708	8
Lincoln 001D	Minster	25,415	8
Lincoln 002A	Glebe	24,662	8
Lincoln 010D	Moorland	24,454	8
Lincoln 004G	Glebe	24,439	8
Lincoln 002D	Minster	24,084	8
Lincoln 003G	Minster	23,508	8
Lincoln 010B	Moorland	23,149	8
Lincoln 001B	Castle	22,482	7
Lincoln 004B	Abbey	20,768	7
Lincoln 010C	Moorland	18,510	6
Lincoln 003C	Carholme	18,051	6
Lincoln 008B	Boultham	17,869	6
Lincoln 005D	Carholme	16,790	6
Lincoln 003B	Carholme	15,426	5
Lincoln 004D	Abbey	13,040	4
Lincoln 005A	Boultham	12,933	4
Lincoln 004F	Glebe	12,737	4
Lincoln 003A	Abbey	10,660	4
Lincoln 003D	Castle	8,960	3
Lincoln 010E	Park	8,372	3
Lincoln 006A	Park	8,199	3
Lincoln 008D	Park	7,989	3
Lincoln 006B	Park	7,408	3
Lincoln 008A	Boultham	7,108	3
Lincoln 005C	Carholme	7,005	3
Lincoln 004A	Abbey	6,762	3
Lincoln 005B	Carholme	6,382	2
Lincoln 004C	Abbey	5,557	2
Lincoln 006D	Park	4,007	2
Lincoln 006C	Park	2,397	1

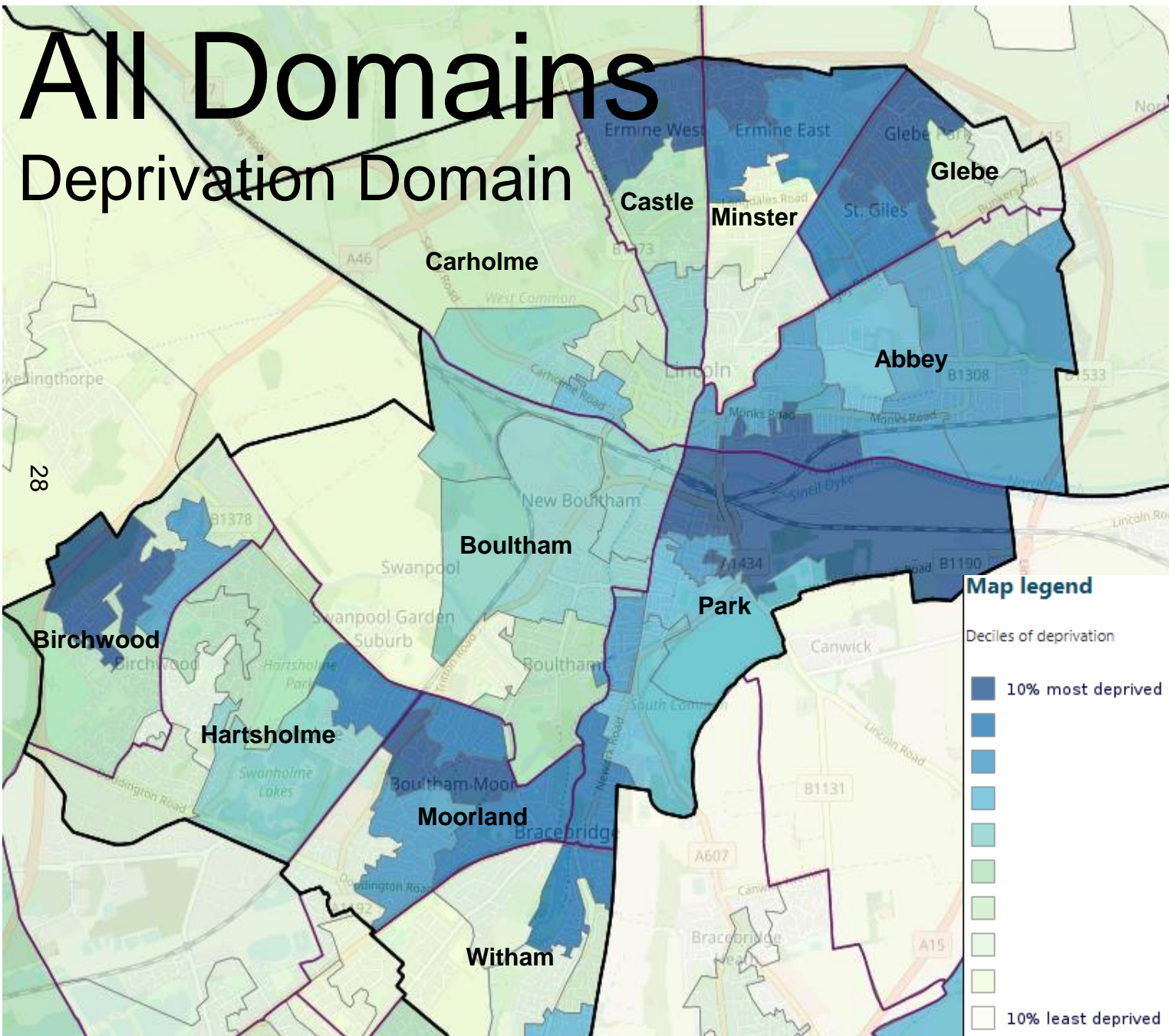
Income, Health, Housing and Living Environment Deprivation Domain



Area for commentary

All Domains

Deprivation Domain



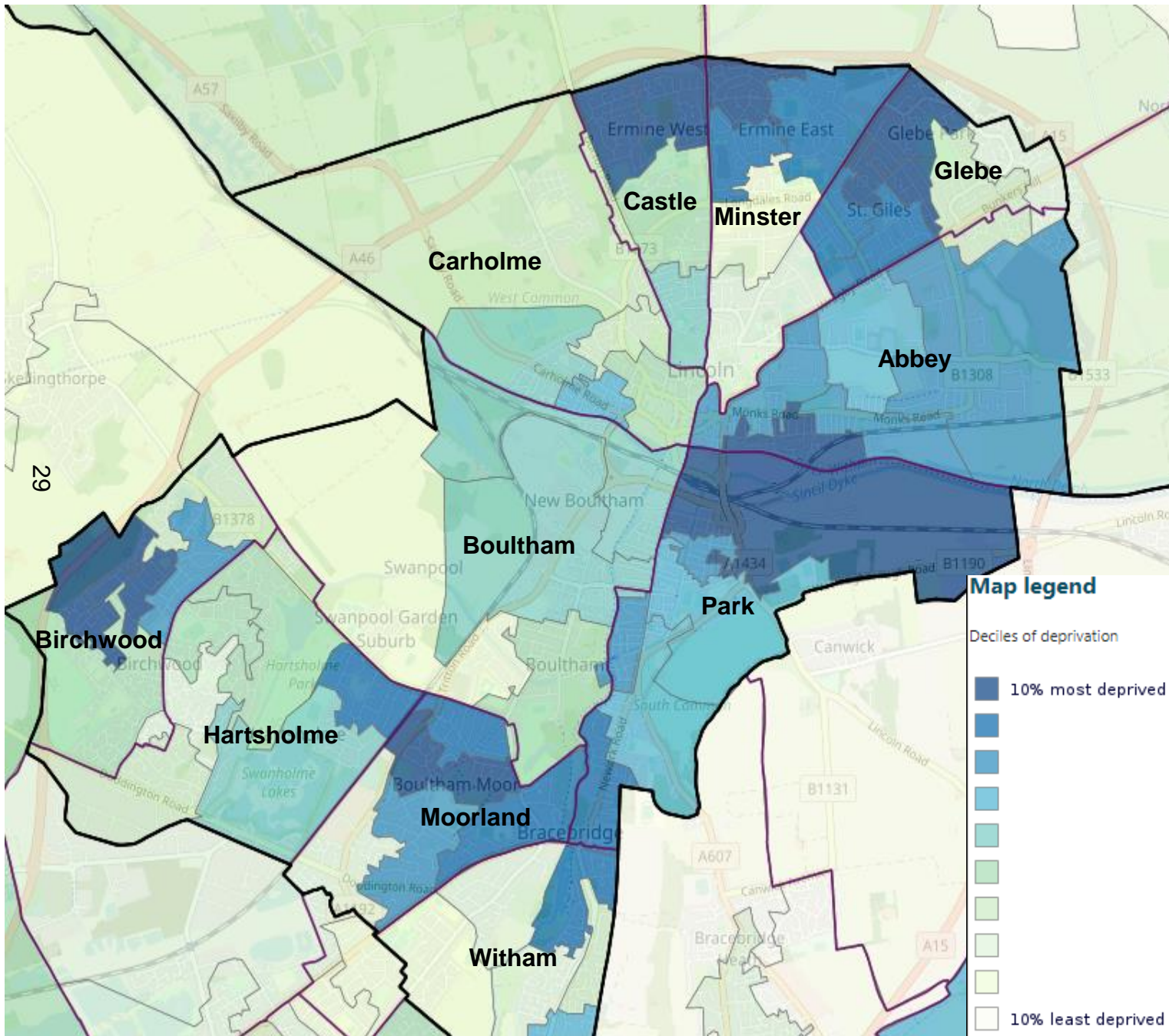
Map legend



LSOA name (2011)	Ward	Index of Multiple Deprivation (IMD) Rank (where 1 is most deprived)	Index of Multiple Deprivation (IMD) Decile (where 1 is most deprived 10% of LSOAs)
Lincoln 008C	Boultham	28,291	9
Lincoln 003F	Minster	27,149	9
Lincoln 011C	Witham	28,958	9
Lincoln 011H	Moorland	23,588	8
Lincoln 009D	Hartsholme	26,143	8
Lincoln 002B	Glebe	24,033	8
Lincoln 003G	Minster	23,719	8
Lincoln 011B	Witham	25,041	8
Lincoln 011E	Witham	23,953	8
Lincoln 003C	Carholme	20,693	7
Lincoln 009F	Hartsholme	22,726	7
Lincoln 005C	Carholme	21,605	7
Lincoln 011A	Witham	21,426	7
Lincoln 009A	Birchwood	21,991	7
Lincoln 002A	Glebe	20,018	7
Lincoln 007B	Birchwood	17,298	6
Lincoln 003E	Castle	17,261	6
Lincoln 005B	Carholme	18,764	6
Lincoln 009B	Hartsholme	19,213	6
Lincoln 008B	Boultham	19,628	6
Lincoln 009C	Hartsholme	18,621	6
Lincoln 008A	Boultham	16,339	5
Lincoln 009E	Hartsholme	13,602	5
Lincoln 003D	Castle	14,726	5
Lincoln 003B	Carholme	15,826	5
Lincoln 005A	Boultham	14,719	5
Lincoln 008D	Park	10,585	4
Lincoln 011D	Witham	11,380	4
Lincoln 006D	Park	9,918	4
Lincoln 003A	Abbey	11,272	4
Lincoln 005D	Carholme	11,023	4
Lincoln 004A	Abbey	9,622	3
Lincoln 011G	Moorland	9,802	3
Lincoln 006C	Park	7,468	3
Lincoln 006A	Park	8,785	3
Lincoln 004B	Abbey	7,440	3
Lincoln 004C	Abbey	8,222	3
Lincoln 007D	Birchwood	9,367	3
Lincoln 004G	Glebe	6,482	2
Lincoln 011F	Witham	6,021	2
Lincoln 004F	Glebe	5,467	2
Lincoln 010B	Moorland	5,875	2
Lincoln 010C	Moorland	4,515	2
Lincoln 001C	Minster	4,735	2
Lincoln 010E	Park	4,337	2
Lincoln 010A	Hartsholme	4,085	2
Lincoln 002D	Minster	3,723	2
Lincoln 006B	Park	2,387	1
Lincoln 001A	Castle	2,575	1
Lincoln 001B	Castle	2,957	1
Lincoln 007A	Birchwood	2,742	1
Lincoln 002C	Glebe	1,644	1
Lincoln 004D	Abbey	1,302	1
Lincoln 001D	Minster	2,139	1
Lincoln 007C	Birchwood	394	1
Lincoln 004E	Glebe	582	1
Lincoln 010D	Moorland	309	1

All Domains

Deprivation Domain



Ward	Average Rank (32844)	Decile (1 Lowest, 10 Highest)	Male Life Expectancy	Female Life Expectancy
Boutham	19744	7	78.9	82.0
Witham	19463	6	80.0	83.9
Carholme	17582	6	77.3	82.3
Hartsholme	17398	6	80.3	82.5
Minster	12293	4	79.4	82.8
Birchwood	10358	4	77.6	81.5
Glebe	9704	3	76.7	83.6
Castle	9380	3	77.0	80.5
Moorland	8818	3	78.3	73.2
Abbey	7572	3	74.7	78.3
Park	7247	3	73.2	78.7

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SUBJECT: INTERIM CHRISTMAS MARKET OUTTURN REPORT 2021

DIRECTORATE: DIRECTORATE OF COMMUNITIES AND ENVIRONMENT

REPORT AUTHOR: ASSISTANT DIRECTOR (HEALTH AND ENVIRONMENT)

1. Purpose of Report

1.1 To provide a report to Performance Scrutiny Committee on the financial performance of the 2021 Lincoln Christmas Market.

2. Executive Summary

2.1 The 2021 Lincoln Christmas Market was held from Thursday 2nd December to Sunday 5th December 2021 and was visited by around 270,000 people over the 4 days and saw an estimated 276,000 visitors over the 4 days.

2.2 Across the events sector nationally there was considerable pressure due to Covid in the preparation and delivery of the event due to the uncertainty of future spikes and therefore national and local control measures. Several similar events across the country were cancelled or scaled down.

2.3 Park and ride and coach parking numbers were slightly down on usual figures but better than predicted.

2.4 150 stalls were delivered by the events team which is below the normal c185 stalls. This was combined with a shortfall in associated income from market rights and parking fees to give rise to an estimated £56,136 shortfall on income and therefore budget variance of £50,413.

2.5 The projected headline budget figures are

	Budget £	Q3 Projected £	Variance £
Expenditure	667,020	661,297	(5,723)
Income	(666,940)	(610,804)	56,136
Total	80	50,493	50,413

The total projected expenditure is expected to fall by £4,665 giving a projected variance of £45,748.

3. Background

- 3.1 The 2021 Lincoln Christmas Market was held from Thursday 2nd December to Sunday 5th December 2021 and was visited by around 270,000 people over the 4 days.
- 3.2 The market started in 1982 with 11 stalls and has grown to become one of the biggest Christmas Markets of its type in the country.
- 3.3 The 2020 Lincoln Christmas Market, along with many around the country, was cancelled due to the Covid-19 pandemic. Planning for the 2021 event was carried out under the constant threat of further spikes in Covid-19 infection rates and therefore the risk of various impacts affecting the ability to deliver the event safely or legally.
- 3.4 Various reports including Festive Cheer: The Local Impact of Christmas Markets (Local Government Association 2018) highlight the increasing popularity of Christmas markets across the country and the positive impact they can have on boosting the local economy and increasing tourism. These are two key objectives we have had for the market for several years.
- 3.5 We do not have an estimate of the economic impact of the 2021 market yet but according to the economic assessment and visitor surveys previously carried out by the University of Lincoln on our behalf –
- total visitor spend from the event has been estimated in the region of £12 million with the direct estimated economic value to the City of £2.65 million.
 - 42% of the audience are from the local area, compared to 58% being visitors
 - It is roughly an equal split between those that have attended the Market before and those attending for the first time;
 - -average visitor spend at the market is around £55 – normally split fairly equally between spend in the market and spend elsewhere in the locale;
 - Our market attracts visitors across a wide range of ages and income levels.

4. The impact of Covid-19 in the planning and delivery.

- 4.1 This section is not intended to be a detailed appraisal of the covid related issues affecting the market but rather provide some context of the impacts and how they affected the performance of the 2021 market.
- 4.2 There were several impacts due to Covid-19 but they can broadly be split into three categories
1. Financial risk due to uncertainty in the events sector;
 2. Ability to operate a safe and legal event;
 3. Additional risks and costs that may make the market unviable.
- As well as the normal market event planning the situation with regards to the implications of covid was constantly under review.

- 4.3 **1. Financial risk due to uncertainty in the events sector;**

Covid-19 had severely impacted the events sector with impacts on stallholders, event contractors and event organisers.

Many stallholders had ceased to trade or found other forms of business or employment, meaning that some of our regular stalls were no longer trading and the pressure on attracting good quality stalls was increased.

- 4.4 In addition, uncertainty in the industry (risk of future spikes, lockdowns, new laws banning events and therefore the event being cancelled) meant that many stallholders were nervous about committing to any events, particularly large ones like the Christmas Market where a large outlay for stock and stall fees is required.
- 4.5 Stall holder fees are the main source of income for the Christmas Market and therefore a reduction in stalls has a serious impact on the budget.
- 4.6 The risk to stall holders was partly mitigated by opening the stallholder application process earlier than normal (early April) and introducing a phased payment process to allow stallholders to pay for their stall in 4 equal payments across the year. Even so we saw a significant reduction in application numbers and a significant increase in work chasing business.
- 4.7 The other main sources of income for the Market are
- Fees for rental of areas (fairground, food court, bar area);
 - Coach parking and
 - park and ride.
- 4.8 If public confidence in attending events was low, then we would see a reduction in the numbers attending the event and therefore a reduction in those using the park and ride and the coach park with an associated reduction in income.
- 4.9 The infrastructure and therefore costs, to run the parking operations need to be the same irrespective of the numbers attending and therefore there was a significant risk of pressure on this element of the budget.
- 4.10 Throughout the year we were unclear as to what additional costs we might incur in putting on the event in the tail of the pandemic such as having to provide hand sanitiser, face masks, additional stewarding or queuing for example to check covid passports. Most of these concerns did not materialise.
- 4.11 The City Council also charges market rights on any other market within our general market rights area. This includes a number of markets that occur at the same time as the Christmas Market but are not operated by the City Council such as the Assembly Rooms and Westgate School and others. If those events did not go ahead or were significantly reduced in numbers that would see an impact on the income line. Westgate School did not hold an event in 2021 but the other two went ahead.
- 4.12 **2. Ability to operate a safe and legal event.**
There were many factors to consider throughout the year under this category that include both the public health implications of operating an event safely, the health and safety implications, and the impact of various initiatives, regulations and restrictions coming from central government and critically, uncertainty about those measures.

- 4.13 While not an exhaustive list these include –
- 1) An expected increase in Covid positive cases when schools returned in September 2021;
 - 2) Seasonal flu adding additional pressures to the NHS even assuming covid was subsiding;
 - 3) Speed of vaccination roll-out and uptake;
 - 4) Possible spikes in cases locally that may drive national policy on local lockdowns or regional travel;
 - 5) Possible spikes in cases elsewhere in the country that may drive national policy on local lockdowns or regional travel;
 - 6) A requirement to test or see evidence of double vaccination before being allowed entry to the event (the covid passport);
 - 7) A legal requirement for face masks at time of the market;
 - 8) A legal requirement for social distancing be mandatory (in our indoor spaces);
 - 9) What would be the public perception of the event at the time?
 - 10) What would be perception of, the support of, and the impact on our partner agencies be (emergency services etc)?
 - 11) The ability to plan a safe event if covid illness impacted on the team or contractors during the planning phase;
 - 12) The ability to deliver a safe event if covid illness impacted on the team, contractors or partners during the delivery phase.
- 4.14 These potential risks required consideration, if they were in place at the time of the market, of whether the market would not be safe or viable to go ahead or whether they could be managed with additional resources or plans.
- 4.15 The additional projected costs of mitigating these risks were constantly considered against the potential impacts on income and the cost and impact of cancelling the event (both on the city council but also on traders, businesses and contractors) and when that decision would have to be made.
- 4.16 These potential risks were constantly evaluated throughout 2021 both internally and with support from Public Health Lincolnshire, our colleagues in partner agencies, contractors and Safety Advisory Group.
- 4.17 **3. Additional risks and costs that may make the market unviable.**
- There were other risks to consider both for the 2021 event but also for future years including
- 4.18
- Reputational damage to the City Council for holding the event in the shadow of covid;
 - The reputational risk of cancelling if events were legally allowed but all other factors weighed against delivery of the market;
 - A potential significant reduction in numbers of visitors (due to concerns of mixing in large numbers) and the reputational impact this would have or a change in customer habits leading to reduced spend. Both of which could lead to -
 - lack of confidence in future years from traders;
 - financial pressure on the City of Lincoln Council to reduce stall fees;
 - A potential significant increase in numbers of visitors due to event 'bounce-back', leading to increased costs or overcrowding issues. We worked on a 10% increase in normal figures for planning and safety purposes.
 - Increased additional costs for future markets as the events industry changes

- Increased contractor costs
- Less market traders
- Increased insurance costs

- 4.19 As part of the mitigation to deliver a safe event we worked with Public Health Lincolnshire and had a specific covid risk assessment with various operational measures in place for staff and contractors. We also delivered a comprehensive communications message to the public in advance of and during the event including
- Take a test before visiting Lincoln Christmas Market to ensure you're not carrying the virus
 - You are welcome to wear a face covering in both indoor and outdoor settings if you feel more comfortable doing so
 - Please bring your own hand sanitiser and use sanitisation stations provided where possible
 - Please do not visit the market if you are experiencing Covid-19 symptoms

5. The 2021 Lincoln Christmas Market

- 5.1 The 2021 Lincoln Christmas Market was held from Thursday 2nd December to Sunday 5th December 2021 and was visited by around 270,000 people over the 4 days.
- 5.2 Numbers are calculated by undertaking actual counts once an hour at the East Gate entrance to the Castle, these are then scaled to give an hourly figure and to take into account an estimated number of visitors who visit some of the footprint of the market but choose not to visit the Castle. While these figures are not an actual count of every individual, they give an excellent indicator of actual footfall.
- 5.3 Crime and first aid incidents at the market were lower than previous years. We are currently exploring whether the reduction in first aid presentation was due to visitors not wanting to report minor issues and sit in an enclosed first aid tent given covid.
- 5.4 **Stalls**
- 5.5 There were 150 official Christmas Market stalls this year. The average number of stalls in a normal year would be around 185 and the budget is set on this figure. There was therefore a significant impact on the actual income against the budget.
- 5.6 As discussed above there were real challenges in attracting stalls and maintaining quality and variety for the 2021 market. In addition we deliberately reduced the number of stalls in some areas (e.g. marquees) to reduce stall density and allow more space for visitors to circulate and therefore reduce the impact on indoor air quality and crowd density indoors.
- 5.7 In addition to the individual stalls we also provided
- Fairground;
 - Food Court adjacent to the Strugglers public house;
 - Bar area in the Lawn.

These are all contracted out on an area basis and therefore don't count as individual stalls in the figure above. These were delivered more or less as normal in 2021.

- 5.8 Stalls can apply for a discount if they certain criteria. The discounts applied in 2021 were

Lincoln	19
Lincolnshire	32
Charity	5
Craft	32
Fairtrade	3

Stalls can only apply for one discount.

In 2021 over a third of the stall traders came from Lincoln or Lincolnshire.

5.9 Park and Ride

- 5.10 The park and ride for the event provides grass parking for cars and mini-buses at the Showground with regular (approximately every 7 minutes) buses to the Museum of Lincolnshire Life. The whole operation is set up just for the event.
- 5.11 Costs for the park and ride are per vehicle irrespective of number of occupants and were frozen at 2019's prices.

Park and Ride costs	
Advanced Sales	£12
Thursday	£13
Friday	£14
Saturday	£15
Sunday	£14

- 5.12 Anecdotal evidence from Lincolnshire Showground and our stewarding company indicated that while numbers had been buoyant at other events during 2021, numbers at temporary park and rides have been lower than expected. A shortfall of £10,000 was therefore predicted in advance of the event as a prudent estimate.
- 5.13 In the run up to the event, industrial action on the train network and engineering works on the East Coast mainline were widely publicised. The industrial action was cancelled at the last minute. The park and ride was promoted as an alternative. This and the increase in visitors ensured that ultimately the numbers using the park and ride were similar to the previous couple of years.

A radio campaign in the run up to the market promoted covid safety to visitors and also encouraged visitors to use the park and ride.

- 5.14 Due to torrential rain on the Saturday the park and ride closed to new visitors early on the Sunday. We are currently reviewing options to reduce similar impacts in the future.
- 5.15 Park and ride figures for 2021 and a comparison with previous years -

Park and Ride figures	2011	2017	2018	2019	2021
Advanced Sales	1085	799	901	1055	1532
Thursday	776	1025	958	992	948

Friday	2891	1603	1427	1421	1588
Saturday	4130	2567	2546	2801	2658
Sunday	2461	0	1896	1692	1033
Total	11,343	5,994	7,728	7,961	7,759

Note:

1. 2011 – saw record numbers at the market following the full cancellation in 2011
2. 2017 – The Sunday of event was cancelled and also first year of Lincoln Central Car park being opened.
3. 2021 – the park and ride shut before midday to new visitors.

5.16 Coaches

5.17 Despite promoting the event at travel shows and directly to coach operators, coaches attending the market have been in decline for several years both at the market and more generally across the travel industry. Additionally, a casualty of the pandemic was that several coach companies had folded.

5.18 Given that the demographic of the coach traveller is more likely to be older, combined with potential covid concerns regarding travelling with strangers and/or filling coaches to the maximum, we predicted a significant decline in coach numbers and in advance of the event projected a shortfall in income of 50% against the budget.

5.19 150 coaches used the Christmas Market coach parking, a predicted decline on previous years but much better than the 50% reduction predicted prior to the event

Year	Coach numbers
2011	587
2017	227
2018	201
2019	193
2021	150

6. Projected Outturn

6.1 The quarter three projected outturn for the 2021 Christmas Market is

	Budget	Q3 Projected	Variance
	£	£	£
Expenditure	667,020	661,297	(5,723)
Income	(666,940)	(610,804)	56,136
Total	80	50,493	50,413

(As discussed below (section 6.5) the total expenditure is expected to fall by £4,665 and therefore the variance is predicted to be a £45,748 overspend.

6.2 Expenditure

Expenditure	Budget 2021-22 £	Projected Out turn £	Variance £
Staffing	9,080	17,587	
Total Premises	64,720	55,358	
Total Transport	0	1,534	
Total Supplies & Services	64,750	73,985	
Total Contractors	527,160	512,833	
Adjustment	1,310		
Total Expenditure	667,020	661,297	5,723

6.3 Staffing expenditure was up this year due to building in extra resilience in the case of having covid related sickness. Additionally there were extra staffing costs as shifts were extended or changed to cover event related issues.

6.4 There were some one-off supplies costs this year including –

- Drone footage of the market for future promotional material;
- Trailing some reusable plastic cups;
- Radio adverts promoting covid safety

It is anticipated that the radio adverts (£4,665) will be moved out of the Christmas Market budget and funded from the covid grant funding received by the council.

6.5 Income

6.6

INCOME TYPE	Budget 2021/22 £	Projected Outturn £	Variance £
Park & Ride	(128,188)	(107,924)	
Stall Holder Income	(456,230)	(412,536)	
Coach Parking		(13,908)	
Lawn Bar	(11,139)	(12,678)	
Catering (Express Catering)	(28,910)	(28,250)	
Fairground	(26,123)	(24,153)	
Sponsorship	(4,668)	(4,668)	
Other fees (market rights etc)	(11,682)	(6,686)	
	(666,940)	(610,804)	56,136

6.7 As predicted and discussed above, income from stall fees is considerably down against the budget. All things considered the team are of the view that this figure could have been much worse and while there is a significant budget implication from this, there were sufficient stalls to deliver a great event.

6.8 Numbers of stalls and therefore income is expected to recover for the 2022 event.

- 6.9 Park and ride income and coach parking income were both slightly below the budgeted figure but performed better than predicted in the pre-market budget predictions.
- 6.10 Income from the fixed areas (food court, bar and fairground) were broadly against budget.
- 6.11 Other forms of income, such as market rights, were down as predicted due to associated events and markets either not happening or events.
- 6.12 Overall there is a shortfall against budget of given the considerable pressures both in advance and during delivery of the market.

7. Strategic Priorities

7.1 Let's drive inclusive economic growth

As discussed above, the Lincoln Christmas Market continues to generate considerable economic activity in the local economy.

7.2 Let's enhance our remarkable place

The Christmas Market is a key strand in delivering our Remarkable Place priority.

7.3 Let's address the challenge of climate change

The Christmas Market has a specific Environmental Policy sitting beneath the corporate Environmental Policy.

While the delivery of the Christmas Market will have environmental implications which must be balanced against the other benefits of delivering the event, we aim to reduce the environmental footprint of the event, including single use plastics and energy usage.

The City Council will seek to further reduce the energy consumption and other environmental impacts when the events contracts are re-procured.

In 2022 we will be introducing a stallholder award based on sustainability

8. Organisational Impacts

8.1 Finance (including whole life costs where applicable)

Financial implications are discussed in detail above.

8.2 Legal Implications including Procurement Rules

There are no direct legal or procurement implications from the report. However members may wish to note that all of the corporate events contracts (20 in number) are due to be re-procured in 2022.

8.3 Equality, Diversity and Human Rights

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

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

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

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

8.4 Significant Community Impact &/or Environmental Impact

There is an impact on the local residential and business community from the delivery of the market. It is recognised that without the support of the local community particularly local residents and businesses both in the immediate 'inner' area but also the 'outer' area that the market would not be the success that it is.

Officers engaged with members of the public and business community during the year although covid restrictions limited this somewhat.

8.5 Corporate Health and Safety implications

The Lincoln Christmas Market is a significant undertaking and requires an input from a number of H&S professionals across a range of areas and during the operation of the market there is always a dedicated H&S advisor on duty. It has an event safety and delivery plan around 550 pages long. However there are no direct implications from this report.

9 Risk Implications

9.1 There are no direct risks associated with this report.

10 Recommendation

10.1 Members of Performance Scrutiny Committee are asked to note and comment on the contents of the report.

Is this a key decision?	No
Do the exempt information categories apply?	No
Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?	Yes/No
How many appendices does the report contain?	None

List of Background Papers:

None

Lead Officer:

Simon Colburn, Assistant Director
Telephone (01522) 873241

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SUBJECT: SECTION 106 AND CIL CONTRIBUTIONS UPDATE

DIRECTORATE: DIRECTORATE OF COMMUNITIES AND ENVIRONMENT

REPORT AUTHOR: NICOLA COLLINS, HERITAGE AND PLANNING ENFORCEMENT TEAM LEADER

1. Purpose of Report

- 1.1 To provide the annual update on section 106 agreements and Community Infrastructure Levy (CIL) that has been collected, secured and spent in the last 12 months to December 2021

2. Executive Summary

- 2.1 Section 106 agreements are routinely drafted, where specific quantifiable need is identified, to require developers to contribute to vital infrastructure in accordance with local plan policies. This is to mitigate the impact of that development and make that development sustainable in planning terms. The contributions are usually in the form of a commuted sum, calculated on a pro-rata basis depending on the size of the development.
- 2.2 These contributions are collected by the City Council to enhance current provision or provide new provision of affordable housing (AH), education facilities (ED), health facilities (NHS), local highway improvements (HFI), playing fields (PF) and local green infrastructure (LGI) (including children's play space), where these things are required, but cannot be provided on the site.
- 2.3 A community infrastructure levy is also collected from qualifying development, in addition to section 106, for secondary education provision and the Lincoln eastern bypass. CIL is not collected from apartment developments, student accommodation or affordable housing developments.

3. Background

- 3.1 A report was last brought before this committee in June 2021 outlining the section 106 agreement amounts for the preceding two years up to December 2020. This was due to the lockdown period during the Covid-19 pandemic.
- 3.2 The administration of the section 106 process is strictly regulated by the Town and Country Planning Act 1990. The resulting section 106 agreements are retained securely by the City Council and officers ensure that payments are received in accordance with the terms in the agreement. Once the commuted sum is received it is the responsibility of the City Council to utilise the sum in accordance with the terms of the agreement.
- 3.3 In most cases, sums are requested for specific infrastructure because there are three tests that must be satisfied to collect developer contributions; they must be

directly related to the development, fairly and reasonable related in scale and kind and necessary to make the development acceptable in planning terms. This often determines where the contributions are allocated to. Officers do not determine the allocation of these monies. The projects that the contributions go towards have been identified by and/or agreed with portfolio holders in line with relevant Vision 2025 objectives and initiatives.

- 3.4 The purpose of the commuted sum is to mitigate the impact the new development will have on existing facilities. The allocation of commuted sums is closely monitored on a quarterly basis by the section 106 group. This is a group of officers from the respective directorates who administer the various services the commuted sums are collected for. The group identify what has come in, what has been spent, where it is spent, ensuring that it is spent in the right place (as outlined in the section 106 agreement) and that it is spent before the deadline to return the sum to the developer.
- 3.5 The section 106 group then report to the Remarkable Place Vision Group on a quarterly basis, as many of the service areas affected by section 106 contributions are within the Directorate of Communities and Environment.
- 3.6 Education and highway contributions go directly to the County Council and health facility contributions go directly to the NHS, so the role of the group in these instances is to ensure the correct administration. Those organisations determine themselves where the commuted sum is required when they respond to the consultation on the planning application, the City Council do not determine where these monies will be allocated, but the County and NHS will need to justify why they are requesting sums and demonstrate an impact on their existing facilities in order to meet the three tests.

4. Main body of report

- 4.1 The following table illustrates section 106 contributions and CIL secured for 2021 up to and including December 2021 as a result of new planning applications submitted during that period. Where applicable, information is provided on what the contribution is being collected for, in accordance with local plan policies.

4.2 S106 and CIL required from new planning applications Jan 2021 to Dec 2021

Site	Affordable Housing	Local Green Infrastructure	Playing Fields	Education	Highway Works	NHS	CIL
Riseholme Road	Student accom.	n/a	n/a	n/a	n/a	£80,575.00	Exempt
Tentercroft Street	25% on site	£8,215.00	£3,181.00	n/a	n/a	£6,957.50	Apartments exempt
Total		£8,215.00	£3,181.00			£87,532.50	

- 4.3 The table illustrates what developer contributions have been collected, in accordance with the 3 tests. Where the amount is unallocated, it must be spent within proximity to the site of the development, which will be informed using City Council play and playing field strategies. None of the planning applications

proposed included qualifying development for the purposes of CIL and so no CIL is required from these developments.

4.4 Receipt of commuted sums is dependent on whether the planning permission is implemented on site. If the scheme is not developed, the negotiated section 106 will not become liable for payment and so the sums outlined in the table may never be received. There is therefore no guarantee that sums negotiated as part of section 106 agreements during the planning application process will be received. If the planning permission expires then the section 106 falls away.

4.5 The following table illustrates the s106 and CIL contributions received during the period from development that has already commenced and met the trigger for payment.

4.6 **S106 and CIL contributions received Jan 2021 to Dec 2021**

Site	Affordable Housing	Local Green Infrastructure	Playing Fields	Education	NHS	CIL
Boultham Park Dairy		£8,370.00 within 3 miles	£8,371.00		£14,652 for BP Medical Practice	Exempt
49-51 West Parade	£211,120.00					Exempt
De Wint Court					£35,393.00 for BP Medical Practice	
Wolsey Way		£8,734.00 Glebe Ward	£12,452.00	£22,552.00		Exempt
Site	AH	LGI	PF	ED	NHS	CIL
Windmill Pine					£30,855	Exempt
Rookery Lane		£32,701.00	£12,662.00			Exempt
Total	£211,120.00	£49,805.00	£33,485.00	£22,552.00	£80,900	

4.7 The table illustrates what monies have been received during the period and where they were allocated to, within the section 106 agreement.

4.8 **S106 spend breakdown during 2021**

Spend location	What was provided	Amount allocated	S106 development spend was allocated from
Mildmay Close	New see-saw	£5,852.00	Burton Road
Boultham Park Lake	Contribution to the overall lake restoration project, improving local green infrastructure	£99,078.00	Rookery Lane Ingleby Crescent Riseholme Road Boultham Park Dairy

City Playing Field Goals	All goals and sockets improved	£14,382.90	Moorland Primary School site
Boultham Park Tennis Courts	Fencing improved	£16,798.00	Westbrooke Road
Whitton's Park	New play equipment added	£152,414.00	Former E2V, Carholme Road
Queen's Park School	New play equipment added (enigma unit)	£11,483.77	Westbrooke Road
Boultham Park	New play equipment added (explorer arch)	£15,535.45	Westbrooke Road
Total		£315,544.12	

- 4.9 The table illustrates where s106 money has been spent during the year.
- 4.10 Appended to this report is the section 106 Terms of Reference document that officers adhere to and the following is a link to the supplementary planning document that supports the developer contributions policies within the Central Lincolnshire Local Plan and determines when and what section 106 and CIL can be collected for [Supplementary Planning Documents and Guidance Notes | Central Lincolnshire \(n-kesteven.gov.uk\)](https://www.n-kesteven.gov.uk/Supplementary-Planning-Documents-and-Guidance-Notes)
- 4.11 The next annual report will be presented to this committee in approximately 12 months

5. Recommendation

- 5.1 That Members note the contents of the report

Is this a key decision? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? 1

List of Background Papers: None

Lead Officer: Nicola Collins, Heritage and Planning Enforcement
Team Leader
Telephone (01522) 873871

S106 MONITORING GROUP
Approved by V20/20 Group Remarkable Place – 17/02/2022

MISSION STATEMENT

To be responsible for the monitoring of the S106 agreements of the Council and to ensure that monies received are used for the correct purpose and spent by the critical expenditure date. To identify opportunities for the greater use of S106 agreements and identify where gaps in strategies/policies exist.

TERMS OF REFERENCE

1. The Group will operate as a sub-group of Vision 20/20 Remarkable Place Group (RPG).
2. The Group will be chaired by, and report to RPG, through the Assistant Director-Planning, delegated to the Heritage and Planning Enforcement Team Leader or other appropriate representative from the Group.
3. The membership of the Group will comprise of:
Heritage and Planning Enforcement Team Leader
Accountant – technical and exchequer
Community Services Manager
Leisure, Sport and City Services Manager
Team Leader – Recreation Services
Open Spaces Officer
Community Contracts Officer
Housing Strategy Officer
Property Services Manager
4. The Group will hold monitoring meetings approximately every 12 weeks, with additional meetings where necessary. Urgent items can be agreed by the Assistant Director-Planning where necessary.
5. To receive reports that monitor the income due from S106 agreements and identify the associated critical expenditure dates.
6. To advise on the detail contained within the S106 agreements in terms of the purpose and area for which the monies have been received.
7. That the group will monitor the development and progress of schemes against critical expenditure dates to ensure funds plus interest are not paid back to the developer, unless 8 below applies.
8. That the group report to RPG via chairman for a decision if the group believes there is not the capacity to deliver a scheme against an agreement and recommend that the funds be returned.

9. To receive project outlines from project managers for s106 funded and related projects. Advise on the purpose for which the monies have been received, the suitability of the project against any s106 requirements and the critical expenditure dates. Report to RPG with views of s106 Group.
10. To monitor and manage current and future interest accrued from S106 monies.
11. To consider and agree bids for use of these interest monies to assist the effective management of the s106 process, and the delivery of relevant S106 related projects* and project sustainability in terms of ongoing revenue implications. Report to RPG the views of the s106 Group. (Project Managers will be expected to identify where total package of funding will come from if not fully funded from s106 monies.)
12. To refer the minutes of the meetings of the Group to RPG for information.
13. To report to RPG and Performance Scrutiny Committee on an annual basis on the work of the Group over the year and with work plan for the forthcoming year.

* A S106 related project is defined as a scheme that delivers provision of or improvement to , local green infrastructure, strategic playing fields, affordable housing, highway infrastructure, health services, primary and secondary education services or other schemes/works that are in line with the requirements of an agreed s106 Agreement.

SUBJECT: LINCOLN CITY PROFILE 2021/22

DIRECTORATE: CHIEF EXECUTIVE'S

REPORT AUTHOR: SCOTT LEA – POLICY AND PERFORMANCE SUPPORT OFFICER

GRAHAM ROSE – STRATEGIC SENIOR POLICY OFFICER

1. Purpose of Report

- 1.1 To present the updated Lincoln City Profile for 2021/22 to Performance Scrutiny Committee.

2. Executive Summary

- 2.1 The Lincoln City Profile 2021/22 (**Appendix A**) focuses on the key demographic and socioeconomic characteristics of, and challenges to, the city of Lincoln. It provides an evidence base to inform the continued development and implementation of City of Lincoln Council's Vision 2025 and will help the council to target resources where they will have greatest impact as well as provide information to support funding bids by both ourselves and partners.

Although the Covid-19 pandemic has affected many of the areas that this report will cover – it is important to note that as not all the data is right up to date, the effects of Covid-19 will not always come through immediately, with areas like health taking two or even three years to start showing the real effects.

Other areas, such as the economy which was previously buoyant may face a temporary dip as the position becomes clearer as we learn to live with covid.

At this time, it is too early to use data to clearly predict the longer-term impacts on our city. This will be covered in future versions of the Lincoln City Profile, but we are starting with a look at the impact, using data that is currently available.

- 2.2 The introduction to the profile provides contextual information about the city. This is followed by nine chapters which provide a wealth of information on our city. All information presented is the latest information available at the time of writing this report.

The chapter titles are:

- Population
- Impact of Covid-19
- Economy
- Welfare
- Crime
- Health
- Education
- Housing

- Environment and Climate

Each chapter has an introduction summarising the key facts, with further data and detail provided in subsequent pages.

2.3 Key opportunities identified within the profile:

- City of Lincoln Council has given out a total of almost £44m mandatory, discretionary and Additional Restriction Grant funding since the start of the pandemic
- Median annual earnings for full time workers has increased to £29,442 and for part time workers increased to £10,949 in 2020
- Total reported crime offences decreased in 2020/2021 to 11,834 (-19.98%) and whilst this may have been expected (due to covid-19 effects) this is a bigger decrease than the -14.32% experienced across England and Wales
- In 2020-21, Anti-Social behaviour crime has improved significantly compared to 2018-19 with the hotspot areas of Park Ward, Carholme Ward and Abbey Ward all seeing improvements
- The percentage of people who have achieved an NVQ Level 2 or above has increased in 2020
- The average price paid for a property increased in the year ending 2020 to £185,003
- Lincoln's affordability ratio has decreased (lower = more affordable), meaning that considering the average house price and the average income, Lincoln now has the 2nd best affordability ratio against its nearest neighbours
- The number of people on the housing waiting list decreased to 1,380 in 2020/21
- Gas and electricity consumption both decreased in 2018
- CO2 emissions have continued to decrease in 2019 moving from 339.4 kilotonnes in 2018 to 321.7 kilotonnes in 2019, putting Lincoln in the second lowest position compared to our nearest neighbours

2.4 Key challenges identified within the profile

- The cumulative number of Covid-19 deaths in Lincoln was 122 as at 24th Dec. 2021. However, this was lower than the East Midlands mean of 143
- Covid-19 vaccination take up at 68,107 (81.5%) was lower than the East Midlands mean of 79,005. However, within these figures Lincoln was higher than East Midlands up until the ages to 34 and then lower after that, with the biggest gap at those over 50 years old
- Whilst 89.2% of new businesses survived their first year in 2018, this remains the 2nd lowest compared to our Lincolnshire district neighbours
- The number of both males and females claiming benefits such as Universal Credit has increased, which may be an effect of the Covid-19 pandemic
- There has been an increase in Council Tax support claimants – increasing to 8,982 as of April 2021
- The % of people living in fuel poverty and those of children living in low income families have both risen

- Life expectancy in both males and females has decreased to 76.9 years and 80.6 years respectively and remains below the England average for both sexes. In comparison to our nearest neighbours, Lincoln sits at the bottom of the table for women and just one off the bottom for men
- Lincoln's rate of under 75 cancer and cardiovascular (although slightly improved) related deaths have continued to be the highest and third highest (respectively) in comparison to our nearest neighbours
- Lincoln continues to have a high suicide rate at 16.2 per 100,000 people in 2017-19 which is the third highest rate compared to our nearest neighbours
- Although smoking prevalence slightly dropped this year, it is still almost 10% higher than the England rate and the worst compared to our nearest neighbours

3 Background

3.1 The Lincoln City Profile 2021/22 is the updated version of the previous years' profile, which encompasses a breadth of information, and focuses on key demographic and socioeconomic characteristics of, and challenges to, the city of Lincoln. In doing this, it acts as the evidence base behind the continued development and implementation of City of Lincoln Council's Vision 2025 strategic priorities.

The profile includes a significant level of trended data to allow visibility of progress over time. In addition, the inclusion of the CIPFA nearest neighbour and the Police Most Similar Group comparisons are included where data is available and appropriate.

3.2 Changes in the 2021/2022 edition

Please note that we have included new information on the impact of the Covid-19 pandemic within this latest version of the profile. It is anticipated that this will also be included in the next version in 2022/2023.

Due to the Covid-19 pandemic, information was unable to be obtained on progress and attainment 8 as assessments and exams were unable to go ahead as normal. Grades were awarded based on central assessment grades in 2020 and teacher assessment grades in 2021. This is expanded in a little more detail in the Education chapter.

3.3 Lincoln City Profile data sources

The data collated and summarised within the Lincoln City Profile is taken from a number of public sources such as the Office of National Statistics (ONS), Gov.uk, Higher Education Statistics Agency (HESA), University of Lincoln, NOMIS, Lincolnshire Research Observatory (LRO), LG Inform, Public Health England Profile (PHE), Department of Education (DfE), Police, Lincolnshire County Council, Historic England and City of Lincoln Council.

It is important to note that this data is compiled and published to different aggregated timescales (e.g. Health chapter) and therefore not all data is directly comparable in timelines. All data included is the latest available at the time the

report was compiled, however, this does mean that some still seems to be quite old – hence the importance of trend.

A direct link to the source data file sets is included for each data set, thus users can update to the very latest data if needed between editions.

4 Key facts emerging from the Profile

4.1 Population and migration

Please note that most of the data sets sourced from national data included in this new Lincoln City profile chapter do not yet include any data from the pandemic period; a few contain very early figures following the start of Covid-19, with just two sets containing current data for 2020/21.

This year's Population figures show several increases and static measures. As Population measures are contextual (i.e., difficult for the city to change), there are no "negatives" as you would find with other quantitative data.

Key facts

- Population increased by 750 to 100,049, with the majority of this increase being males
- The city has remained a young city with 30.2% of its population falling within the 15-29 age bracket
- The number of people per square kilometre in Lincoln increased to 2,803
- Boutham Ward has remained the most populous ward in Lincoln with 11,932 residents
- The number of new National Insurance number (NiNo) registrations decreased from 1,327 to 470 in the year to March 2020
- North Kesteven has continued to be the most popular place where people are migrating to and from Lincoln
- The number of university students in the city has increased by 570 from the previous year to 18,705 university students
- China has continued to provide the largest source of international students to the University of Lincoln with 359 students in 2020/21

4.2 Impact of Covid-19

Unlike most of the other chapters in the Lincoln City Profile, most of this data is relatively current as it is taken from very recently issued data sets on how we are responding to Covid-19. A decision will be taken whether to retain this chapter, as part of the development of the next Lincoln City Profile.

As with all other areas the Covid-19 pandemic has had a significant impact on the City of Lincoln and its communities.

Key facts

- The cumulative number of weekly Covid-19 cases in Lincoln was 20,314 as of the week ending the 24th December 2021. This figure was just under the East Midlands mean of 21,296
- The cumulative number of weekly Covid-19 deaths in Lincoln was 122 as of the week ending the 24th December 2021. This was lower than the East Midlands mean of 143
- The cumulative number of residents who had received first and second doses of the Covid-19 vaccine across all groups in Lincoln was 68,107 as of the week ending the 2nd January 2022. This figure was lower than the East Midlands mean of 79,005. However, within these figures it is interesting to note that Lincoln was higher than East Midlands up until the ages to 34 and then lower after that, with the biggest gap at those over 50.
- The total number of furloughed employments under the Coronavirus Job Retention Scheme in Lincoln peaked at 12,600 in June 2020, but has consistently been lower than that of East Midlands
- City of Lincoln Council has given out a total of ££43,731,570 mandatory , discretionary and Additional Restriction Grant funding since the start of the pandemic

4.3 Economy

Prior to the advent of the Covid-19 pandemic, Lincoln's economy was proving to be particularly buoyant and growing steadily, with most indicators showing improvement. This was also shown in the Lincoln Economic Evidence and Growth Study 2020 completed in support of the Town Investment Plan.

The data collected in the Economy chapter shows that salaries and wages were improving for both full and part time earners, which is a positive step towards improving health outcomes for those facing financial insecurity.

New businesses are being created and surviving – however this data reflects up to 2018 and will not yet include any of the negative effects on business felt during and after the pandemic.

Key facts:

- 76.5% of 16-64 years olds were economically active in 2020/2021
- Median annual earnings for full time workers increased by £3,116 to £29,442 in 2020
- Median annual earnings for part time workers increased by £1,038 to £10,949 in 2020 (much nearer East Midlands and England rates)
- Gross weekly pay for full time workers increased by £56.70 to £577.50 in 2020
- Gross weekly pay for part time workers increased by £24.80 to £199.20 in 2020
- 89.2% of new businesses survived their first year in 2018 – but this has remained the second lowest rate when compared to our Lincolnshire district neighbours.
- Job density decreased to 0.90 per person in 2019, remaining above England and East Midlands rate

The number of full-time jobs in Lincoln remained the same in 2019 at 33,000

4.4 Welfare

Please note that most of the data sets sourced from national data included in this new Lincoln City profile chapter are reflecting data up to 2021, and thus have started to include data from the pandemic period; however, the poverty related data is earlier only reflecting 2019/20.

The data shows significant uplift of benefit claims in 2020, and although these are dropping in 2021 as people are able to resume work, they are still higher than previously – which at first seems to contradict the evidence in the Economy chapter relating to wages. However, it is important to note that this is due to the difference in timeframes between the two evidence bases.

Key facts:

- There has been an increase in the percentage of people living in fuel poverty in 2019, rising to 15.4% from 11.0% in 2018
- The percentage of children living in (relative) low-income families increased by 1% to 21% in 2019/20, although this still sits at 2% above England rate
- The number of claimants of Universal Credit (both male and female) over the year August 19 to August 21 has increased significantly. This is likely to be as a direct result of Covid-19

The number of council tax support claimants has increased to 8,982, a significant rise since April 2020 when the figure stood at 8,524.

4.5 Crime

Police recorded crime can be affected by changes in recording practices, policing activity and willingness of victims to report. A rise or fall in recorded crime does not necessarily mean the actual level of crime in society has changed.

Key facts:

- The total reported crime offences decreased in 2020/2021 to 11,834 (-19.98%) and whilst this may have been expected (due to covid-19 effects) this is a bigger decrease than the -14.32% experienced across England and Wales
- However, Lincoln still had the third highest crime rate in the year ending March 2021 at 119.47 recorded crimes per 1,000 people compared to the 'Police Most Similar Group'
- When comparing Lincoln to our "Police Most Similar Group" in the year ending March 21 Lincoln's crime levels featured in the 'top/worst' half of the table eight times, only featuring in the 'lower' half of the table three times
In 2020-21, Anti-Social behaviour crime has improved significantly compared to 2018-19 with the hotspot areas of Park Ward, Carholme Ward and Abbey Ward all seeing improvements.

4.6 Health

Please note that health statistics are often released on different frequencies and sometimes on periods covering two years. So in this section you will find data for periods from 2017-19 up to 2019-20,

As indicated earlier, there is a strong link between earnings and health – however, the health data sets are usually lagging those provided for earnings, so care needs to be taken when using the two together. In addition, it takes a long time for improvements seen in living standards to show through in the health statistics, as human bodies naturally take time to show improvements both physically and mentally from the environment, eating habits, and exercise results.

The goal of having a healthy city is more than just about the physical health of its population and is a much broader scope of health-related activities. However, we need to acknowledge that physical health in Lincoln is in most areas worse than the national averages.

Key facts:

- Life expectancy in both males and females has decreased to 76.9 years and 80.6 years respectively and remains below the England average for both sexes. In comparison to our nearest neighbours, Lincoln sits at the bottom of the table for women and just one off the bottom for men.
- The mortality rate for people with cancer in Lincoln has increased again and is now the worst in our nearest neighbour group
- Lincoln rate of deaths from cardiovascular disease has improved with a sharp decrease this year, bringing it closer to the England rate, and whilst no longer the worst against our nearest neighbours, it is still third highest.
- Lincoln's under 18 conception rates have started to increase again after falling for some time.
- Lincoln's suicide rate has seen a sharp increase to 16.2 per 100,000 people and continues to be above the England rate and near the top compared to nearest neighbours. Whilst not as severe, England's rate has also risen. Although smoking prevalence slightly dropped this year, it is still almost 10% higher than the England rate and the worst compared to our nearest neighbours

4.7 Education

As a response to the unprecedented impact of Covid, assessments planned for summer 2020 and summer 2021 were not able to go ahead and alternative assessment arrangements were implemented.

Key facts:

- The percentage of foundation students in 2018/19 who were achieving a good level of development in Lincoln increase slightly to 67%
- The percentage of people with an NVQ Level 1 decreased slightly in 2020 to 86.4%
- The percentage of people with an NVQ Level 2 increased in 2020 to 78.6%

- The percentage of people with an NVQ Level 3 increased in 2020 to 58.6%
- The percentage of people with an NVQ Level 4 increased in 2020 to 34.7%

4.8 Housing

Please note that most of the data sets sourced from national data included in this new Lincoln City profile chapter are from a mix of 2020 and 2021, so will include some effects from the pandemic period.

Key facts:

- Lincoln's average price paid for all property types increased by £12,338 to £185,003 as of year ending December 2020.
- However, after a sharp increase in the previous year, the average cost of flats and apartments saw a decrease as of £11,728 in the year ending December 2020, reducing to £147,083
- In December 2020, Minster was the most expensive ward to buy a property in, with Park being the least expensive ward.
- Lincoln's affordability ratio has decreased (lower = more affordable), meaning that considering the average house price and the average income, Lincoln now has the 2nd best affordability ratio against its nearest neighbours.
- With the exception of four bedroomed properties, we have seen small increases in all private sector rental rates
- Despite 68 successful right to buy applications in 2021, through new builds, the council has retained a similar level of its owned social housing

4.9 Environment and Climate

Lincoln's environment is continuing to see some very pleasing improvements, such as decreases in energy consumption, more electric vehicles and another year of decreases in c02 contribution.

Note that some data in this chapter varies in it's availability, dependant on the original data source. This means that any positive reflection from the reduction motor vehicles in the city seen in the data up to 2020, will not be shown until futrther data is produced nationally.

Key facts:

- Total household waste increased slightly from 35,314 tonnes in 2018/19 to 35,429 tonnes in 2019/20, although it still remains well below the mean of East Midlands Local Authorities
- The percentage of dry recycling started to increase slightly in 2019/20, reporting at 17.66%, compared to 17.23% in 2018/19. However, this is still below the East Midlands average of 20.57% and only the third highest compared to our nearest neighbours
- Electricity consumption decreased in 2018 to 3,124 KWH, which was below the figures reported for Lincolnshire and England.

- Gas consumption decreased slightly in 2018 to 11,730, which followed a similar trend to electricity consumption reported for Lincolnshire and England
- CO2 emissions continued to decrease in 2019 moving from 339.4 kilotonnes in 2018 to 321.7 kilotonnes in 2019, putting Lincoln in the second lowest position compared to our nearest neighbours

A small decrease in the number of licensed vehicles registered, decreasing from 48,500 in 2019 to 47,700 in 2020.

4.10 **Future profiles**

This profile has been produced using the most current data, but there is no one point in any year where all data is absolutely up to date. It is dependent on the sectors producing the data as to their relevant. This is why a source link is provided for users as an option to find further data.

It has been agreed that the publication date of the Lincoln City Profile 2022/2023 will be towards the end of the year – this will allow the most up to date population, ward data and local authority health profiles to be used as they are not usually available until October, and these do tend to be the most popular data sets for users.

In addition, it will allow the inclusion of all census data, which is currently expected to be published in the summer of 2022. This updated data set will undoubtedly have an impact on some of the other data sets, possibly including changes to our nearest neighbours and police families.

5. **Strategic Priorities**

- 5.1 The Lincoln City Profile provides a wealth of data which feeds into all five Strategic Priorities and supports the development of interim and full reviews of the Vision 2025.

6. **Organisational Impacts**

- 6.1 Finance (including whole life costs where applicable) – There are no direct financial implications from this report.
- 6.2 Legal Implications including Procurement Rules –There are no direct legal implications from this report.
- 6.3 Equality, Diversity and Human Rights

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

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

- Eliminate discrimination
- Advance equality of opportunity

- Foster good relations between different people when carrying out their activities

A full EA is not required for this report. The Lincoln City Profile brings together data which will help City of Lincoln Council better understand the make-up of the city in terms of equality and diversity as well as other demographic details.

7. Risk Implications

7.1 Options Explored – n/a

7.2 Key risks associated with the preferred approach – n/a

8. Recommendation

8.1 Performance Scrutiny Committee is asked to note the findings of the ‘Lincoln City Profile – 2021/22’ (included as Appendix 1)

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules apply?

No

How many appendices does the report contain?

One

Appendix A – The Lincoln City Profile 2021/22

List of Background Papers:

None

Lead Officer:

Scott Lea – Policy and Performance Support Officer

Lincoln City Profile 2021 – 2022



CITY OF
Lincoln
COUNCIL

Together, let's deliver
Lincoln's ambitious future



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INTRODUCTION TO OUR CITY

The Lincoln City Profile's purpose is to provide a wide range of information focused on the key demographics and characteristics of the city. It is a valuable source of summary information all contained in one document, which is also available in its individual chapters if required. The profile collates information from across a range of measures from a wide range of different sources focusing on the most recent data available. The chapters include Population, Economy, Welfare, Crime, Education, Housing, Health and Environment & Climate, plus for this latest version an additional chapter on the impact of Covid 19 on the city.

2021 has been a difficult year as the country continues to recover from the Covid-19 pandemic. Some of the data sets sourced from national data and included in the new Lincoln City profile do not yet include any data from the pandemic period; some contain very early figures following the start of Covid-19 and only show the immediate impact of the pandemic, and there are a few data sets that are relatively up to date.

At this time, it is too early to use data to clearly predict the longer-term impacts on our city. This will be covered in future versions of the Lincoln City Profile, but we are starting with a look at the impact, using data that is currently available.

At the start of each chapter in the Lincoln City Profile, a paragraph has been included which highlights the key findings within the chapter impacting on the city. Below the introduction, charts have been provided presenting the latest data available for datasets contributing to the chapter, which has been drawn from a wide range of sources. A summary comment has also been provided under each chart to raise awareness of the key data findings presented.

To allow users of the Lincoln City Profile to easily access the very latest data available post publication of the Lincoln City Profile, together with historical data for each dataset presented, the source of each dataset has also been provided.

If you have any questions or comments concerning this profile, or require further information, please email us on - policy@lincoln.gov.uk.



OUR BENCHMARKING GROUPS

CIPFA NEAREST NEIGHBOURS

Many of the measures in this profile use our nearest neighbours as defined by CIPFA (Chartered Institute of Public Finance and Accountancy) where Lincoln is compared with 15 other councils with the most similar statistical characteristics in terms of social and economic features. When used, this profile will refer to them as “our nearest neighbours”. A breakdown of the CIPFA group can be found in [Appendix 1, “Definitions”](#)

POLICE ‘MOST SIMILAR GROUP’

In the same way CIPFA produces our ‘nearest neighbours’, the “Most Similar Group” is a group of geographies which Police.UK have identified as similar to each other. A breakdown of the “Most Similar Group” group can be found in [Appendix 1, “Definitions”](#)

WARD BOUNDARIES – OCTOBER 2016

The data presented in this report is based on the most up to date ward boundaries for Lincoln. Figure 1 shows wards and lower super output areas for information.

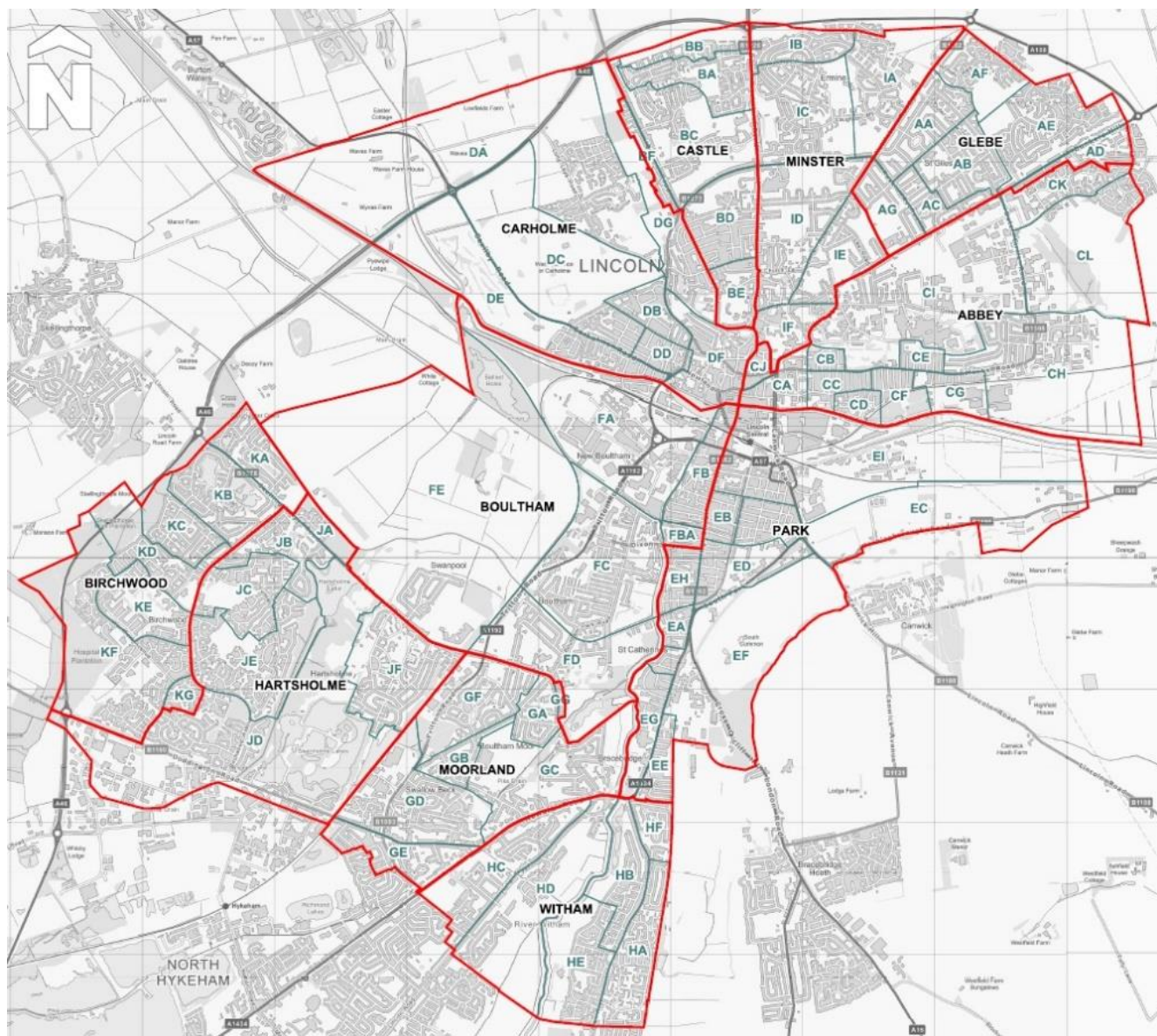


Figure 1

POPULATION

Please note that most of the data sets sourced from national data included in this new Lincoln City profile chapter do not yet include any data from the pandemic period; a few contain very early figures following the start of Covid-19, with just two sets containing current data for 2020/21.

This year's Population figures show several increases and static measures. As Population measures are contextual (i.e., difficult for the city to change), there are no "negatives" as you would find with other quantitative data.

Lincoln has seen:

- Lincoln's population has risen by 750 to 100,049, with the majority of the increase being males
- That Lincoln remains a young city with 30.2% of its population in the 15-29 age bracket
- The number of people per square kilometre in Lincoln increased to 2,803
- Boultham Ward has remained the most populous ward in Lincoln with 11,932 residents
- The number of new National Insurance number (NiNo) registrations decreased from 1,327 to 470 in the year to March 2020
- North Kesteven maintained its status as the most popular place people are migrating to and from Lincoln
- Lincoln has a total of 18,705 university students in the city, up 570 from 2018/2019
- China is still providing the largest source of international students to the University of Lincoln with 359 students in 2020/21

ESTIMATED POPULATION OF LINCOLN MID 2020 ESTIMATES

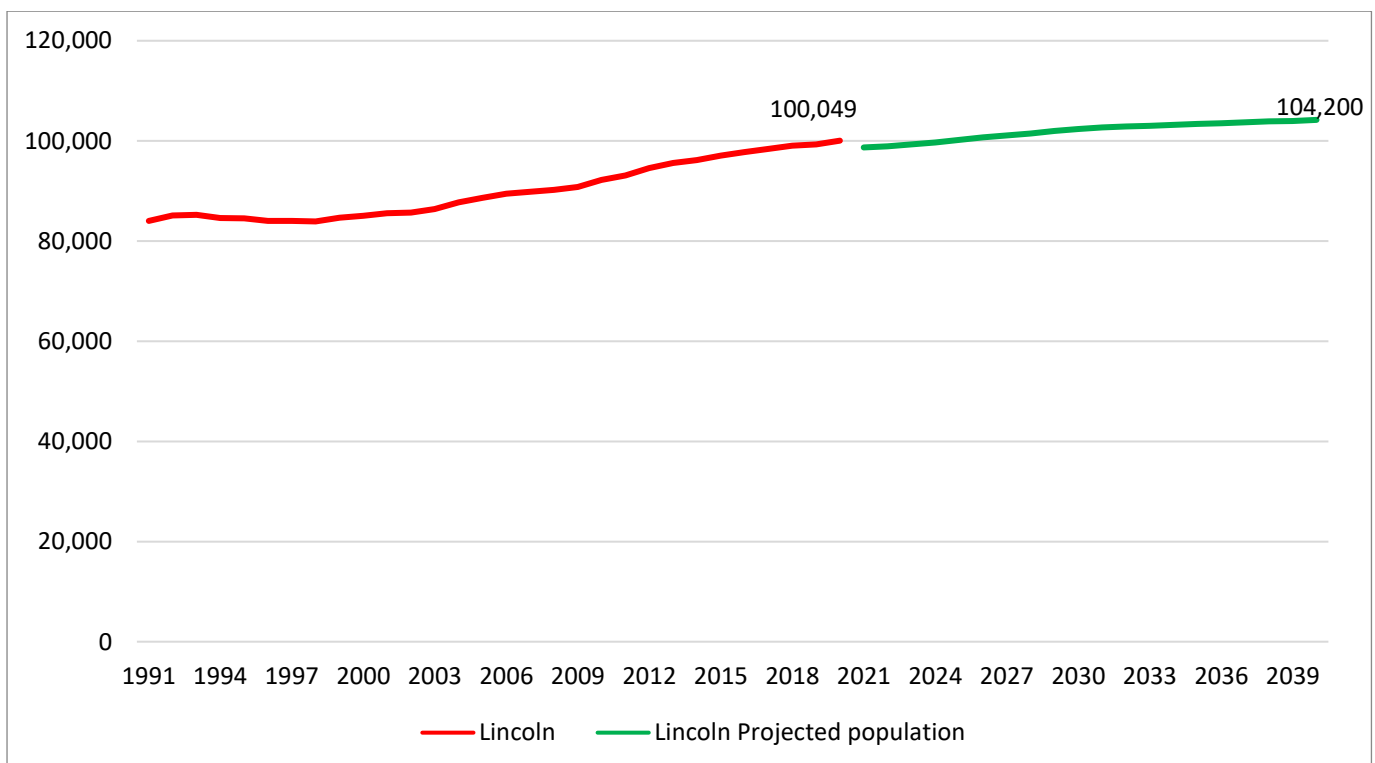


Figure 2

Source – ONS 2021

Figure 2 shows Lincoln's estimated population has risen by 750 people, rising from 99,299 in 2019 to 100,049 in 2020 (mid-year estimates).

POPULATION OF LINCOLN BY GENDER MID 2020 ESTIMATES

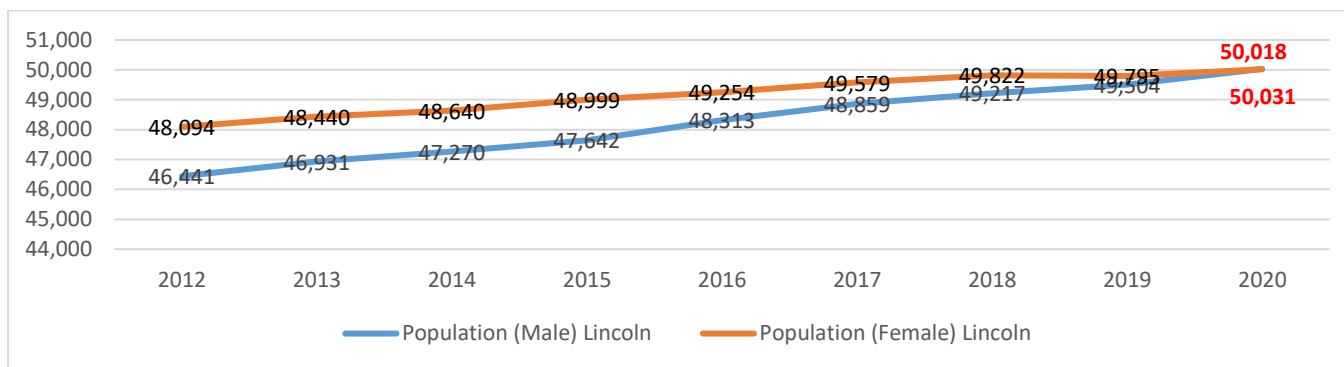


Figure 3

Source – ONS 2021

Figure 3 shows there were an estimated 50,031 males in Lincoln in 2020. This was an increase of 527 when compared to 2019. There were an estimated 50,018 females in Lincoln in 2020. This was an increase of 223 when compared to 2019.

ESTIMATED POPULATION OF LINCOLN BY AGE BREAKDOWN MID 2020 ESTIMATES

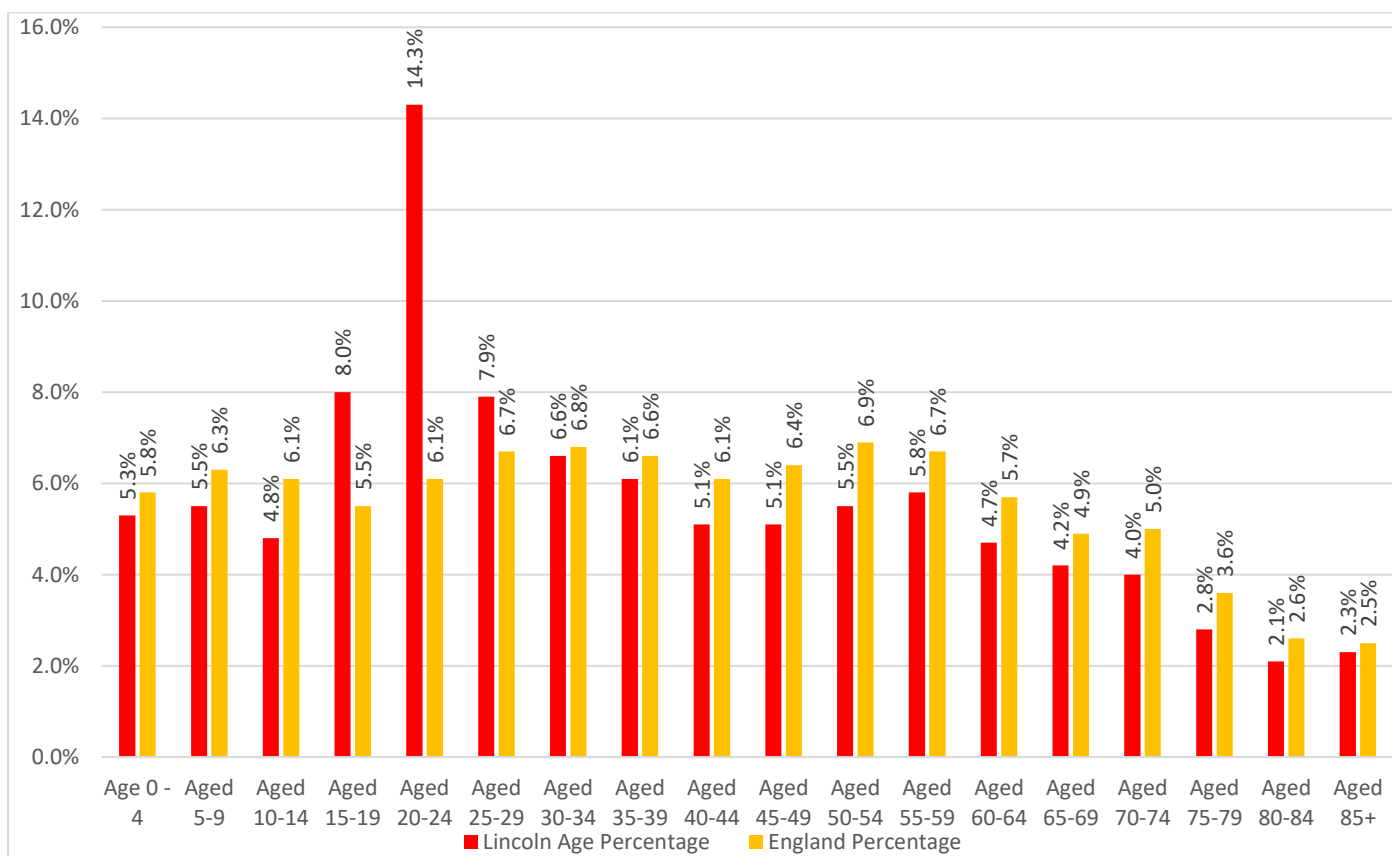


Figure 4

Source – ONS 2021

Figure 4 shows Lincoln's most common age group has remained at 20-24, with a percentage of 14.3%, which is a jump from 12.5% from the mid 2019 estimates. Age bands 15-29 have continued to be all above the England rate with a figure of 30.2% of the population compared to the England average of 18.3%, whilst every other age band is below the England rate. This latest figure is slightly up on the figure for last year which was 28.9%. Lincoln can therefore be considered a "younger" city.

POPULATION OF LINCOLN BY WARD (FROM MID-2020 POPULATION ESTIMATES)

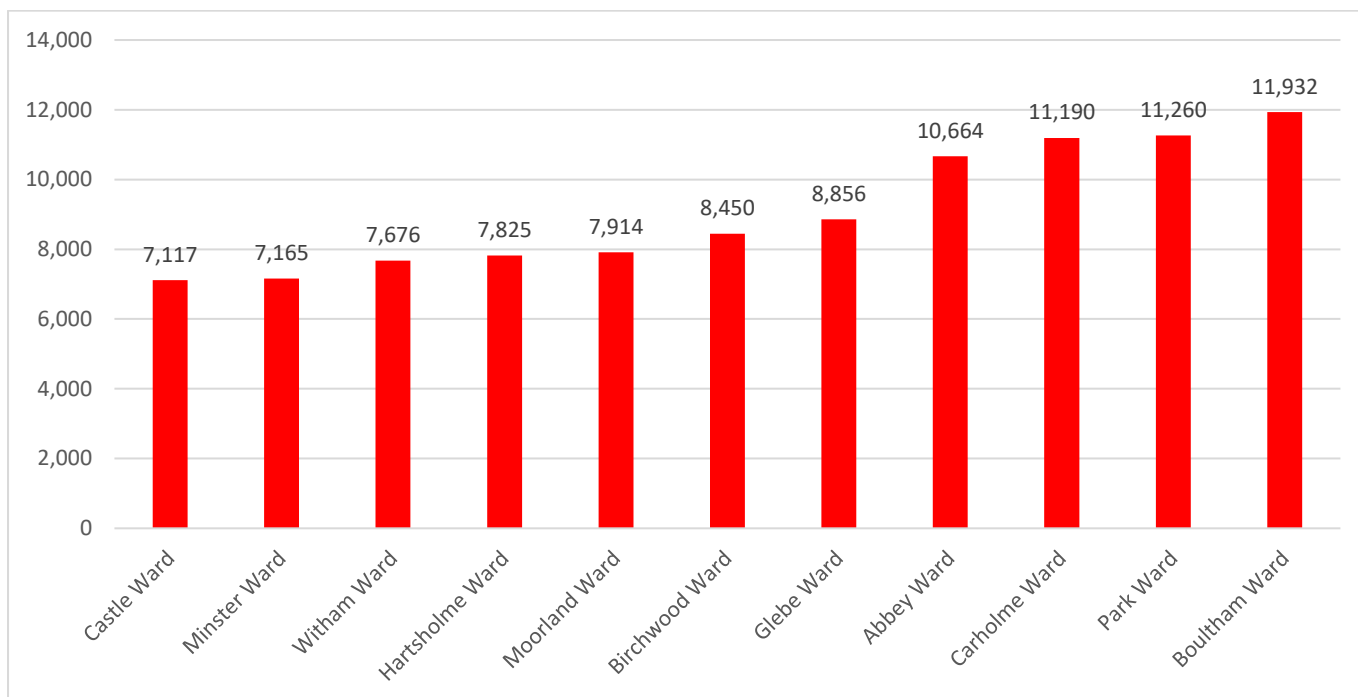


Figure 5

Source – ONS 2020

Figure 5 shows that Boultham Ward has continued to have the highest number of people with a figure of 11,932 compared to Castle Ward, which has replaced Minster ward with the lowest figure at 7,117 (Mid-year estimates September 2020).

POPULATION OF LINCOLN BY WARD FOR MALES AND FEMALES (FROM MID-2019 POPULATION ESTIMATES)

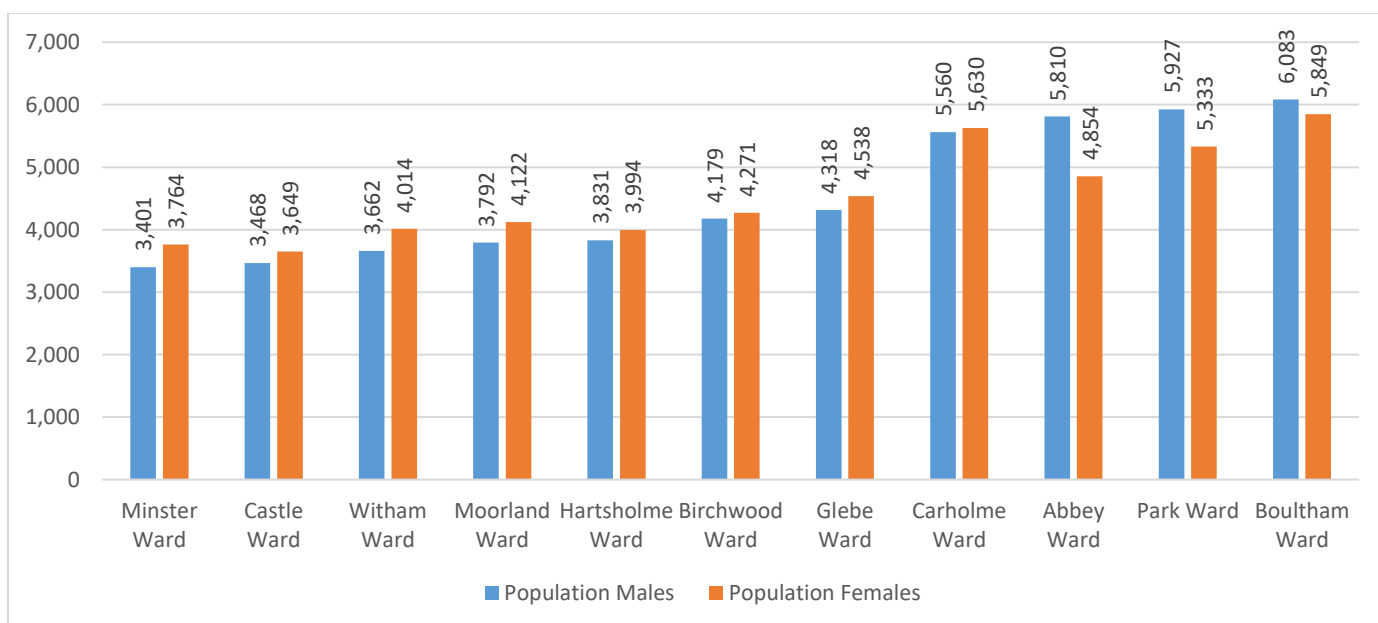


Figure 6

Source – ONS 2020

Figure 6 shows that in the Mid-year estimates 2019, Boultham Ward had the highest number of males at 6,083 compared to Minster Ward, which was the lowest at 3,401 (Mid-year estimates 2019).

PEOPLE PER SQUARE KILOMETRE VS OUR NEAREST NEIGHBOURS MID-YEAR 2020

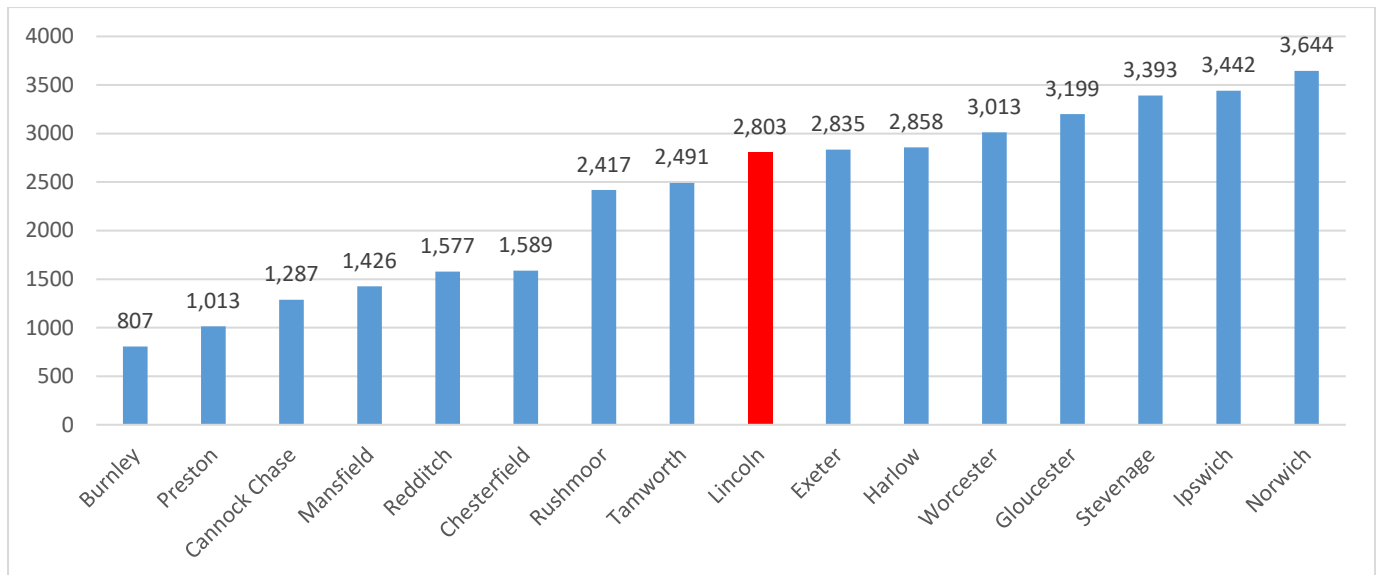


Figure 7

Source – ONS 2021

Figure 7 shows Lincoln had the 9th highest number of people per square kilometre when compared with our nearest neighbours, with a figure of 2,803. To put this in perspective in the Mid-Year estimates 2020, Burnley had a population of 89,344, but had only 807 people per square kilometre. Norwich still had the highest figure (increasing slightly from last year) with 3,644 people per square kilometre and a population of 142,177.

NINO REGISTRATIONS TO ADULT OVERSEAS NATIONALS ENTERING LINCOLN BETWEEN MARCH 2013/14 TO MARCH 2020/21

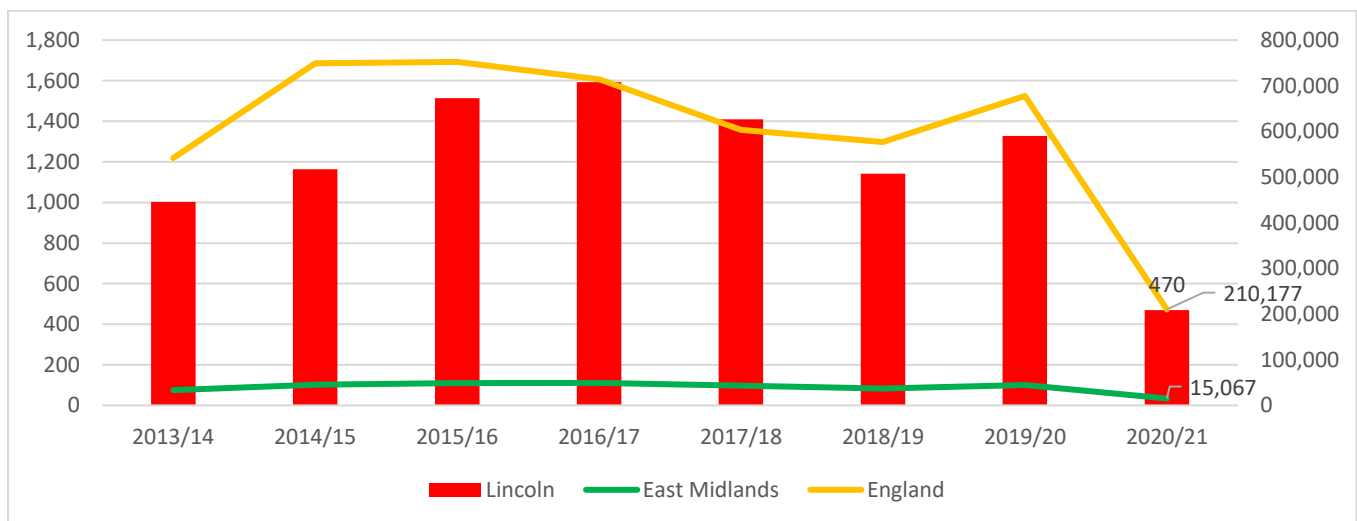


Figure 8

Source – Gov.uk 2021

Figure 8 shows Lincoln saw a significant decrease in the number of NiNo registrations to adult overseas nationals. The figure has decreased from 1,327 in 2019/20, to 470 in 2020/21 – a decrease of 857. This decrease could also be seen throughout England. At this time, it is too early to determine whether this decrease is as a result of Brexit, the COVID-19 pandemic or a combination of both. Future data releases will continue to be monitored to help understand the reasons for this decrease.

TOP 10 PLACES PEOPLE ARE MIGRATING TO LINCOLN FROM AS OF JUNE 2019/20

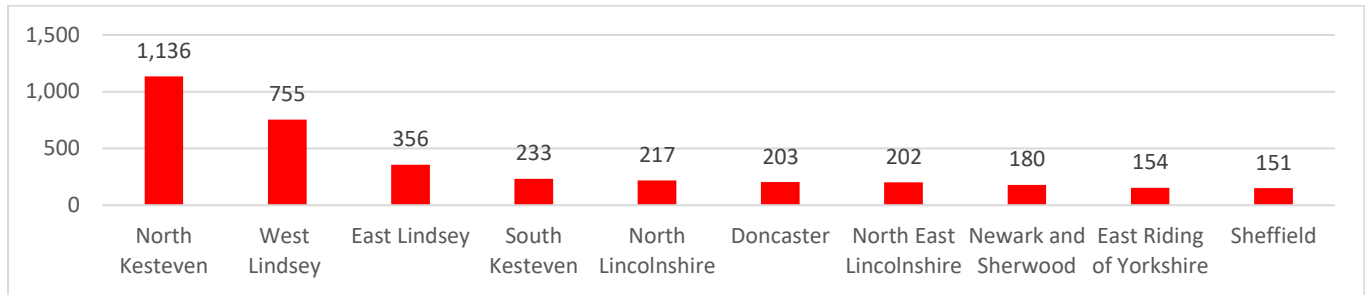


Figure 9

Source – ONS 2021

Figure 9 shows, as expected, the highest relocation to Lincoln as of June 2019/20 was still from within the Greater Lincoln area; North Kesteven District Council at 1,136 and West Lindsey District Council at 755.

NUMBER OF STUDENTS AT LINCOLN UNIVERSITIES AS OF 2019/20

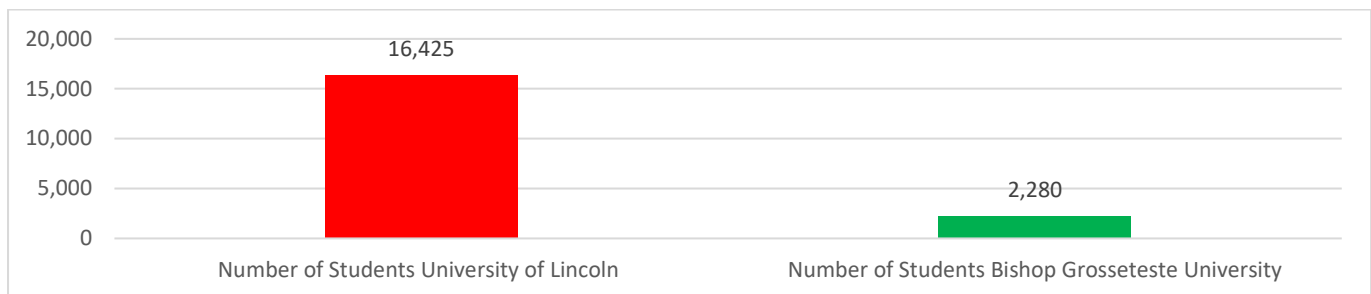


Figure 10

Source – HESA 2021

Figure 10 shows the total number of students in Lincoln as of 2019/20 stood at 18,705, up from 18,135 the previous year, with most of the increase coming from the University of Lincoln.

HIGHER EDUCATION ENROLMENTS BY AGE 2019/20

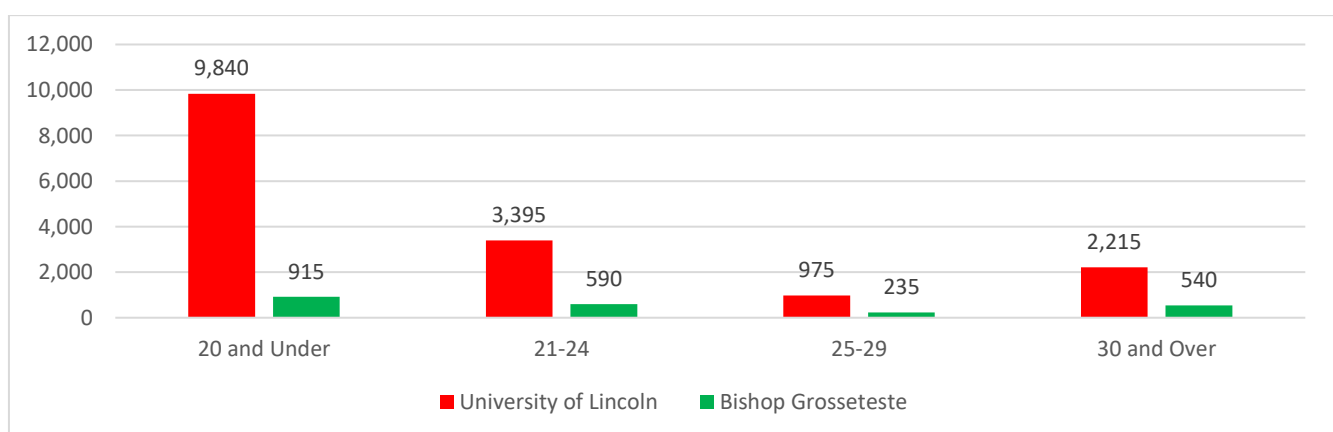


Figure 11

Source – HESA 2021

Figure 11 shows, as expected, the highest age range of the two universities in 2019/20 was 20 and under with a combined figure of 10,755.

HIGHER EDUCATION ENROLEMENTS BY SEX 2019/20

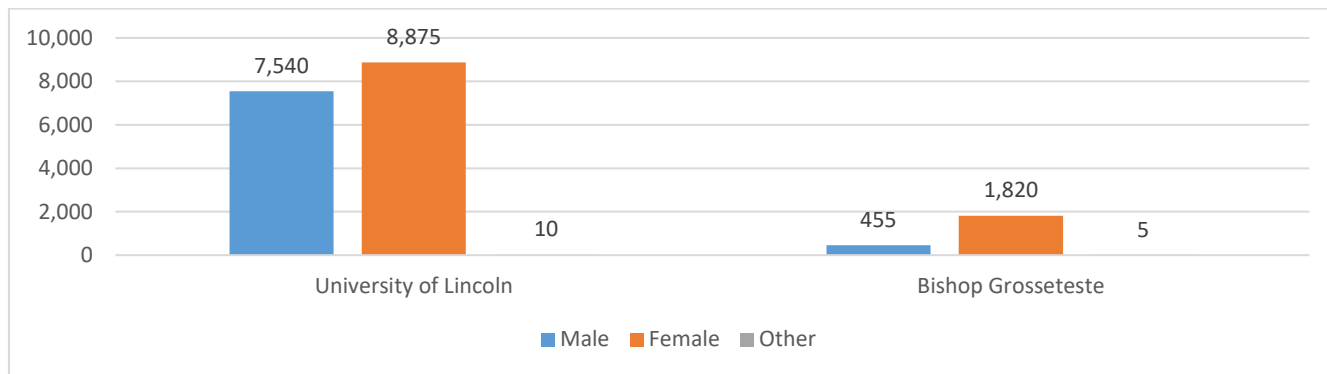


Figure 12

Source – HESA 2021

Figure 12 shows the gender with the highest number of students in 2019/20 across both universities was females with a combined total of 10,695.

HIGHER EDUCATION ENROLEMENTS BY DISABILITY 2019/20

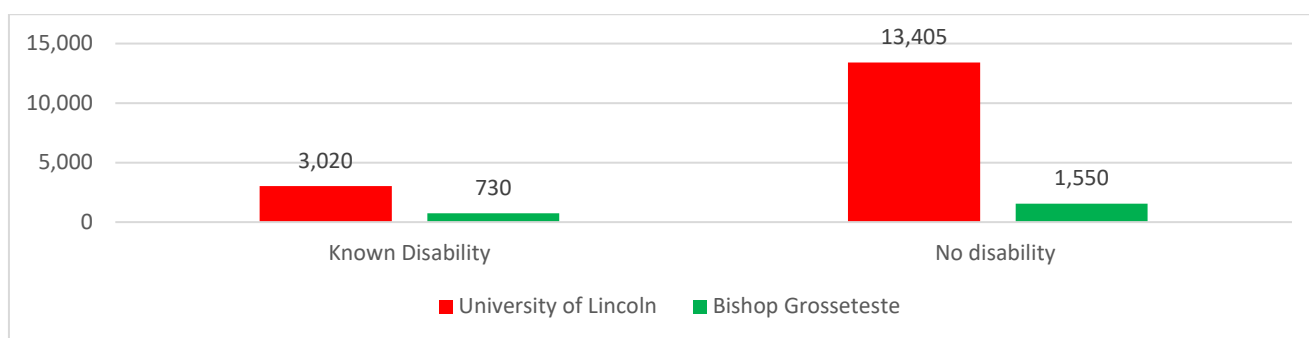


Figure 13

Source – HESA 2021

Figure 13 shows that across both universities in 2019/20, 3,750 people were known to have a recognised disability.

HIGHER EDUCATION ENROLEMENTS BY ETHNICITY 2019/20

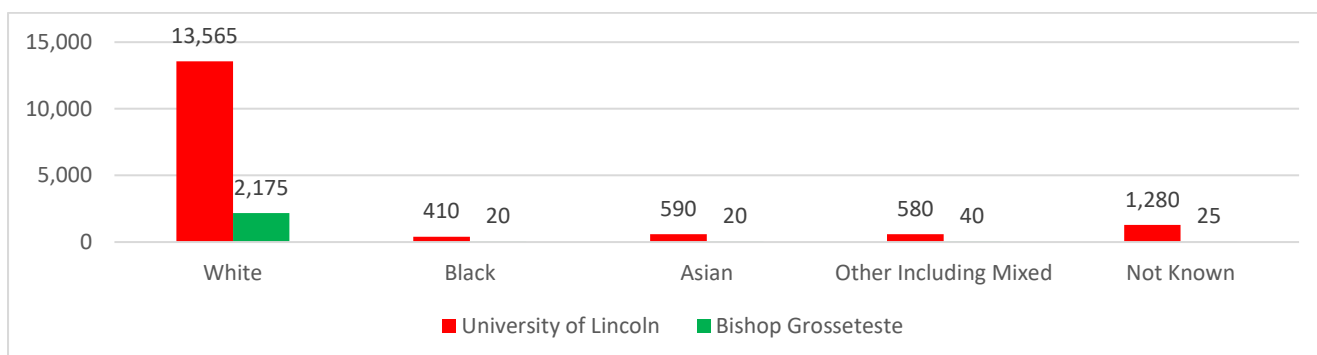


Figure 14

Source – HESA 2021

Figure 14 shows the majority of enrolments at both universities in 2019/20 were from a white ethnic background with a combined figure of 15,740.

**NUMBER OF STUDENTS COMING FROM THE UK VS OTHER AREAS IN THE WORLD
2019/20**

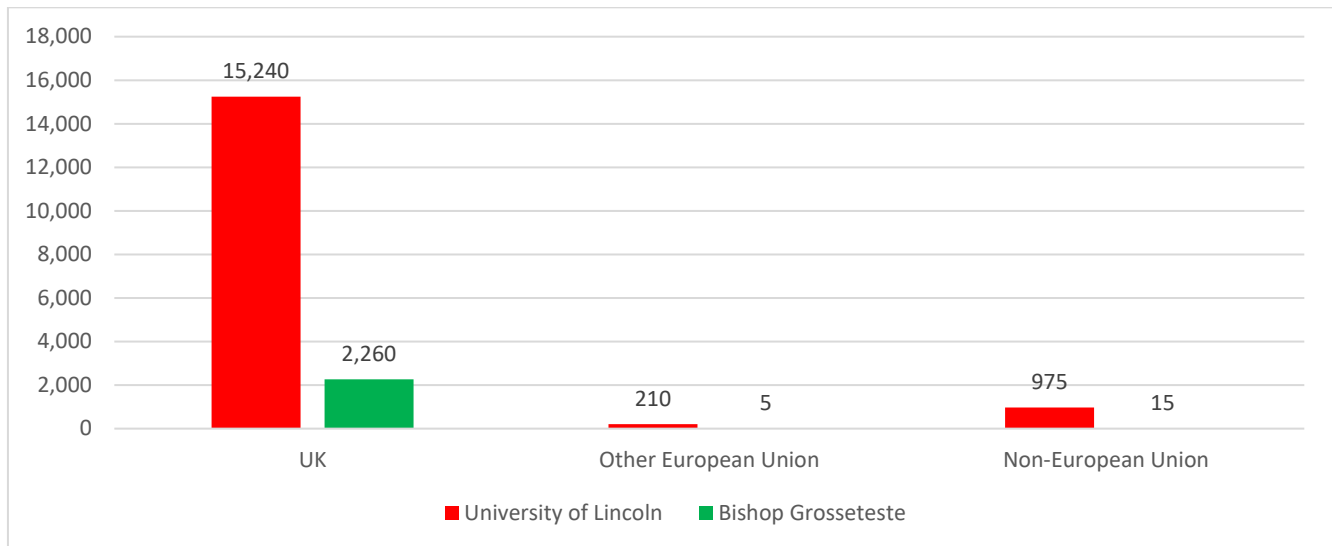


Figure 15

Source – HESA 2021

Figure 15 shows that when comparing students coming from the UK to other areas in the world, in 2019/20 the majority came from the UK, with a combined figure of 17,500. However, Lincoln still attracted 1,205 students from other parts of the world, which is actually 115 higher than the previous year

**TOP 10 INTERNATIONAL COUNTRIES WITH STUDENTS AT UNIVERSITY OF LINCOLN
2020/21**

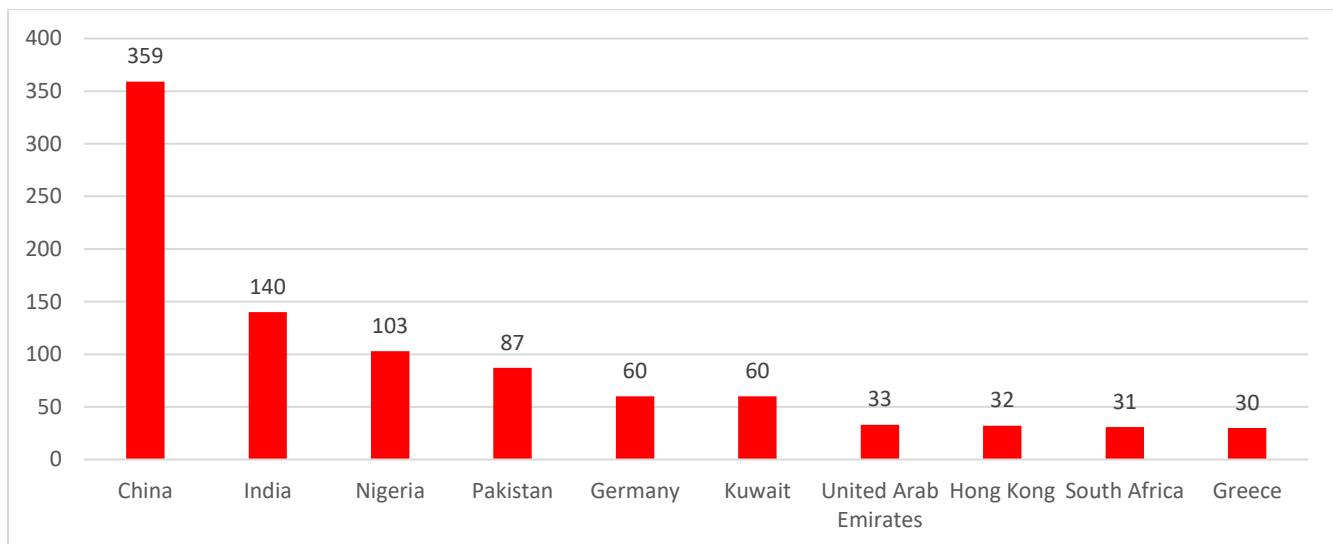


Figure 16

University of Lincoln 2021

Figure 16 shows in 2020/21, China still had the highest share of international students at the University of Lincoln with 359 students, with India coming in second with 140 students and Nigeria third with 103 students.

IMPACT OF COVID-19

Unlike most of the other chapters in the Lincoln City Profile, most of this data is relatively current as it is taken from very recently issued data sets on how we are responding to Covid-19.

Lincoln has seen:

- The cumulative number of weekly Covid-19 cases in Lincoln was 20,314 as of the week ending the 24th December 2021. (week ending on a Friday), This figure was just under the East Midlands mean of 21296
- The cumulative number of weekly Covid-19 deaths in Lincoln was 122 as of the week ending the 24th December 2021 (week ending on a Friday). This was lower than the East Midlands mean of 143
- The cumulative number of residents who had received first and second doses of the Covid-19 vaccine across all groups in Lincoln was 68,107 as of the week ending the 2nd January 2022 (Week ending on a Sunday). This figure was lower than the East Midlands mean of 79,005. However, within these figures it is interesting to note that Lincoln was higher than East Midlands up until the ages to 34 and then lower after that, with the biggest gap at those over 50.
- The total number of furloughed employments under the Coronavirus Job Retention Scheme in Lincoln peaked at 12,600 in June 2020, but has consistently been lower than that of East Midlands
- City of Lincoln Council has given out a total of £43,731,570 mandatory , discretionary and Additional Restriction Grant funding since the start of the pandemic

CUMULATIVE NUMBER OF WEEKLY COVID-19 CASES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JANUARY 2021 AND DECEMBER 2021

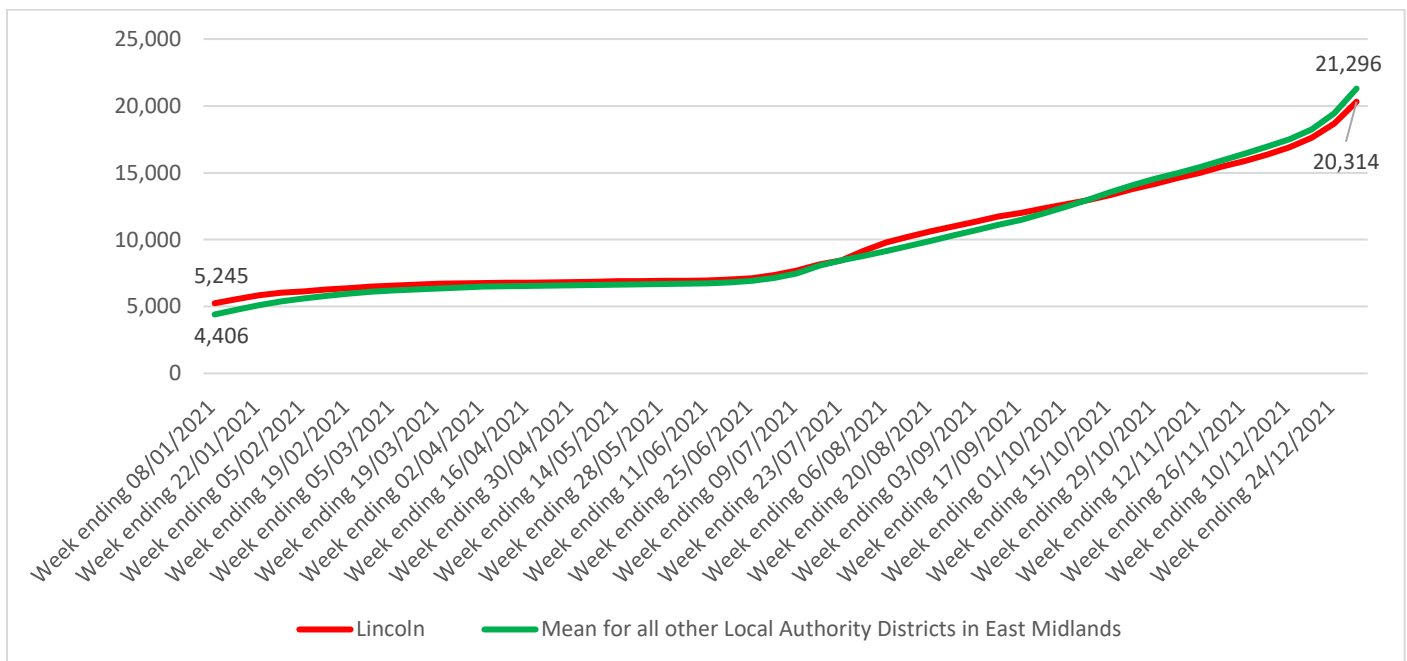


Figure 17

Source – LG Inform 2021

Figure 17 shows the cumulative number of weekly Covid-19 cases in Lincoln. Since the week ending 8th January 2021, the figure increased from 5,245 cumulative weekly cases to 20,314 cases as of week ending 24th December 2021. These figures are based on the week ending on a **Friday**.

CUMULATIVE NUMBER OF WEEKLY COVID-19 DEATHS (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JANUARY 2021 AND DECEMBER 2021

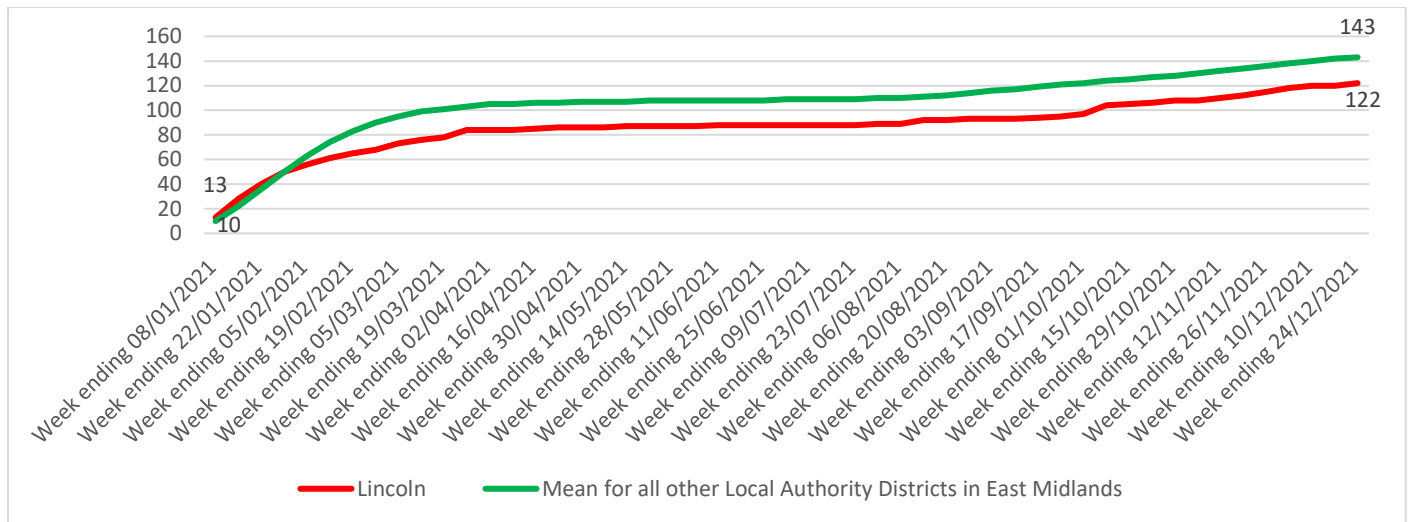


Figure 18

Source – LG Inform 2021

Figure 18 shows the cumulative number of weekly Covid-19 deaths in Lincoln. Since the week ending 8th January 2021, the number of deaths increased from 13 to 122 as of the week ending 24th December 2021, which is an overall increase of 109. These figures are based on the week ending on a **Friday**.

CUMULATIVE NUMBER OF RESIDENTS OF ALL AGES WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND JANUARY 2022

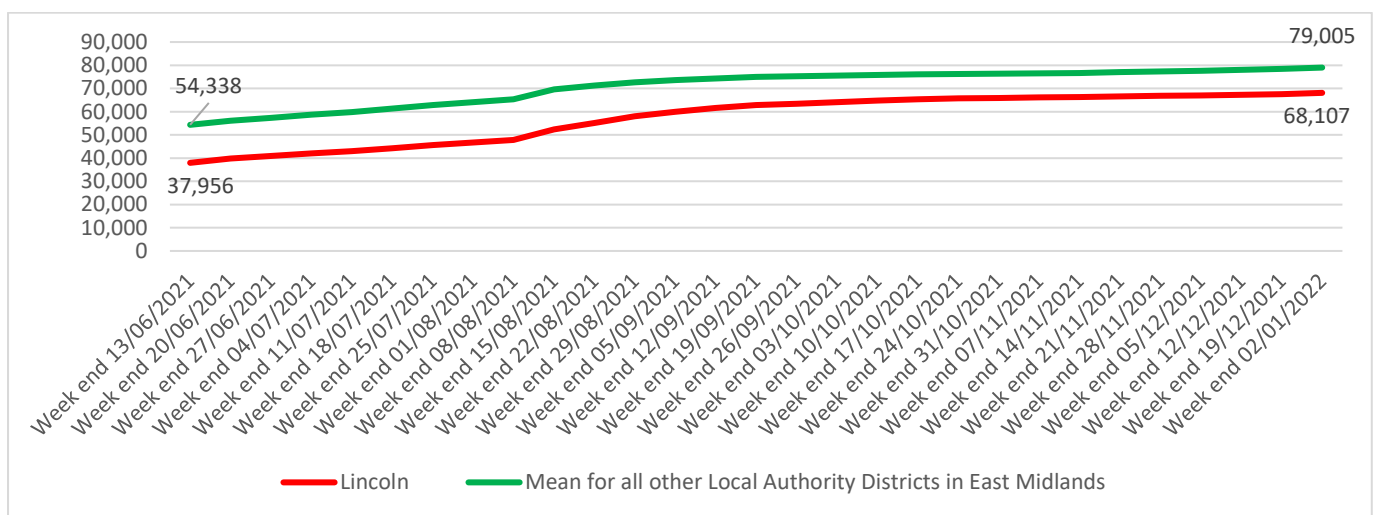


Figure 19

Source – LG Inform 2021

Figure 19 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for all age groups. Over the period displayed, 37,956 doses were administered as of the week ending 13th June 2021, increasing to 68,107 as of the week ending 2nd January 2022. Based on the current population figures for Lincoln and those who have been offered the vaccine, this means 81.5% have taken the opportunity to get both doses. These figures are based on the week ending on a **Sunday**. It is important to note no value was collected for the week ending 26th December 2021.

CUMULATIVE NUMBER OF ENTITLED UNDER 25 YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021

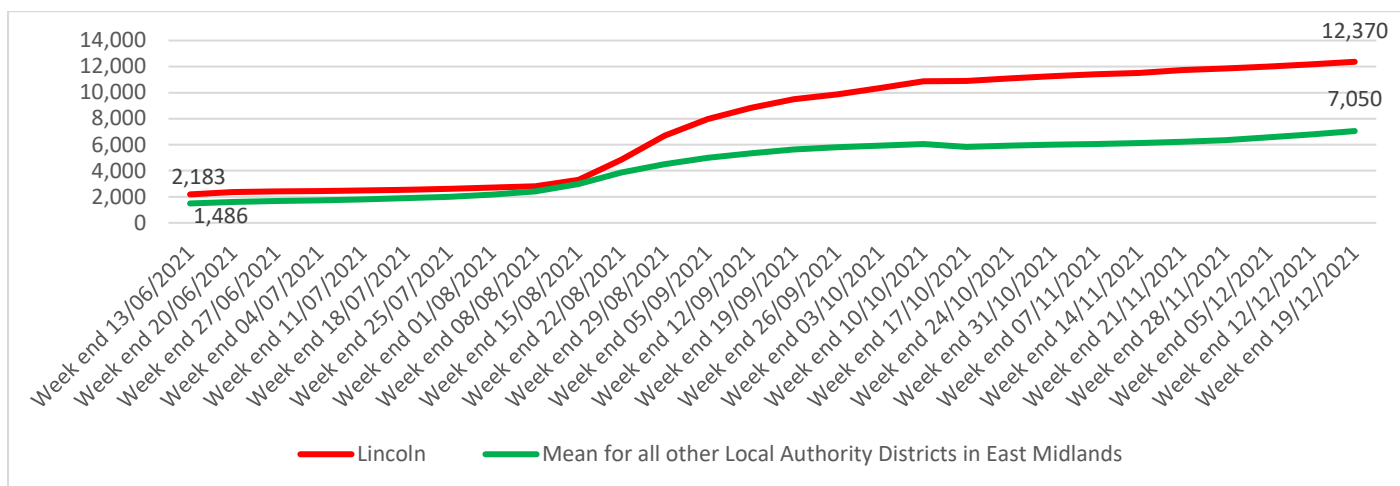


Figure 20

Source – LG Inform 2021

Figure 20 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for those under 25 year olds entitled to receive the vaccine at that point in time. Over the period displayed, 2,183 doses were administered as of the week ending 13th June 2021, increasing to 12,370 as of the week ending 19th December 2021. Based on the current population figures for this age group and those who have been offered the vaccine, this means 57.5% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

CUMULATIVE NUMBER OF 25-29 YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021

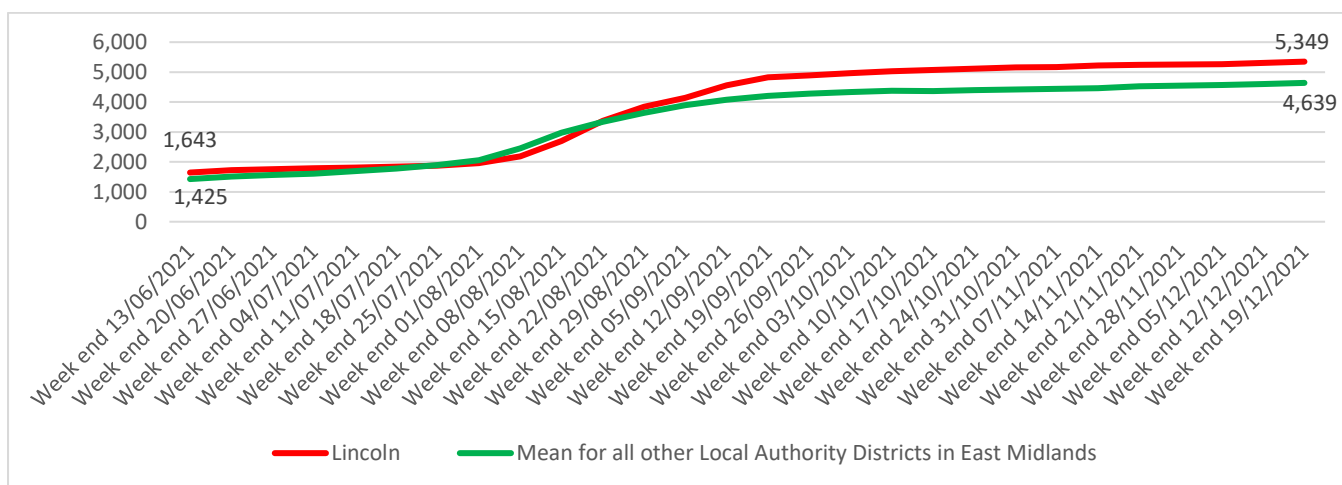


Figure 21

Source – LG Inform 2021

Figure 21 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for 25–29-year-olds. Over the period displayed, 1,643 doses were administered as of the week ending 13th June 2021 increasing to 5,349 as of the week ending 19th December 2021. Based on the current population figures for this age group, this means 67.9% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

CUMULATIVE NUMBER OF 30-34 YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021

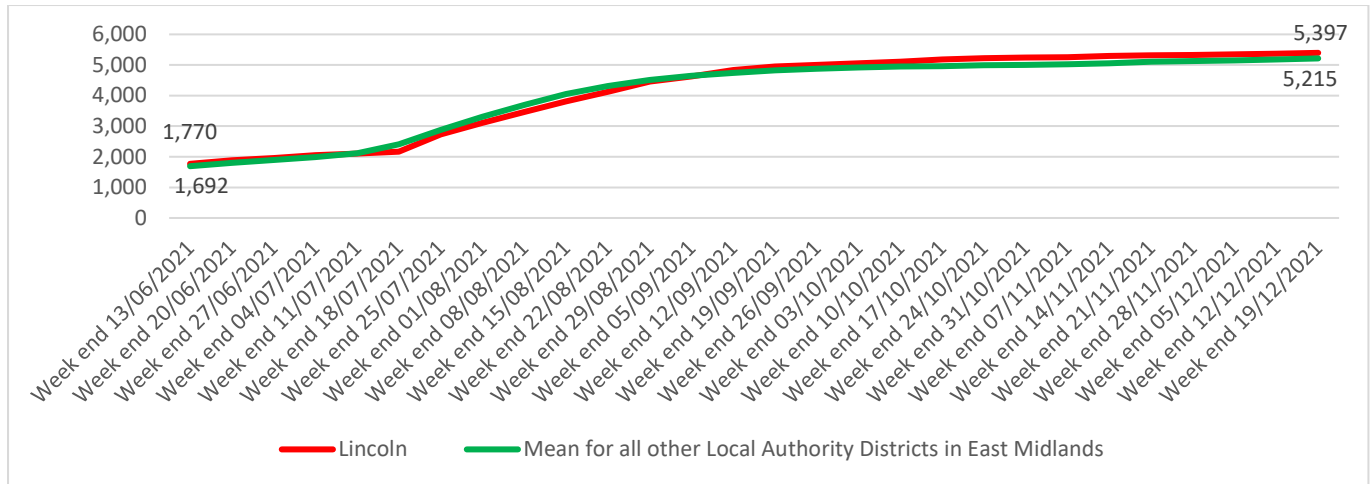


Figure 22

Source – LG Inform 2021

Figure 22 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for 30-34-year-olds. Over the period displayed, 1,770 doses were administered as of the week ending 13th June 2021 increasing to 5,397 as of the week ending 19th December 2021. Based on the current population figures for this age group, this means 81.9% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

CUMULATIVE NUMBER OF 35-39 YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021

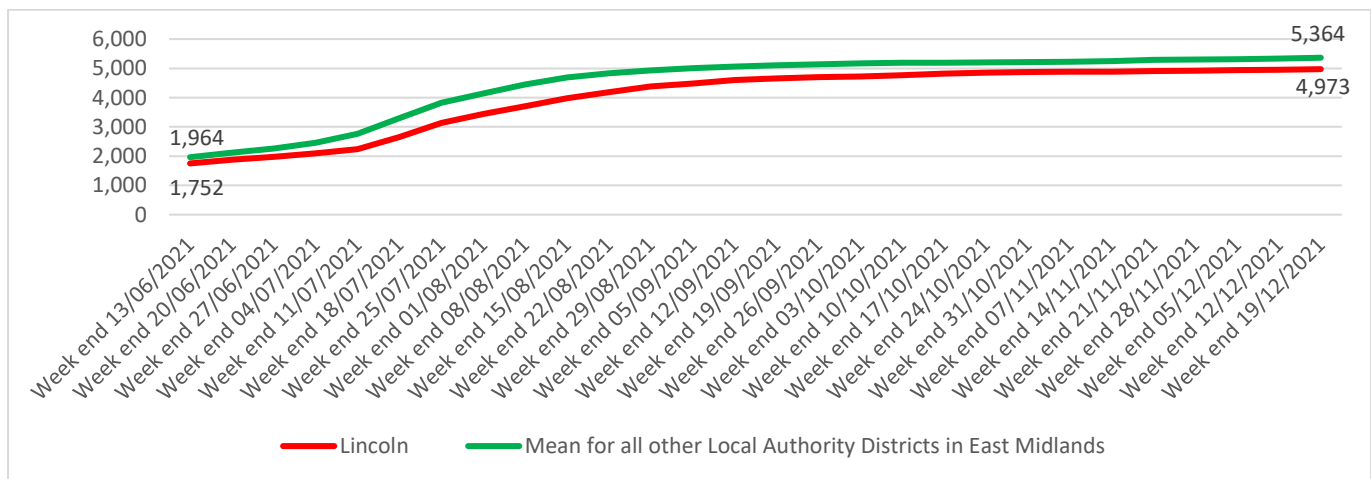


Figure 23

Source – LG Inform 2021

Figure 23 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for 35-39-year-olds. Over the period displayed, 1,752 doses were administered as of the week ending 13th June 2021 increasing to 4,973 as of the week ending 19th December 2021. Based on the current population figures for this age group, this means 81.7% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

CUMULATIVE NUMBER OF 40-44 YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021

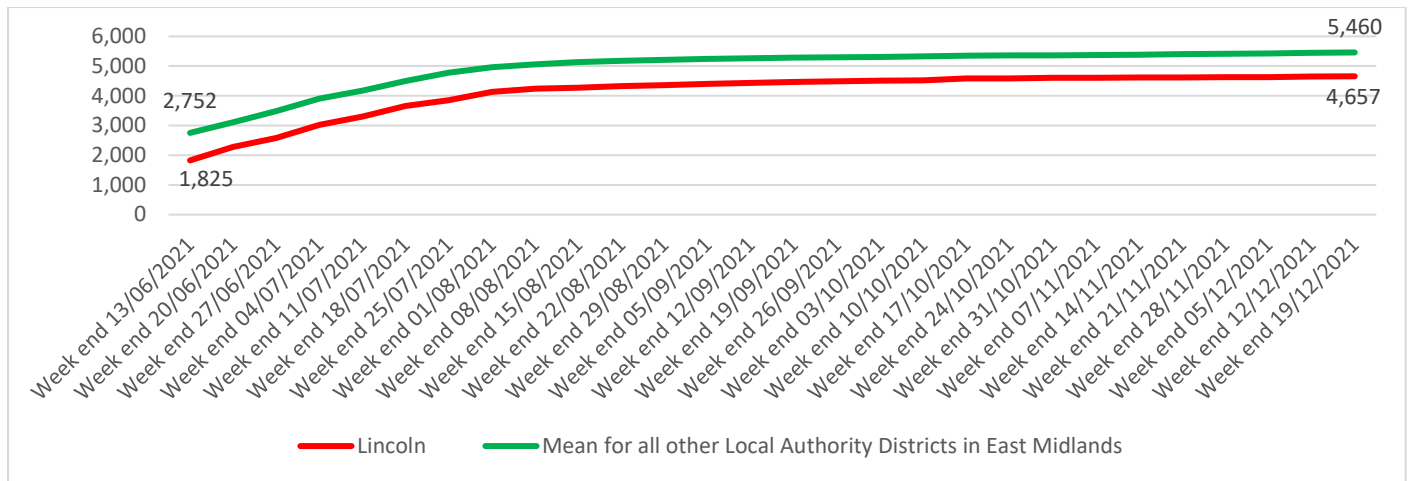


Figure 24

Source – LG Inform 2021

Figure 24 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for 40-44-year-olds. Over the period displayed, 1,825 doses were administered as of the week ending 13th June 2021, increasing to 4,657 as of the week ending 19th December 2021. Based on the current population figures for this age group, this means 92.2% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

CUMULATIVE NUMBER OF 45-49 YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021

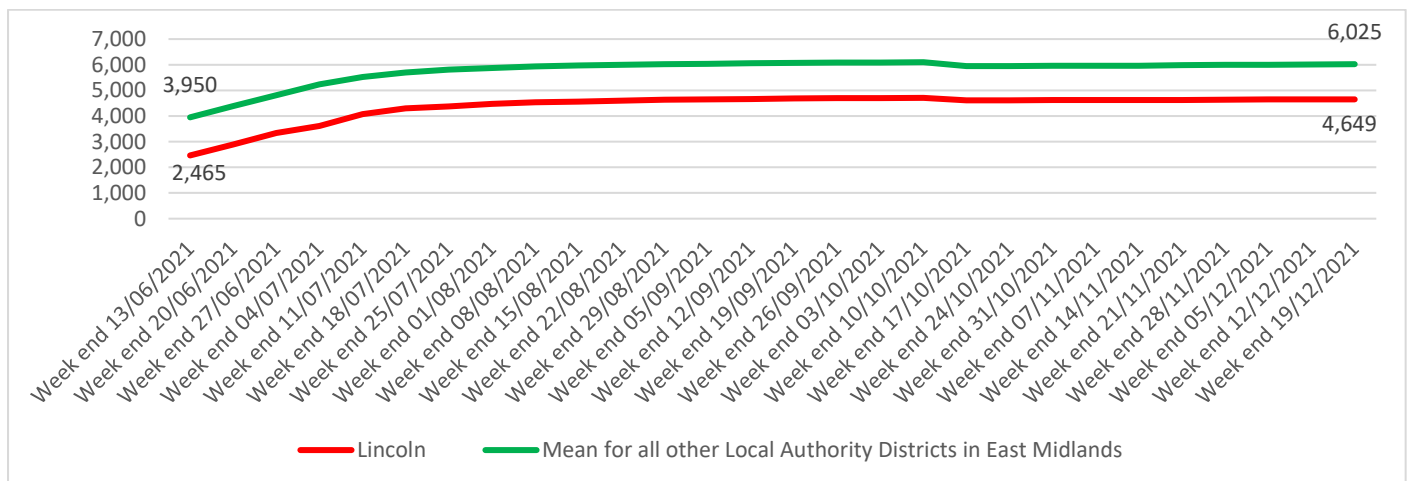


Figure 25

Source – LG Inform 2021

Figure 25 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for 45-49-year-olds. Over the period displayed, 2,465 doses were administered as of the week ending 13th June 2021 increasing to 4,649 as of the week ending 19th December 2021. Based on the current population figures for this age group, this means 91.1% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

CUMULATIVE NUMBER OF 50+ YEAR OLD RESIDENTS WHO HAVE RECEIVED FIRST AND SECOND COVID-19 VACCINES (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS) BETWEEN JUNE 2021 AND DECEMBER 2021



Figure 26

Source – LG Inform 2021

Figure 26 shows the cumulative number of first and second doses of the Covid-19 vaccine administered in Lincoln for 50+ year-olds. Over the period displayed, 28,501 doses were administered as of the week ending 13th June 2021, increasing to 30,185 as of the week ending 19th December 2021. Based on the current population figures for this age group, this means 96.2% have taken the opportunity to get both doses. It is important to note these figures are based on the week ending on a **Sunday**.

TOTAL NUMBER OF FURLOUGHED EMPLOYMENTS UNDER THE CORONAVIRUS JOB RETENTION SCHEME FROM MAY 2020 TO SEPTEMBER 2021 (LINCOLN VS MEAN FOR ALL OTHER LOCAL AUTHORITIES IN EAST MIDLANDS)

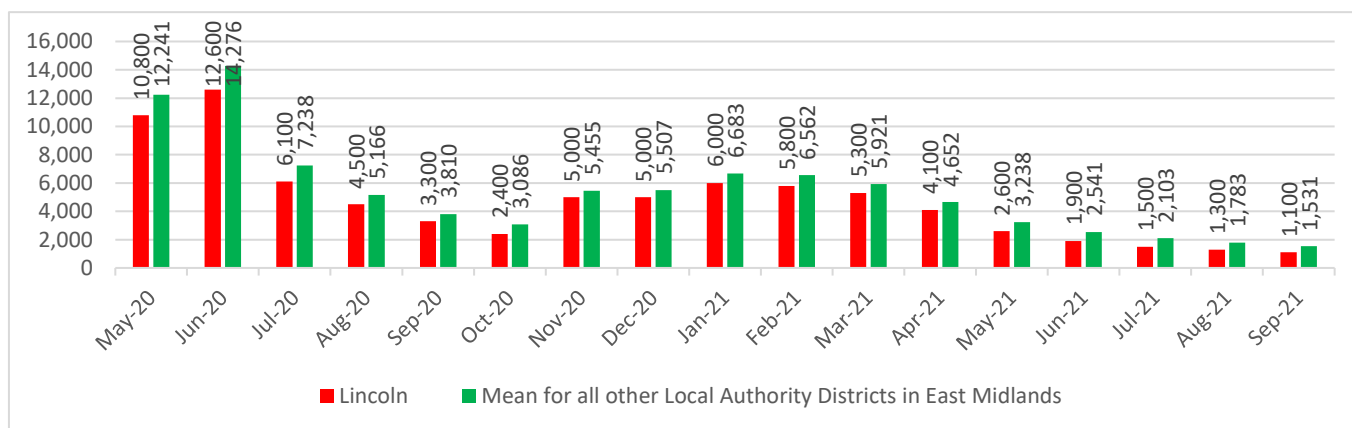


Figure 27

Source – LG Inform 2021

Figure 27 shows total number of furloughed employments under the Coronavirus Job Retention Scheme. In line with businesses reopening and adapting to operate in line with restrictions in place, the figure in Lincoln decreased from 10,800 in May 2020 to 1,100 in September 2021, which is when the furlough scheme ended. This same pattern could also be seen across the East Midlands. Throughout this period the Lincoln figure was consistently below the mean for all other local authority districts in the East Midlands.

GOVERNMENT COVID-19 SUPPORT GRANTS ISSUED TO BUSINESSES IN LINCOLN – MARCH 2020-SEPTEMBER 2020/OCTOBER 2020 – ONWARDS

March 2020 – September 2020

At the start of the pandemic 3 grant schemes were administered by the City of Lincoln Council to local businesses. A total of £21,380,000 was paid to 1,934 businesses across the 2 mandatory grant schemes. A further 171 applications were received for the discretionary grant scheme, allocating a further £1,207,750 across 126 businesses.

October 2020 – Date

Since October 2020 the City of Lincoln Council has administered national mandatory Covid Support grants to local businesses. In total £17,718,690.00 was paid out in grants to rate paying businesses within the City. A total of 5,729 grants was paid benefiting 874 businesses.

In addition, the Council was allocated Additional Restriction Grant funding (ARG) totalling £3,425,130 to provide direct business grants and wider business support activities. The Council has used it to support local businesses across a programme of discretionary grants and wider business support activity. The Programme of discretionary grant support is summarised as follows.

- Direct grant support packages aligned to the national mandatory schemes for non-business rate paying businesses forced to close and businesses that were not forced to close but were severely impacted due to Covid Restrictions. A total of 216 applications were received for these grant schemes.
- A Revival Grant Scheme provided grants up to £5,000 to Businesses for specific evidenced investment to support their adaptation and growth post Covid. A total of 108 applications have been awarded a grant to date.
- A digital accelerator scheme to support the growth of 20 - 25 new start businesses to support with the transformation into digitalisation and a grant of £5,000 to help implement the digital aspects into their business.
- Hospitality Sector businesses top up grants – a total of 166 Mandatory Grant's applicants received a discretionary top up grant.
- A High Street Recovery package including direct top up to mandatory retail grant. A total of 373 Mandatory Grant's applicants received a discretionary top up grant.

Prior to the advent of the Covid-19 pandemic, Lincoln's economy was proving to be particularly buoyant and growing steadily, with most indicators showing improvement. This was also shown in the Lincoln Economic Evidence and Growth Study 2020 completed in support of the Town Investment Plan.

The data collected in the Economy chapter shows that salaries and wages were improving for both full and part time earners, which is a positive step towards improving health outcomes for those facing financial insecurity.

New businesses are being created and surviving – however this data reflects up to 2018 and will not yet include any of the negative effects on business felt during and after the pandemic.

Lincoln has seen:

- 76.5% of 16-64 years olds are economically active in 2020/2021
- Median annual earnings for full time workers increased by £3,116 to £29,442 in 2020
- Median annual earnings for part time workers increased by £1,038 to £10,949 in 2020 (much nearer EM and England rates)
- Gross weekly pay for full time workers increased by £56.70 to £577.50 in 2020
- Gross weekly pay for part time workers increased by £24.80 to £199.20 in 2020
- 89.2% of new businesses survived their first year in 2018 – but this remains the 2nd lowest of our Lincolnshire district neighbours.
- Job density decreased to 0.90 per person in 2019, remaining above England and East Midlands rate
- The number of full time jobs in Lincoln remained the same in 2019 at 33,000

MEDIAN ANNUAL EARNINGS FOR FULL TIME WORKERS IN 2010-2020

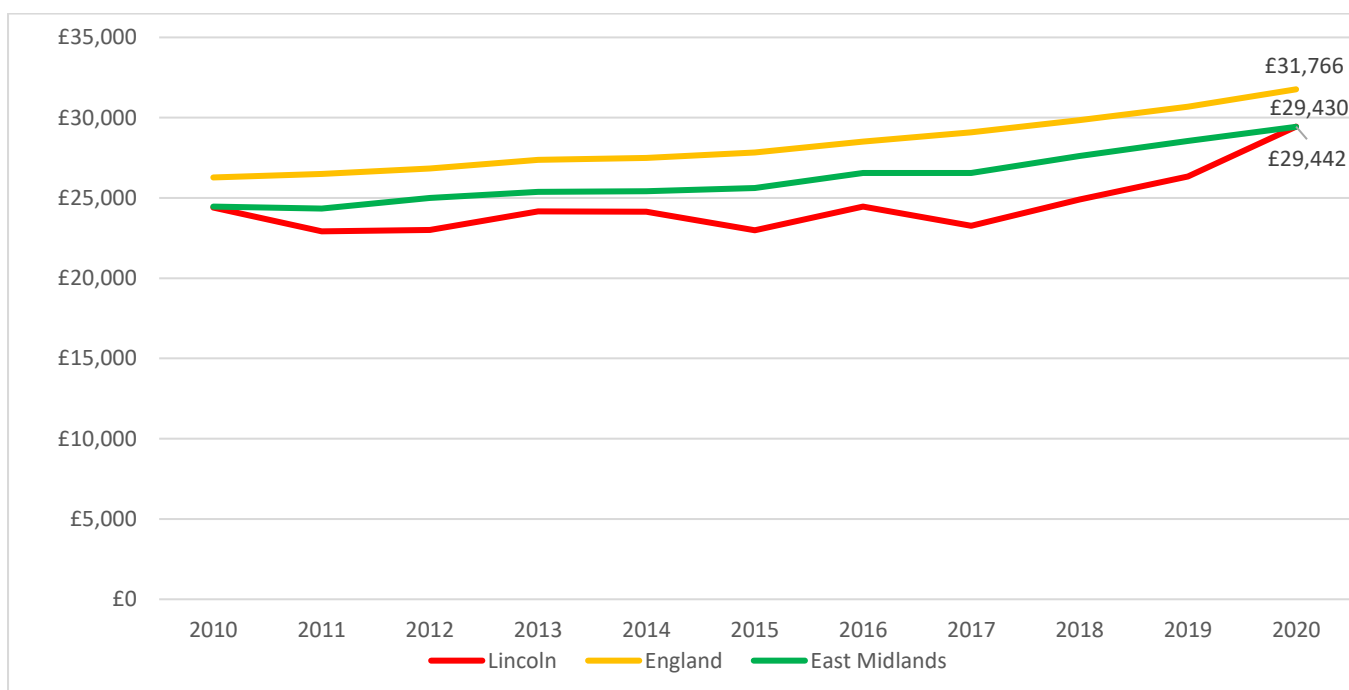


Figure 28

Source – NOMIS 2021

Figure 28 shows Lincoln's median annual earnings for full time workers has saw another sharp increase, with a figure of £29,442, compared to £26,326 in 2019. This is an increase of £3,116 and means that for the first time Lincoln median earnings for full time workers are more than those in the East Midlands.

MEDIAN ANNUAL EARNINGS FOR PART TIME WORKERS IN 2010-2020

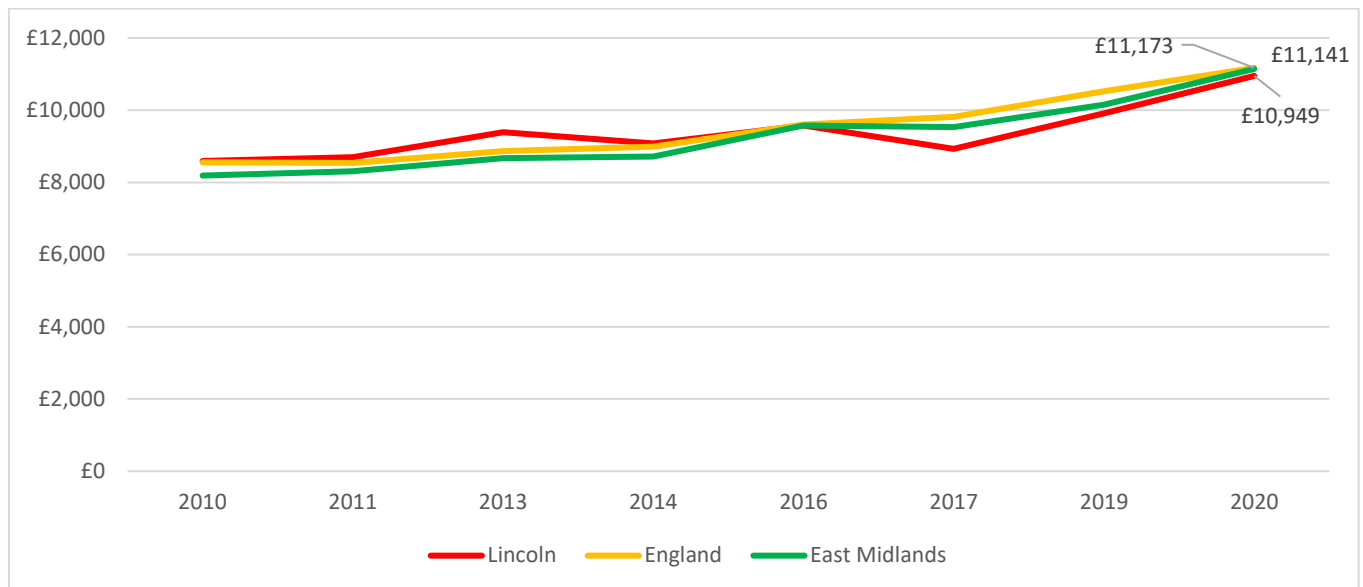


Figure 29

Source – NOMIS 2021

Figure 29 shows the Median Annual Earnings for Part Time Workers has also seen a considerable increase compared to the previous year, with a figure of £10,949 in 2020 compared to £9,911 in 2019. The rate has increased by £1,038 and is now much closer to the East Midlands and England averages.

(Note that the data for 2012, 2015 and 2018 has been suppressed as the figures have been marked as statistically unreliable by NOMIS).

GROSS WEEKLY PAY FOR FULL TIME WORKERS 2010- 2020

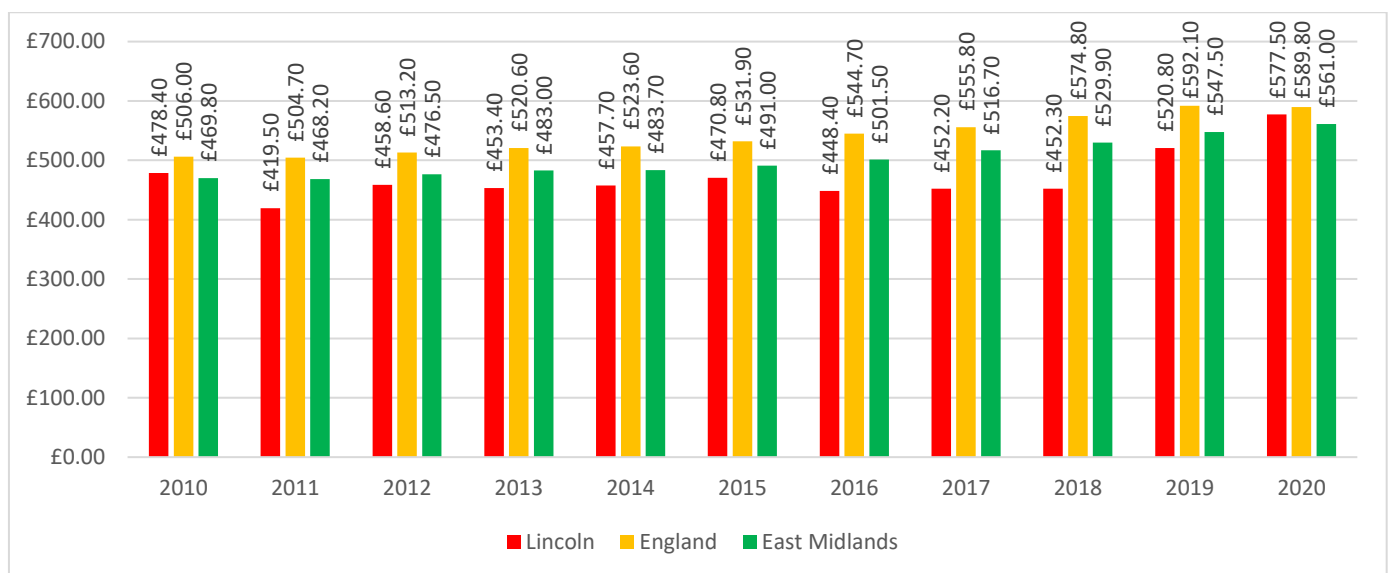


Figure 30

Source – NOMIS 2021

Figure 30 shows Lincoln's Gross Weekly Pay for Full Time Workers has increased from £520.80 in 2019 to £577.50 in 2020, an increase of £56.70. The Gross Weekly pay rate in England and the East Midlands has increased every year since 2010, with the Lincoln rate historically being below both of these areas. In 2020, the Lincoln rate rose above the East Midlands rate for the first time since 2011, however remains just below the England rate.

GROSS WEEKLY PAY FOR PART TIME WORKERS IN 2010-2020

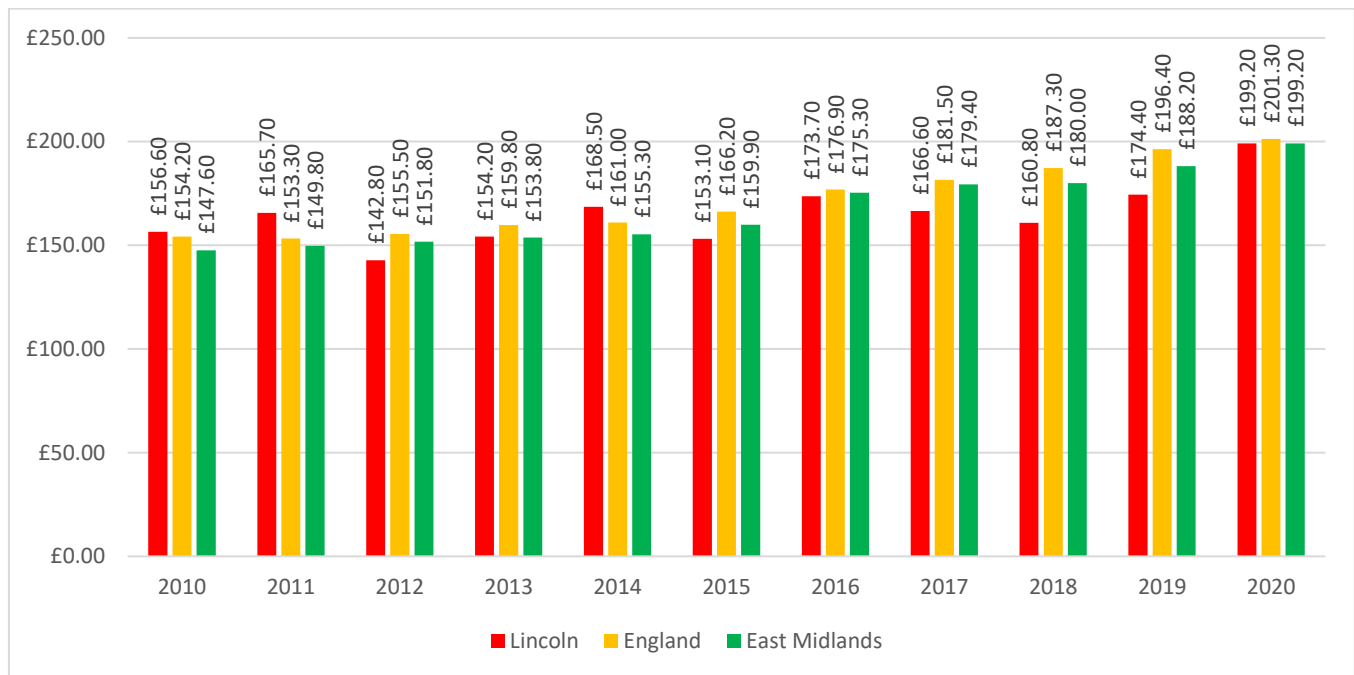


Figure 31

Source – NOMIS 2021

Figure 31 shows Lincoln saw a steep increase in its Gross Weekly Pay for Part Time Workers, increasing from £174.40 in 2019 to £199.20 in 2020, but whilst still remaining slightly lower than England, it is now equal to the East Midlands rate.

BIRTHS OF BUSINESSES IN 2018 AND THEIR SURVIVAL

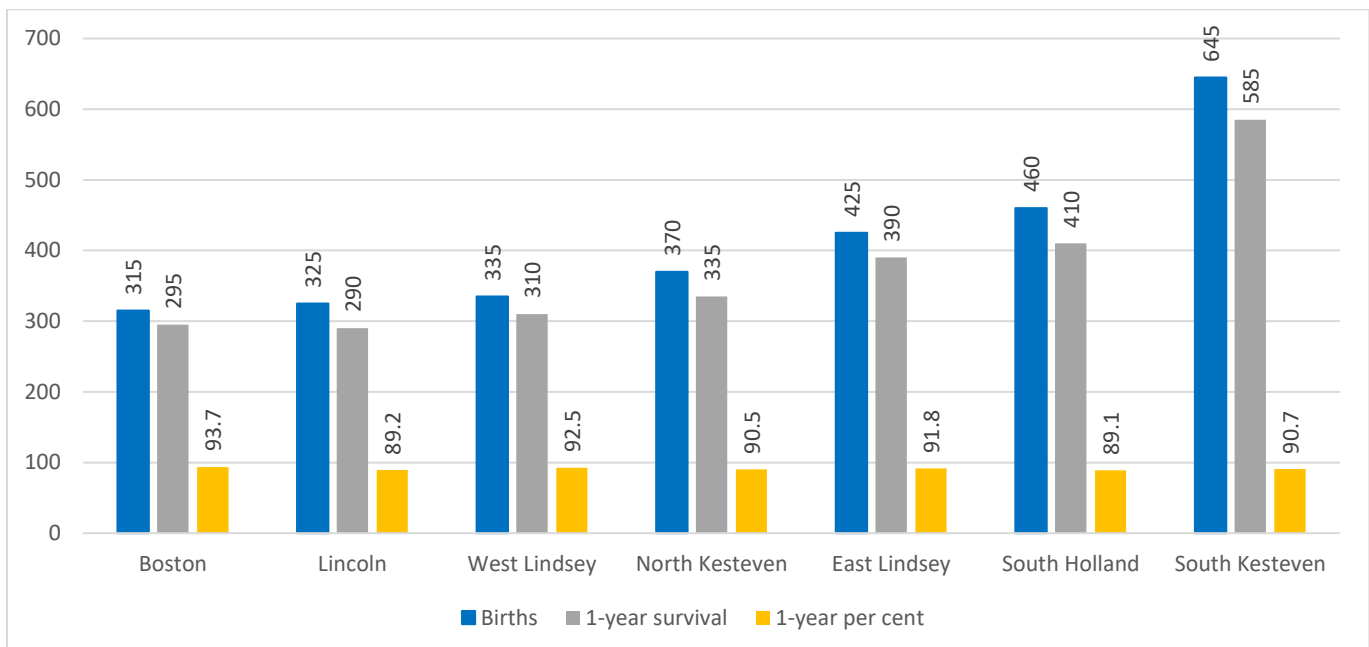


Figure 32

Source – ONS 2021

Figure 32 shows Lincoln had the second lowest number of business births in Lincolnshire in 2018, with 325 births, and a one year survival rate of 89.2%. In comparison, South Kesteven had the highest number of business births in Lincolnshire at 645, with a one year survival rate of 90.7%.

PERCENTAGE OF BUSINESSES IN LINCOLN THAT SURVIVED THEIR FIRST YEAR OF TRADING 2014-2018

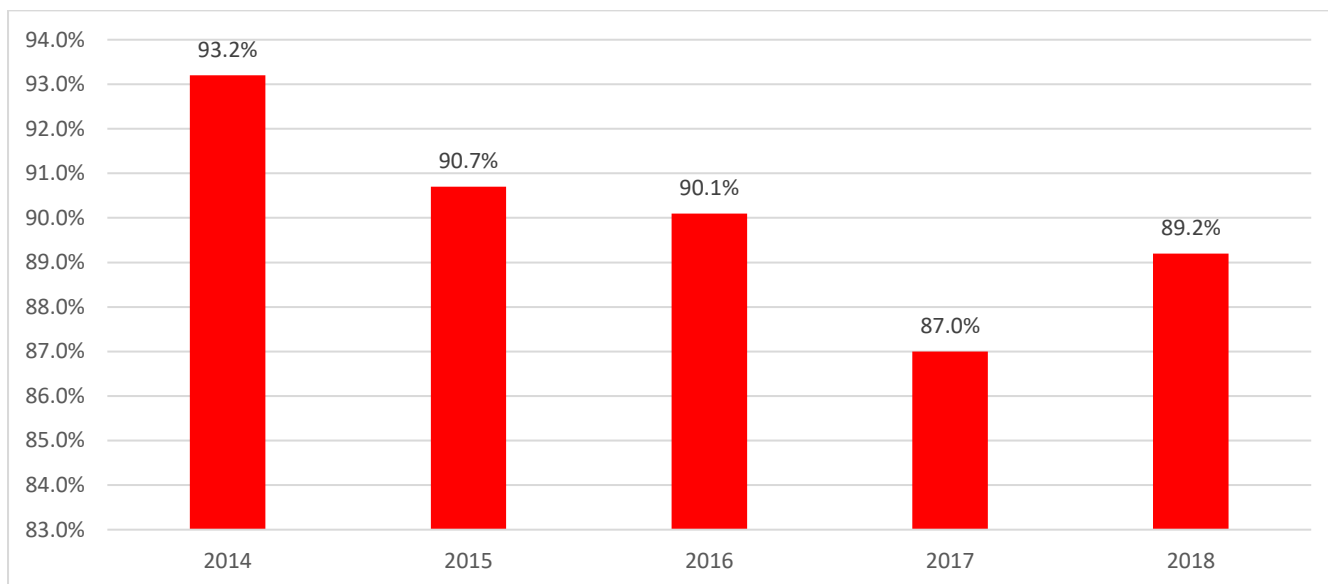


Figure 33

Source – ONS 2021

Figure 33 shows the percentage of businesses that survived their first year of trading started to increase again in 2018, with a figure of 89.2%. This follows a previously downward trend from 2014 to 2017.

PERCENTAGE OF BUSINESSES THAT SURVIVED THEIR FIRST YEAR OF TRADING AS OF 2018 COMPARED TO OUR NEAREST NEIGHBOURS

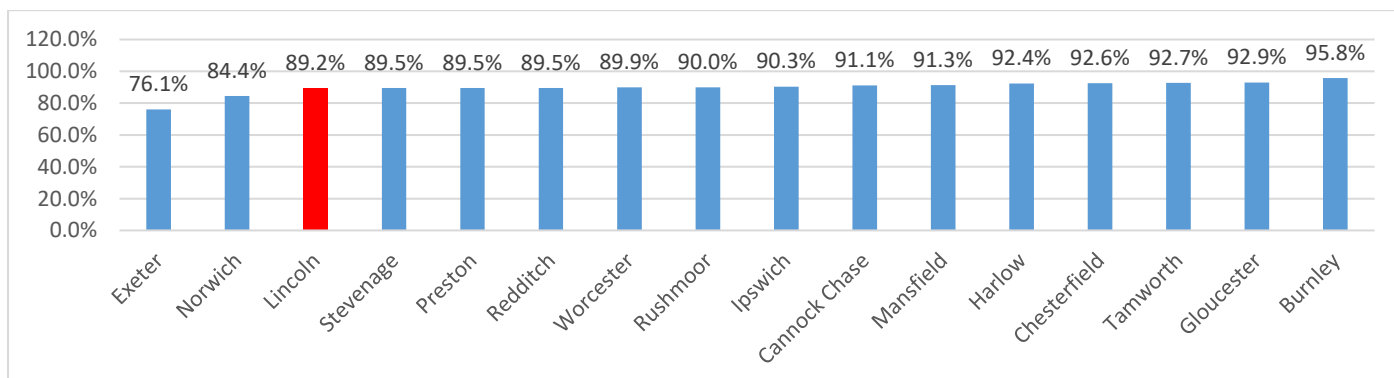


Figure 34

Source – ONS 2021

Figure 34 shows in 2018 Lincoln had the 3rd lowest survival rate of businesses in their first year of trading compared to our nearest neighbours with a figure of 89.2%. This is a drop from 5th lowest in 2017.

BUSINESS COUNTS 2020 (LINCOLN VS EAST MIDLANDS)

	Lincoln (Numbers)	Lincoln (%)	East Midlands (Numbers)	East Midlands (%)
Micro (0-9)	2,185	85	163,960	89.1
Small (10 to 49)	310	12.1	16,350	8.9
Medium (50 to 249)	55	2.1	2,990	1.6
Large (250+)	25	1	715	0.4
Total	2,570	N/A	184,015	N/A

Figure 35

Source – ONS 2021

Figure 35 shows the majority of businesses in Lincoln fall under the micro size (0-9 employees) with a figure of 2,185 in 2020. As expected, Lincoln had the least number of large businesses (250+ employees) with a figure of 25.

BUSINESS ENQUIRIES AT CITY OF LINCOLN COUNCIL MANAGED WORKSPACES AS OF AUGUST 2021

Nature of new enquiries	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021
Start Up	6 (30%)	0	4 (20%)	4 (23.5%)	6 (40%)	2 (18%)
Expansion	10 (50%)	6 (50%)	9 (45%)	7 (41%)	4 (27%)	6 (55%)
Relocation within district	0	0	2 (10%)	0	0	1 (9%)
Relocation district to district	0	1 (8.33%)	0	2 (12%)	0	1 (9%)
Inward Investment	1 (5%)	1 (8.33%)	0	0	0	0
Business Advice	2 (10%)	3 (25%)	4 (20%)	4 (23.5%)	5 (33%)	1 (9%)
Unknown	1 (5%)	1 (8.33%)	1 (5%)	0	0	0
New Enquiries (% of total contact activities)	20 (20%)	12 (14%)	20 (20%)	17 (14%)	15 (12%)	11 (11%)
Total Business Contact Activities (All activities)	102	85	98	119	122	96

Figure 36

Figure 36 shows the Business Services Team has continued to work with businesses who are investing in the City and the surrounding areas. There were 622 business contact activities recorded in the six month period March to August 2021, 122 alone in July 2021 - of which 15 (12%) were new business enquiries. Enquiries regarding business expansions continues to be the most common.

**PERCENTAGE OF PEOPLE AGED 16-64 WHO ARE ECONOMICALLY ACTIVE/INACTIVE
APRIL 2009 - MARCH 2021**

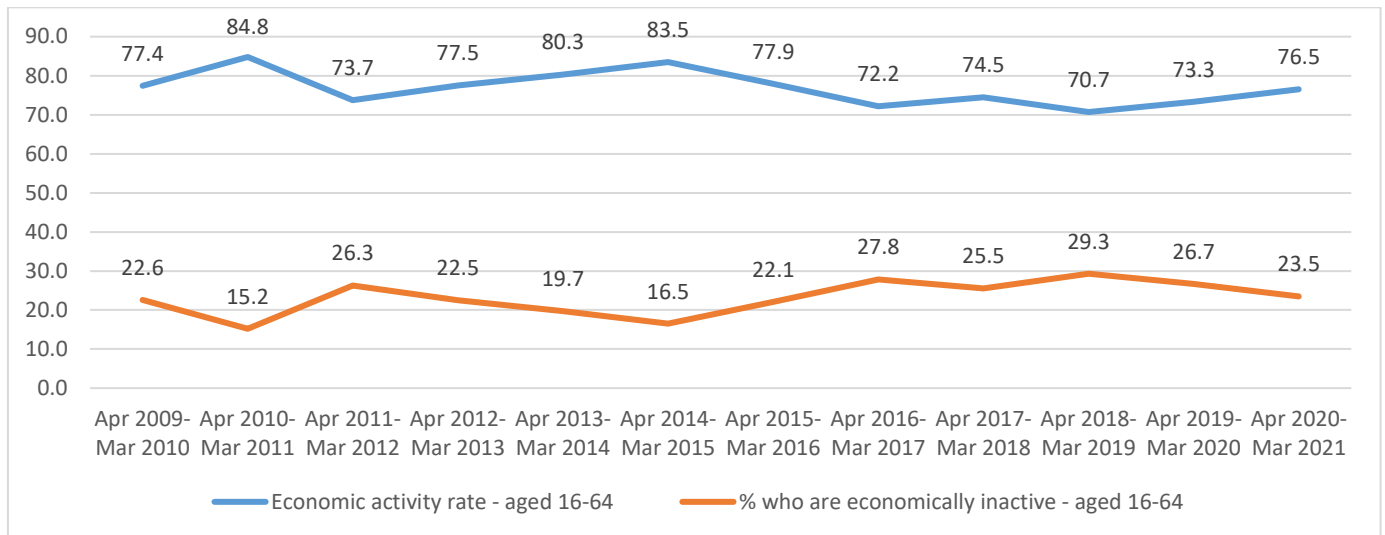


Figure 37

Source – NOMIS 2021

Figure 37 shows the economic activity rate in Lincoln has increased slightly from 73.3% in 2019/20 to 76.5% in 2020/21. Also, the percentage of those who are economically active has thus decreased from 26.7% in 2019/20 to 23.5% in 2020/2021.

PERCENTAGE OF UNEMPLOYED PEOPLE (MODEL BASED) APRIL 2011 – MARCH 2021

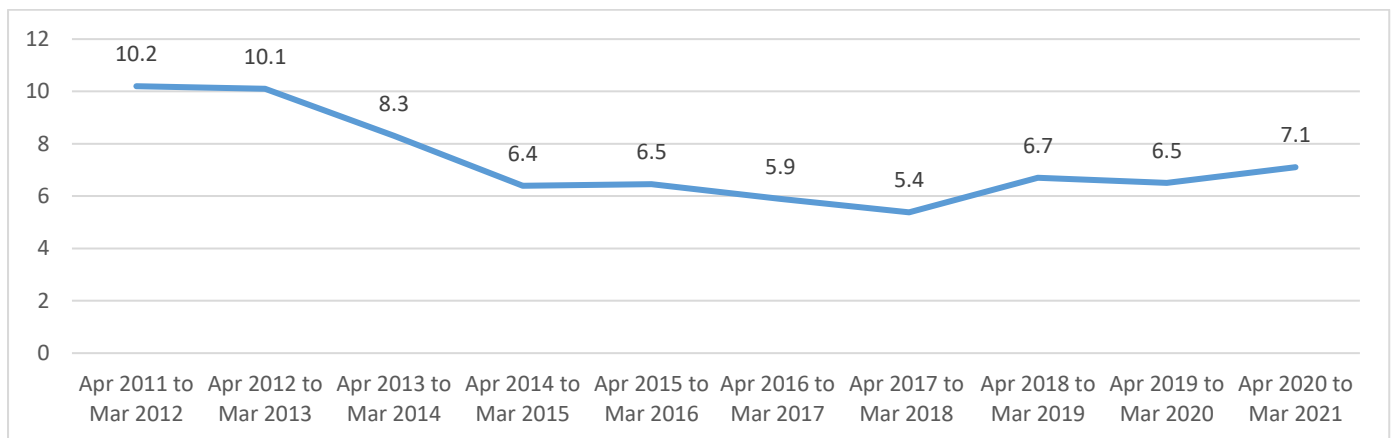


Figure 38

Source – NOMIS 2021

Figure 38 shows Lincoln has seen an increase in model-based unemployment rates, increasing from 6.5% for the period April 2019 to March 2020, to 7.1% for the period April 2020 to March 2021. Model based unemployment rates use a statistical model to provide better estimates of unemployment due to very small sample sizes which may be unreliable.

PERCENTAGE OF EMPLOYMENT BY OCCUPATION TYPE IN LINCOLN APRIL 2020 – MARCH 2021

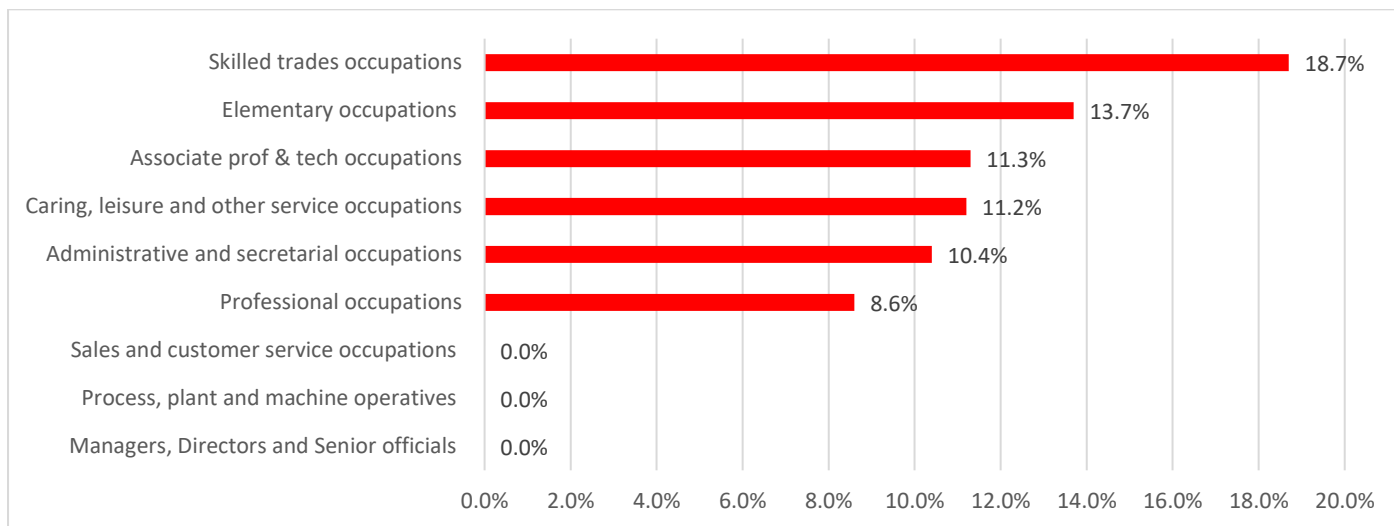


Figure 39

Source – NOMIS 2021

Figure 39 shows in the year 2020/21 skilled trades occupations occupied the majority of employment in Lincoln with a figure of 18.9% as opposed to professional occupations which was the lowest at 8.6%. Please note the values marked as 0.0% are not available due to the sample size being unreliable for this period. ‘Elementary Positions’ are those roles that don’t require prior training and are lower skilled. N.B. This data may be unreliable during this period as it is collected via survey and covers the period of the covid lockdowns.

JOB DENSITY 2009-2019 (LINCOLN VS EAST MIDLANDS AND ENGLAND)

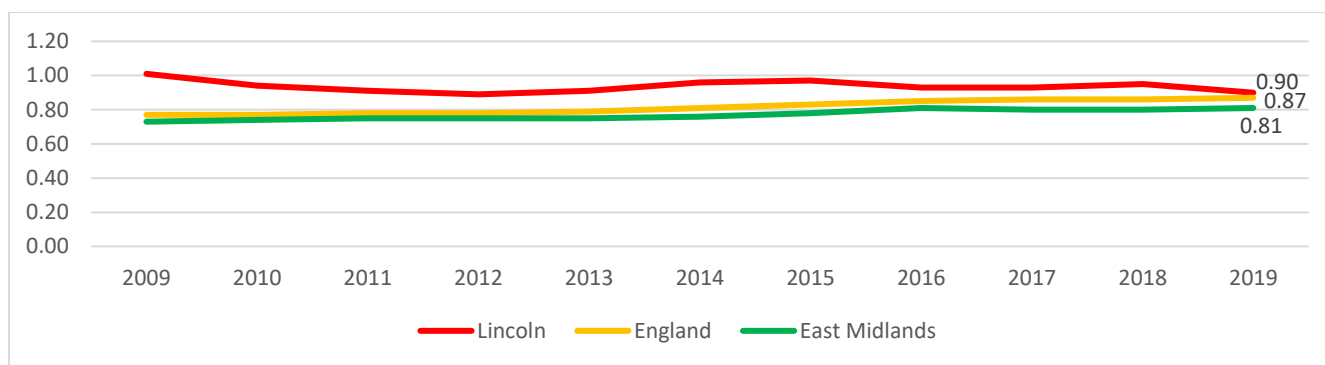


Figure 40

Source – NOMIS 2021

Figure 40 shows Job Density is the level of jobs per resident aged 16-64. For example, a job density of 1.0 would mean that there is one job for every resident aged 16-64. Lincoln’s job density decreased slightly to 0.90 in 2019 as opposed to England and East Midlands who have both increased in 2019 but remain under the Lincoln density.

NUMBER OF FULLTIME/PART TIME JOBS AVAILABLE IN LINCOLN 2015-2019

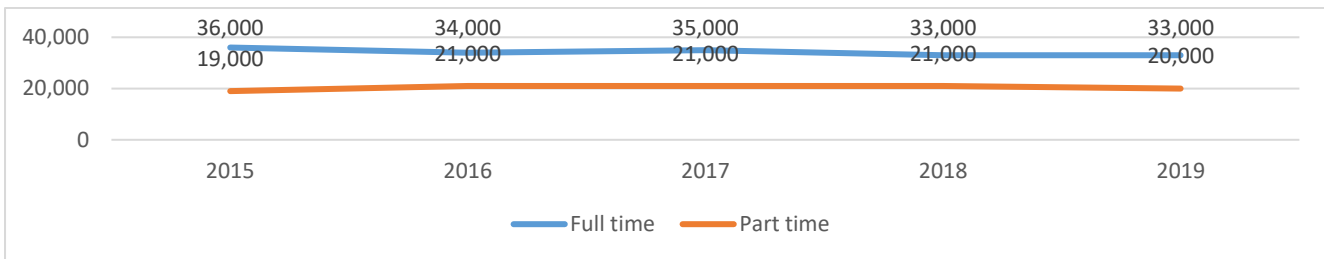


Figure 41

Source – NOMIS 2021

Figure 41 shows the number of full time jobs available in Lincoln remains relatively static in 2019 whereas part time jobs has decreased slightly since 2018 to 20,000 in 2019.

GROSS VALUE ADDED IN LINCOLN ACROSS ALL INDUSTRIES (2008-2018 PRICES IN £MILLIONS)



Figure 42

Source – ONS 2021

Figure 42 shows Gross Value Added (GVA) is a measure of productivity and is a calculation of the value of all goods and services produced within an area. Figure 15 shows that Gross Value Added across all industries in Lincoln has continued to increase at a steady rate with the latest figure for 2018 at £2,796 (£Millions).

GROSS VALUE ADDED ACROSS ALL INDUSTRIES AS OF 2018 PRICES IN £MILLIONS (LINCOLN VERSUS NEAREST NEIGHBOURS)

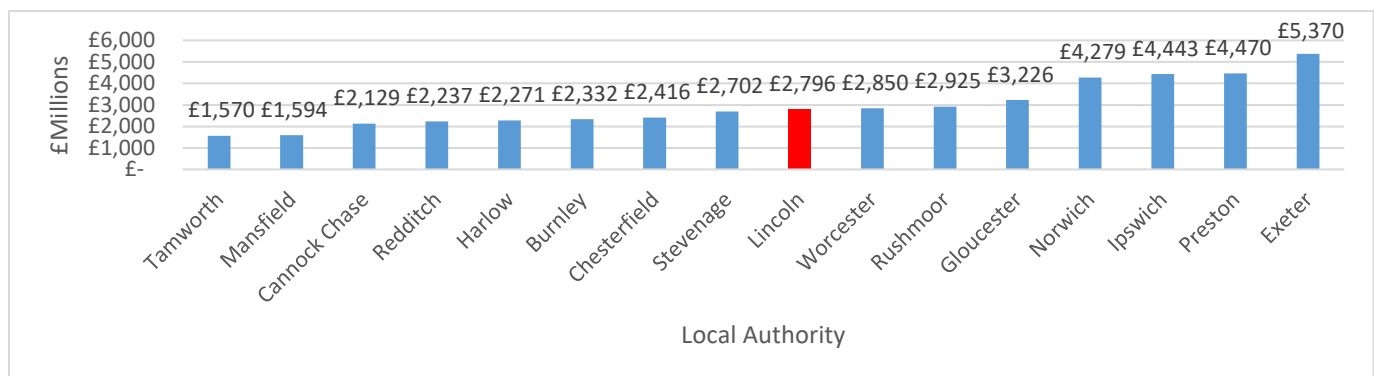


Figure 43

Source – ONS 2021

Figure 43 shows that compared to its nearest neighbours, in 2018 Lincoln was the 8th highest for Gross Value Added across all industries at £2,796 (£Millions) compared to Tamworth, which was the lowest at £1,570 (£Millions).

WELFARE

Please note that most of the data sets sourced from national data included in this new Lincoln City profile chapter are reflecting data up to 2021, and thus have started to include data from the pandemic period; however, the poverty related data is earlier only reflecting 2019/20.

The data shows significant uplift of benefit claims in 2020, and although these are dropping in 2021 as people are able to resume work, they are still higher than previously – which seems to contradict the evidence in the Economy chapter relating to wages. However, it is important to note that this is due to the difference in timeframes between the two evidence bases.

Lincoln has seen:

- An increase of people living in fuel poverty in 2019, rising to 15.4% from 11.0% in 2018
- The percentage of children living in (relative) low income families has risen by 1% to 21% in 2019/20, although the gap between Lincoln and the England rate remains at 2%
- The number of claimants of Universal Credit (both male and female) over the year August 19 to August 21 has increased significantly. This is likely to include the effects of Covid-19
- The number of council tax support claimants has increased to 8,982, a significant rise since April 2020 when the figure stood at 8524.

IMD 2019 Summary

It's important to note that the IMD (Indices of Multiple Deprivation) figures are not a performance measure and are instead a collection of comparator figures against other local authorities across the country. The MHCLG (Ministry for Housing, Communities and Local Government) LA (local authority) rank for IMD 2019 shows Lincoln as 68th most deprived local authority area out of a total of 317.

The three domains that Lincoln has scored higher in the rankings (less deprived) are in crime, housing and living environment. These three areas have the least weighting on the overall IMD score. Health remains Lincoln's most deprived domain.

The same 10 LSOAs (Lower super output area) remain in the top 10% of most deprived areas in England as in 2015. One Birchwood LSOA (007C) has dropped out of the top 1% into the top 5%. In addition, one Park LSOA (006B) has dropped from the top 5% to the top 10%. The Moorland LSOA that remains in the top 1% has reduced from 207th most deprived area to the 309th most deprived. Seven of the ten LSOA's have improved their positions compared to England, three have declined – these are:

- Glebe 002C
- Castle 001A
- Minster 001D

PERCENTAGE OF PEOPLE IN FUEL POVERTY IN LINCOLN 2011-2019

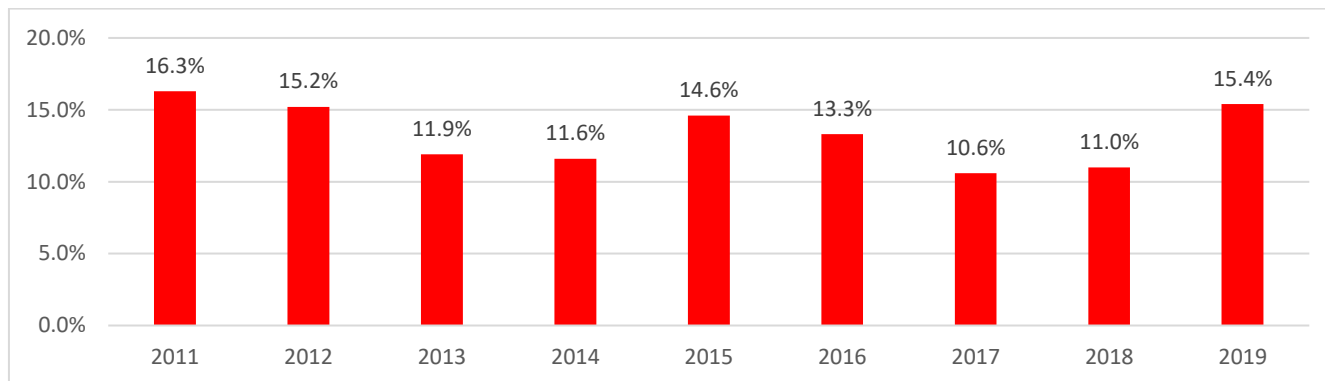


Figure 44

Source – [GOV.UK](https://www.gov.uk)

Figure 44 shows there has been a significant increase of 4.4% in the percentage of people in fuel poverty in Lincoln in 2019, rising to 15.4% from 11% in 2018.

NUMBER OF HOUSING BENEFIT CLAIMS IN LINCOLN MAY 2012- MAY 2021

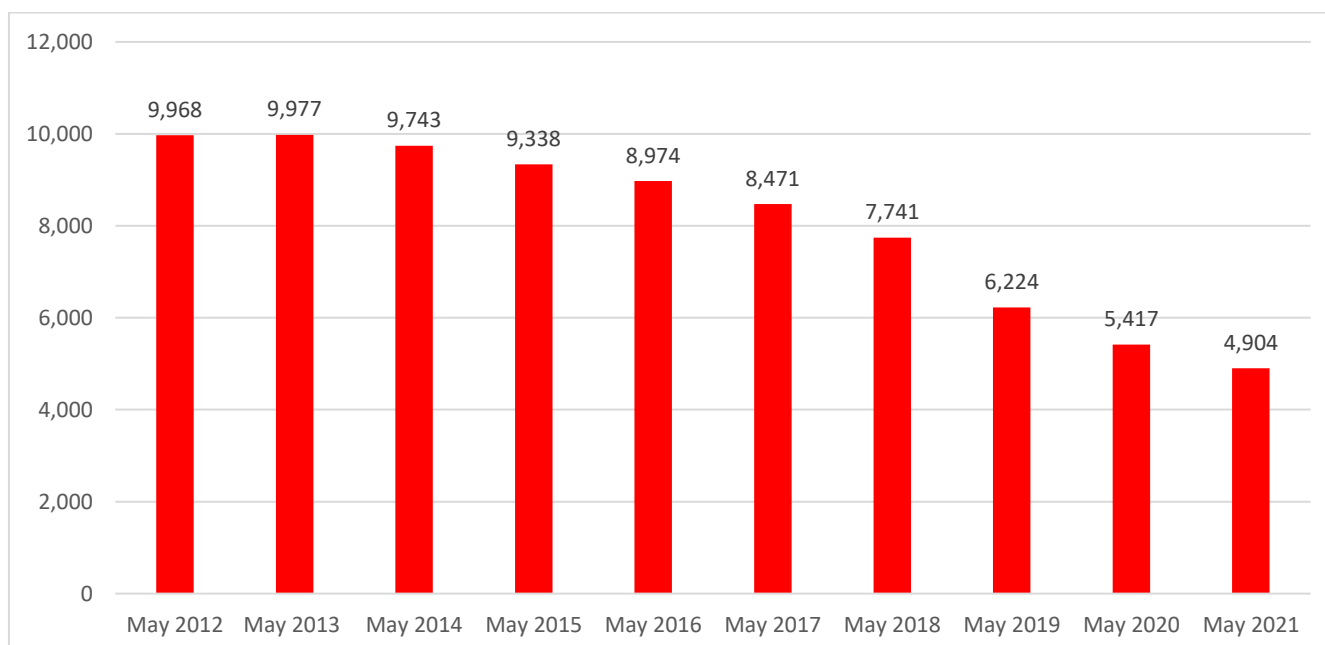


Figure 45

Source – [LG Inform 2021](https://www.lginform.co.uk)

Figure 45 shows a steady decrease can be seen in the number of housing benefit claims in Lincoln between May 2013 and May 2021. This decrease is largely due to the fact that Universal Credit continues to migrate claimants from Housing Benefits to Universal Credit.

TOTAL NUMBER OF PEOPLE CLAIMING UNIVERSAL CREDIT AUGUST 2011 – AUGUST 2021

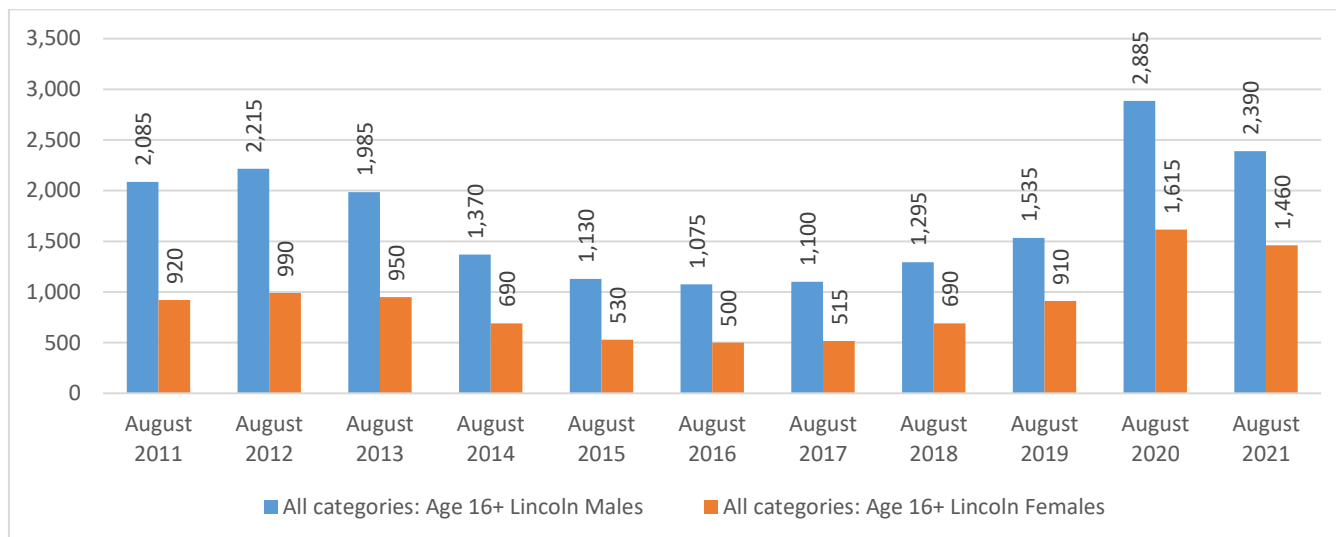


Figure 46

Source – NOMIS 2021

Figure 46 shows the number of males aged 16+ claiming universal credit has decreased from 2,885 in August 2020 to 2,390 in August 2021. This shows a decrease of 495 claimants. The number of females in the same category has also decreased from 1,615 in August 2020 to 1,460 in August 2021, representing a decrease of 155 claimants. The August 2020 statistic includes the first period of lockdown due to Covid-19, which may account for the steep increase in the total claims.

TOTAL NUMBER OF PEOPLE CLAIMING UNIVERSAL CREDIT AUGUST 2021 (LINCOLN VS NEAREST NEIGHBOURS)

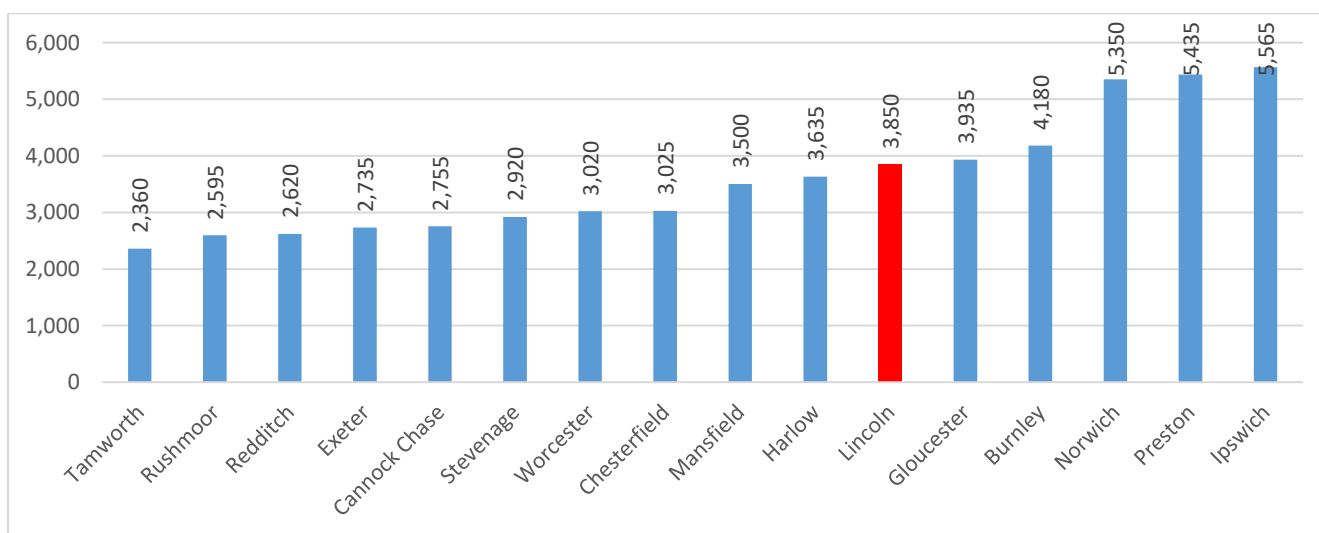


Figure 47

Source – NOMIS 2021

Figure 47 shows Lincoln has the 6th highest figure of Universal Credit claimants when compared to its nearest neighbours, with a total figure of 3,850 claimants in August 2021. In comparison Tamworth had the least number of claimants at 2,360. However, these numerical data need to be considered alongside the population stats for each town which do differ.

NUMBER OF PEOPLE AGED 16-17 CLAIMING UNIVERSAL CREDIT AUGUST 2011 – AUGUST 2021

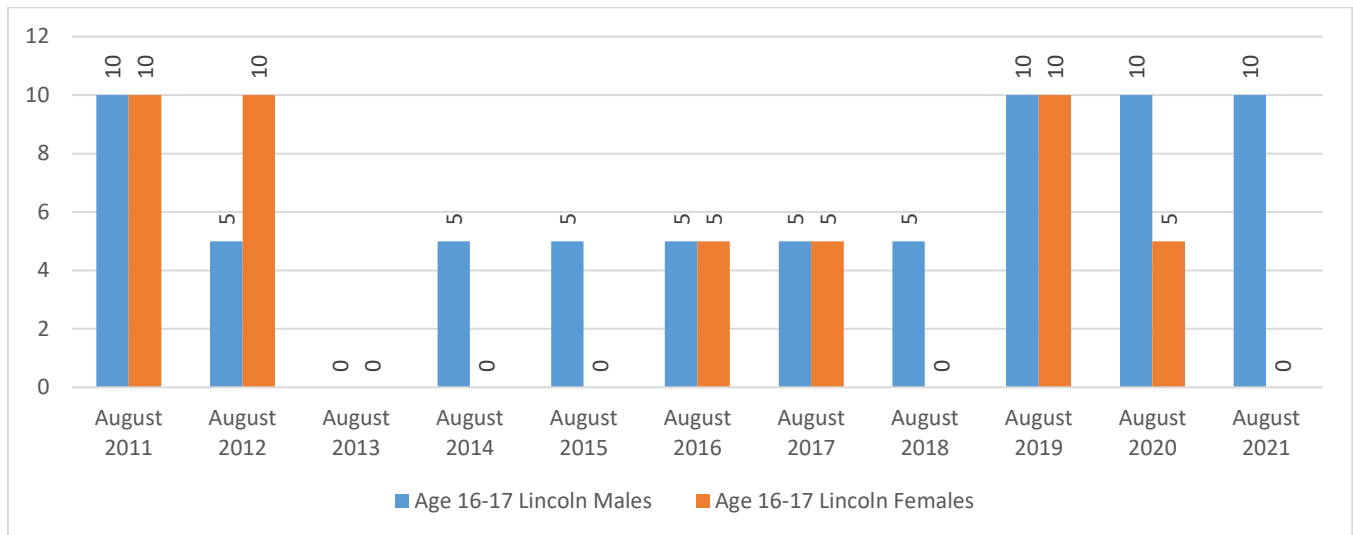


Figure 48

Source – NOMIS 2021

Figure 48 shows between August 2020 and August 2021 the number of both males and females aged 16-17 claiming Universal Credit remained the same for males at 10 claimants and decreased by five claimants for females. Unemployment benefits normally only apply to people aged 18 years and over. They can only be claimed by 16 and 17 year olds in exceptional circumstances. Consequently, the counts for this age group are typically very low. The August 2020 statistic includes the first period of lockdown due to Covid-19.

NUMBER OF PEOPLE AGED 18-24 CLAIMING UNIVERSAL CREDIT AUGUST 2011 - AUGUST 2021

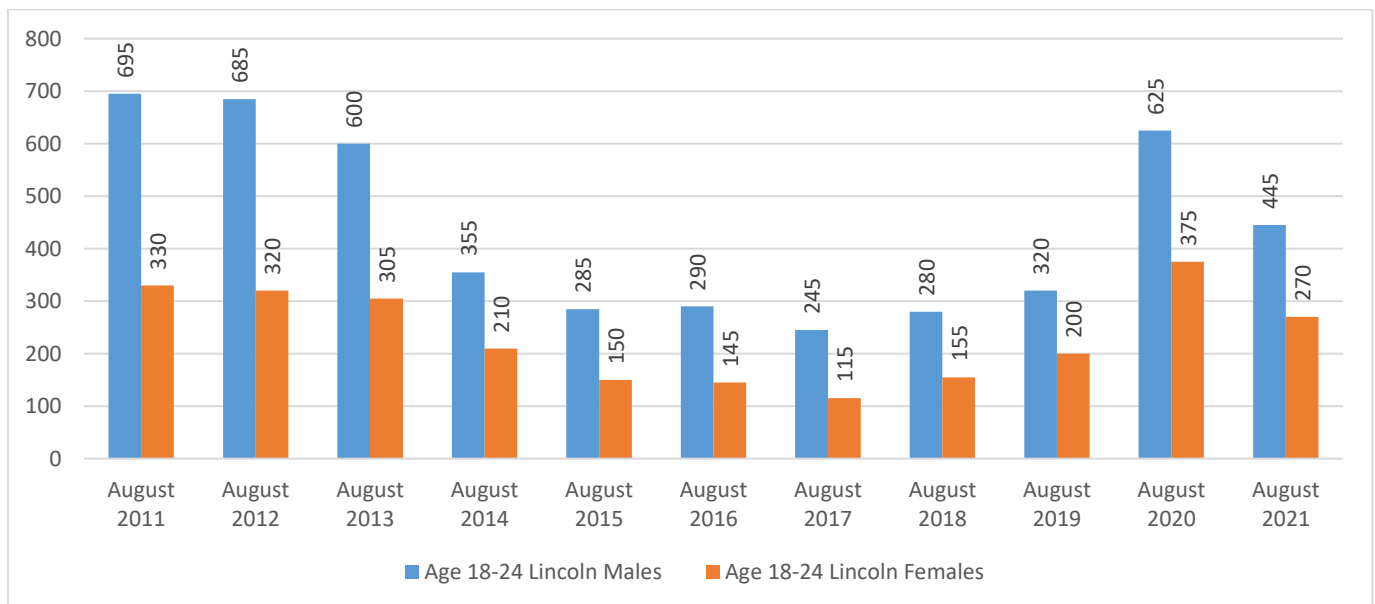


Figure 49

Source - NOMIS 2021

Figure 49 shows the total number of people aged 18 – 24 claiming Universal Credit in August 2021 was 715. This was a decrease of 285 when compared to the August 2020 figure, which totalled 1,000 claimants. The August 2020 statistic includes the first period of lockdown due to Covid-19.

NUMBER OF PEOPLE AGED 25-49 CLAIMING UNIVERSAL CREDIT AUGUST 2011 – AUGUST 2021

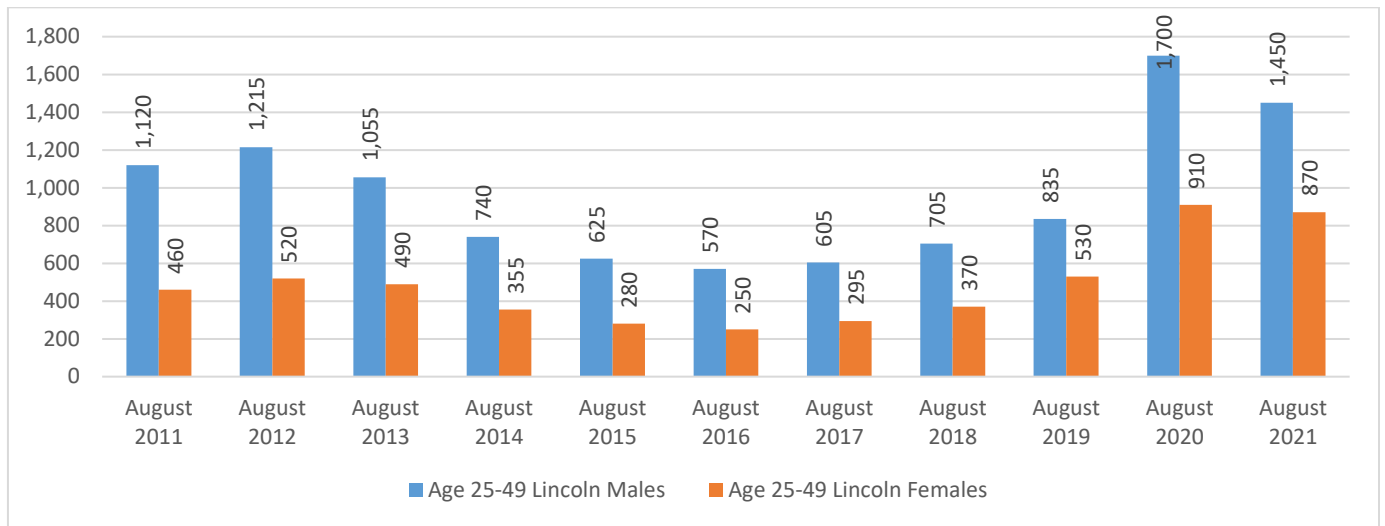


Figure 50

Source – NOMIS 2021

Figure 50 shows the total number of people aged 25 – 49 claiming Universal Credit in August 2021 (2,320), compared to August 2020 (2,610). As with the lower age group above, the total number of claimants decreased in August 2021. For this age group, this was a decrease of 290 claimants. The August 2020 statistic includes the first period of lockdown due to Covid-19.

NUMBER OF PEOPLE AGED 50+ CLAIMING UNIVERSAL CREDIT AUGUST 2011 – AUGUST 2021

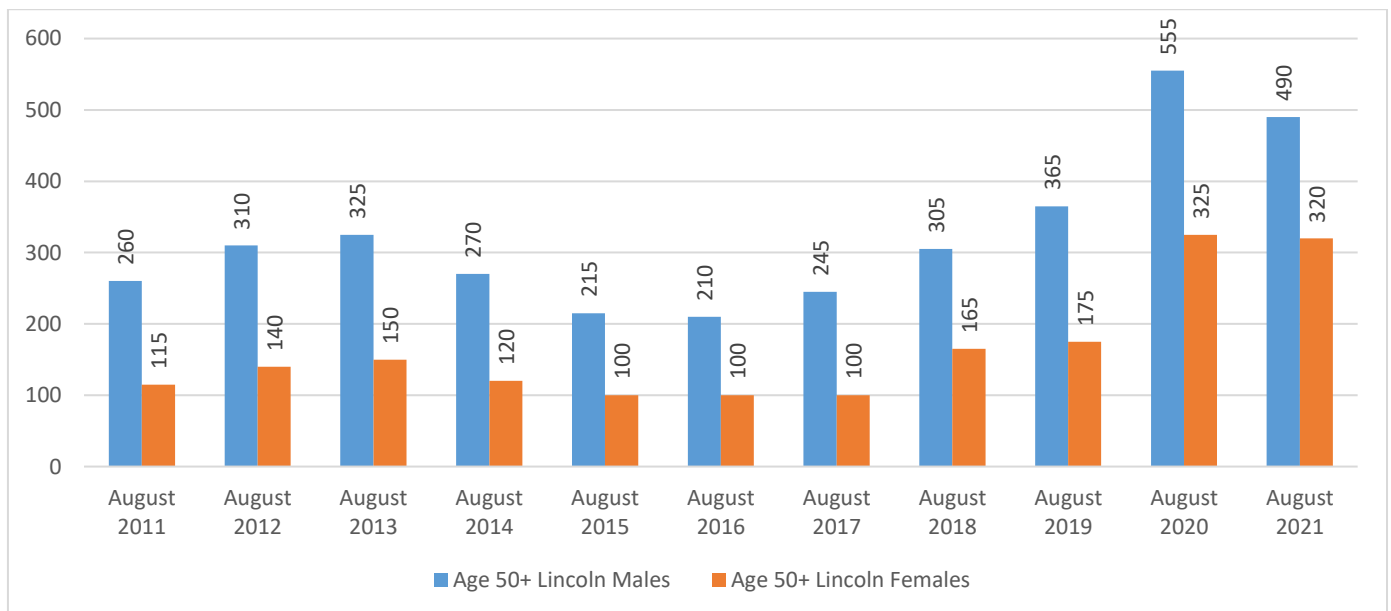


Figure 51

Source – NOMIS 2021

Figure 51 shows the total number of people aged 50+ claiming Universal Credit in August 2021 was 810, compared to 880 in August 2020. This was a decrease of 70 claimants and follows the same trend as the lower age groups. The August 2020 includes the first period of lockdown due to Covid-19.

COUNCIL TAX SUPPORT CLAIMANTS APRIL 2013 – APRIL 2021

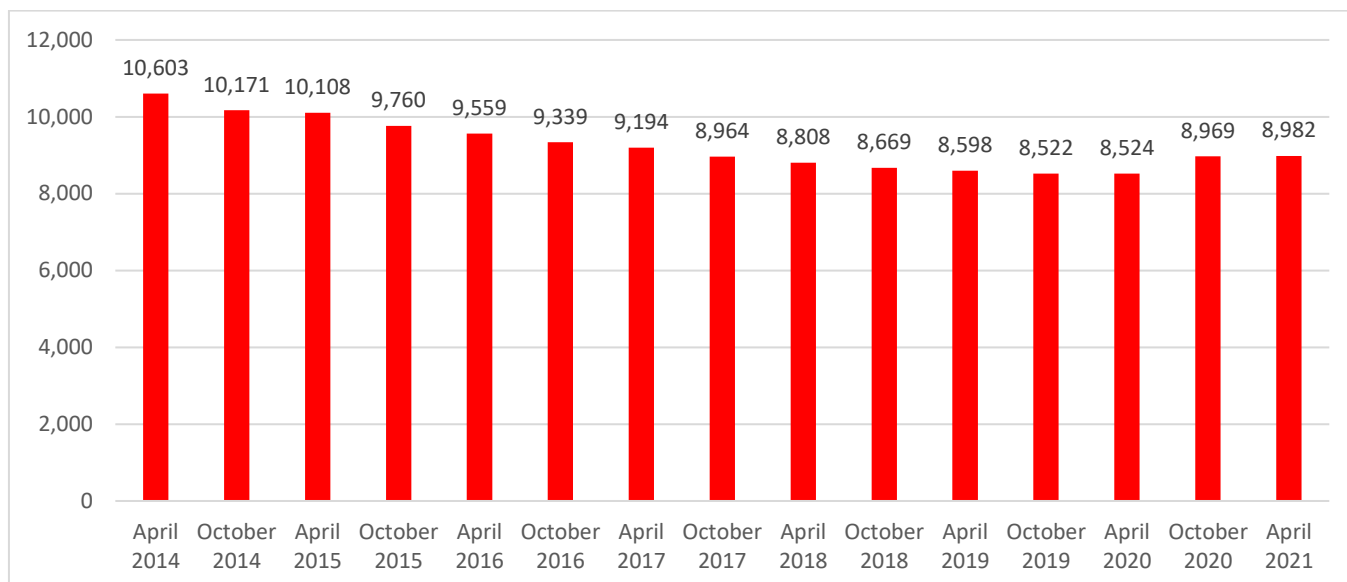


Figure 52

Source - City of Lincoln Council 2021

Figure 52 shows the number of Council Tax support claimants had a decreasing trend between April 2014 and April 2020. However, the latest two data periods (those post the first Covid lockdown) have seen an increase in council tax support claimants, with the most recent April 2021 statistic showing there were 8,982 claimants in the city.

PERCENTAGE OF CHILDREN AGED UNDER 16 LIVING IN RELATIVE LOW INCOME FAMILIES 2019/20 (LINCOLN VS ENGLAND)

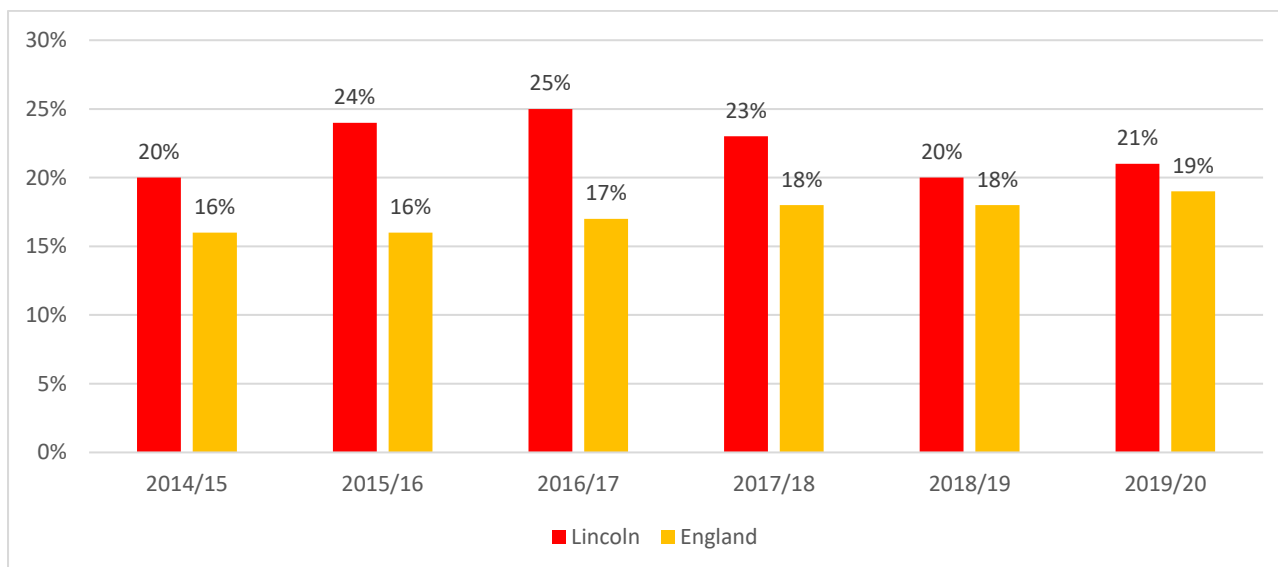


Figure 53

Source – GOV.UK

Figure 53 shows the percentage of children aged under 16 living in relative low income families has been consistently higher in Lincoln since 2014/15 than the England average. When compared to previous years, the latest 2019/20 figure for Lincoln shows an increase of 1% (21%) when compared to the 2018/19 figure (20%), but the gap of 2% remains the same.

PERCENTAGE OF WORKLESS HOUSEHOLDS WITH DEPENDENT CHILDREN

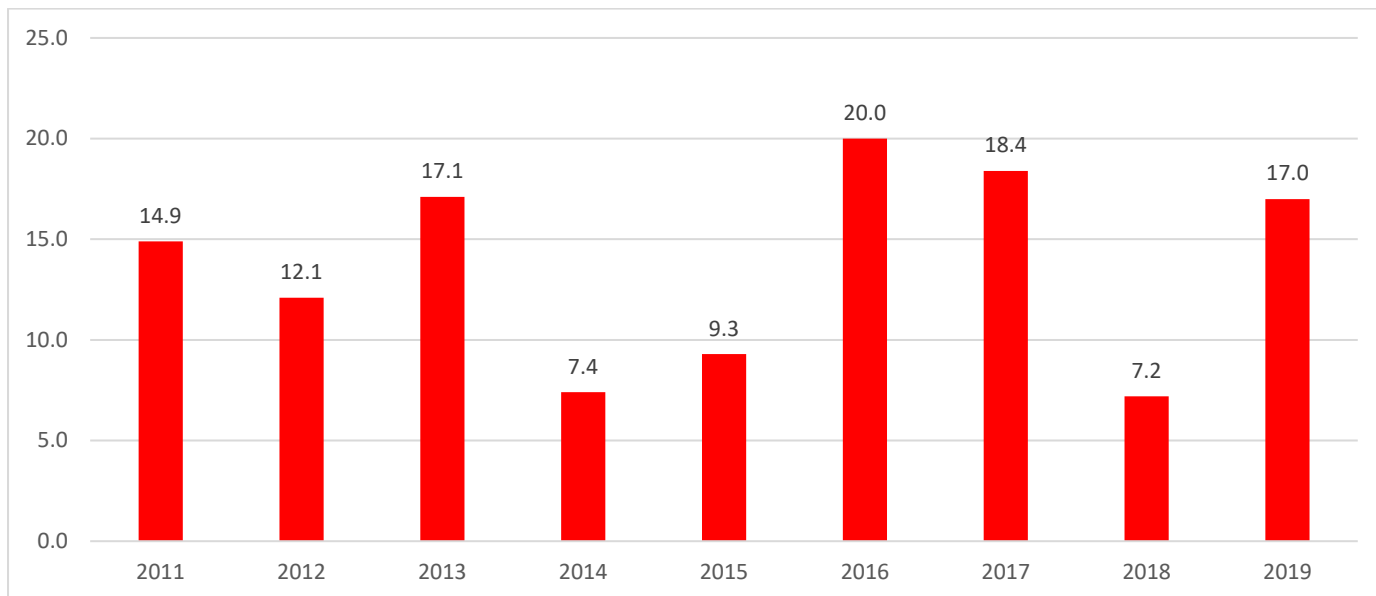


Figure 54

Source – LG Inform 2021

Figure 54 shows the percentage of workless households in Lincoln significantly increased from 7.2% in 2018 to 17.0% in 2019. However, this latest figure is in line with previous years e.g. 2013, 2016, and 2017 and there are some significant variations noted across the years.

OVERALL DEPRIVATION SCORE MAP – IMD 2019

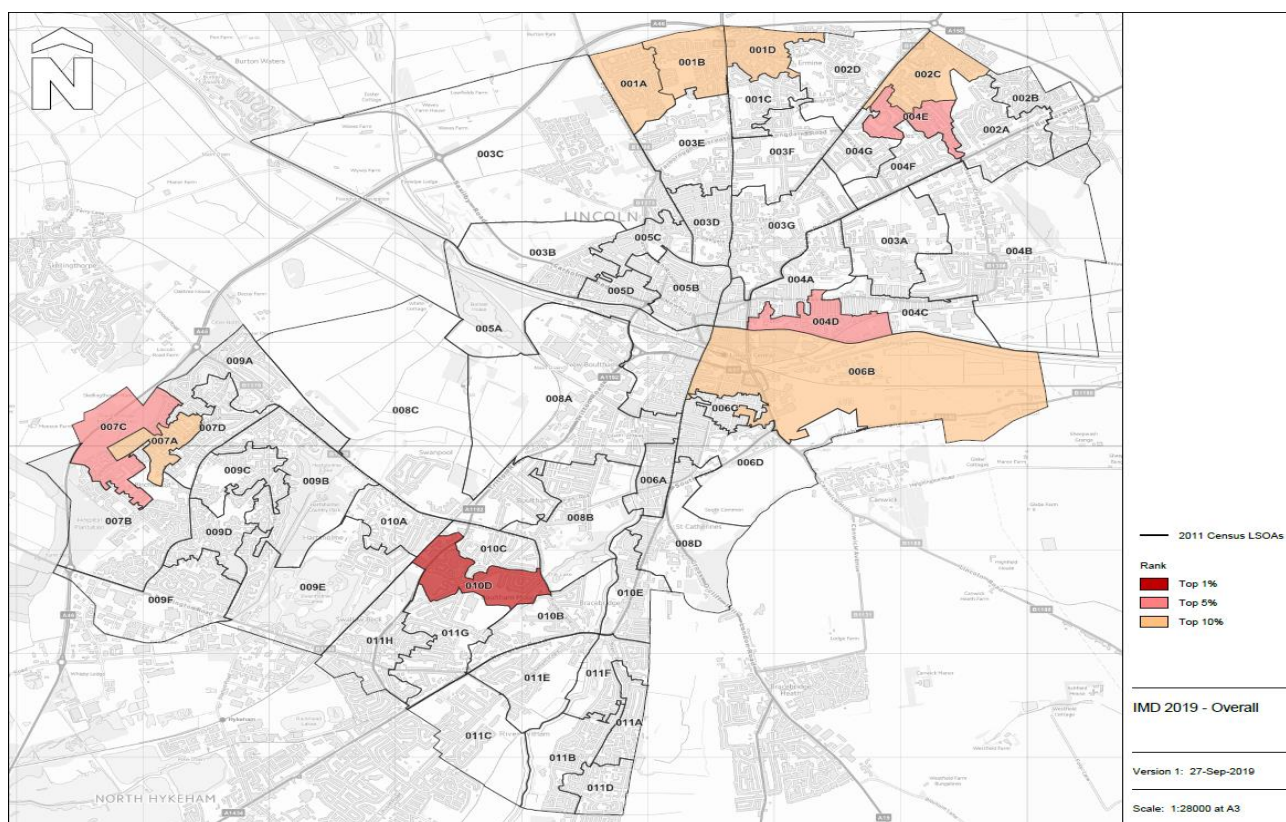


Figure 55

Source – GOV.UK

INCOME DEPRIVATION AFFECTING CHILDREN SCORE MAP – IMD 2019

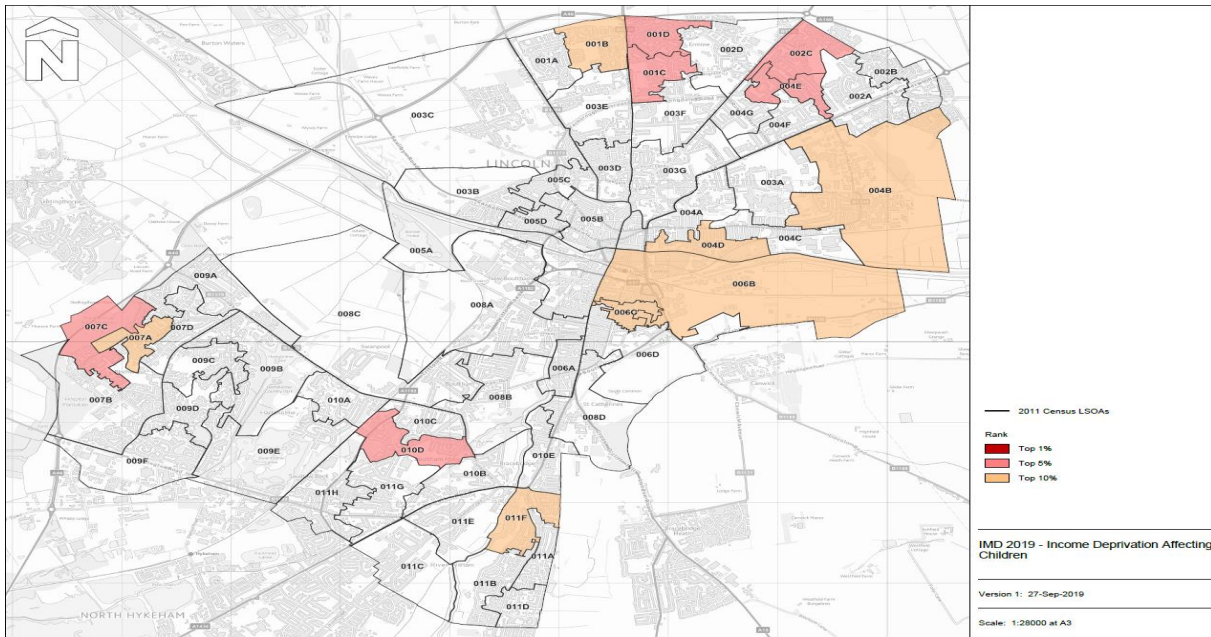


Figure 56

Source – GOV.UK

INCOME DEPRIVATION AFFECTING OLDER PEOPLE SCORE MAP – IMD 2019

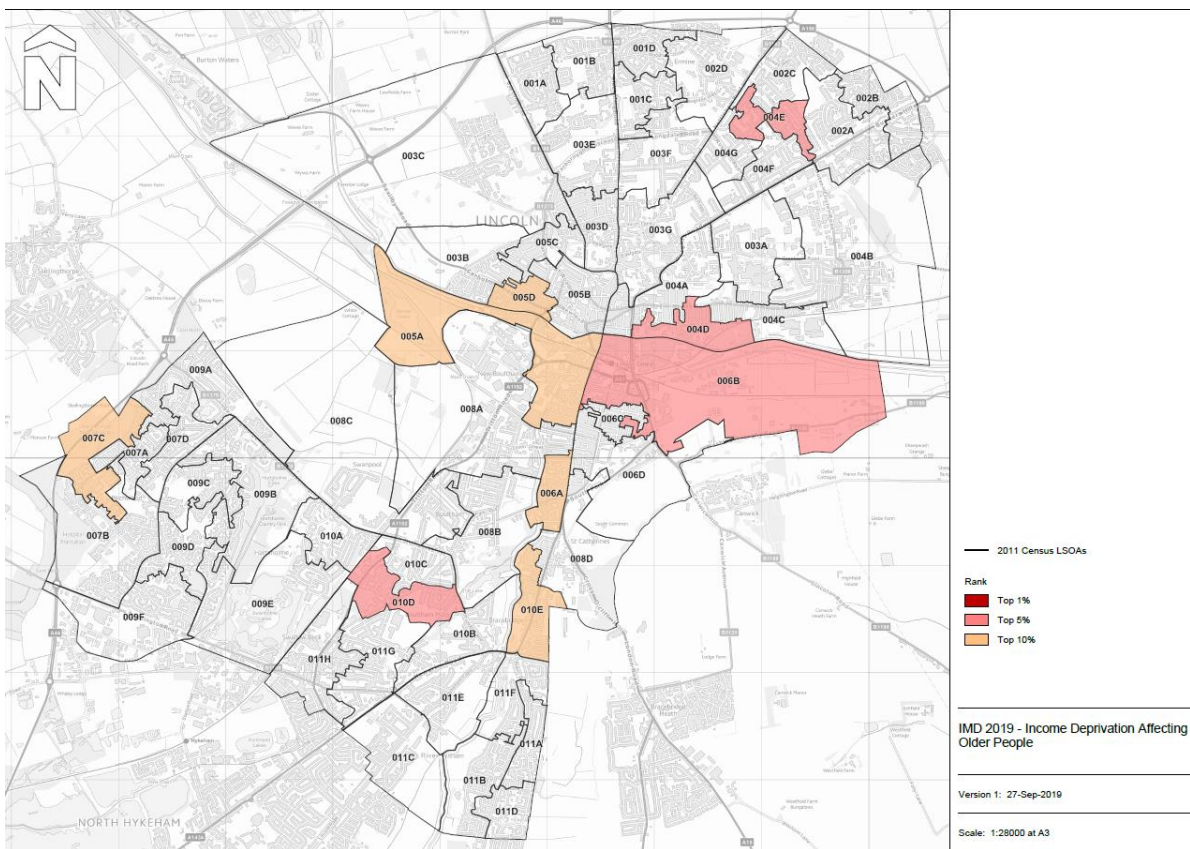


Figure 57

Source – GOV.UK

IMD 2019 LOCAL AUTHORITY RANKING FOR ALL DOMAINS (OUT OF 317 - HIGH IS GOOD)

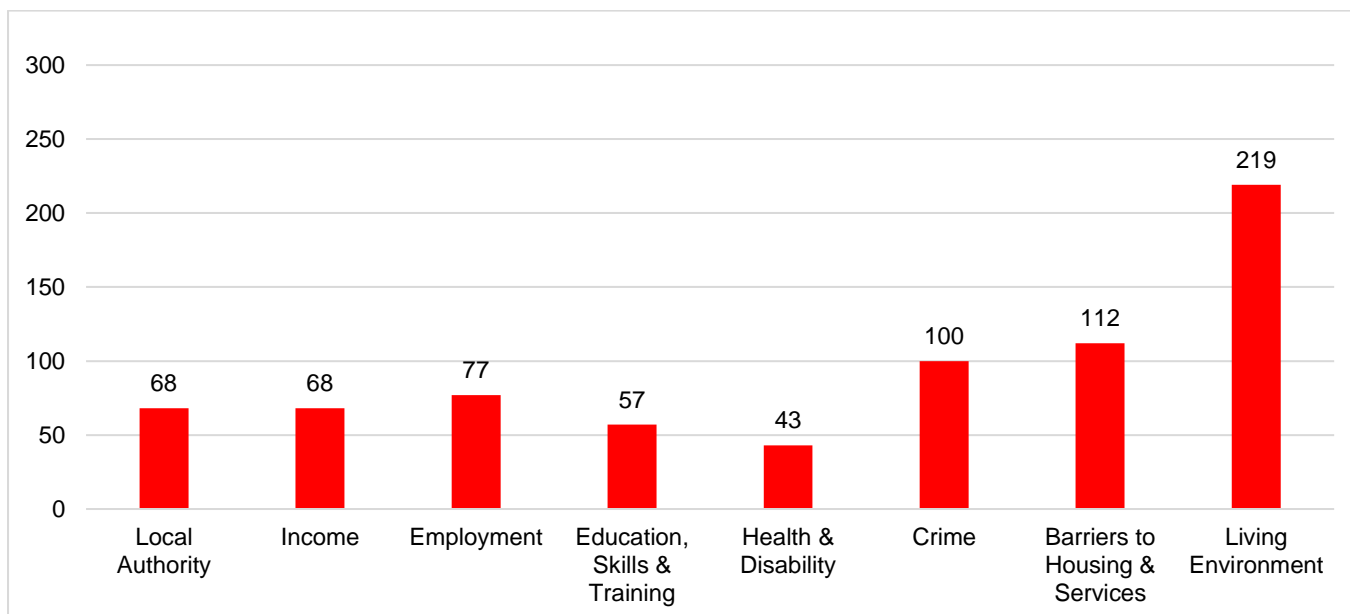


Figure 58

Source – GOV.UK

Figure 58 shows the 2019 IMD Score for Lincoln for each of the eight domains. Overall, in the 2019 IMD, Lincoln was ranked the 68th most deprived local authority area out of a total of 317.

DISABILITY LIVING ALLOWANCE CASES IN PAYMENT FEB 2021 (LINCOLN VS NEAREST NEIGHBOURS)

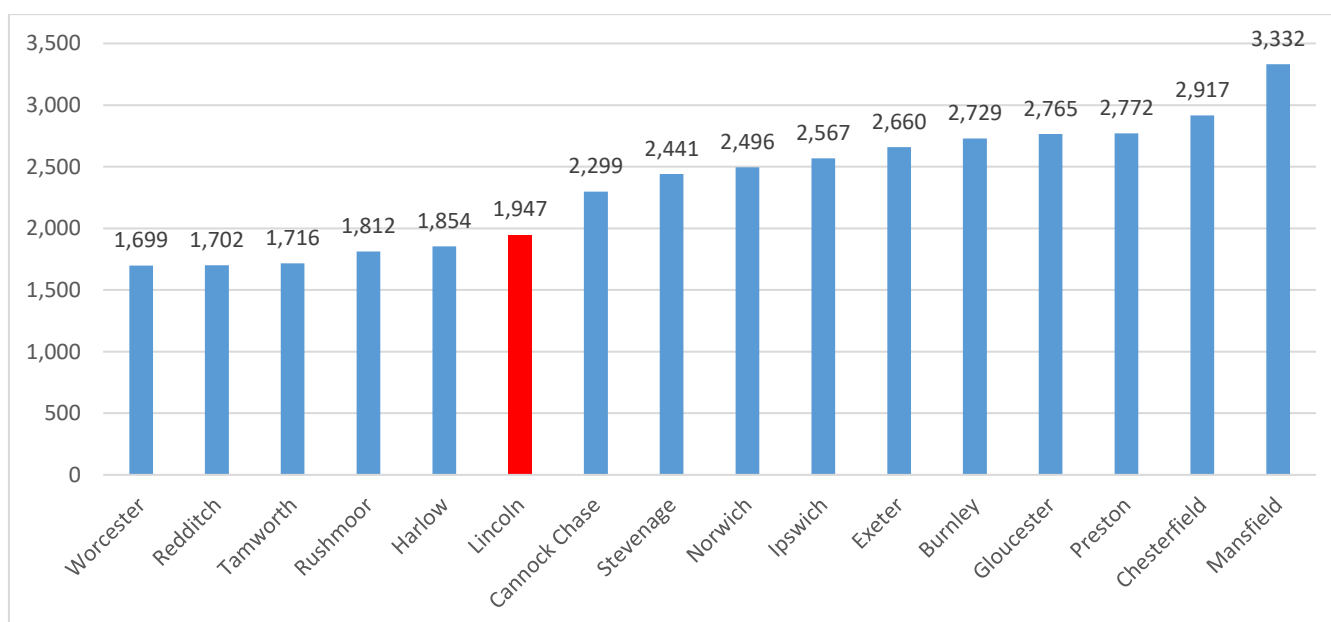


Figure 59

Source – DWP 2021

Figure 59 shows There were 1,947 people receiving Disability Living Allowance in Lincoln as of February 2021. This ranks Lincoln as having the 6th lowest number of cases when compared to our nearest neighbours.

PERSONAL INDEPENDENCE PAYMENT CASELOAD JULY 2021 (LINCOLN VS NEAREST NEIGHBOURS)

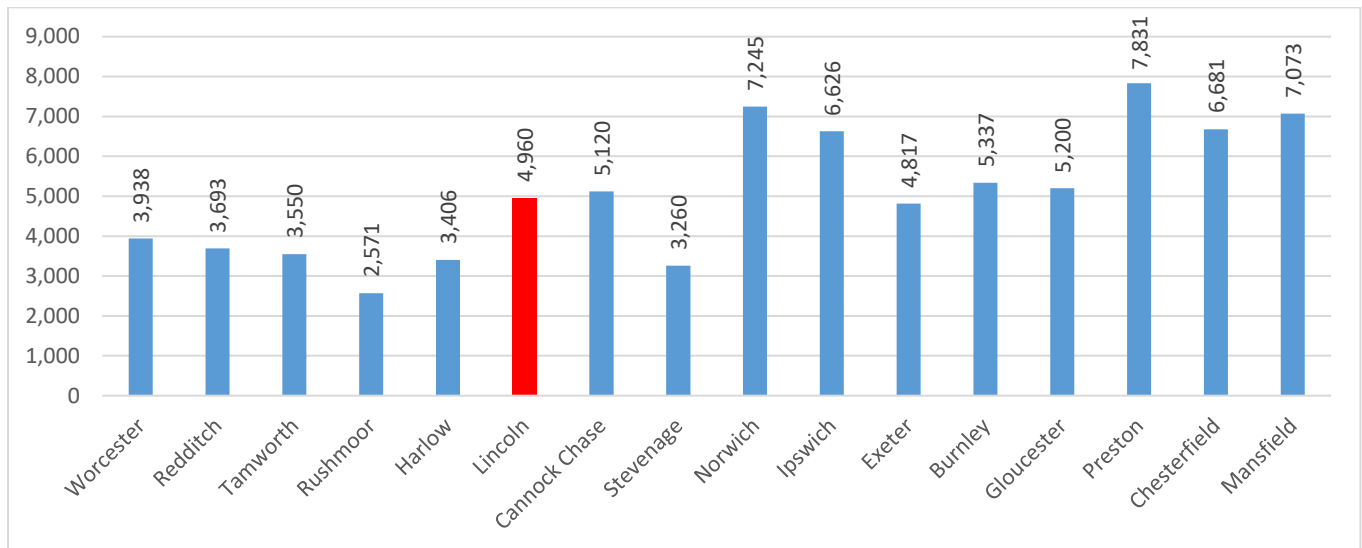


Figure 60

Source – DWP 2021

Figure 60 shows there were 4,960 people receiving Personal Independence Payment in Lincoln as of July 2021. When compared to our nearest neighbours, Lincoln ranks as having the 6th lowest number of cases compared to our nearest neighbours.

CRIME

Lincoln has seen:

- The total reported crime offences decreased in 2020/2021 to 11,834 (-19.98%) and whilst this may have been expected (due to covid-19 effects) this is a bigger decrease than the -14.32% experienced across England and Wales
- However, Lincoln still had the third highest crime rate in the year ending March 2021 at 119.47 recorded crimes per 1,000 people compared to the 'Police Most Similar Group'
- When comparing Lincoln to our "Police Most Similar Group" in the year ending March 21 Lincoln's crime levels featured in the 'top/worst' half of the table eight times, only featuring in the 'lower' half of the table three times.
- In 2020-21, Anti-Social behaviour crime has improved significantly compared to 2018-19 with the hotspot areas of Park Ward, Carholme Ward and Abbey Ward all seeing improvements.

Note - The crime chapter uses a different comparison group, called the Police "Most Similar Groups". This is a separate list of local authorities, identified with a different list of criteria to that of the CIPFA nearest neighbours' group.

TOTAL RECORDED CRIME PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

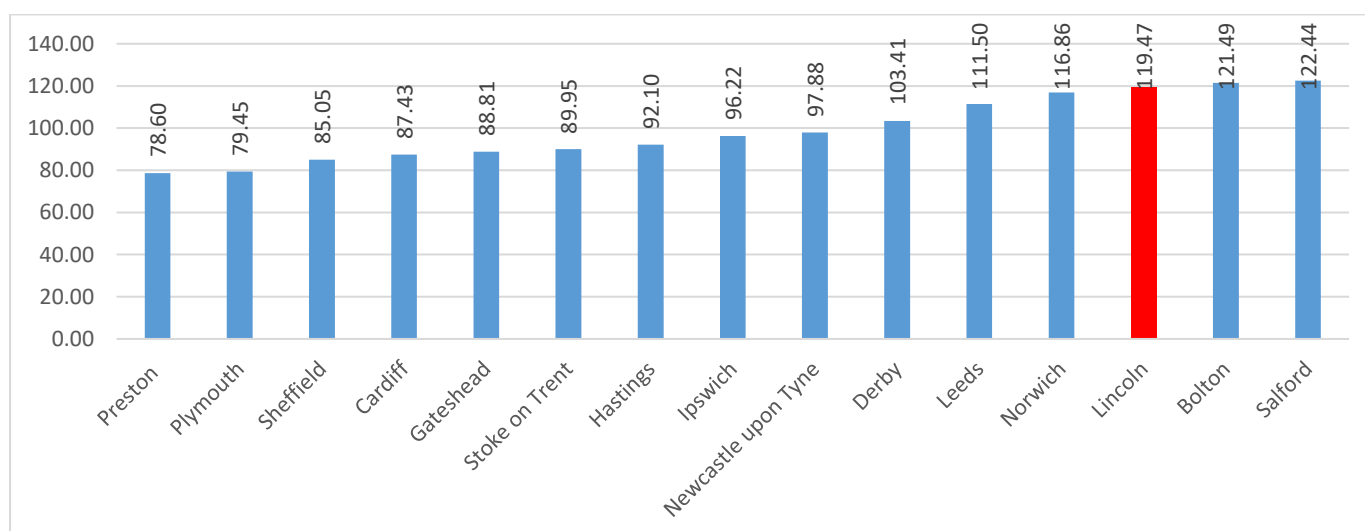


Figure 61

Source – Police UK 2021

Figure 61 shows in the year ending March 2021, the crime rate in Lincoln was 3rd highest compared to the average crime rate across similar policing areas, with a figure of 119.47 crimes per 1,000 people.

TOTAL REPORTED OFFENCES IN 2015-2021 (LINCOLN VS ENGLAND AND WALES)

Area	Total number of crimes	Numerical change	Percentage change
Lincoln 2015/2016	8,893		
Lincoln 2016/2017	9,005	+112	+1.26%
Lincoln 2017/2018	10,006	+1,001	+11.12%
Lincoln 2018/2019	12,123	+2,117	+21.16%
Lincoln 2019/2020	14,789	+2,666	+21.99%

Lincoln 2020/2021	11,834	-2,955	-19.98%
England and Wales 2015/2016	3,853,418		
England and Wales 2016/2017	4,274,819	+ 421,401	+10.94%
England and Wales 2017/2018	4,832,376	+557,557	+13.04%
England and Wales 2018/2019	5,205,944	+373,568	+7.73%
England and Wales 2019/2020	5,015,199	-190,745	-3.66%
England and Wales 2020/2021	4,297,181	-718,018	-14.32%

Figure 62

Source – Gov.uk 2021

Figure 62 shows the total reported crime offences in Lincoln increased to 14,789 in 2019/2020, which was the highest number recorded for the city in recent years. However, the total number of crimes reported decreased by nearly 20% in 2020/2021 which is likely to be as a result of the covid-19 pandemic and the lockdowns put in place restricting the movement of people around the city. A similar pattern has also been seen across England and Wales.

TOTAL RECORDED CRIME PER 1,000 PEOPLE (LINCOLN VS OTHER AREAS IN THE LINCOLNSHIRE FORCE AREA) AS OF YEAR ENDING MARCH 2021

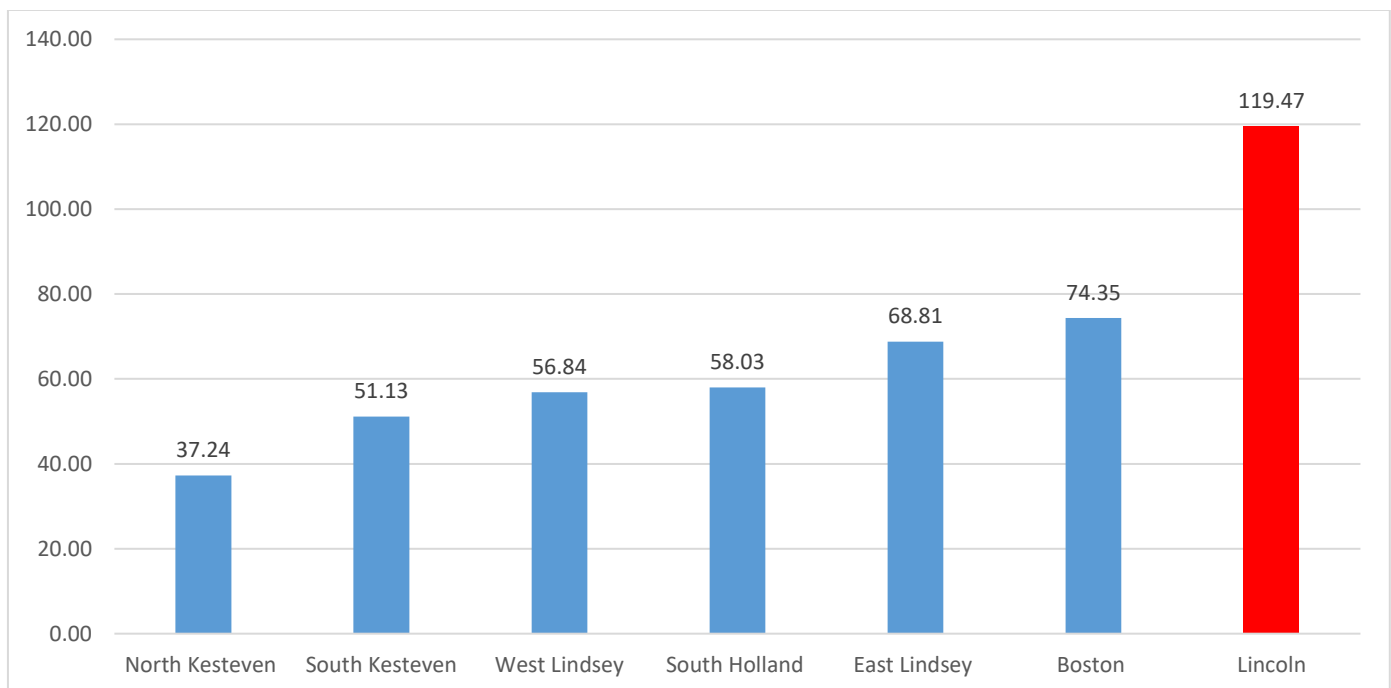


Figure 63

Source – Police UK 2021

Figure 63 shows in the year ending March 2021, Lincoln had the highest crime rate per 1,000 at 119.47 compared to all other Lincolnshire Force Areas, with North Kesteven the lowest at 37.24 per 1,000. This is similar to the figures reported in 2020 in Lincoln compared to other areas in the Lincolnshire force area.

BURGLARY RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

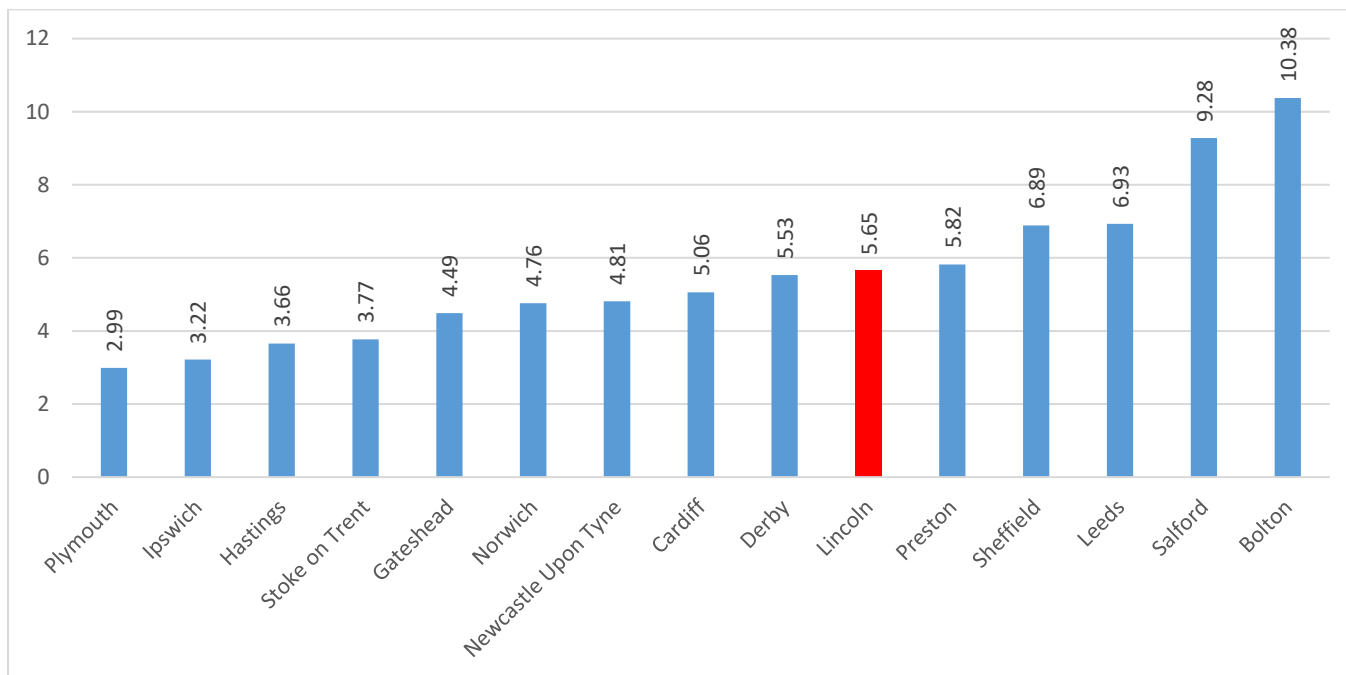


Figure 64

Source – Police UK 2021

Figure 64 shows in the year ending March 2021, Lincoln had the 6th highest burglary rate per 1,000 people at 5.65 compared to Bolton which had the highest at 10.38 per 1,000 people.

CRIMINAL DAMAGE AND ARSON RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

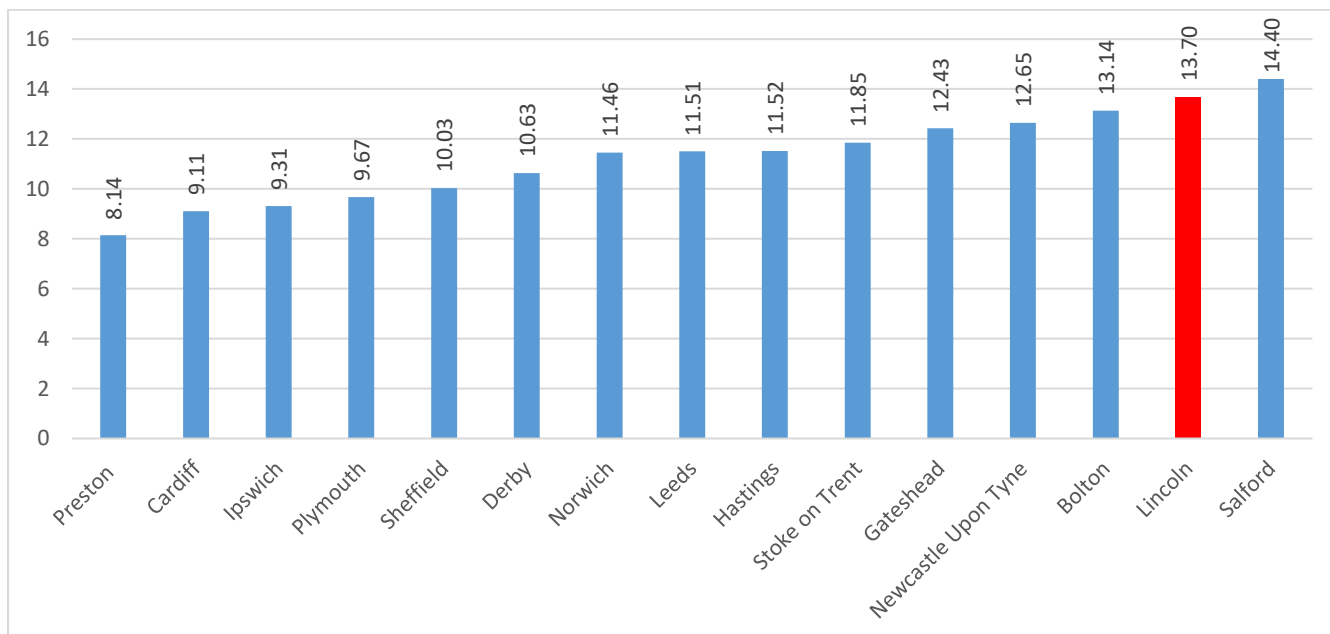


Figure 65

Source – Police UK 2021

Figure 65 shows in the year ending March 2021, Lincoln had the 2nd highest criminal damage and arson rate per 1,000 people at 13.70 with only Salford higher at 14.40 per 1,000 people.

DRUG OFFENCES RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

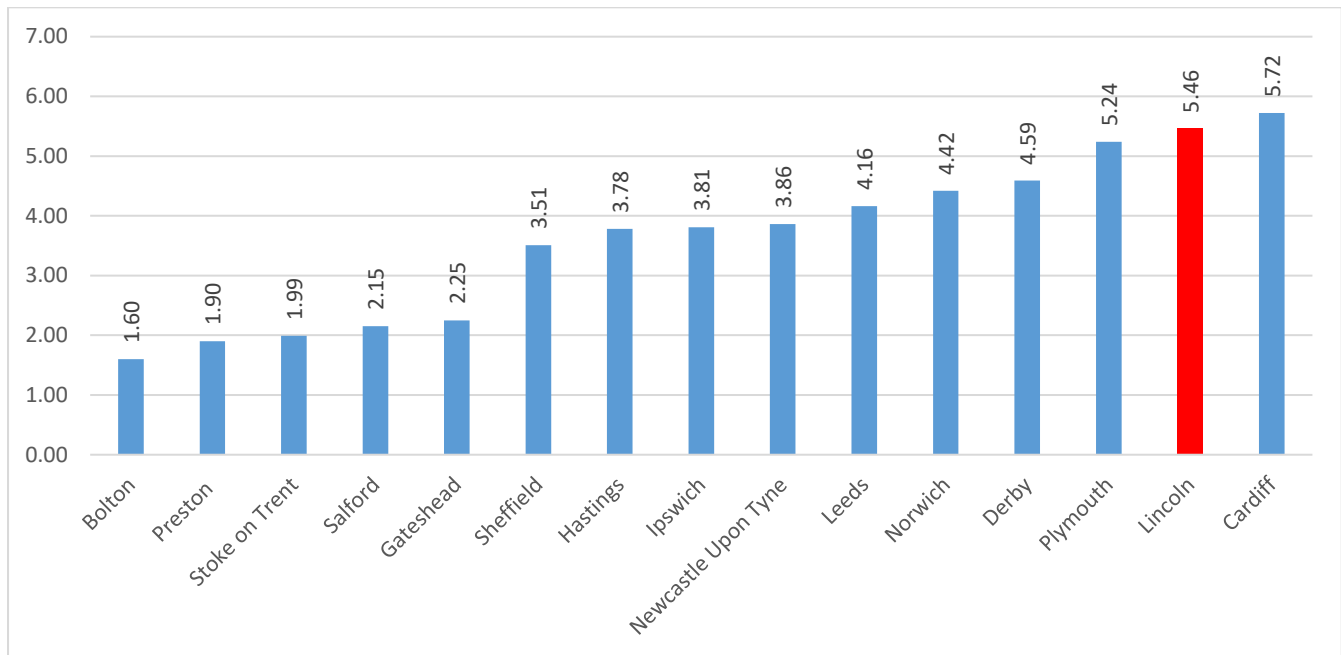


Figure 66

Source – Police UK 2021

Figure 66 shows in the year ending March 2021, Lincoln had the 2nd highest drug offences rate per 1,000 people at 5.46 compared to Bolton which had the lowest figure at 1.60 per 1,000 people.

POSSESSION OF WEAPONS RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROU) AS OF YEAR ENDING MARCH 2021

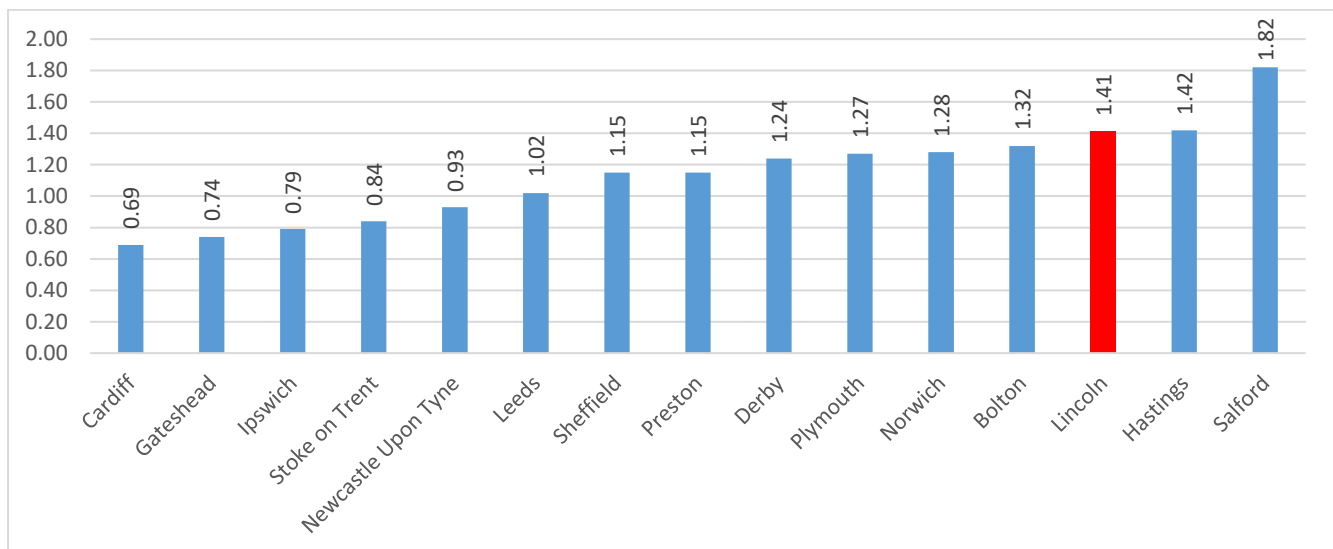


Figure 67

Source – Police UK 2021

Figure 67 shows in the year ending March 2021, Lincoln had the 3rd highest possession of weapons rate per 1,000 people at 1.41 compared to Cardiff which had the lowest figure at 0.69 per 1,000 people.

PUBLIC ORDER OFFENCES RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

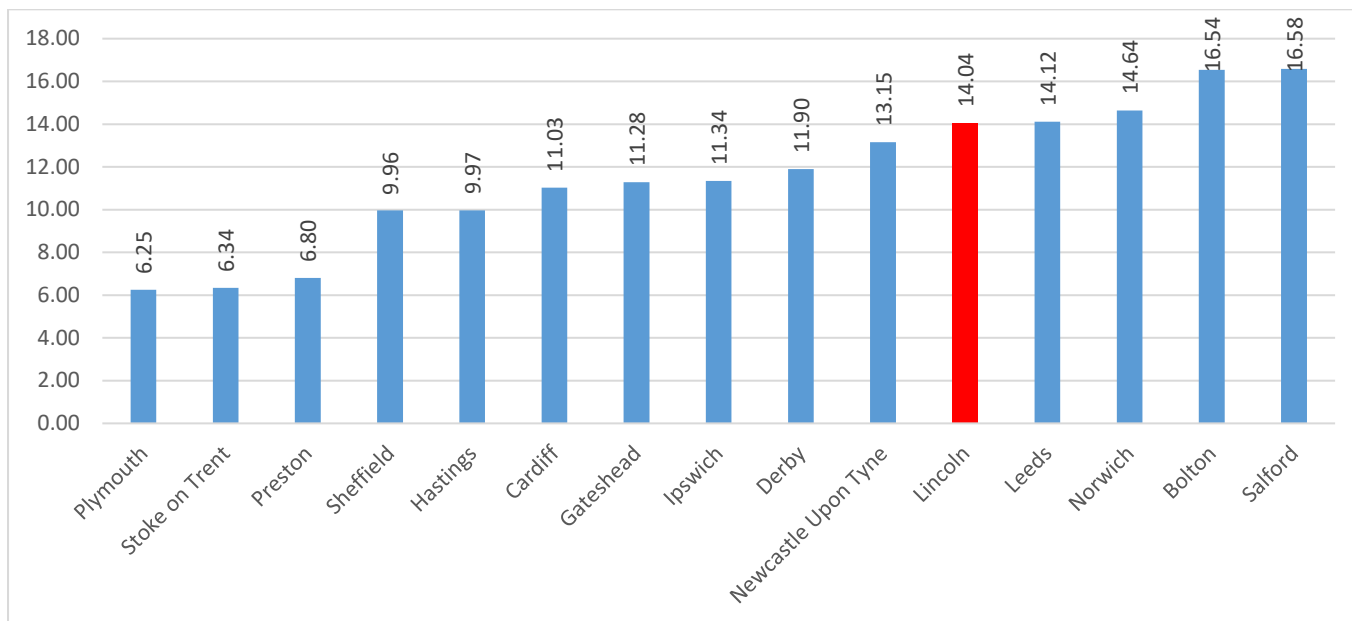


Figure 68

Source – Police UK 2021

Figure 68 shows in the year ending March 2021, Lincoln had the 5th highest public order offences rate per 1,000 people at 14.04, with Salford having the highest rate at 16.58 per 1,000 people and Plymouth the lowest rate at 6.25 per 1,000 people.

ROBBERY RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

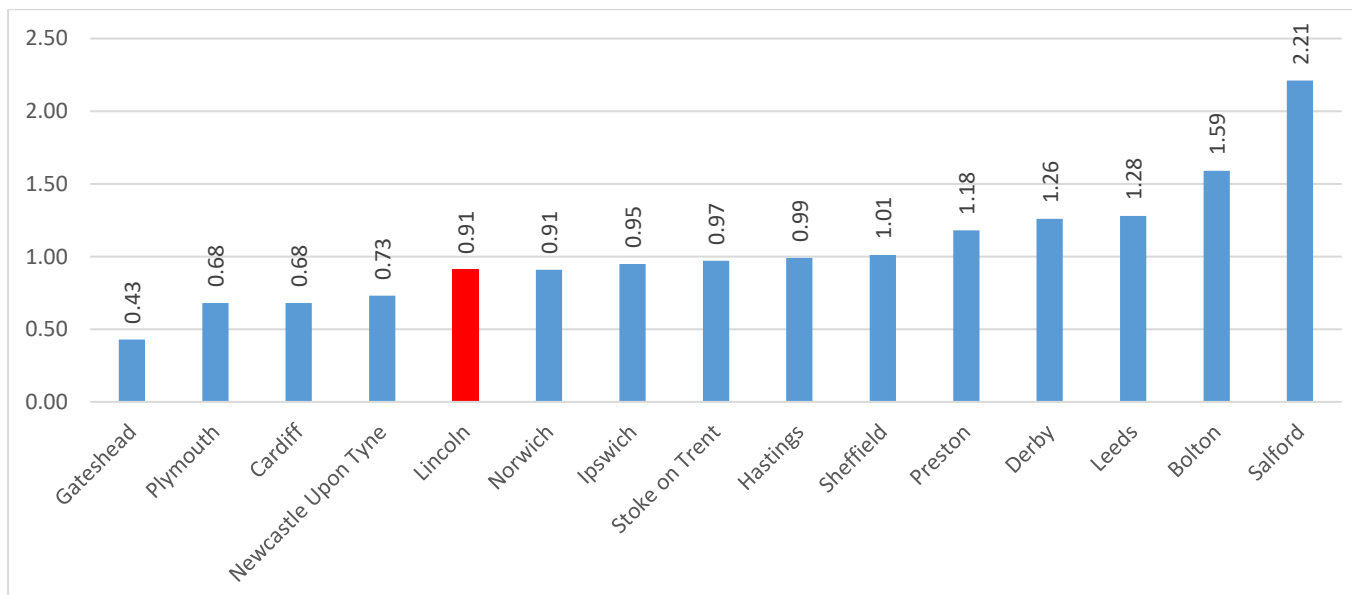


Figure 69

Source – Police UK 2021

Figure 69 shows in the year ending March 2021, Lincoln had the 5th lowest robbery rate per 1,000 people at 0.91 with Salford having the highest rate at 2.21 per 1,000 people.

SHOPLIFTING RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

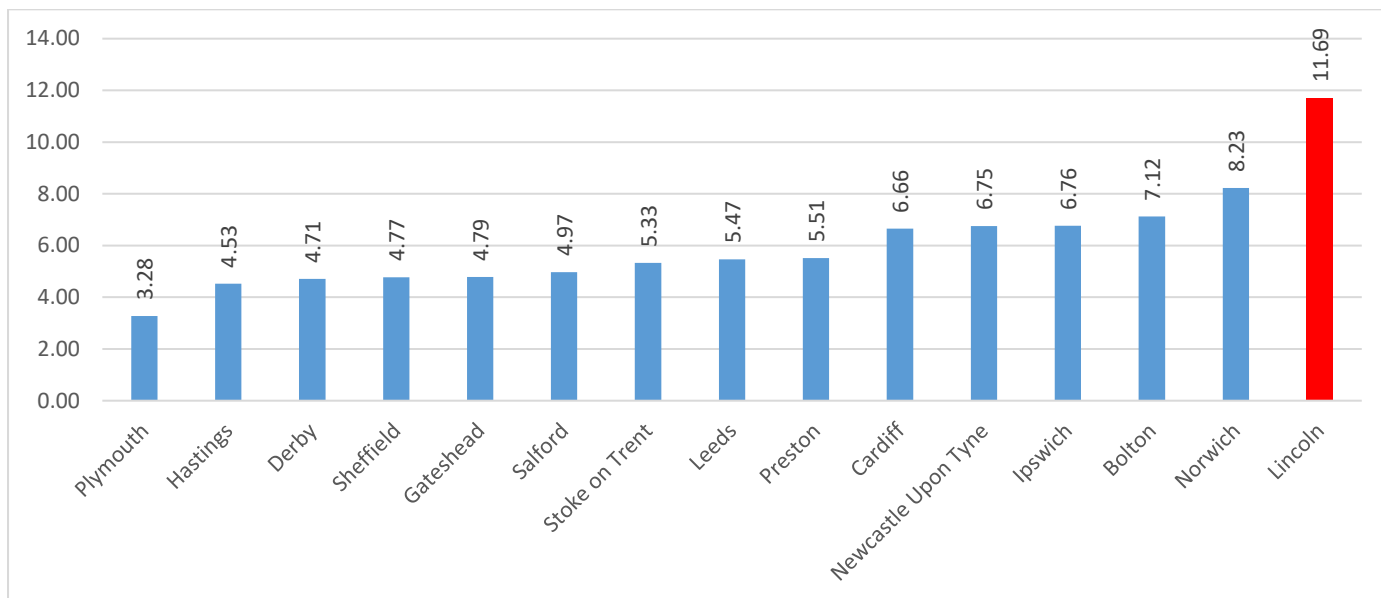


Figure 70

Source – Police UK 2021

Figure 70 shows in the year ending March 2021, Lincoln had the highest shoplifting rate per 1,000 people at 11.69 compared to Plymouth who had the lowest figure at 3.28 per 1,000 people.

THEFT FROM THE PERSON RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

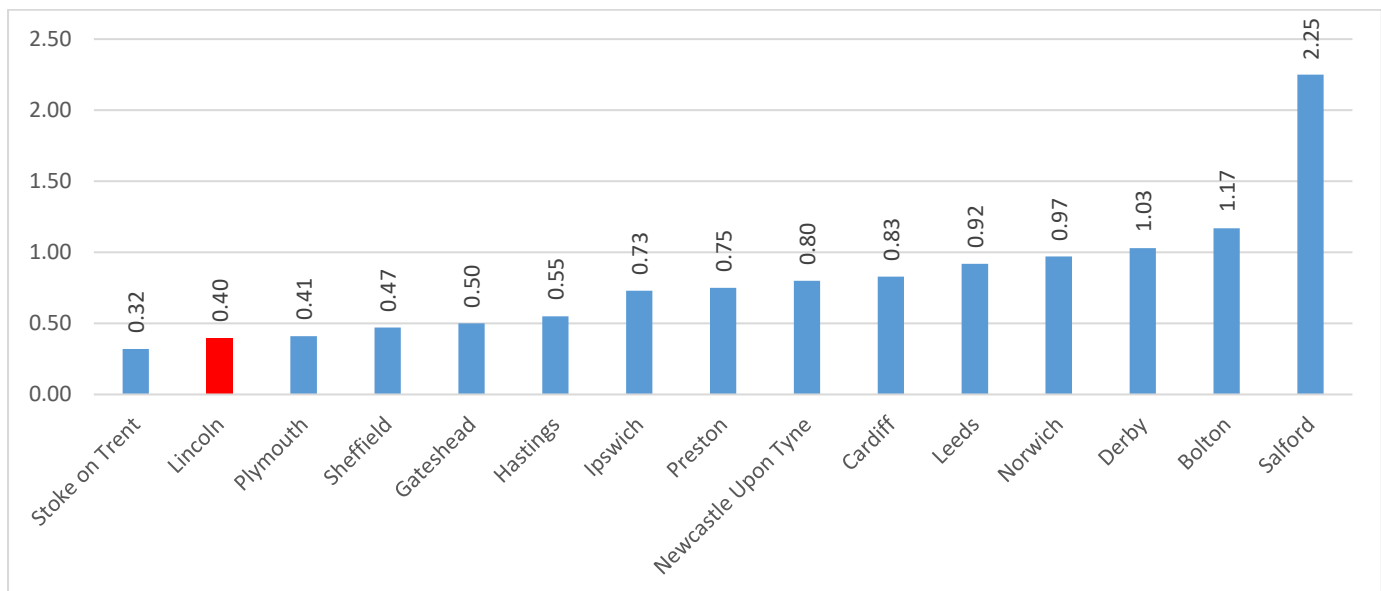


Figure 71

Source – Police UK 2021

Figure 71 shows in the year ending March 2021, Lincoln had the 2nd lowest theft from the person rate at 0.40 per 1,000 people with only Stoke on Trent having a lower rate at 0.32 per 1,000 people.

VEHICLE RELATED CRIME RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

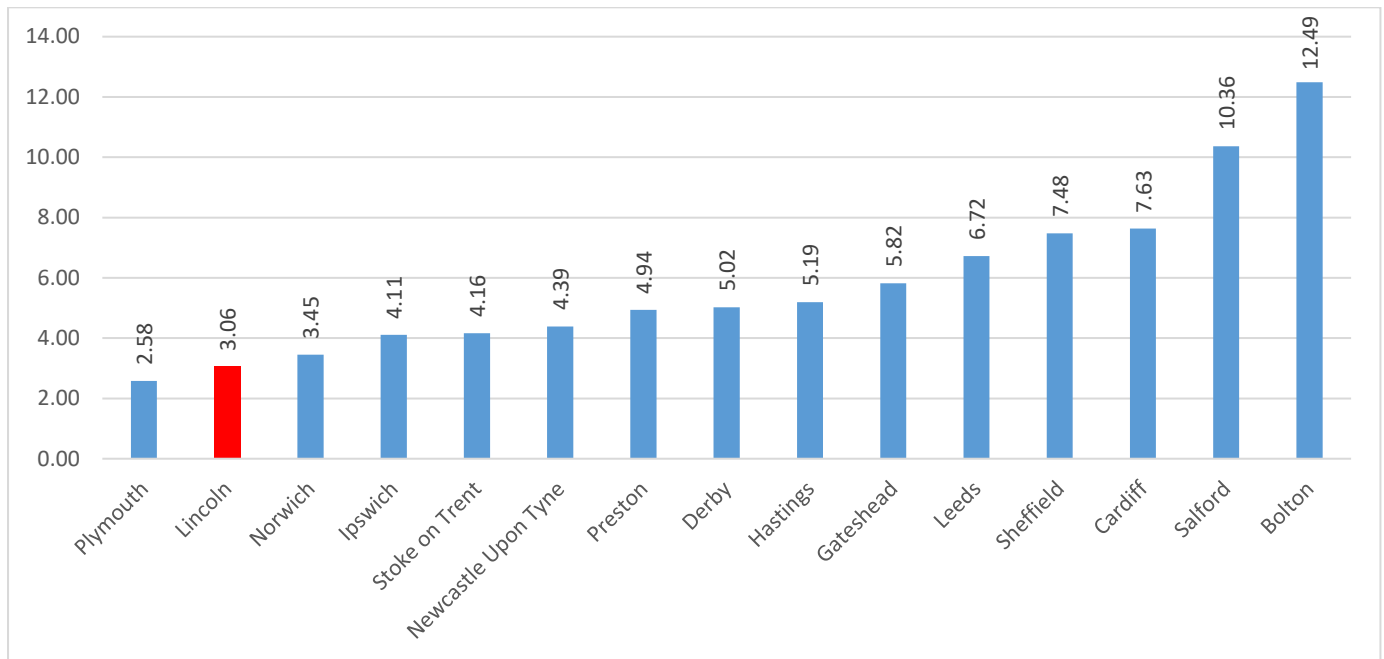


Figure 72

Source – Police UK 2021

Figure 72 shows in the year ending March 2021, Lincoln had the 2nd lowest vehicle related crime rate at 3.06 per 1,000 people with only Plymouth having a lower rate at 2.58 per 1,000 people.

VIOLENT AND SEXUAL OFFENCES RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

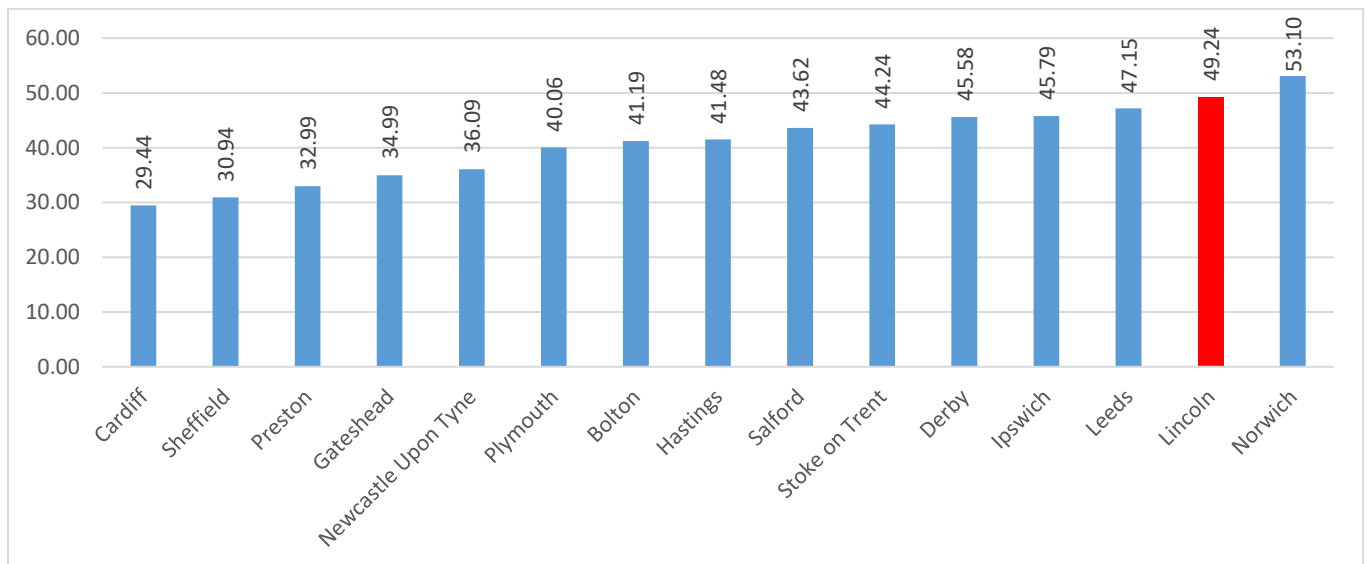


Figure 73

Source – Police UK 2021

Figure 73 shows in the year ending March 2021, Lincoln had the 2nd highest violent and sexual offences rate at 49.24 per 1,000 people compared to Cardiff which had the lowest rate at 29.44 per 1,000 people.

OTHER CRIMES RATE PER 1,000 PEOPLE (LINCOLN VS OUR POLICE MOST SIMILAR GROUP) AS OF YEAR ENDING MARCH 2021

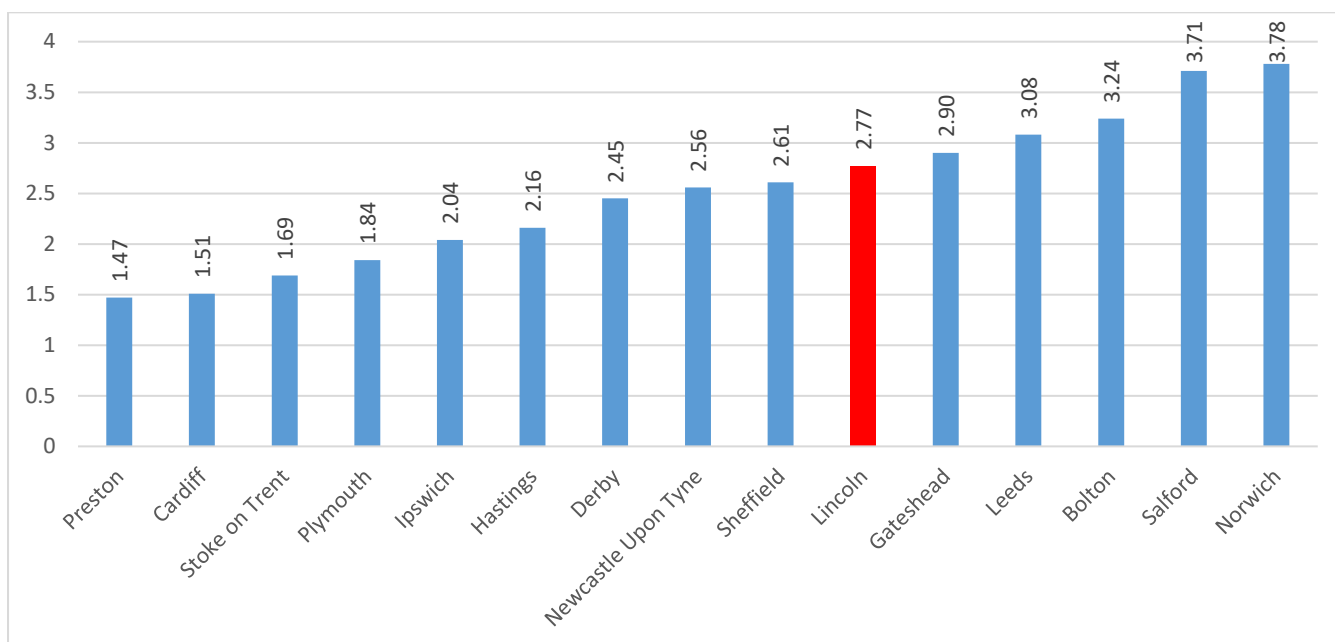


Figure 74

Source – Police UK 2021

Figure 74 shows in the year ending March 2021, Lincoln had the 6th highest other crimes rate at 2.77 per 1,000 people compared to Norwich who had the highest rate at 3.78 per 1,000 people.

NUMBER OF REPORTED ASB COMPLAINTS IN LINCOLN PER WARD 2018/19-2020/21

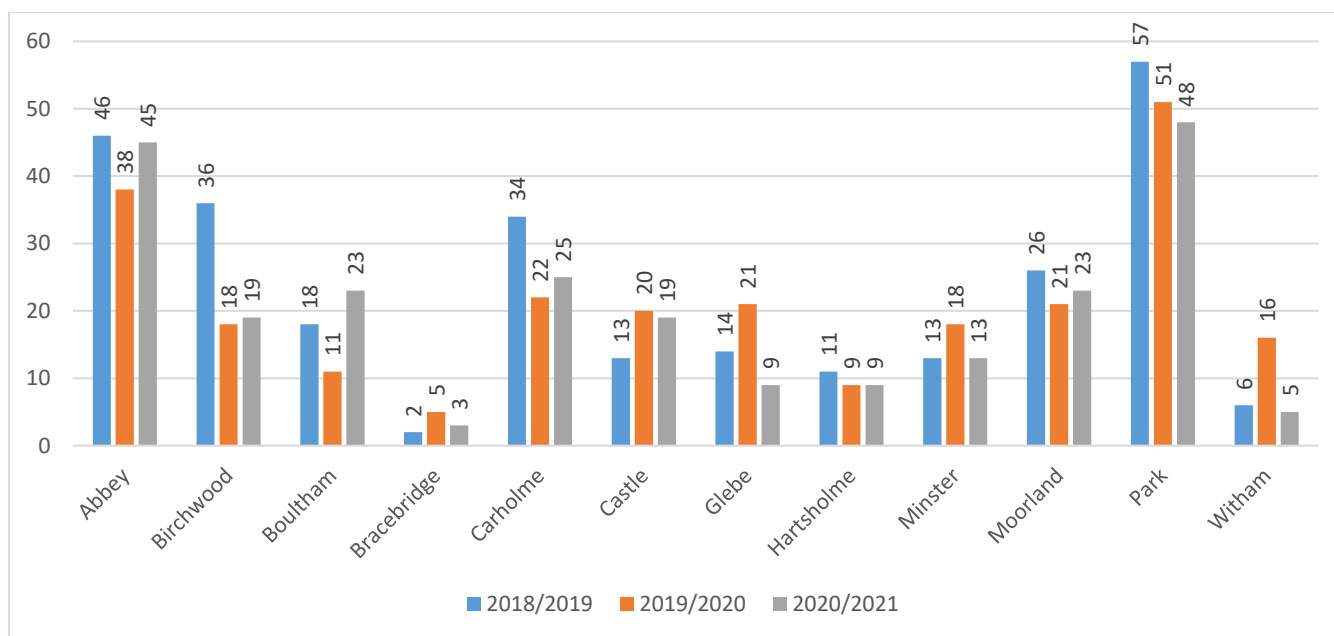


Figure 75

Source - City of Lincoln Council 2021

Figure 75 shows Park Ward continued to have the highest number of reported ASB complaints per ward with a figure of 48 in 2020/2021, whilst Bracebridge ward remained the lowest at 3 reported ASB complaints in 2020/2021.

NUMBER OF REPORTED FLY TIPPING COMPLAINTS PER WARD 2018/19-2020/21

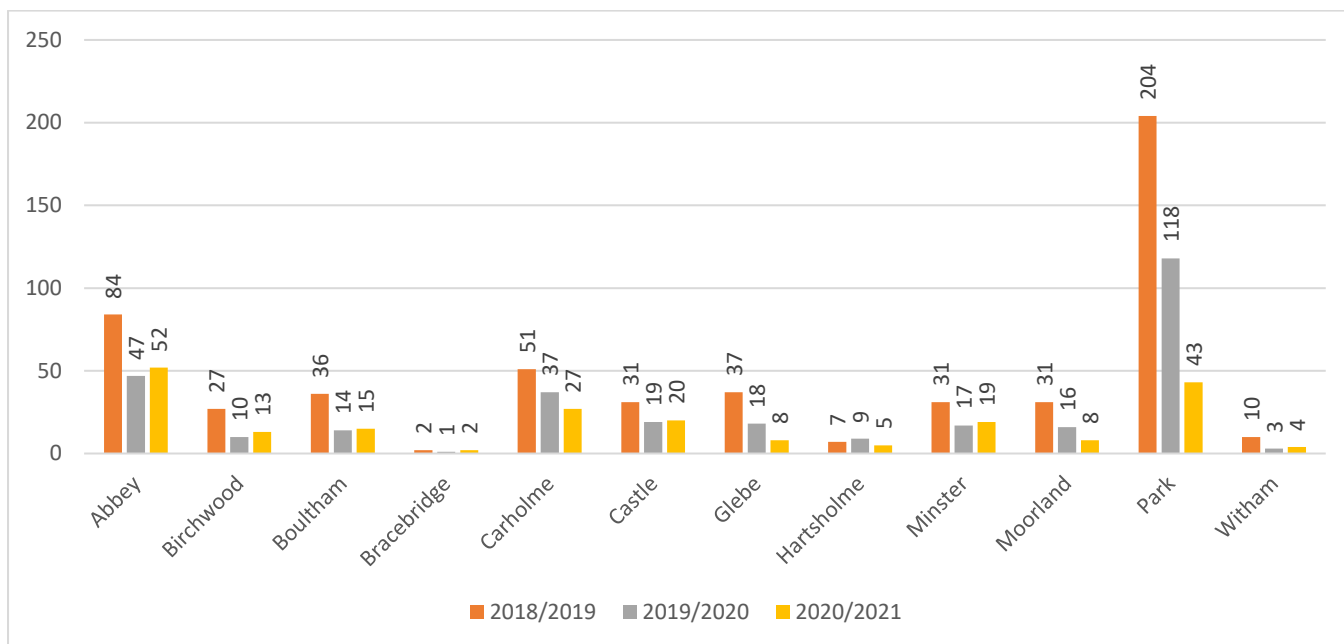


Figure 76

Source - City of Lincoln Council 2021

Figure 76 shows Abbey Ward reported the highest figure for fly tipping complaints in 2020/2021 with a figure of 52, closely followed by Park Ward at 43. All remaining wards reported fairly low figures for 2020/2021.

NUMBER OF REPORTED NOISE COMPLAINTS PER WARD 2018/19-2020/21

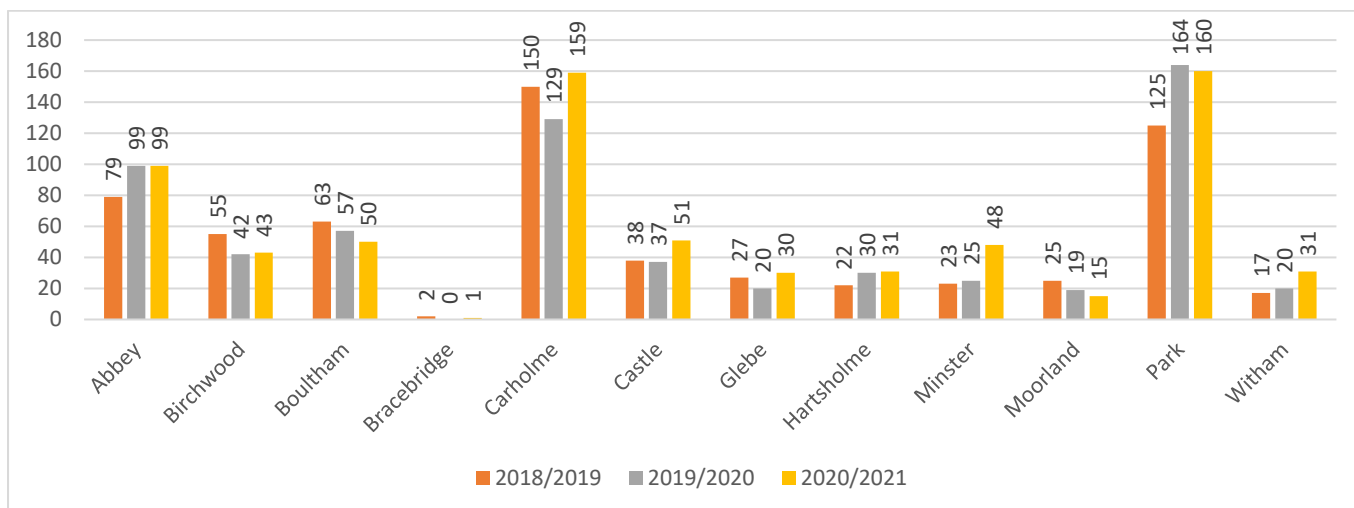


Figure 77

Source - City of Lincoln Council 2021

Figure 77 shows Park and Carholme wards reported the highest number of noise complaints in 2020/21 with figures of 160 and 159 respectively. Bracebridge ward continued to report the lowest figure with only 1 complaint in 2020/2021.

**ANTI-SOCIAL BEHAVIOUR HEAT MAPS BY LOWER SUPER OUTPUT AREA IN LINCOLN
2018-19/2020-21**

2018-19

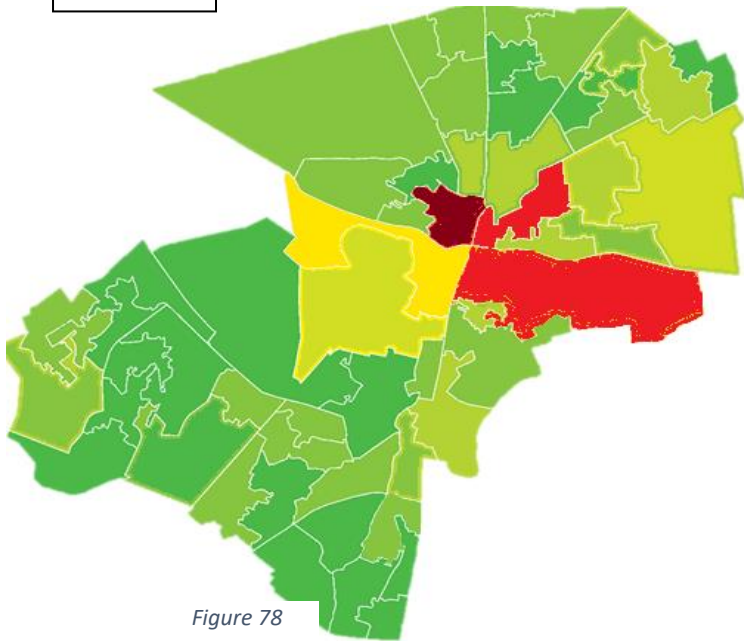


Figure 78

2020-21

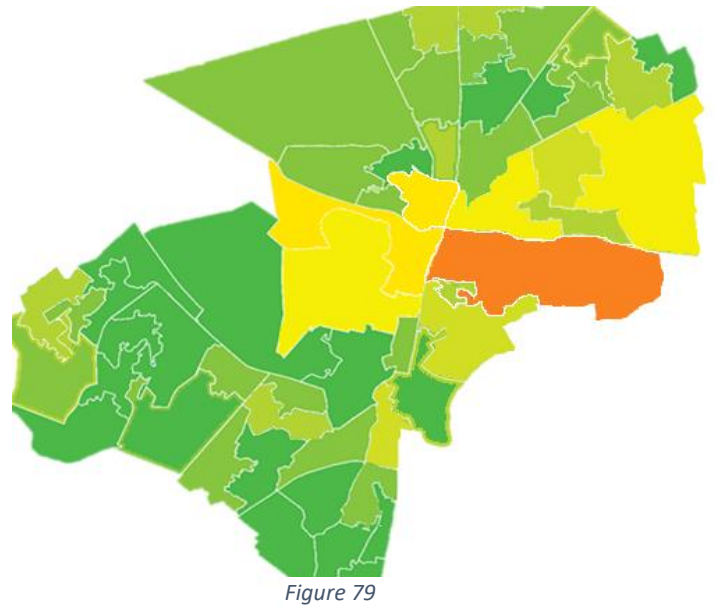


Figure 79

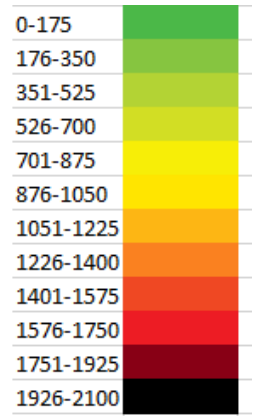


Figure 78 and Figure 79 show the number of anti-social behaviour incidents by lower super output area (LSOA) in Lincoln. In 2020-21, ASB crime has improved significantly compared to 2018-19 with the hotspot areas of Park Ward (006B), Carholme Ward (005B) and Abbey Ward (004A) all seeing improvements.

Please note that Anti-social behaviour heat maps were unavailable for 2019-20 due to the Covid-19 pandemic hence the comparison from the previous year.

HEALTH

For health comparisons, we use our Nearest Neighbours as defined by CIPFA (Chartered Institute of Public Finance and Accountancy) where Lincoln is compared with 15 other councils with the most similar statistical characteristics in terms of social and economic features. These have been recently revised by CIPFA and Lincoln's new neighbours are defined on the "Our benchmarking Groups".

Please note that health statistics are often released on different frequencies and sometimes on periods covering two years. So in this section you will find data for periods from 2017-19 up to 2019-20,

As indicated earlier, there is a strong link between earnings and health – however, the health data sets are usually lagging those provided for earnings, so care needs to be taken when using the two together. In addition, it takes a long time for improvements seen in living standards to show through in the health statistics, as human bodies naturally take time to show improvements both physically and mentally from the environment, eating habits, and exercise results.

Lincoln has seen:

- Life expectancy in both males and females has decreased to 76.9 years and 80.6 years respectively and remains below the England average for both sexes. In comparison to our nearest neighbours, Lincoln sits at the bottom of the table for women and just one off the bottom for men.
- The mortality rate for people with cancer in Lincoln has increased again and is now the worst in our nearest neighbour group
- Lincoln rate of deaths from cardiovascular disease has improved with a sharp decrease this year, bringing it closer to the England rate, and whilst no longer the worst against our nearest neighbours, it is still third highest.
- Lincoln's under 18 conception rates have started to increase again after falling for some time.
- Lincoln's suicide rate has seen a sharp increase to 16.2 per 100,000 people and continues to be above the England rate and near the top compared to nearest neighbours. Whilst not as severe, England's rate has also risen
- Although smoking prevalence slightly dropped this year, it is still almost 10% higher than the England rate and the worst compared to our nearest neighbours

MALE VS FEMALE LIFE EXPECTANCY IN LINCOLN – 2017-19

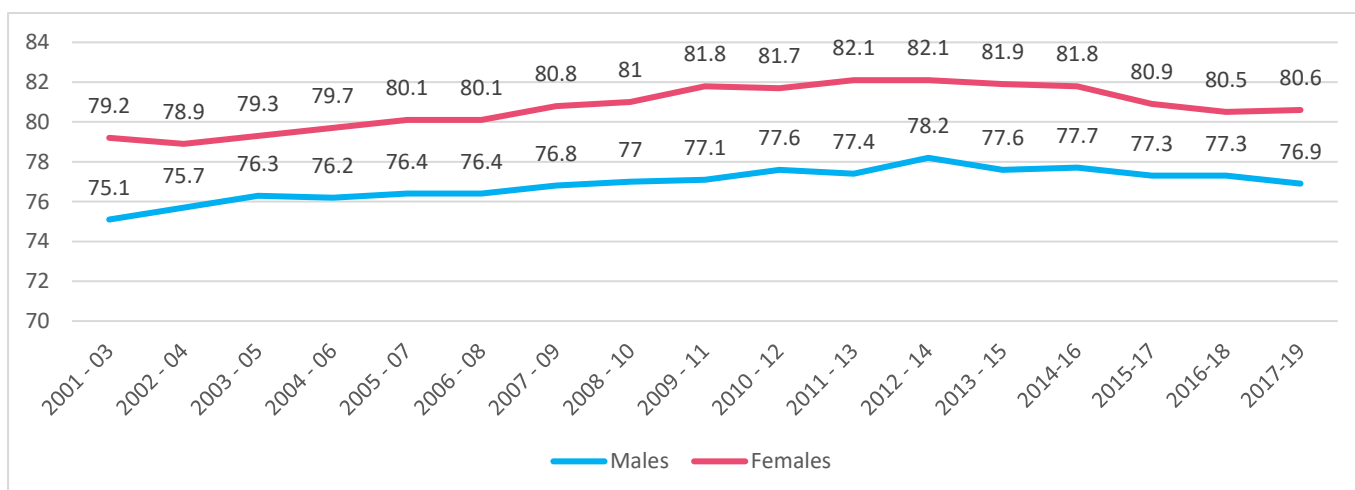


Figure 80

Source – Public Health Profiles 2021

Figure 80 shows both male and female life expectancy have seen decreases since 2014-16. There is still a clear gap between the life expectancy of males and females. In 2017-19, the gap was 3.7 years, which increased from 3.2 years in 2016-18.

MALE LIFE EXPECTANCY (LINCOLN VS ENGLAND) – 2017-19

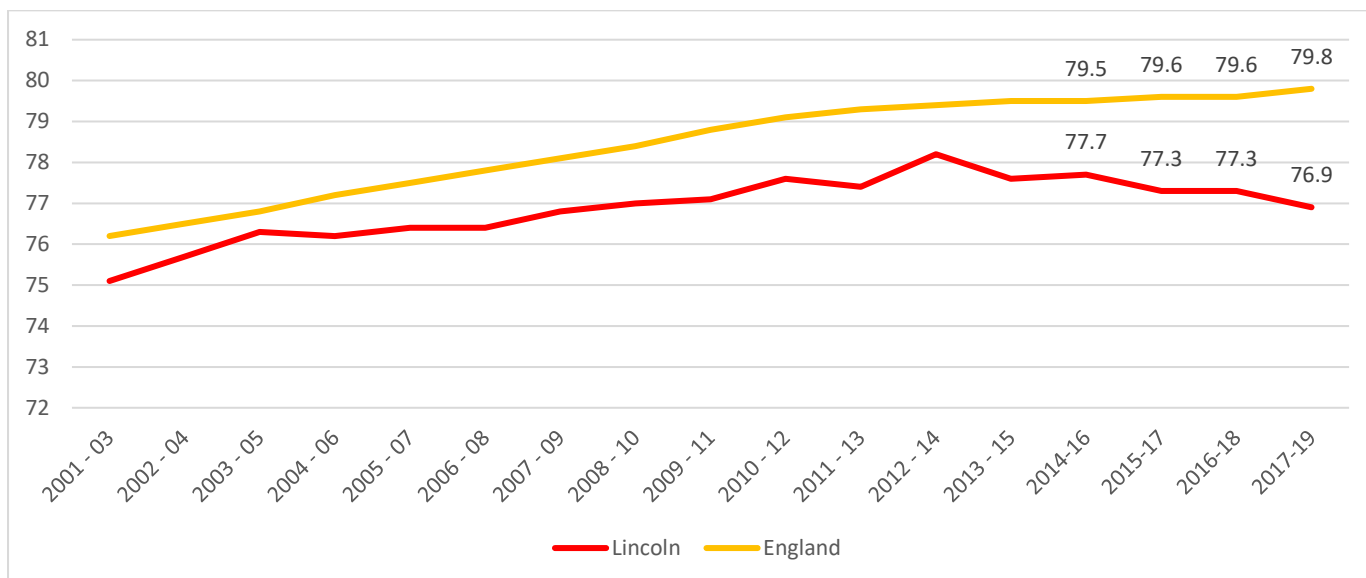


Figure 81

Source – Public Health Profiles 2021

Figure 81 shows male life expectancy in Lincoln has seen another decrease since 2016-18, from 77.3 years to 76.9 years in 2017-19. This follows a decreasing trend since 2014-16, and is against the increasing average across England, now at 79.8 years.

MALE LIFE EXPECTANCY (LINCOLN VS CIPFA NEAREST NEIGHBOURS) – 2017-19

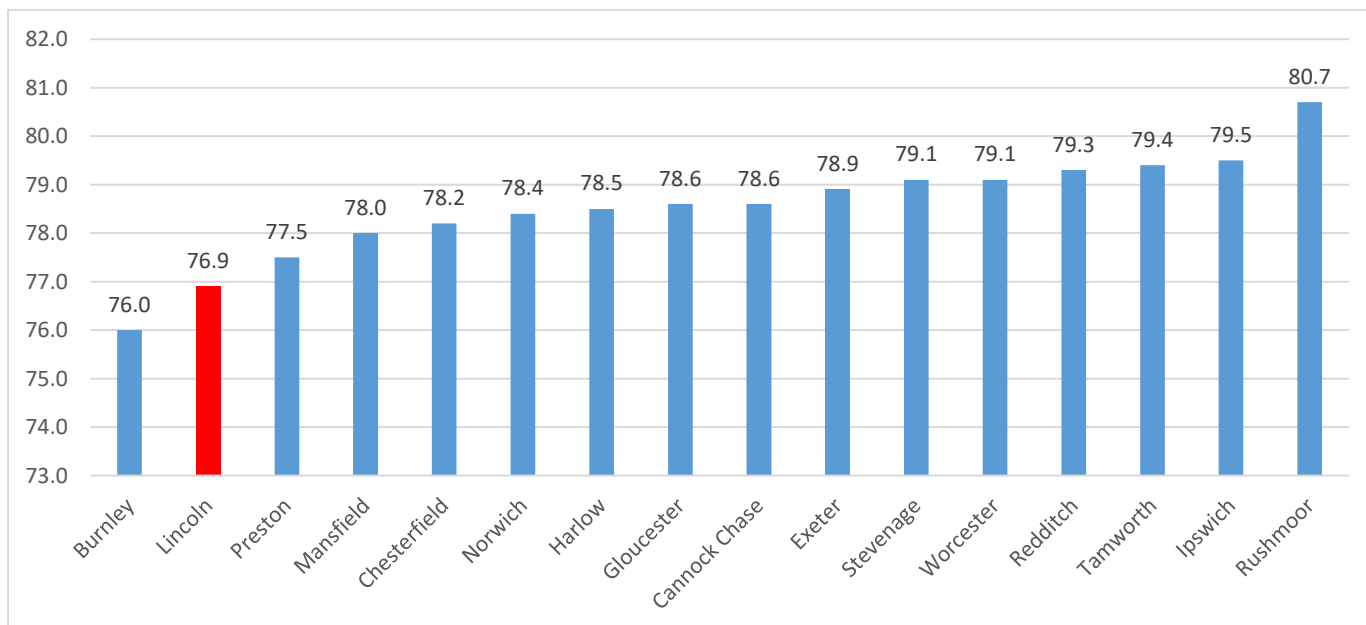


Figure 82

Source – Public Health Profiles 2021

Figure 82 shows Lincoln had the second lowest average life expectancy against its CIPFA nearest neighbours between 2017 and 2019, with an average age of 76.9 years. In comparison, Rushmoor, with an average age of 80.7 years, was higher than Lincoln, its CIPFA nearest neighbours and the England average.

FEMALE LIFE EXPECTANCY (LINCOLN VS ENGLAND) – 2017-19

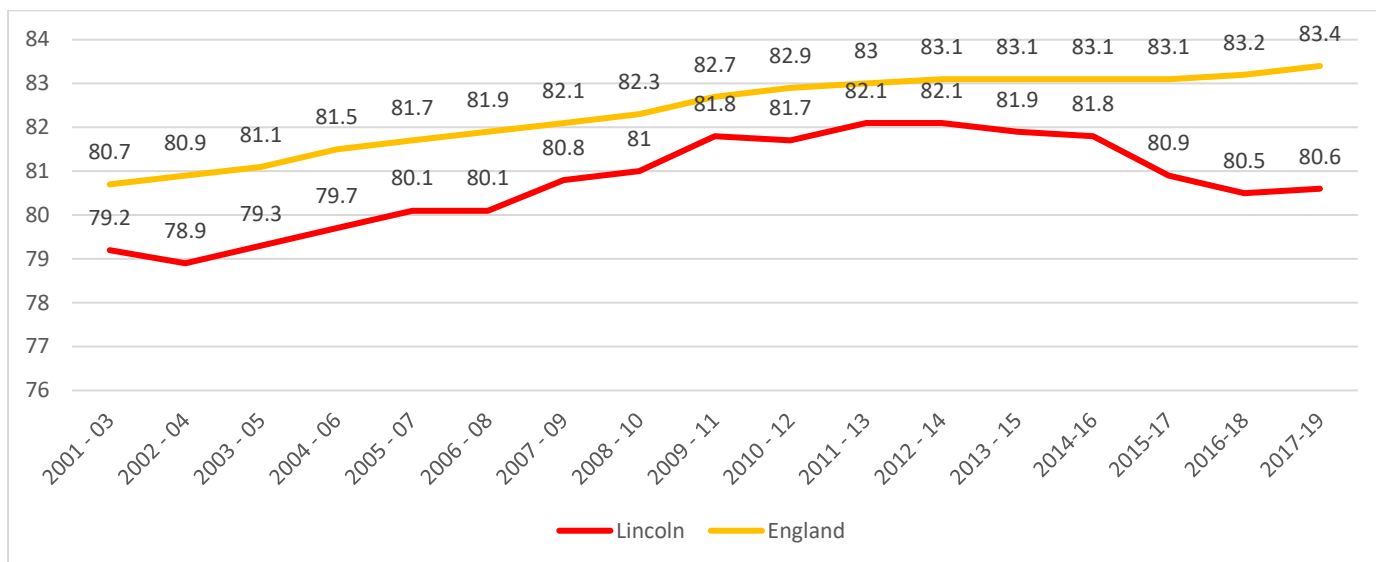


Figure 83

Source – Public Health Profiles 2021

Figure 83 shows female life expectancy increased slightly from 80.5 years in 2016-18 to 80.6 years in 2017-19. This latest 2017-19 figure was also lower than the England rate of 83.4, which continued to increase.

FEMALE LIFE EXPECTANCY (LINCOLN VS CIPFA NEAREST NEIGHBOURS) – 2017-19

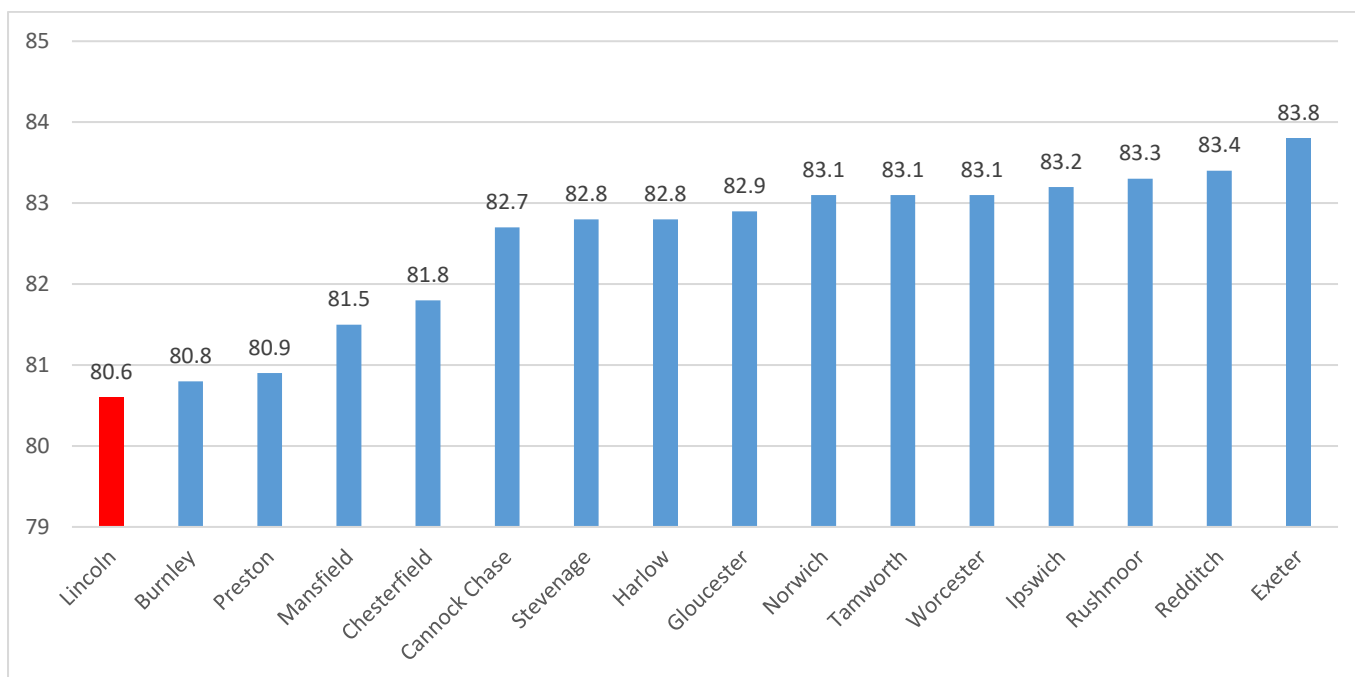


Figure 84

Source – Public Health Profiles 2021

Figure 84 shows Lincoln had the lowest female life expectancy between 2017-19 in comparison to its nearest neighbours, with an average age of 80.6 years, compared to Exeter's 83.8 years. This has dropped significantly from 2014/16 when Lincoln was 4th lowest.

LINCOLN UNDER 75 CANCER MORTALITY RATE – (PER 100,000 PEOPLE) 2017-19

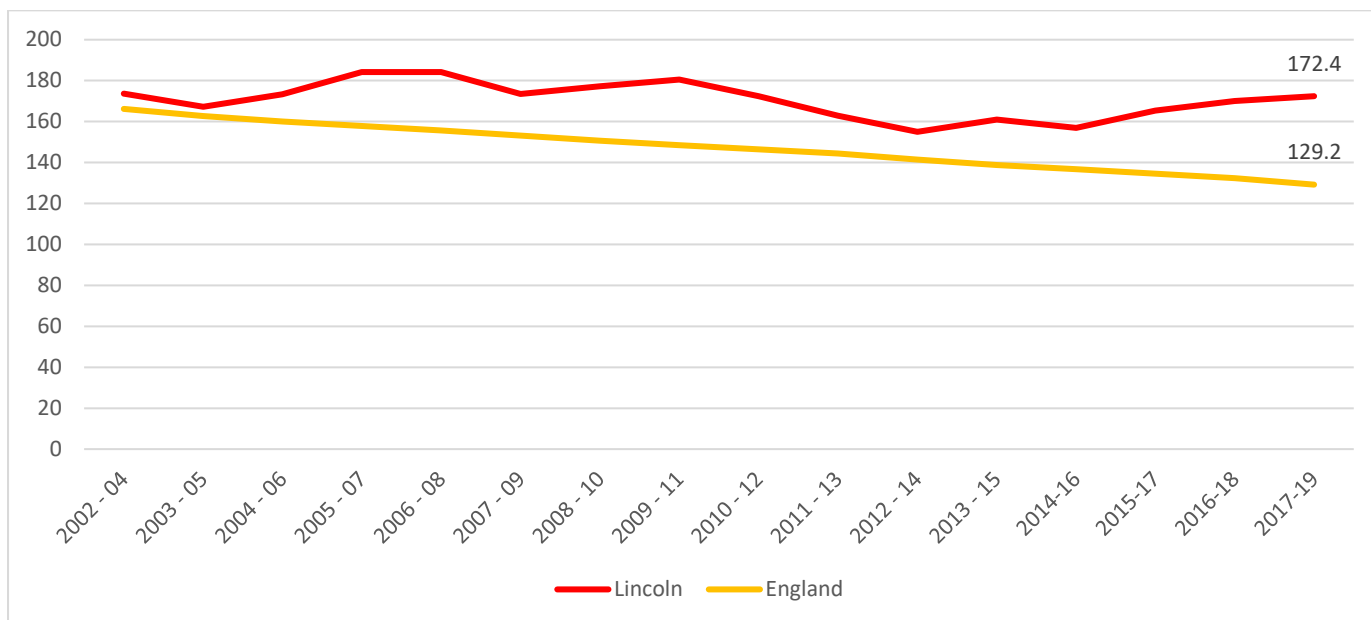


Figure 85

Source – Public Health Profiles 2021

Figure 85 shows whilst the gap between Lincoln and England’s cancer mortality rate had reduced in recent years, Lincoln’s rate has saw another increase in 2017-19, reporting at 172.4 per 100,000, compared to Englands rate of 129.2 per 100,000.

LINCOLN UNDER 75 CANCER MORTALITY RATE – LINCOLN VS NEAREST NEIGHBOURS (PER 100,000 PEOPLE) 2017-19

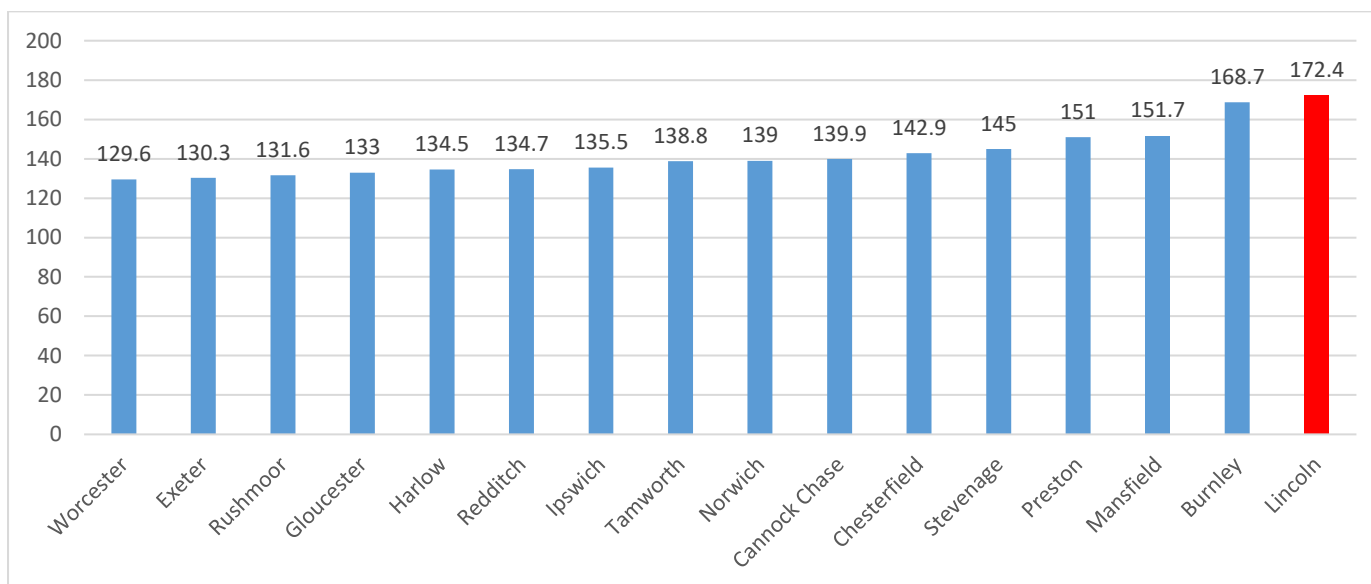


Figure 86

Source – Public Health Profiles 2021

Figure 86 shows Lincoln had the highest rate of under 75 cancer mortality when compared against our nearest neighbours between 2017 and 2019, with a rate of 172.4 per 100,000. Worcester had the lowest figure at 129.6 per 100,000. This was significantly worse than in 2014/16 when Lincoln was the 5th worst in our nearest neighbours set at 156.9 per 100,000 people.

LINCOLN UNDER 75 CARDIOVASCULAR RELATED DISEASES MORTALITY RATE (PER 100,000 PEOPLE) 2017-19

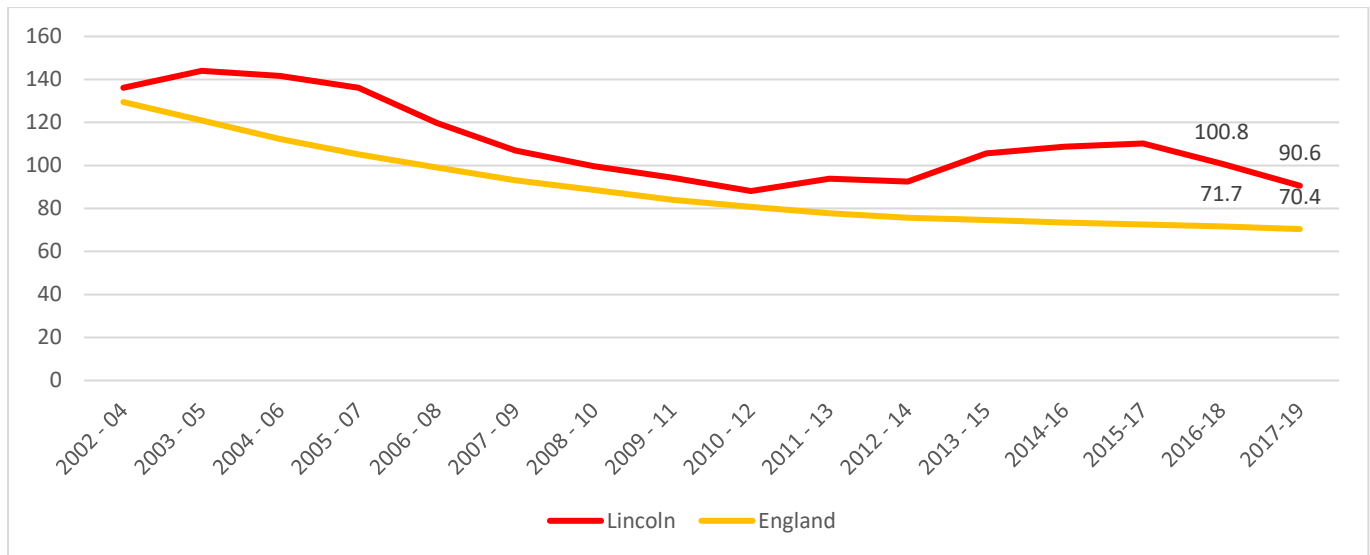


Figure 177

Source – Public Health Profiles 2021

Figure 87 shows whilst still above the England rate, Lincoln’s under 75 cardiovascular related disease rate saw a sharp decrease in 2017-19, decreasing to a rate of 90.6 per 100,000 from 100.8 per 100,000 in 2016-18.

LINCOLN UNDER 75 CARDIOVASCULAR RELATED DISEASES MORTALITY RATE – LINCOLN VS NEAREST NEIGHBOURS (PER 100,000 PEOPLE) 2017-19

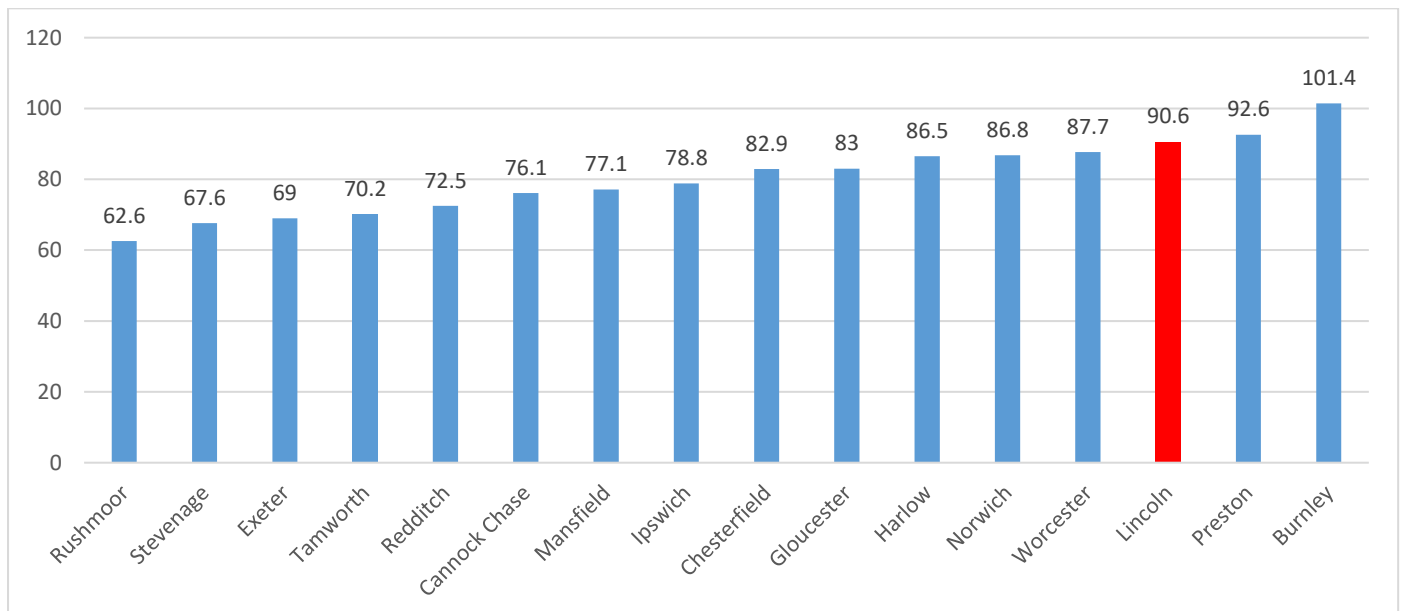


Figure 88

Source – Public Health Profiles 2021

Figure 88 shows Lincoln had the third highest rate for under 75 cardiovascular related diseases between 2017 and 2019 when compared against its nearest neighbours, with Preston and Burnley both having higher rates. This has dropped two places from 2014/16 data when Lincoln headed the nearest neighbours table at 108.6.

SELF HARM RATE PER 100,000 PEOPLE (LINCOLN VS ENGLAND) 2010/11-2019/20

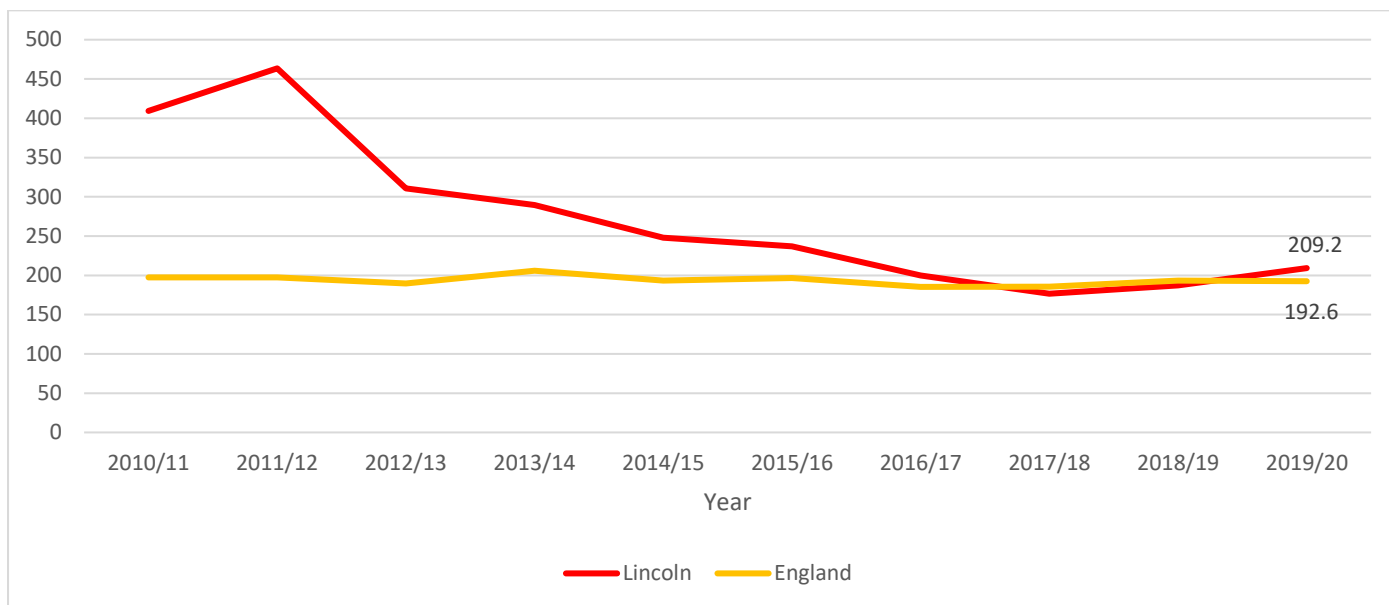


Figure 89

Source – Public Health Profiles 2021

Figure 89 shows Lincoln’s self-harm rate increased significantly in 2019/20 with a figure of 209.2 per 100,000 and was above the England average which was 192.6 per 100,000 in 2019/20.

SELF HARM RATE PER 100,000 PEOPLE (LINCOLN VS NEAREST NEIGHBOURS) 2019-20

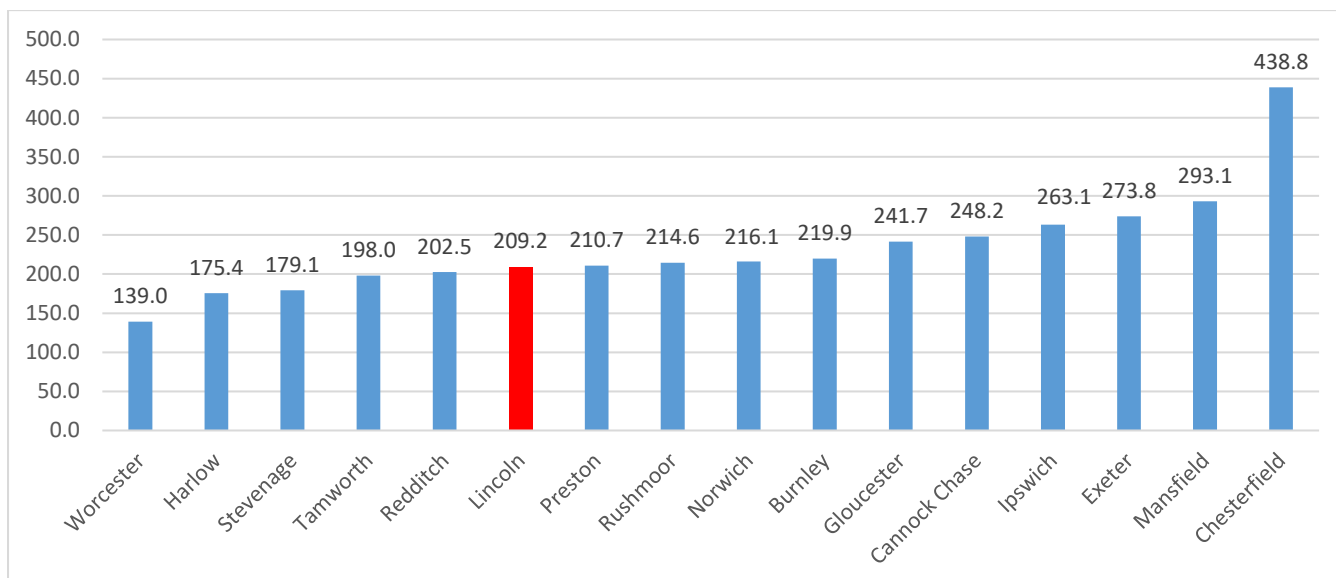


Figure 90

Source – Public Health Profiles 2021

Figure 90 shows Lincoln’s self-harm rate of 209.2 per 100,000 placed it as the 6th lowest in comparison to its nearest neighbours in 2019/20. This was one place lower than the 2016/17 data, although this stood at exactly 200 per 100,000 people.

ALCOHOL RELATED CONDITIONS RATE PER 100,000 PEOPLE (LINCOLN VS ENGLAND) 2018/19

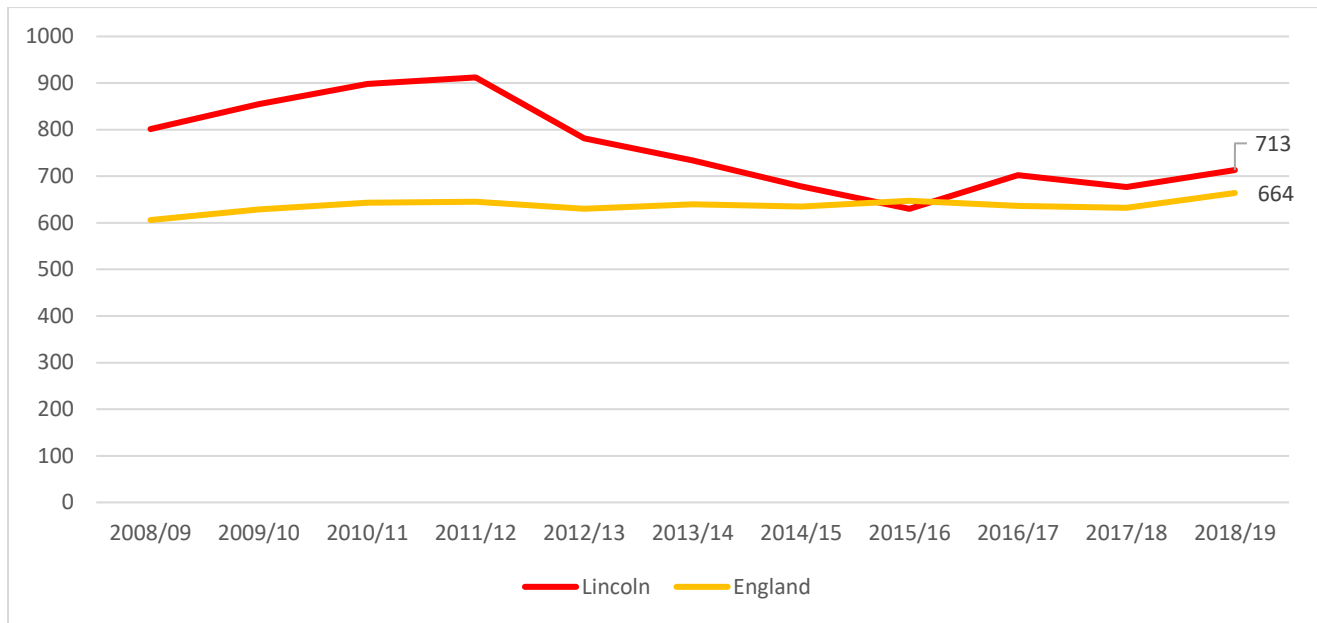


Figure 91

Source – Public Health Profiles 2021

Figure 91 shows Lincoln’s alcohol related conditions rate remained consistent with the England rate in 2018/19, seeing a small increase from the previous year, reporting at 713 per 100,000, compared to England’s rate of 664 per 100,000.

ALCOHOL RELATED HARM HOSPITAL STAYS RATE PER 100,000 PEOPLE (LINCOLN VS NEAREST NEIGHBOURS) 2018/2019

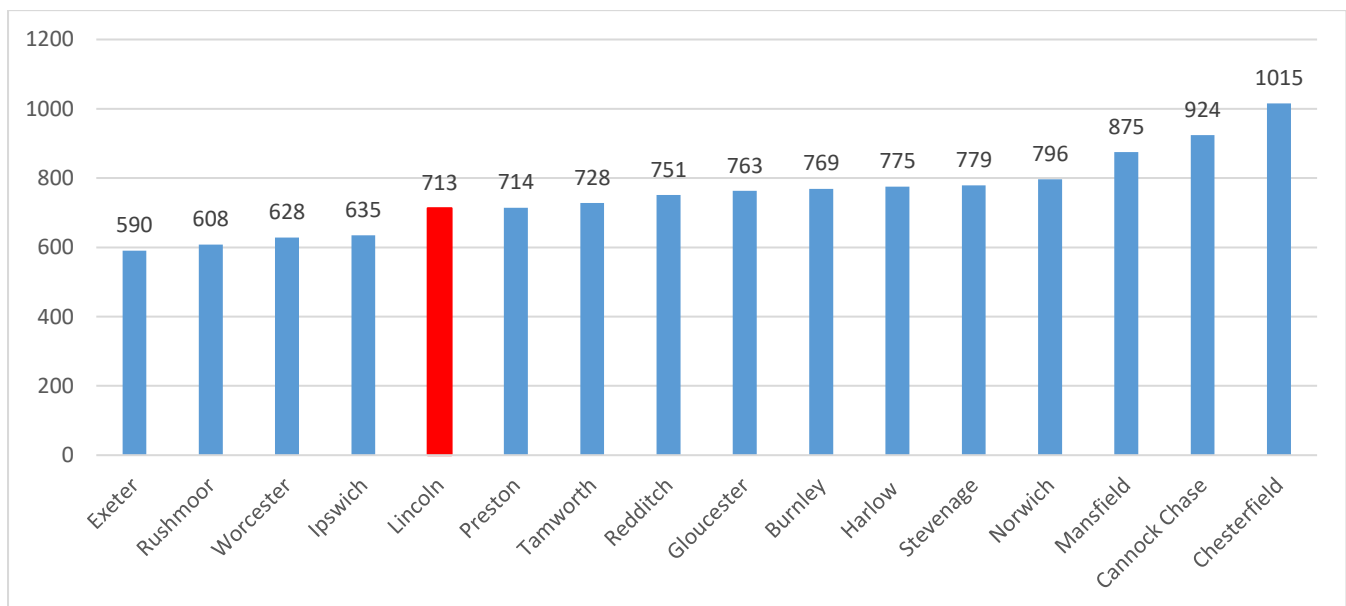


Figure 92

Source – Public Health Profiles 2021

Figure 92 shows Lincoln had the 5th lowest rate of alcohol related hospital stays when compared to its nearest neighbours in 2018/19. Whilst the numbers have slightly increased, Lincoln’s position in the nearest neighbour table has improved over time from being the 7th highest in 2016/17.

UNDER 18 (15-17) CONCEPTION RATE (LINCOLN VS ENGLAND) 2018

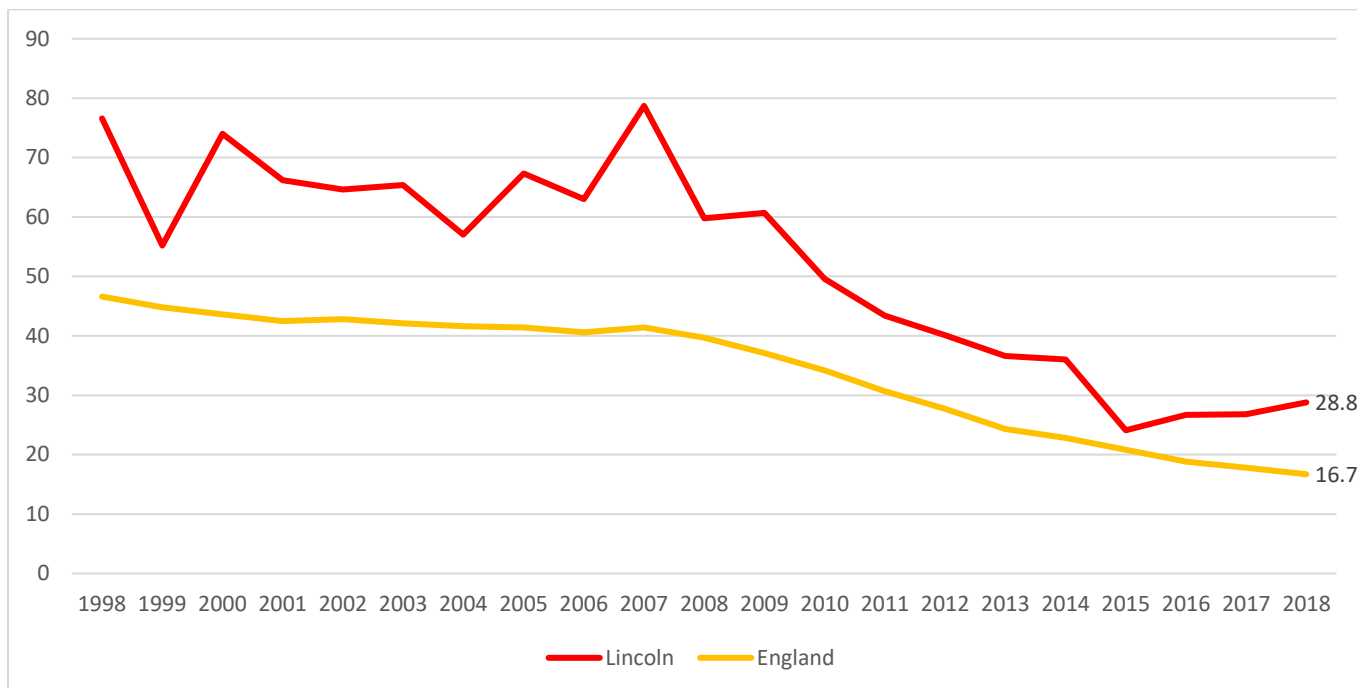


Figure 93

Source – Public Health Profiles 2021

Figure 93 shows Lincoln's under 18 (15-17) conception rate has continued to rise since 2015, whilst the England average has seen a decreasing trend since as early as 1998.

UNDER 18 (15-17) CONCEPTION RATE PER 1,000 (LINCOLN VS NEAREST NEIGHBOURS) 2018

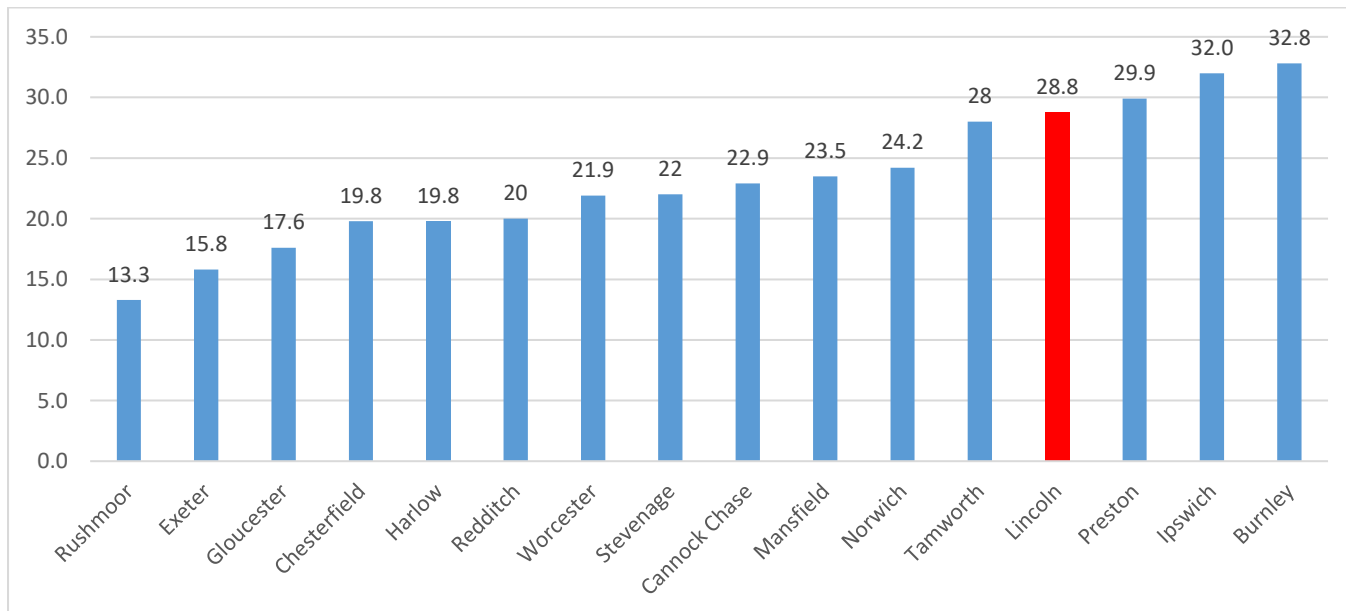


Figure 94

Source – Public Health Profiles 2021

Figure 94 shows Lincoln had the 4th highest under 18 (15-17) conception rate at 28.8 per 1,000 in 2018. Rushmoor had the lowest rate at just 13.3 per 1,000. This was higher than 2016/17 data when Lincoln was only the 8th highest against our nearest neighbours.

SUICIDE RATE PER 100,000 PEOPLE (LINCOLN VS ENGLAND) 2017-19

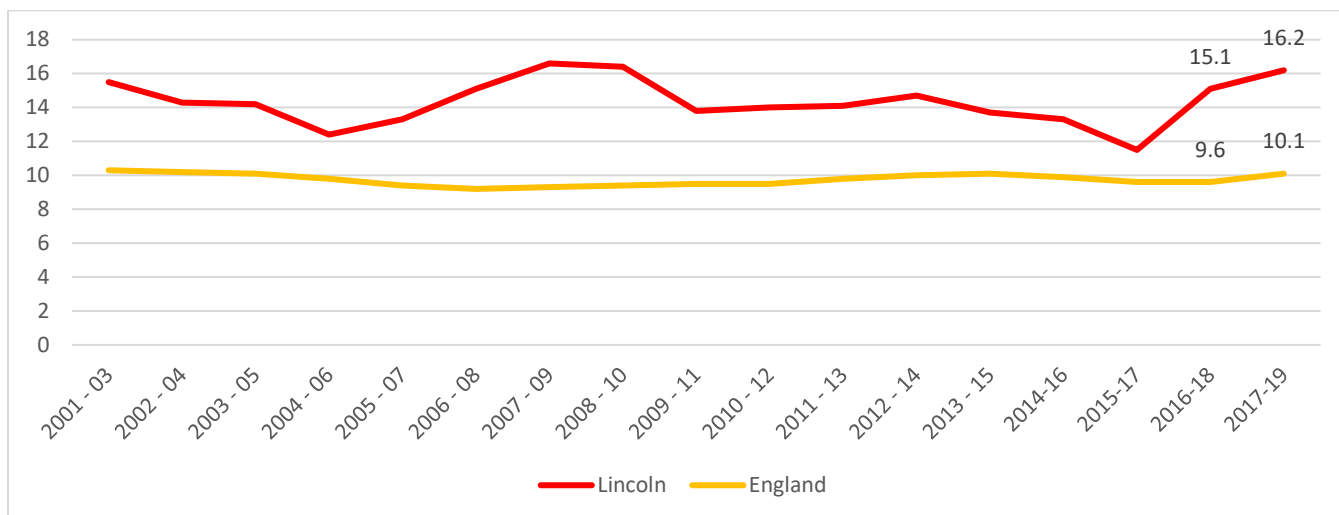


Figure 95

Source – Public Health Profiles 2021

Figure 95 shows Lincoln has seen an increase in its suicide rate, increasing from 15.1 per 100,000 in 2016-18 to 16.2 per 100,000 in 2017-19. Whilst England has also seen an increase, this is not as significant as the increase seen in Lincoln between these years.

SUICIDE RATE PER 100,000 (LINCOLN VS NEAREST NEIGHBOURS) 2017-19

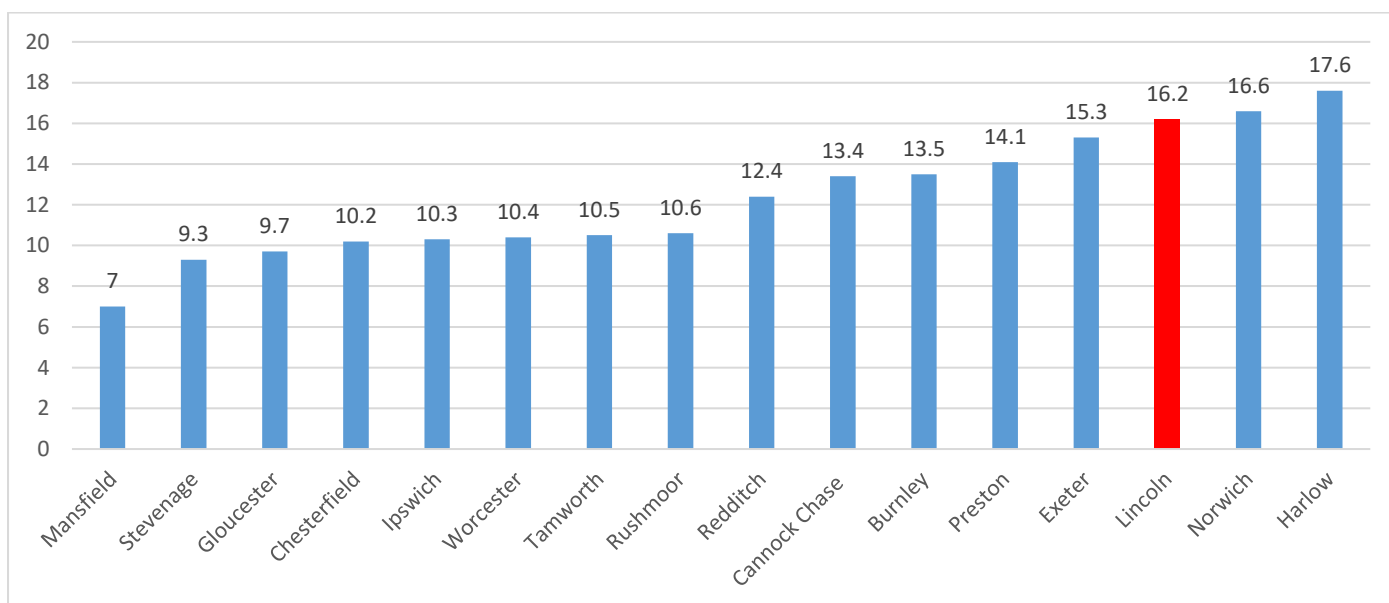


Figure 96

Source – Public Health Profiles 2021

Figure 96 shows Lincoln had the 3rd highest suicide rate in comparison to its nearest neighbours, reporting lower than only Norwich and Harlow in 2017-19. This is again significantly worse than in the past – e.g. in 2014/16 Lincoln was 8th highest in the table, just slightly higher than Redditch at the time.

SMOKING PREVALENCE IN PEOPLE AGED 18 AND OVER (LINCOLN VS ENGLAND) 2019

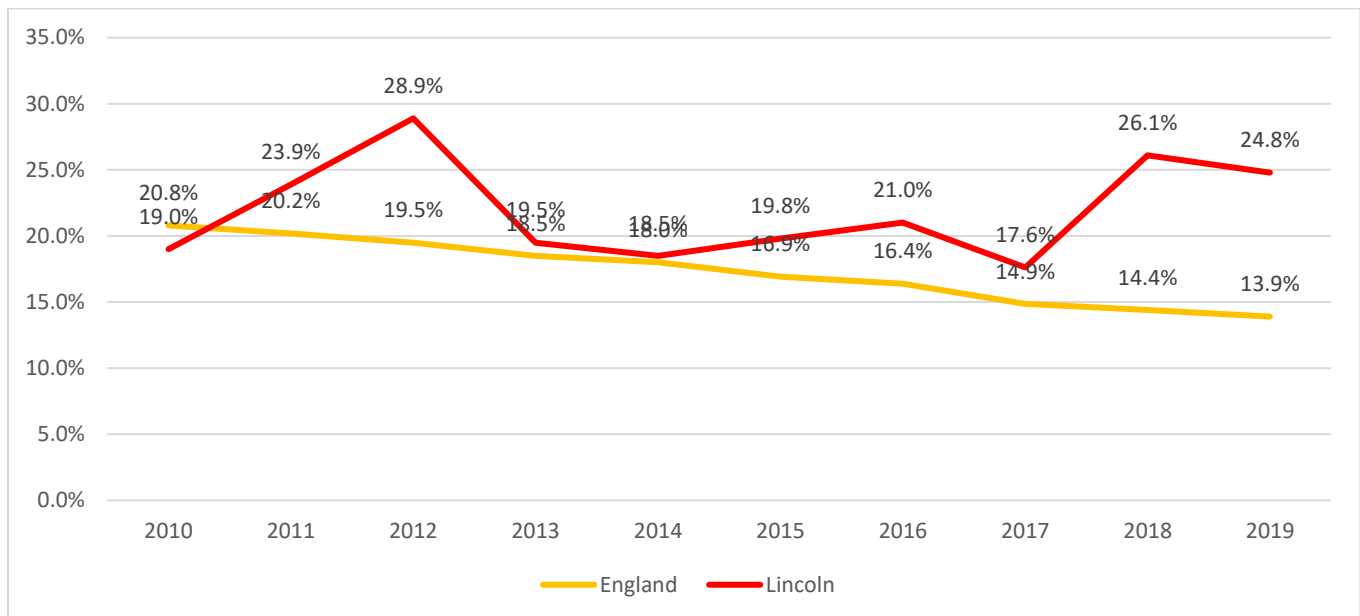


Figure 97

Source – Public Health Profiles 2021

Figure 97 shows despite seeing an increase in 2018, Lincoln saw a small decrease in the prevalence of smoking in people aged 18 and over, reporting at 24.8%, compared to 26.1% in 2018.

SMOKING PREVALENCE IN PEOPLE AGED 18 AND OVER (LINCOLN VS NEAREST NEIGHBOURS) 2019

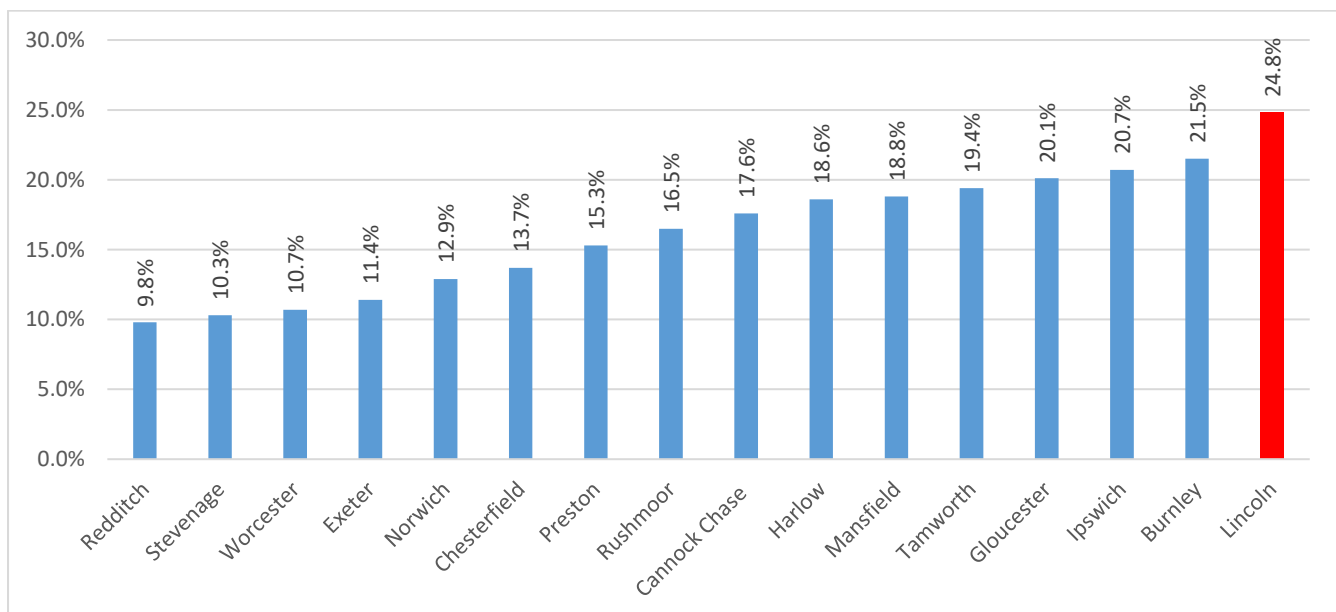


Figure 98

Source – Public Health Profiles 2021

Figure 98 shows Lincoln had the highest percentage of smoking prevalence amongst its nearest neighbours in 2019 at 24.8%, Redditch had the lowest figure at just 9.8%.

NUMBER OF PEOPLE KILLED OR SERIOUSLY INJURED ON THE ROADS PER 100,000 – 2016-18

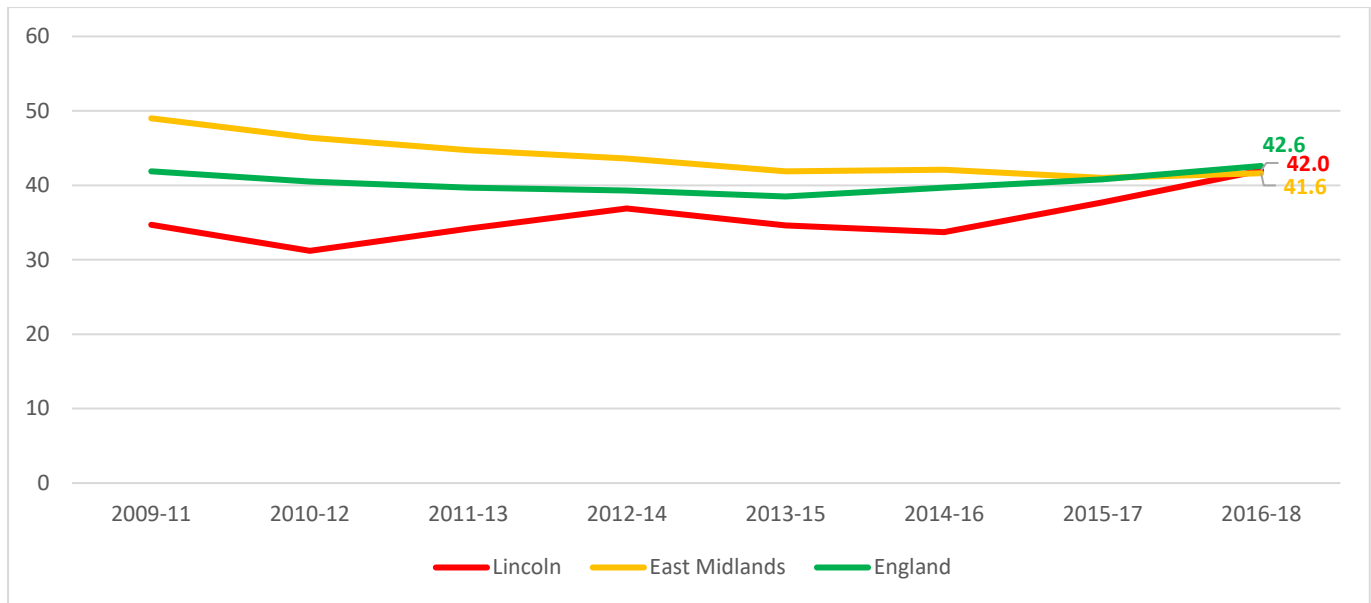


Figure 99

Source – Public Health Profiles 2021

Figure 99 shows the number of people killed or seriously injured on roads in Lincoln was currently just above the England rate of 41.6 per 100,000 in 2016-18, with a figure of 42 per 100,000. However, this figure was slightly lower than the East Midlands average of 42.6 per 100,000. All three areas have seen increases, especially Lincoln.

NUMBER OF PEOPLE KILLED OR SERIOUSLY INJURED ON THE ROADS PER 100,000 (LINCOLN VS NEAREST NEIGHBOURS) – 2016-18

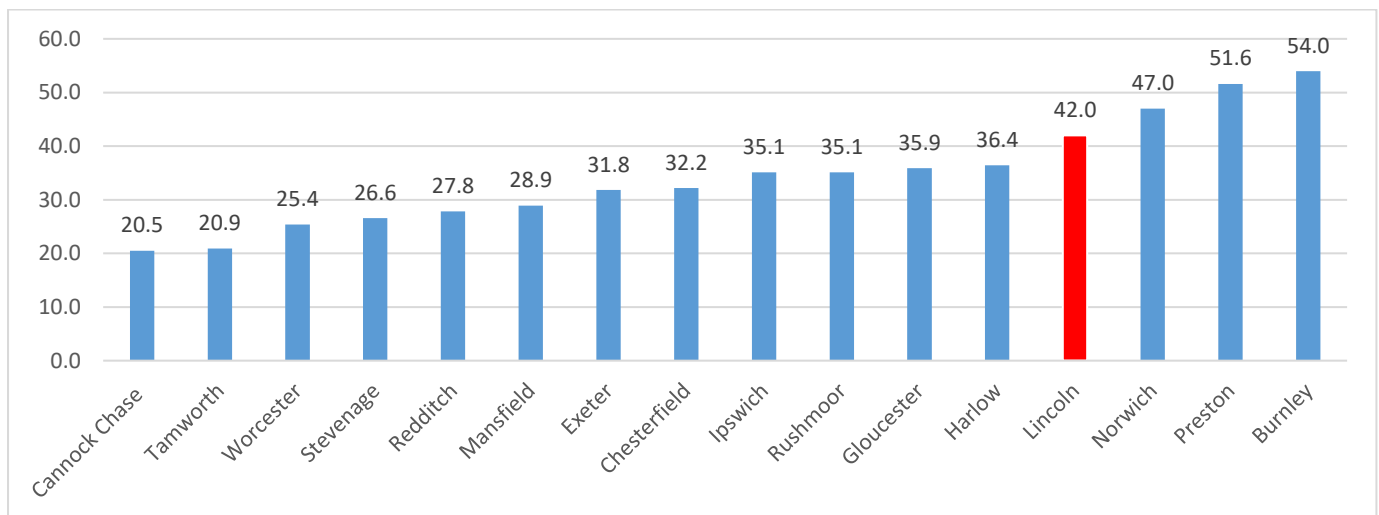


Figure 100

Source – Public Health Profiles 2021

Figure 100 shows Lincoln had the 4th highest rate of people killed or seriously injured in road accidents in 2016-18, in comparison to our nearest neighbours, with a figure of 42.0 per 100,000.

PERCENTAGE OF PHYSICALLY ACTIVE ADULTS (AGED 19+) AS OF 2019-20

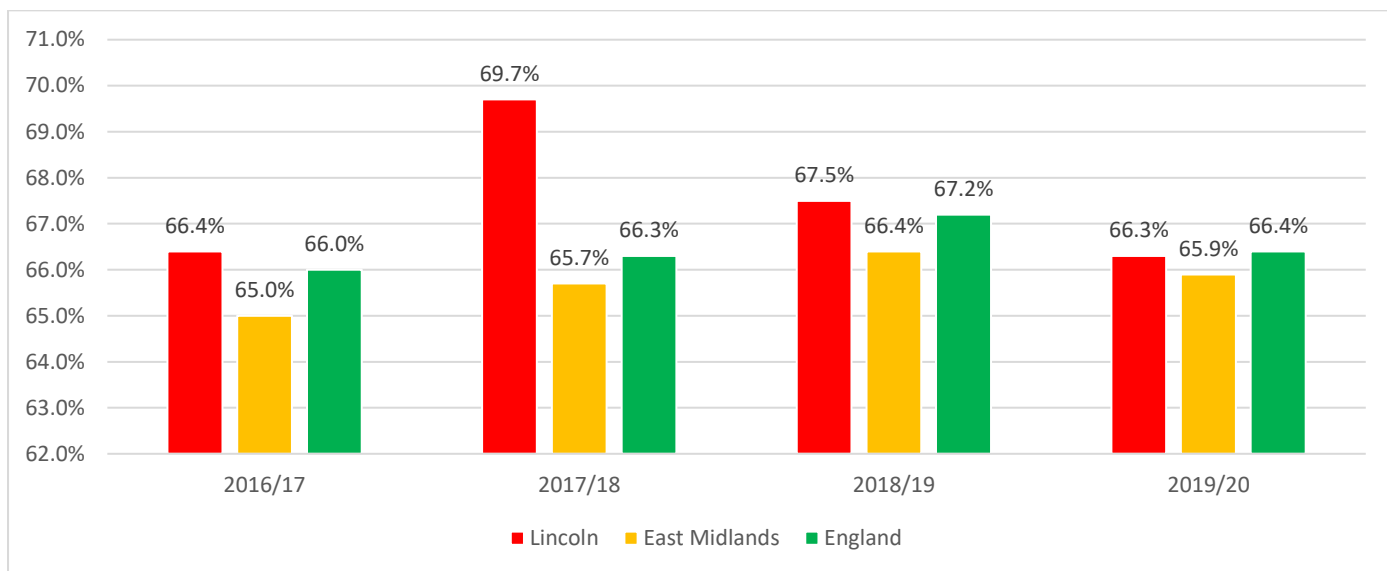


Figure 101

Source – Public Health Profiles 2021

Figure 101 shows Lincoln's percentage of physically active adults has decreased, from 67.5% in 2018/19 to 66.3% in 2019/20. Lincoln's rate is still above the East Midlands rate of 65.9% but slightly below the England rate of 66.4%.

PERCENTAGE OF ADULTS WITH EXCESS WEIGHT (AGED 19+) AS OF 2019-20

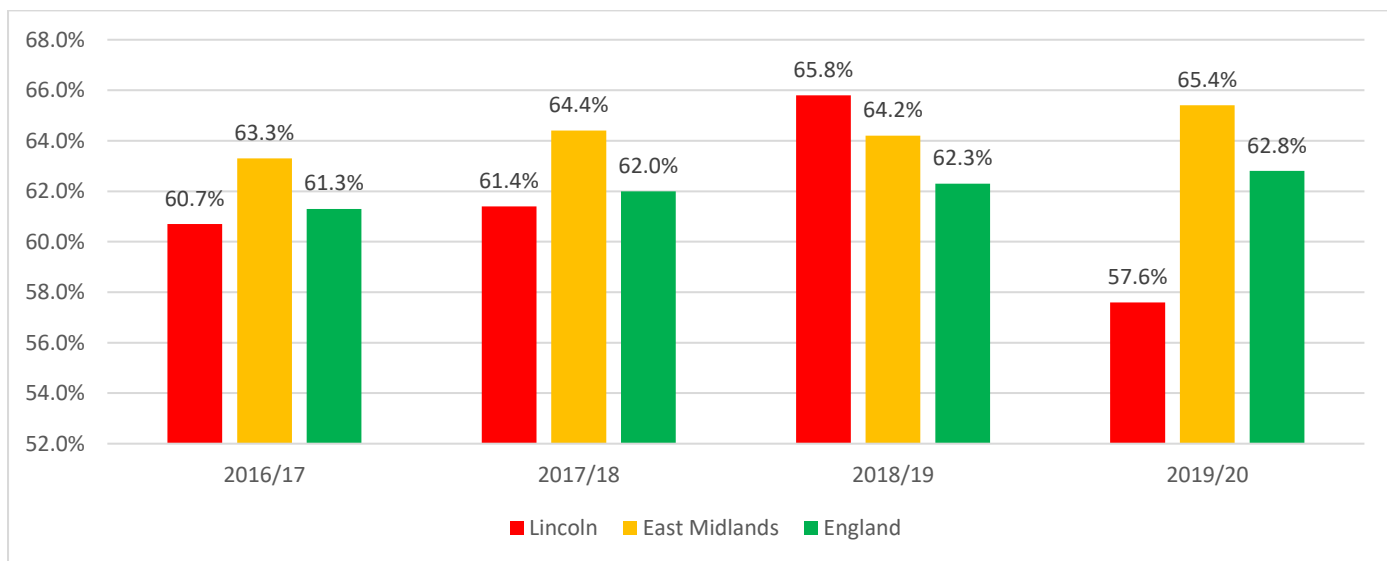


Figure 102

Source – Public Health Profiles 2021

Figure 102 shows Lincoln saw a dramatic decrease in the percentage of adults with excess weight, decreasing from 65.8% in 2018/19 to 57.6% in 2019/20. This is compared to a slight increase in the East Midlands and England figures respectively.

Lincoln has seen:

- The percentage of foundation students in 2018/19 who were achieving a good level of development in Lincoln increased slightly to 67%
- The percentage of people with an NVQ Level 1 decreased slightly in 2020 to 86.4%
- The percentage of people with an NVQ Level 2 increased in 2020 to 78.6%
- The percentage of people with an NVQ Level 3 increased in 2020 to 58.6%
- The percentage of people with an NVQ Level 4 increased in 2020 to 34.7%

Progress 8 and Attainment 8

As a response to the unprecedented impact of COVID, assessments planned for summer 2020 and summer 2021 were not able to go ahead as planned and alternative assessment arrangements were implemented.

Within the 2020 exam period, qualification awards were generated by Centre Assessed Grades (CAG's) which were awarded by the school based on expected student outcomes. For example, student predictions based on trend were not taken into account and grades were given based on a student's education not being affected.

For the 2021 exam series qualification awards were made by Teacher Assessed Grades (TAG's). Much of the same evidence was used for the CAG's and TAG's, but for the TAG's the grading was placed on what level a student was working at, based on what they had been taught, and not what a student would have achieved if COVID had not affected their learning.

As neither the 2020 and 2021 grades were awarded based on the standard examination criteria and with each school being able to use their own selection of assessment material using CAG and TAG, a government decision was made to not produce any performance data for schools.

PERCENTAGE OF FOUNDATION STUDENTS ACHIEVING A GOOD LEVEL OF DEVELOPMENT AS OF 2018/2019

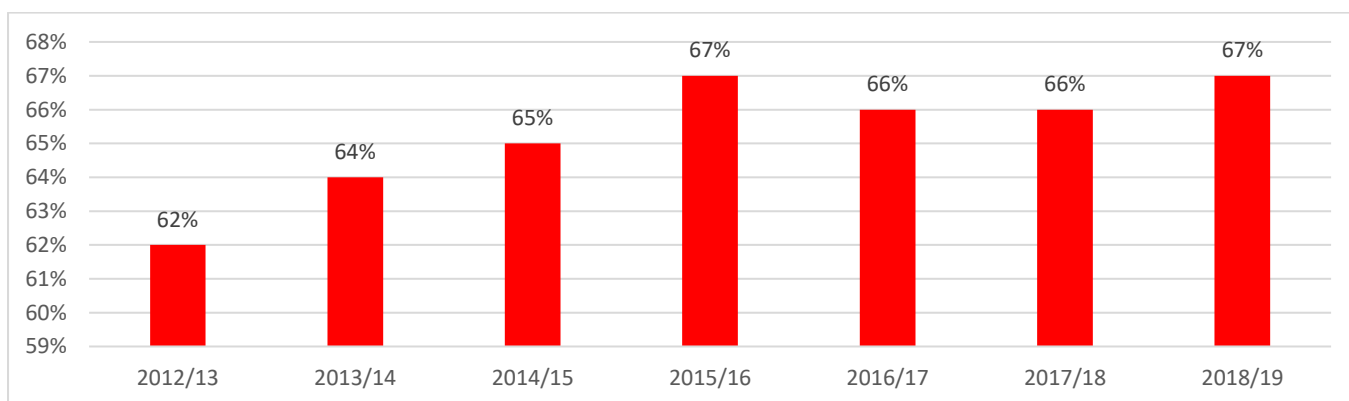


Figure 1803

Source – LRO 2021

Figure 103 shows the percentage of foundation students who were achieving a good level of development in 2018/19 was 67%. This figure has remained at a consistent level since 2015/16 only changing by a maximum of 1%.

PERCENTAGE OF RESIDENTS AGED 16-64 IN LINCOLN WITH NVQ QUALIFICATIONS LEVELS 1-4 AS OF 2020

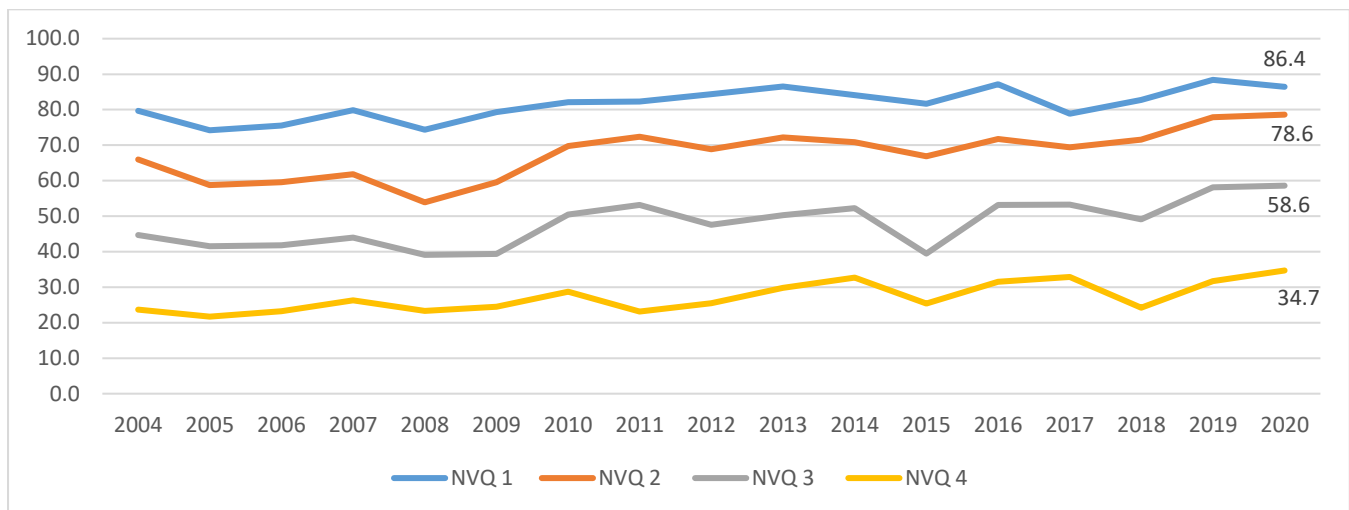


Figure 104

Source – NOMIS 2021

Figure 104 shows the percentage of residents 16-64 in Lincoln with NVQ qualifications Levels 1-4. Residents with NVQ Level 1 qualifications decreased slightly from 88.4% in 2020 to 86.4% in 2020. NVQ Levels 2,3 and 4 all saw increases in 2020. This may be because students already studying when Covid started found it easier to continue whilst new intake was reduced.

Please note that data for no qualifications has not been included due to the sample size being too small consecutively for the last three years.

PERCENTAGE OF RESIDENTS AGED 16-64 WITH NVQ LEVEL 1 QUALIFICATIONS AS OF 2020 (LINCOLN VS EAST MIDLANDS)

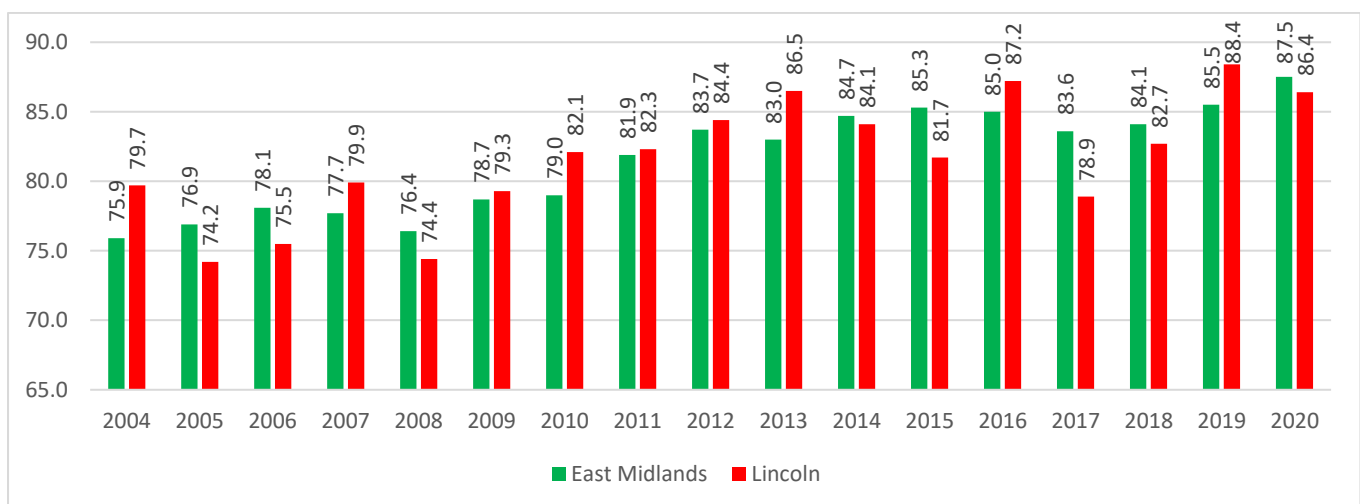


Figure 105

Source – NOMIS 2021

Figure 105 shows the percentage of residents aged 16-64 with NVQ Level 1 qualifications in Lincoln decreased in 2020 to 86.4%. In comparison the East Midlands figure increased to 87.5% in 2020 from 85.5% in 2019.

PERCENTAGE OF RESIDENTS AGED 16-64 WITH NVQ LEVEL 2 QUALIFICATIONS AS OF 2020 (LINCOLN VS EAST MIDLANDS)

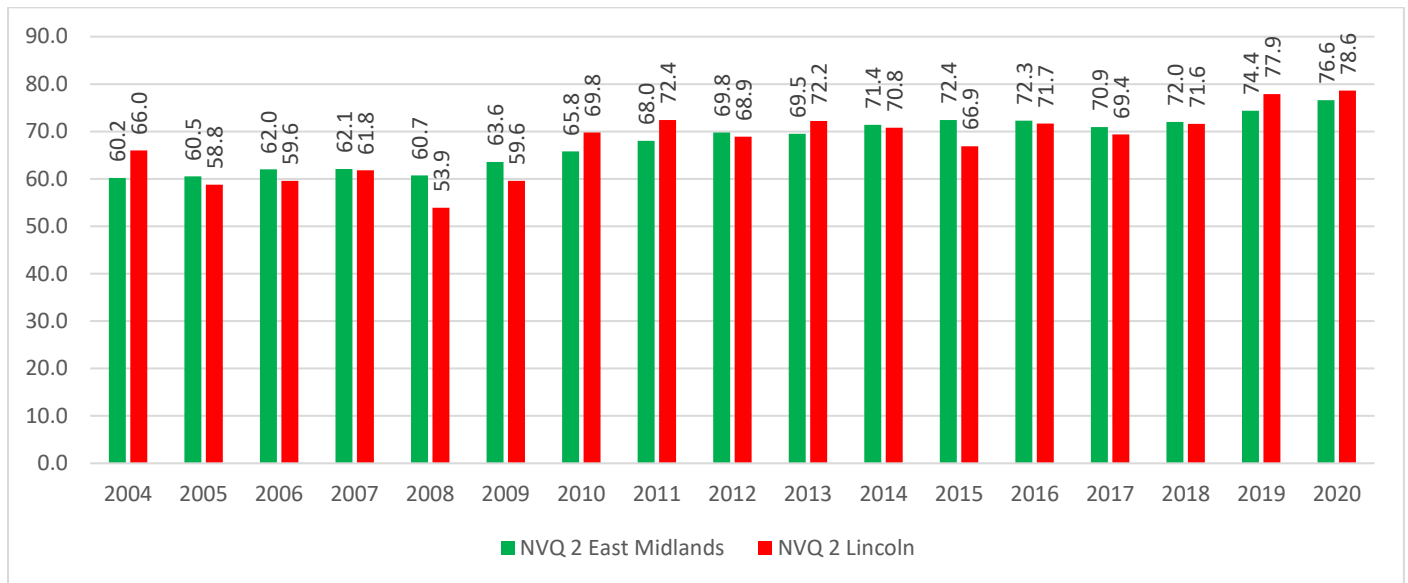


Figure 106

Source – NOMIS 2021

Figure 106 shows the percentage of residents aged 16-64 with NVQ Level 2 qualifications in Lincoln increased in 2020 to 78.6% and was higher than the East Midlands figure of 76.6% for 2020.

PERCENTAGE OF RESIDENTS AGED 16-64 WITH NVQ LEVEL 3 QUALIFICATIONS AS OF 2020 (LINCOLN VS EAST MIDLANDS)

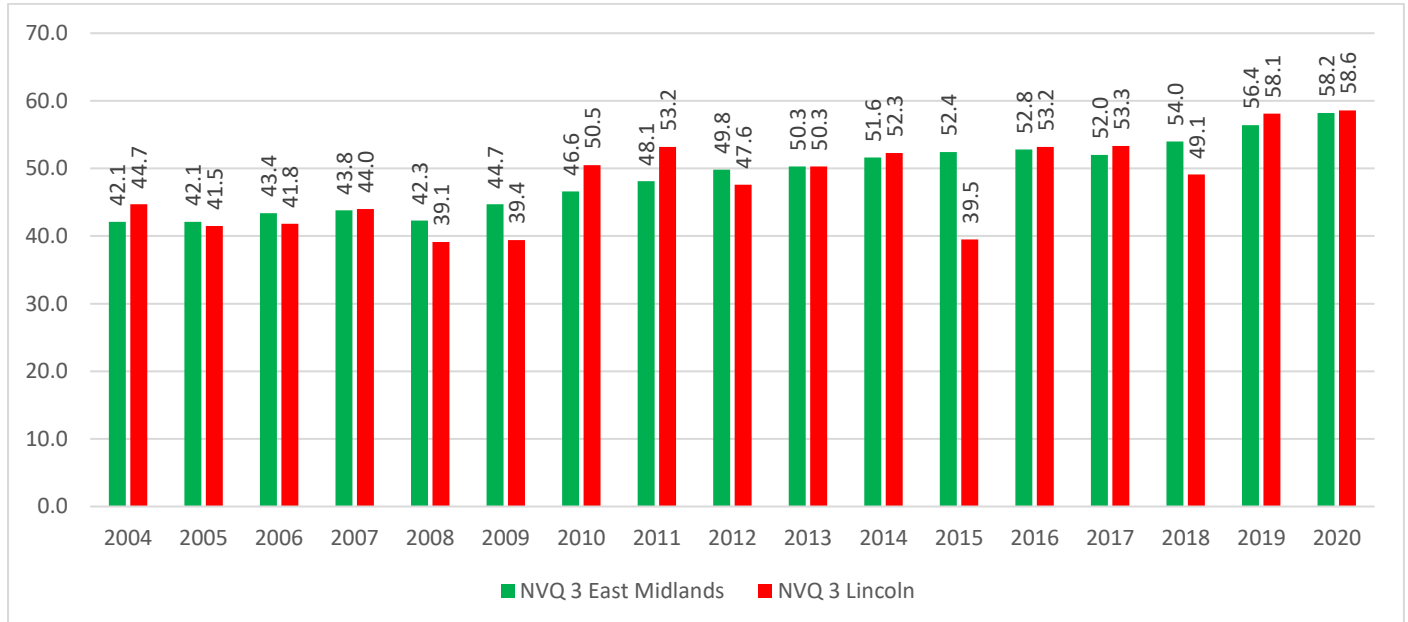


Figure 107

Source – NOMIS 2021

Figure 107 shows the percentage of residents aged 16-64 with NVQ Level 3 qualifications increased in Lincoln in 2020 to 58.6% and remained above the figure for East Midlands which reported at 58.2% in 2020.

PERCENTAGE OF RESIDENTS AGED 16-64 WITH NVQ LEVEL 4 QUALIFICATIONS AS OF 2020 (LINCOLN VS EAST MIDLANDS)

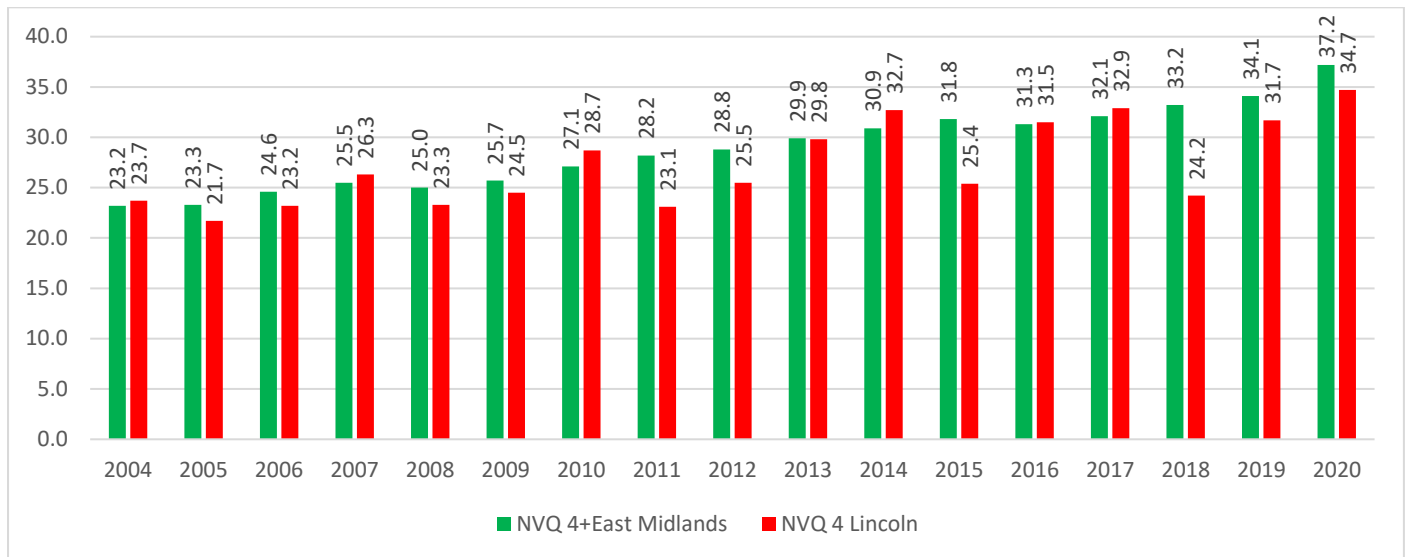


Figure 108

Source – NOMIS 2021

Figure 108 shows the percentage of residents aged 16-64 with NVQ Level 4+ qualifications in Lincoln increased in 2020 to 34.7%, however this continued to remain below the East Midlands figure which reported at 37.2% in 2020.

HOUSING

Please note that most of the data sets sourced from national data included in this new Lincoln City profile chapter are from a mix of 2020 and 2021, so will include some effects from the pandemic period.

Lincoln has seen:

- Lincoln’s average price paid for all property types increased by £12,338 to £185,003 as of year ending December 2020.
- However, after a sharp increase in the previous year, the average cost of flats and apartments saw a decrease as of £11,728 in the year ending December 2020, reducing to £147,083
- In December 2020, Minster was the most expensive ward to buy a property in, with Park being the least expensive ward.
- Lincoln’s affordability ratio has decreased (lower = more affordable), meaning that considering the average house price and the average income, Lincoln now has the 2nd best affordability ratio against its nearest neighbours.
- With the exception of 4 bedrooed properties, we have seen small increases in all private sector rental rates
- Despite 68 successful right to buy applications in 2021, through new builds, the council has retained a similar level of its owned social housing

AVERAGE PRICE PAID FOR ALL PROPERTY TYPES IN LINCOLN 2010-2020

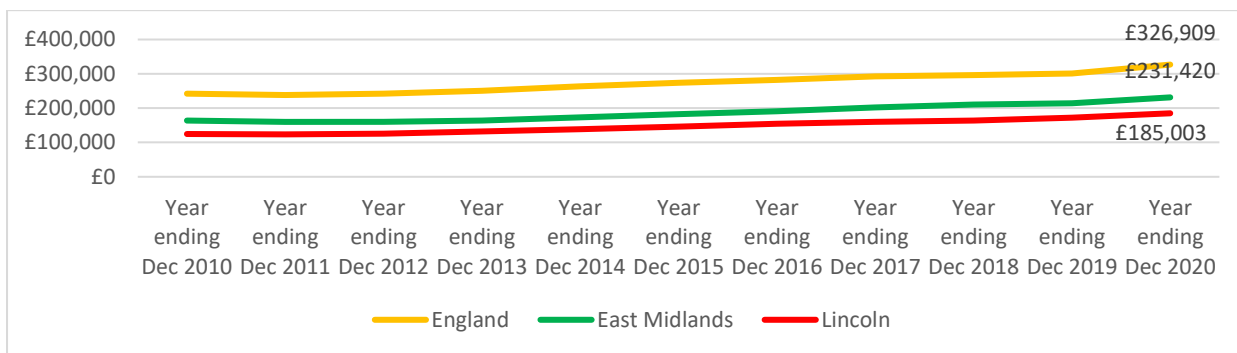


Figure 109

Source – ONS 2021

Figure 109 shows Lincoln has seen the average price paid across all property types increase from £172,665 in December 2019 to £185,003 in December 2020, an increase of £12,338.

AVERAGE PRICE PAID FOR A DETACHED HOUSE IN LINCOLN 2010-2020

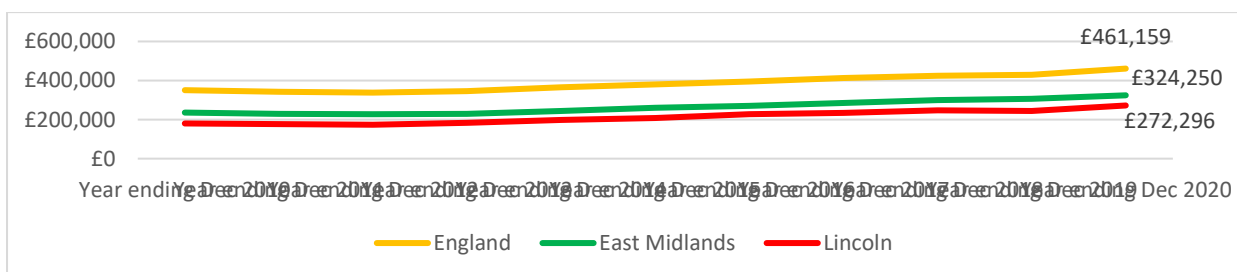


Figure 110

Source – ONS 2021

Figure 110 shows Lincoln has seen the average price paid for a detached house increase from £243,806 in December 2019 to £272,296, an increase of £28,490.

AVERAGE PRICE PAID FOR A TERRACED HOUSE IN LINCOLN 2010-2020

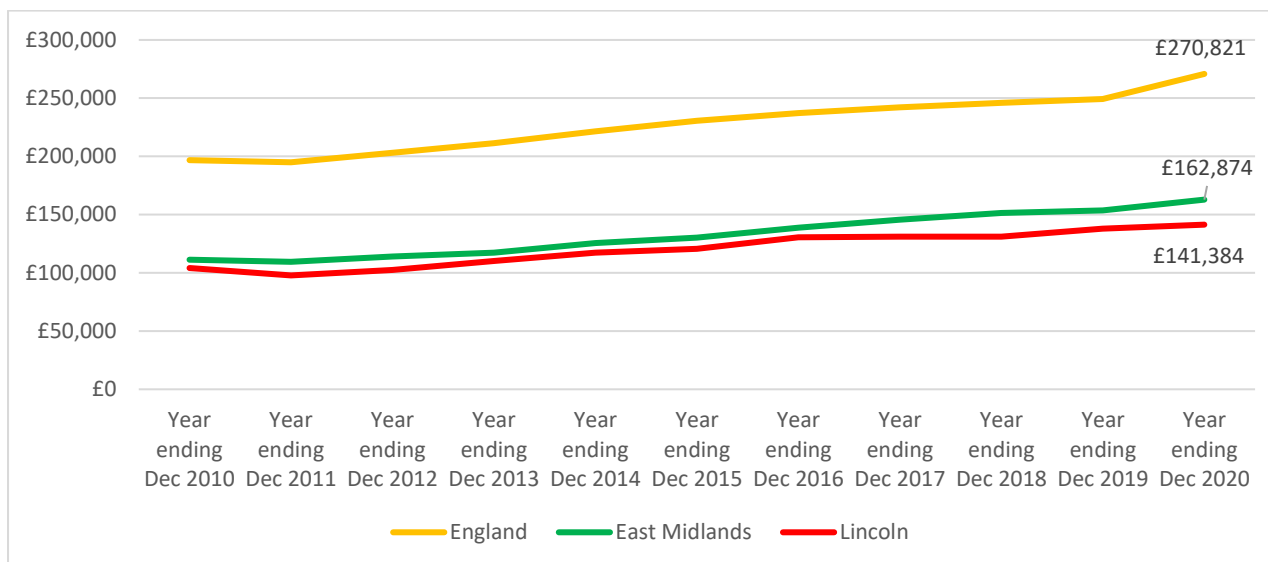


Figure 111

Source – ONS 2021

Figure 111 shows Lincoln has seen the average price paid for terraced houses increase from £137,968 in December 2019 to £141,384, an increase of £3,416.

AVERAGE PRICE PAID FOR A SEMI-DETACHED HOUSE IN LINCOLN 2010-2020

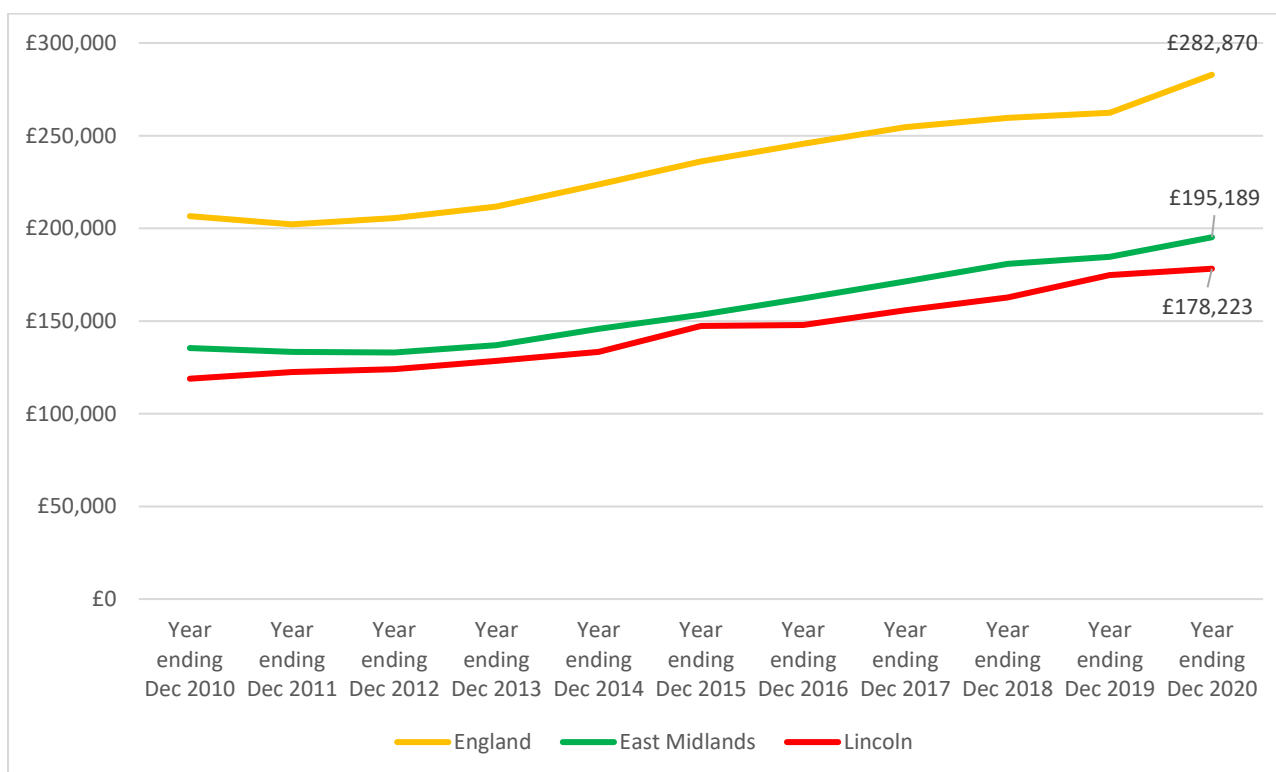


Figure 112

Source – ONS 2021

Figure 112 shows Lincoln has seen the average price paid for semi-detached houses increase from £174,872 in December 2019 to £178,223 in December 2020, an increase of £3,351.

AVERAGE PRICE PAID FOR A FLAT/MAISONETTE IN LINCOLN 2010-2020

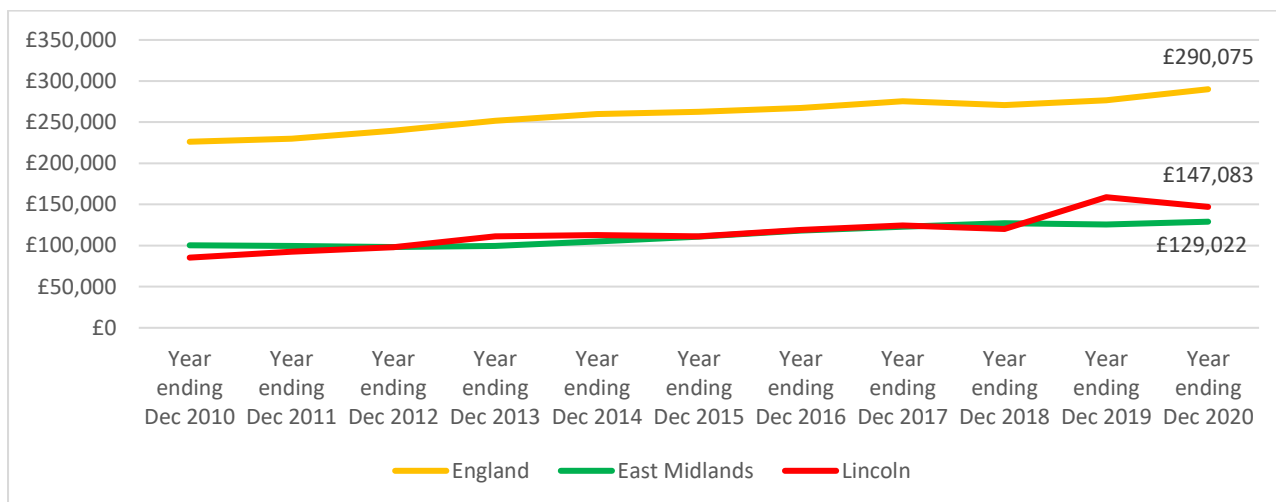


Figure 113

Source – ONS 2021

Figure 113 shows Lincoln has seen a decrease in the average price paid for a flat/maisonette, decreasing from £158,811 in December 2019 to £147,083 in December 2020, decreasing by £11,728. It is worth noting that out of all housing types, flats and maisonettes are above the East Midlands average.

MEDIAN PRICE PAID FOR ALL PROPERTY TYPES BY WARD, YEAR ENDING DECEMBER 2020

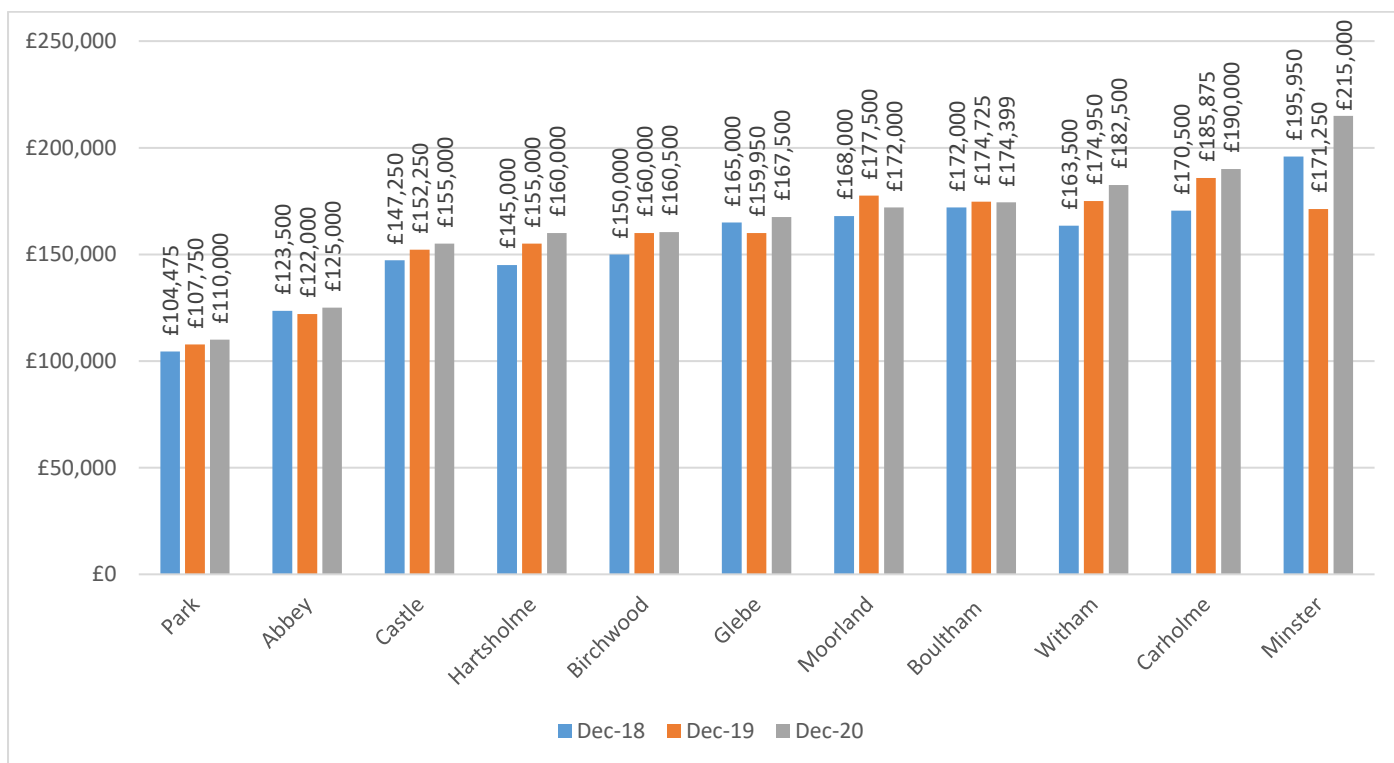


Figure 114

Source – ONS 2021

Figure 114 shows Park ward remains the cheapest ward in Lincoln to buy a property, with a median price paid of £110,000. This is considerably less than the next cheapest ward, Abbey, which has a median price paid of £125,000. Minster remains the most expensive ward to buy a property with a figure of £215,000.

AVERAGE PRIVATE RENT COSTS FOR 1 BEDROOM PROPERTIES 2011/12-2019/20

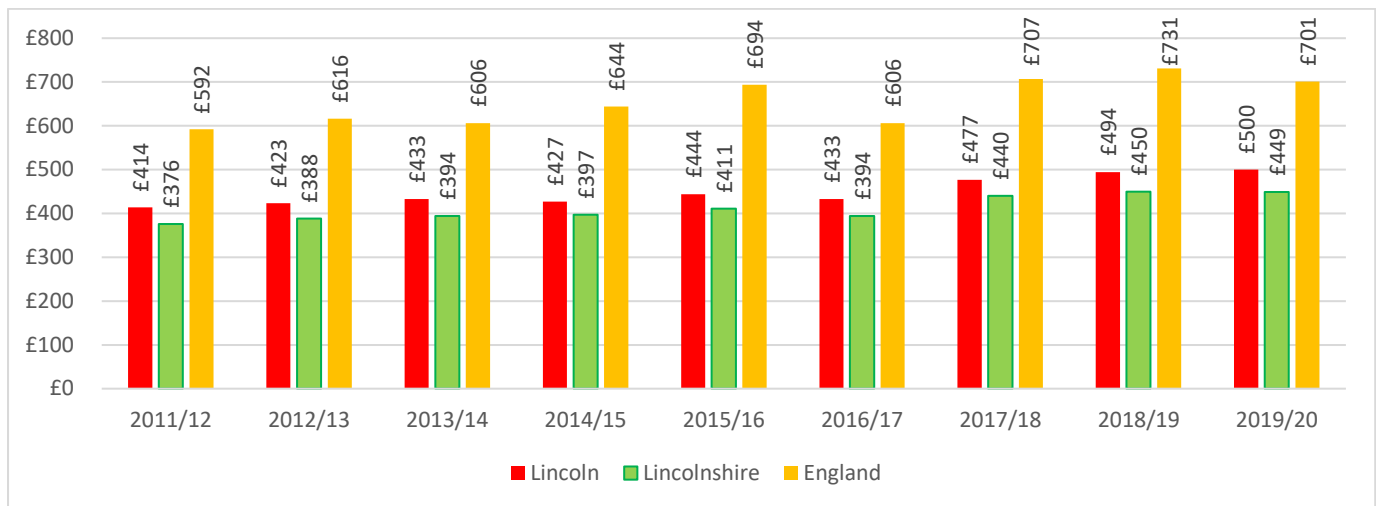


Figure 115

Source – LRO 2021

Figure 115 shows in 2019/20, Lincoln saw an increase in the average price paid in rent for a 1 bedroom property, increasing from £494 in 2018/19 to £500 in 2019/20. Both Lincolnshire and England saw small decreases.

AVERAGE PRIVATE RENT COSTS FOR 2 BEDROOM PROPERTIES 2011/12-2019/20

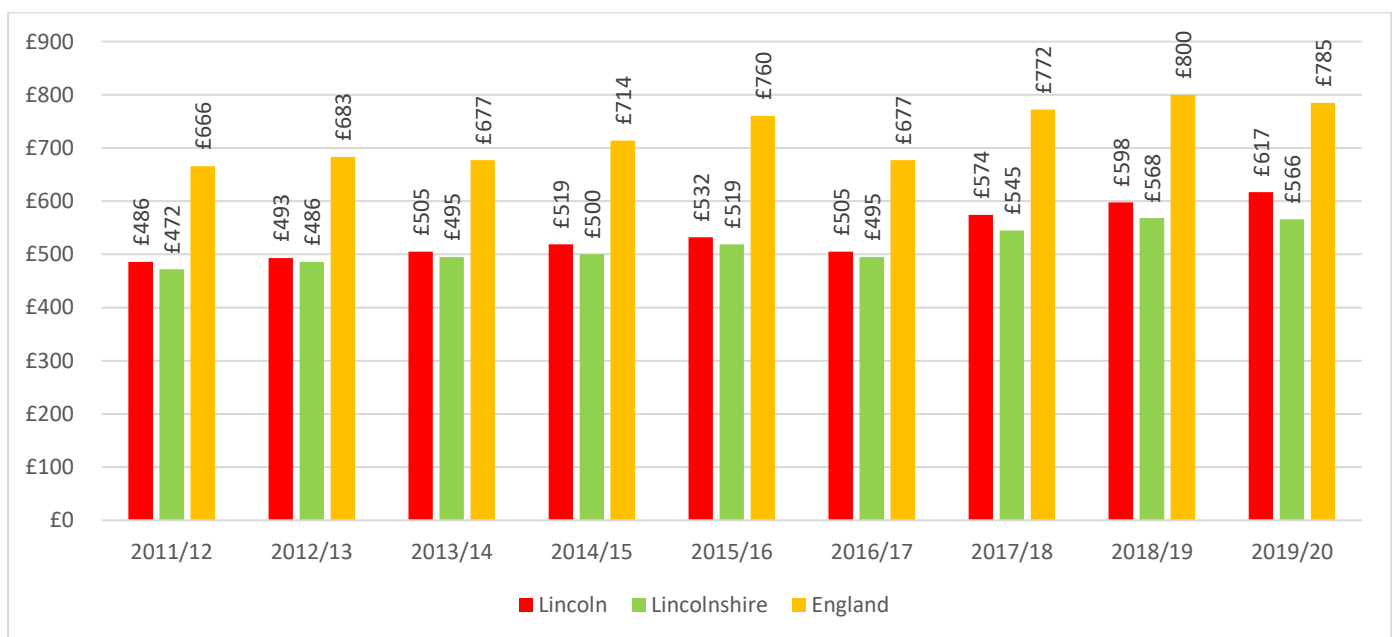


Figure 116

Source – LRO 2021

Figure 116 shows in 2019/20, Lincoln saw an increase in the average price paid in rent for a 2 bedroom property, increasing from £598 in 2018/19 to £617 in 2019/20. Both Lincolnshire and England saw decreases.

AVERAGE PRIVATE RENT COSTS FOR 3 BEDROOM PROPERTIES 2011/12-2019/20

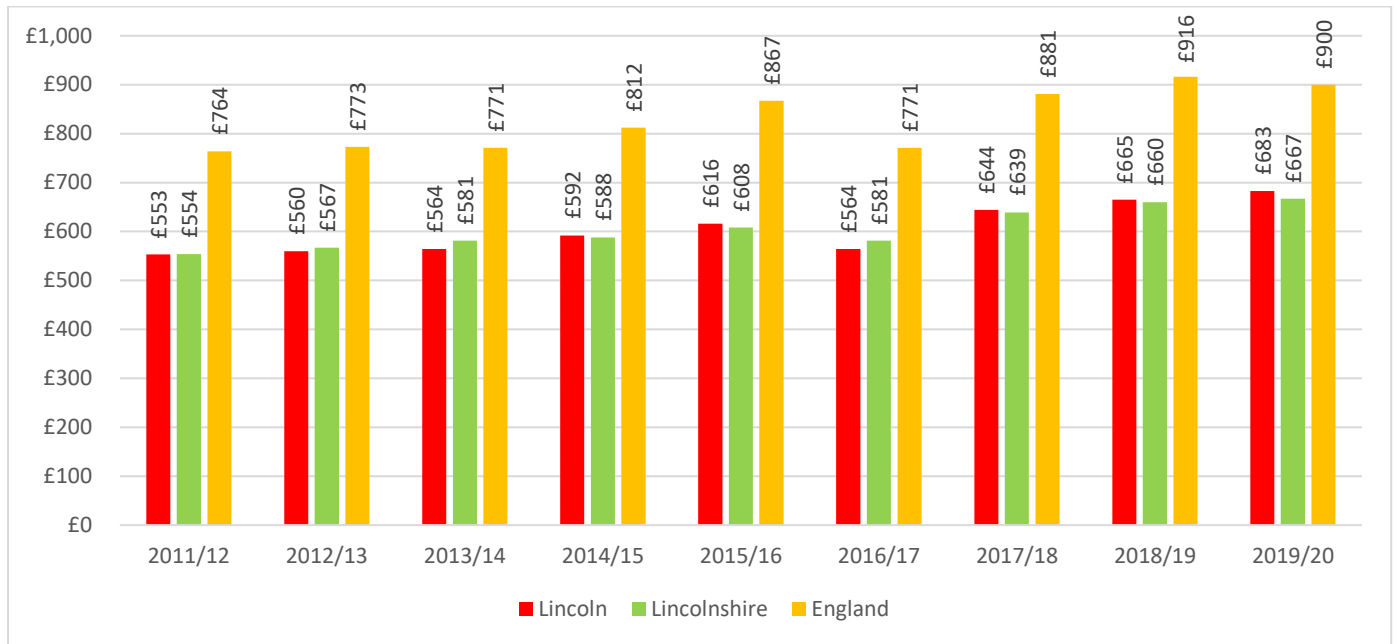


Figure 117

Source – LRO 2021

Figure 117 shows in 2019/20, Lincoln saw an increase in the average price paid in rent for a 3 bedroom property, increasing from £665 in 2018/19 to £683 in 2019/20. Lincolnshire also increased slightly and England saw a decrease.

AVERAGE PRIVATE RENT COSTS FOR 4 BEDROOM PROPERTIES 2011/12-2019/20

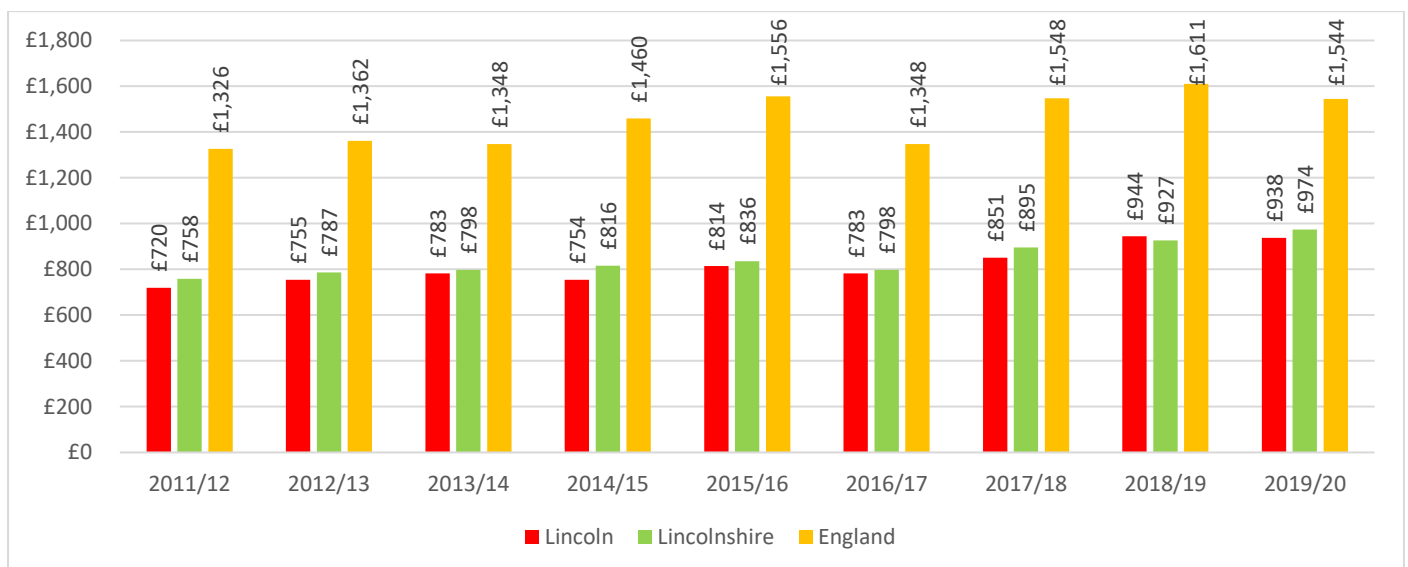


Figure 118

Source – LRO 2021

Figure 118 shows in 2019/20, Lincoln saw a decrease in the average price paid in rent for a 4 bedroom property, decreasing from £944 in 2018/19 to £938 in 2019/20. Lincolnshire's average increased, from £927 in 2018/19 to £974 in 2019/20.

AVERAGE PRIVATE RENT COSTS FOR STUDIO PROPERTIES 2011/12-2019/20

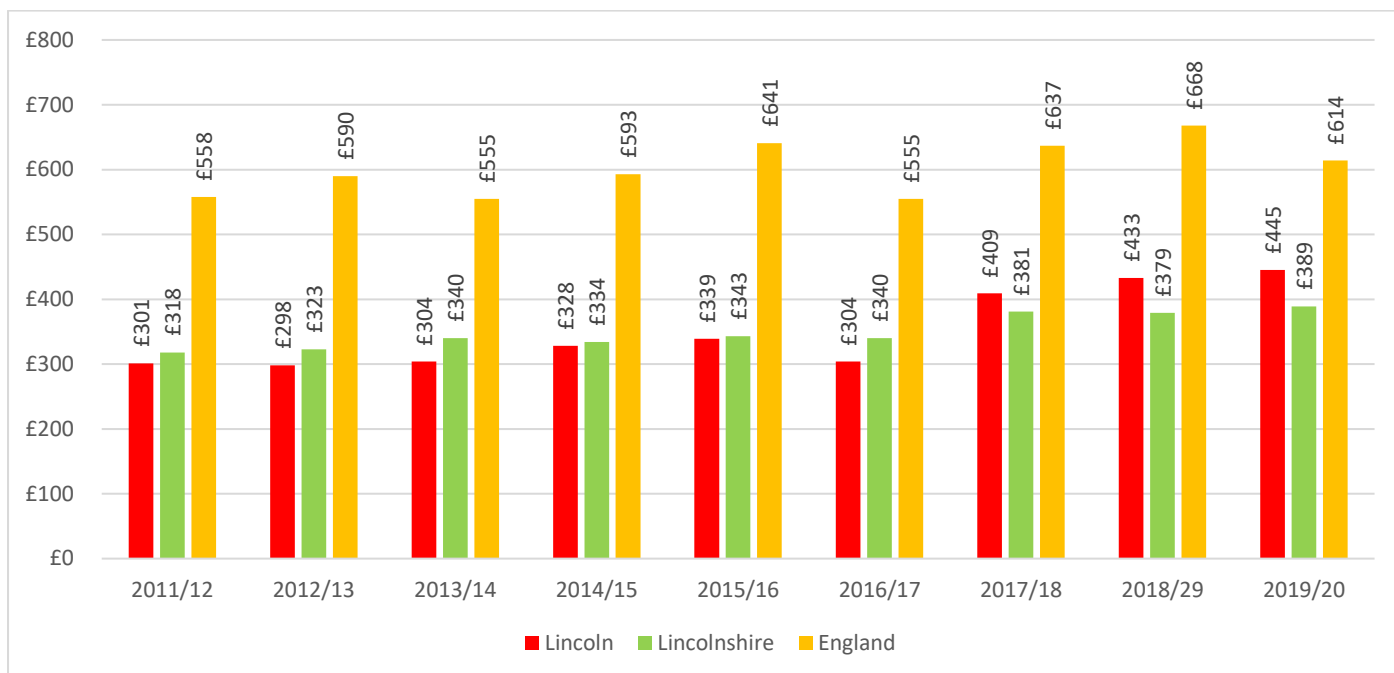


Figure 209

Source – LRO 2021

Figure 119 shows in 2019/20, Lincoln saw an increase in the average price paid in rent for a studio property, increasing from £433 in 2018/19 to £445 in 2019/20. Lincolnshire also saw an increase, rising from £379 in 2018/19 to £389 in 2019/20.

HOUSEHOLDS ASSESSED AS HOMELESS IN LINCOLN PER 1,000 AS OF Q4 2020/2021

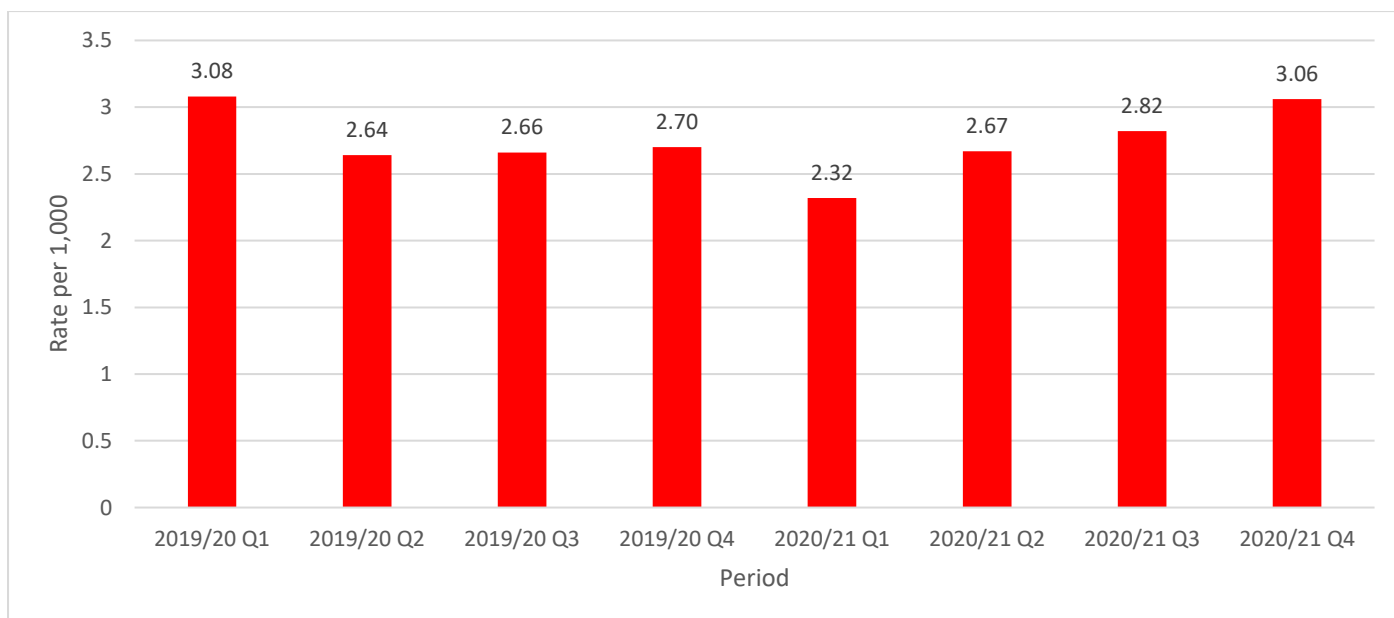


Figure 210

Source – LG Inform 2021

Figure 120 shows Lincoln's per 1,000 rate for households assessed as homeless appears to be returning to its pre COVID-19 levels, reporting at 3.06 in Q4 of 2020/21.

NUMBER OF HOUSEHOLDS IN TEMPORARY ACCOMODATION IN LINCOLN AS OF Q4 2020/2021

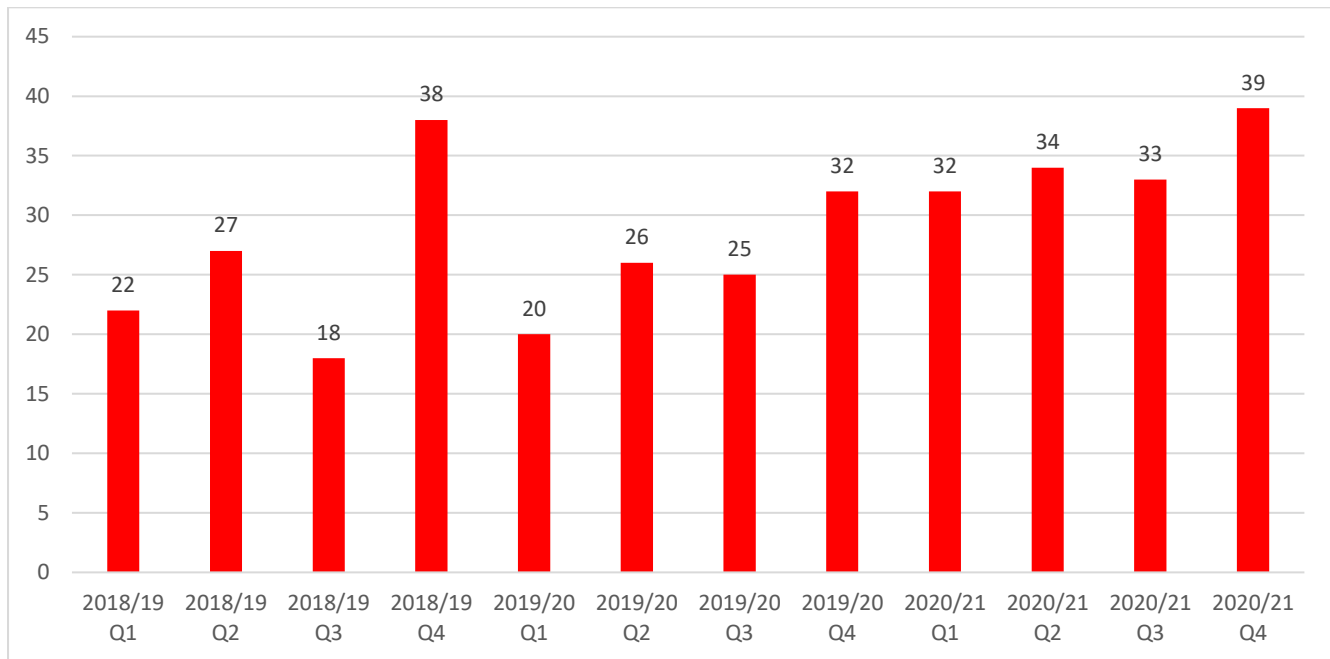


Figure 121

Source - LG Inform 2021

Figure 121 shows Lincoln has seen an increase in Q4 2020/21 in the number of households requiring temporary accomodation with a figure of 39 as opposed to 32 in the same quarter the previous year.

AFFORDABILITY RATIO: HOUSE PRICE TO WORKPLACE-BASED EARNINGS IN LINCOLN 2010-2020

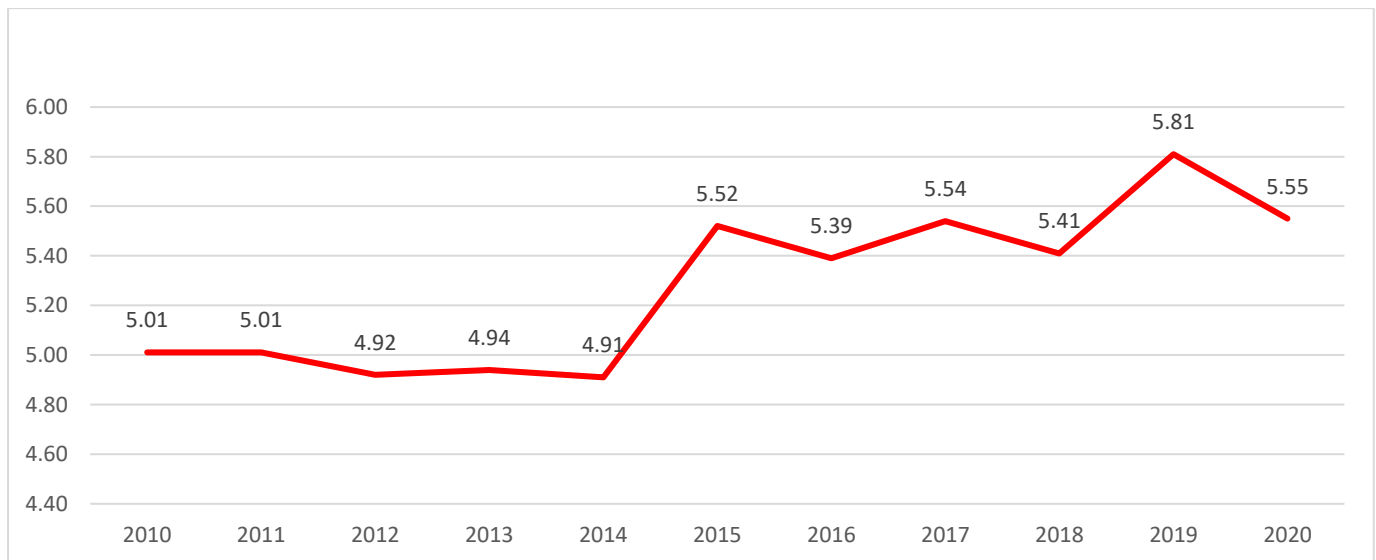


Figure 122

Source – ONS 2021

Figure 122 shows Lincoln’s affordability ratio has improved, showing a decrease (lower score = more affordable) compared to 2019’s figure of 5.81, with a figure of 5.55 in 2020.

AFFORDABILITY RATIO: HOUSE PRICE TO WORKPLACE-BASED EARNINGS IN 2020 (LINCOLN VS NEAREST NEIGHBOURS)

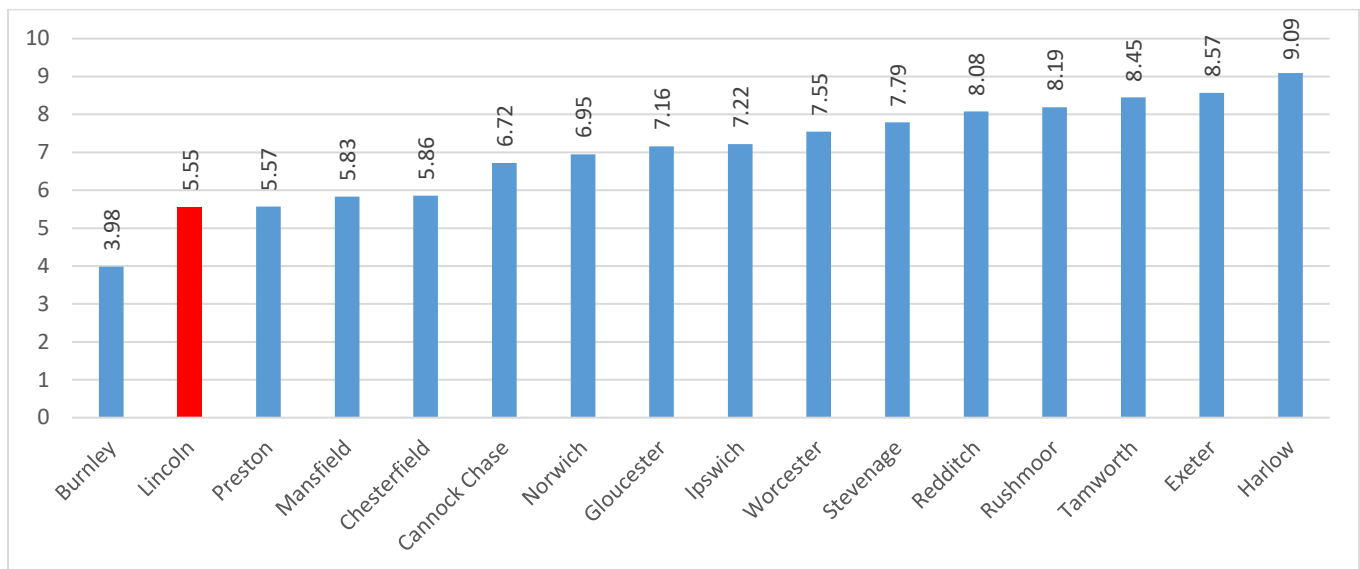


Figure 123

Source – ONS 2021

Figure 123 shows Lincoln’s affordability against its nearest neighbours places it as the 2nd best as of 2020 with a figure of 5.55 (low = more affordable). The affordability ratios are calculated by dividing house prices by gross annual workplace-based earnings. These are then based on the median and lower quartiles of both house prices and earnings in England and Wales.

NUMBER OF POSSESSION CLAIMS ISSUED BY LANDLORDS IN LINCOLN AS OF Q1 2021/2022

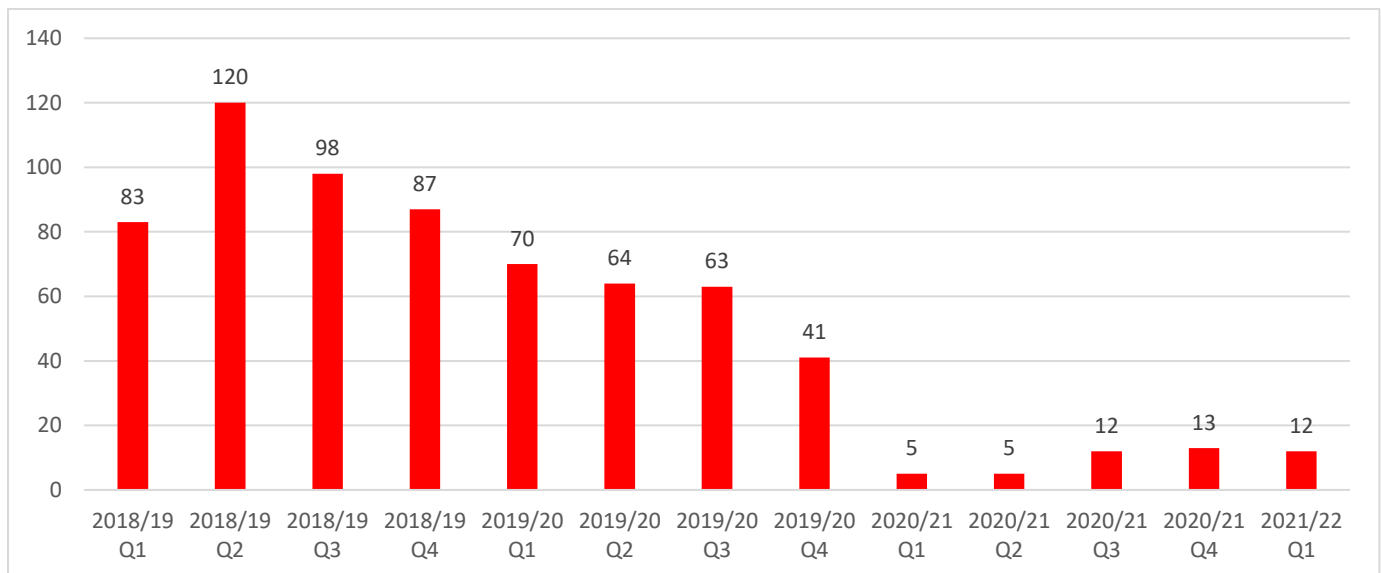


Figure 124

Source – LG Inform 2021

Figure 124 shows the number of possession claims issued by Lincoln has decreased significantly with a figure of 41 in Q4 2019/20 as opposed to the latest figure of 12 for Q1 in 2021/2022. This also remains significantly below the levels in 2018/19 and 2019/20, which is largely driven by the government guidance to avoid repossessions during the height of the Covid 19 pandemic.

NUMBER OF POSSESSION CLAIM ORDERS ISSUED BY MORTGAGE LENDERS IN LINCOLN AS OF Q1 2021/2022

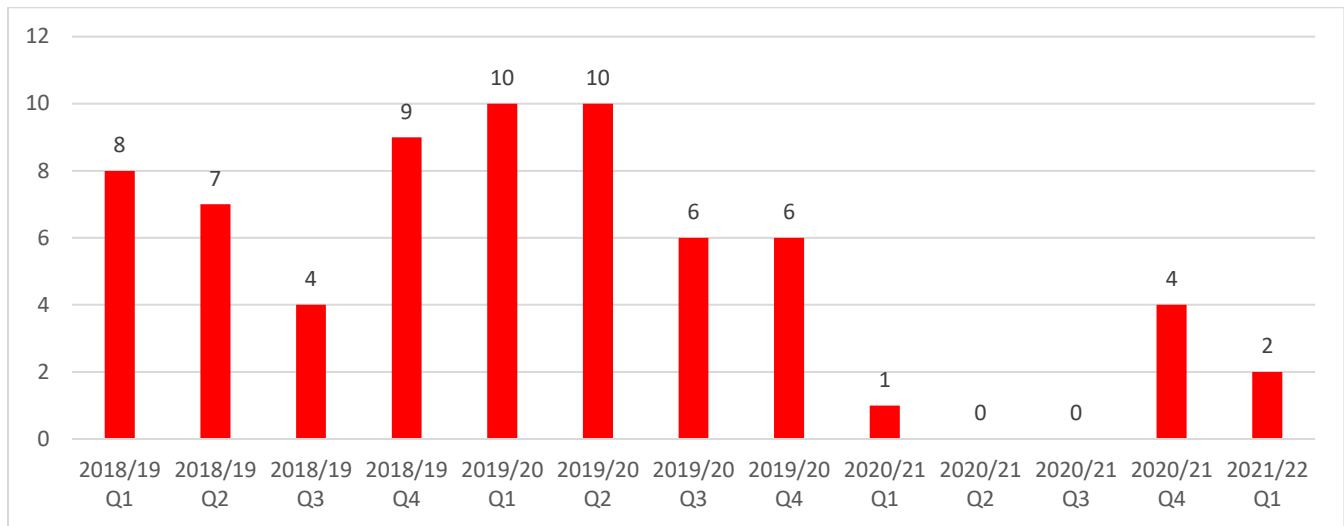


Figure 125

Source – LG Inform 2021

Figure 125 shows following a dramatic decrease in possessions claim orders issued in 2020 due to these being put on hold to protect homeowners. Possession orders have now increased again with a figure of 2 being recorded in Q1 2021/22. This is again driven by the government guidance to avoid repossessions during the height of the Covid 19 pandemic.

AFFORDABLE HOMES DELIVERED IN LINCOLN 2011/12 TO 2019/20

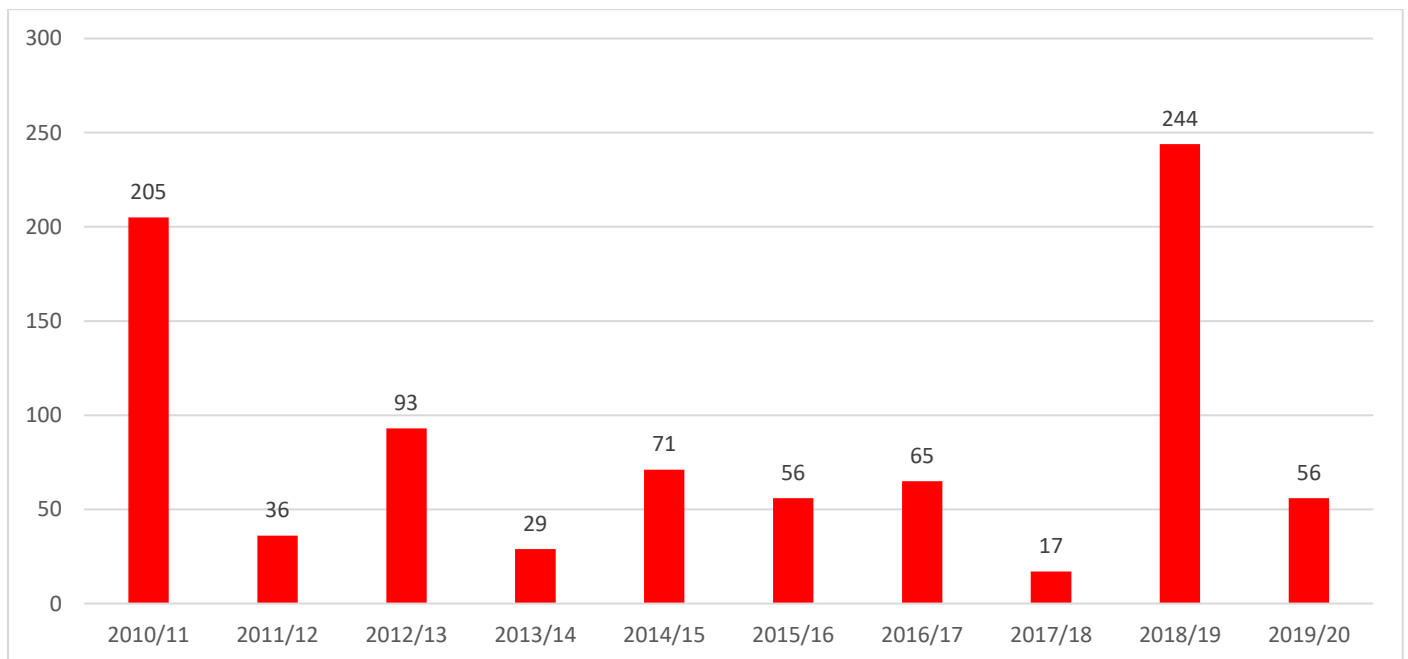


Figure 126

Source – LG Inform 2021

Figure 126 shows affordable homes delivered in Lincoln has significantly decreased from 244 in 2018/19 to 56 in 2019/20. Please note that affordable housing is social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market.

NUMBER OF PEOPLE ON THE COUNCIL HOUSING WAITING LIST AS OF 2020/2021

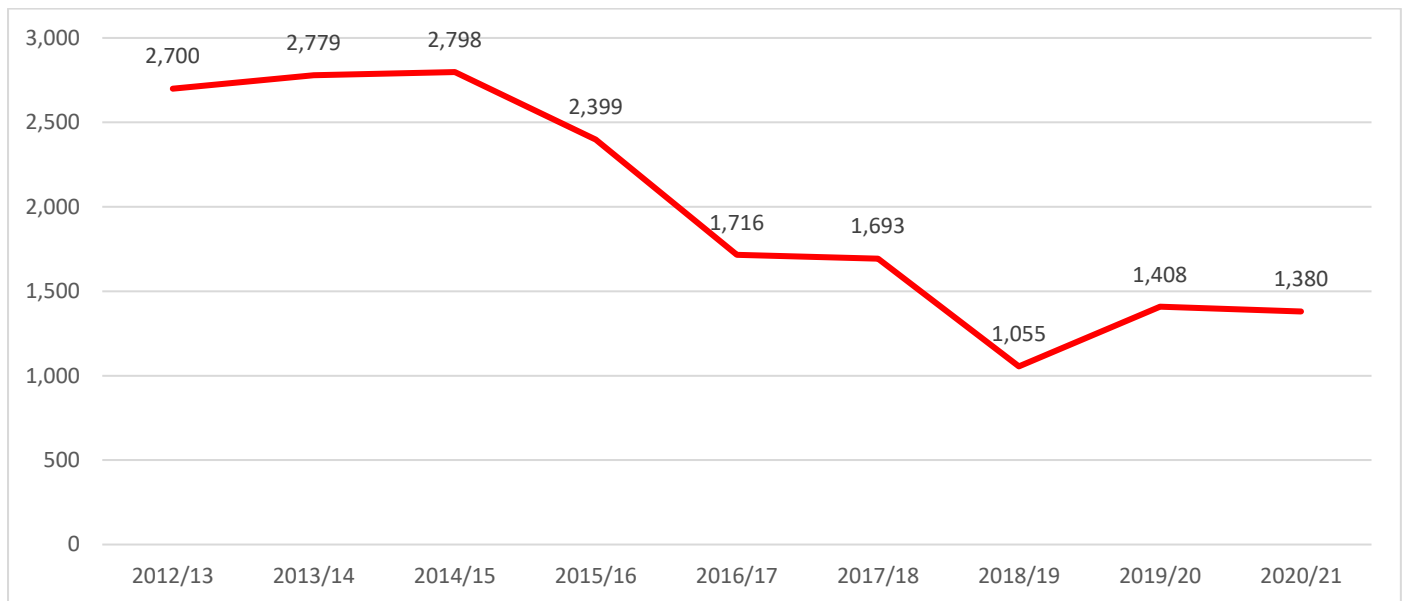


Figure 127

Source – City of Lincoln Council 2021

Figure 127 shows the number of people in Lincoln on the council housing waiting list continues to decrease with the latest figure for 2020/21 at 1,380.

CITY OF LINCOLN SOCIAL HOUSING STOCK BY SIZE (NO. BEDROOMS) – JULY 2021

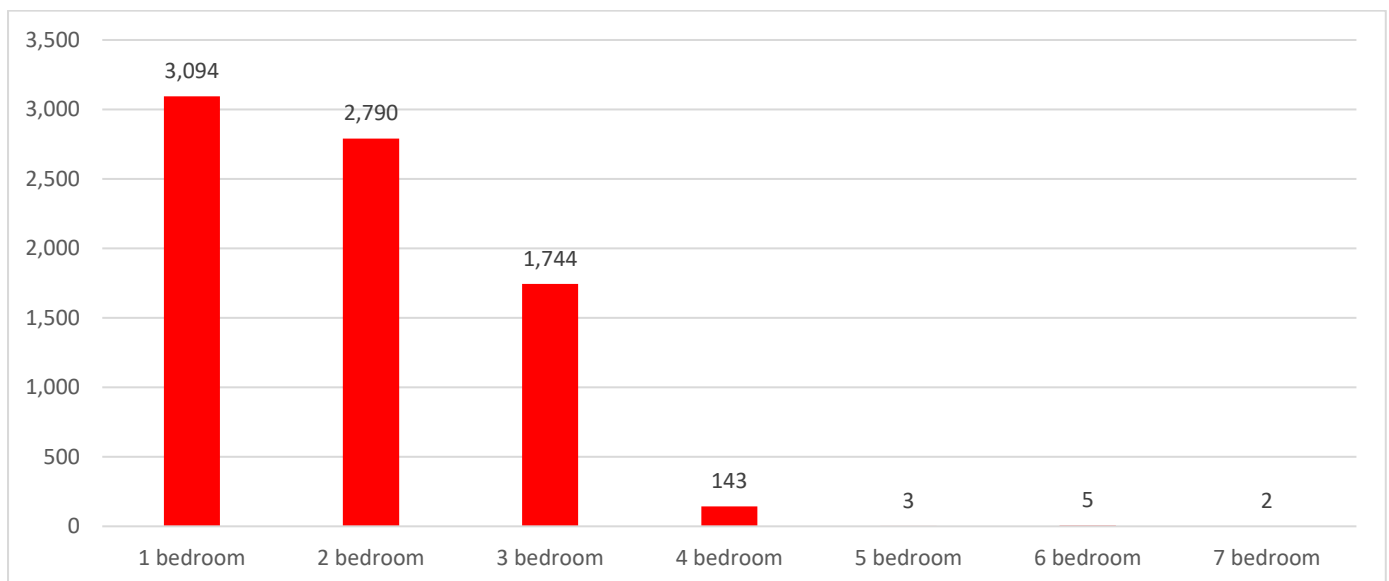


Figure 128

Source – City of Lincoln Council 2021

Figure 128 shows the breakdown of City of Lincoln social housing stock by number of bedrooms with the top 3, as expected, being 1 bedroom, 2 bedroom and 3 bedroom with figures of 3,094, 2,790 and 1,744 respectively. Lincoln currently has a total stock of 7,781 social housing stock, which is just 4 less than in July 2019.

AVERAGE SOCIAL AND AFFORDABLE WEEKLY RENT PER BEDROOM IN LINCOLN AS OF 2021

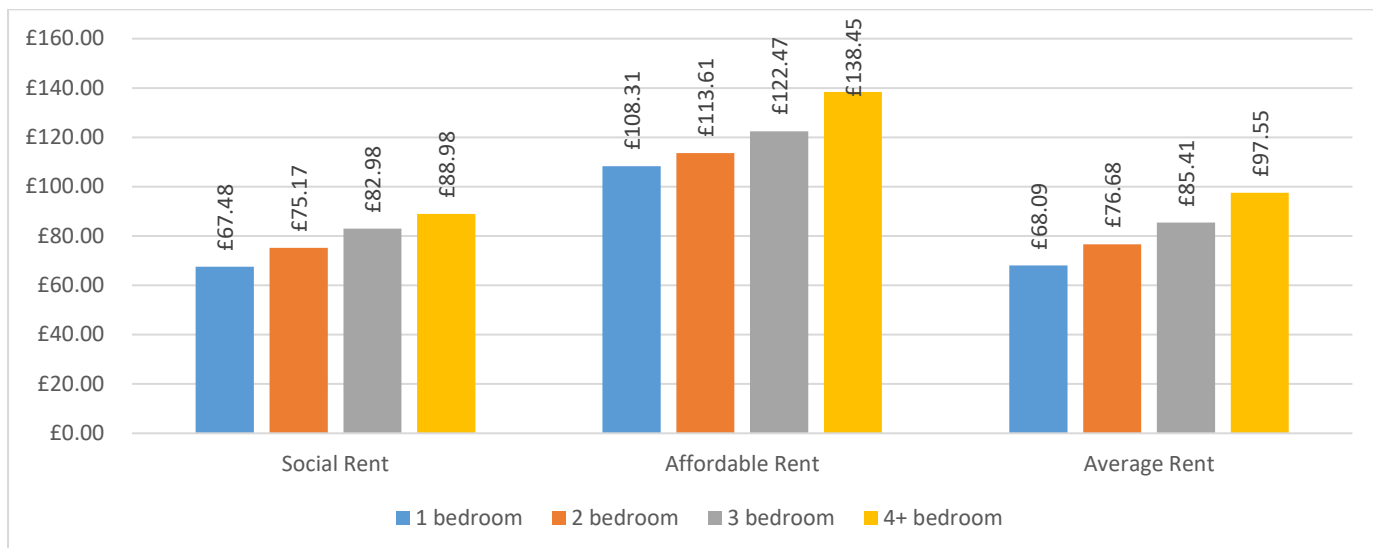


Figure 129

Source – City of Lincoln Council 2021

Figure 129 shows the average social and affordable weekly rent per bedroom in Lincoln in 2021. It is important to note the average rent for the 1 and 2 bed properties is only slightly higher than the social rent due to the higher number of these types of properties in the city. However, the difference is more noticeable in 4+ bedroom properties, where we have lower numbers.

NUMBER OF RIGHT TO BUY APPLICATIONS PROCESSED IN LINCOLN 2010/11-2020/2021

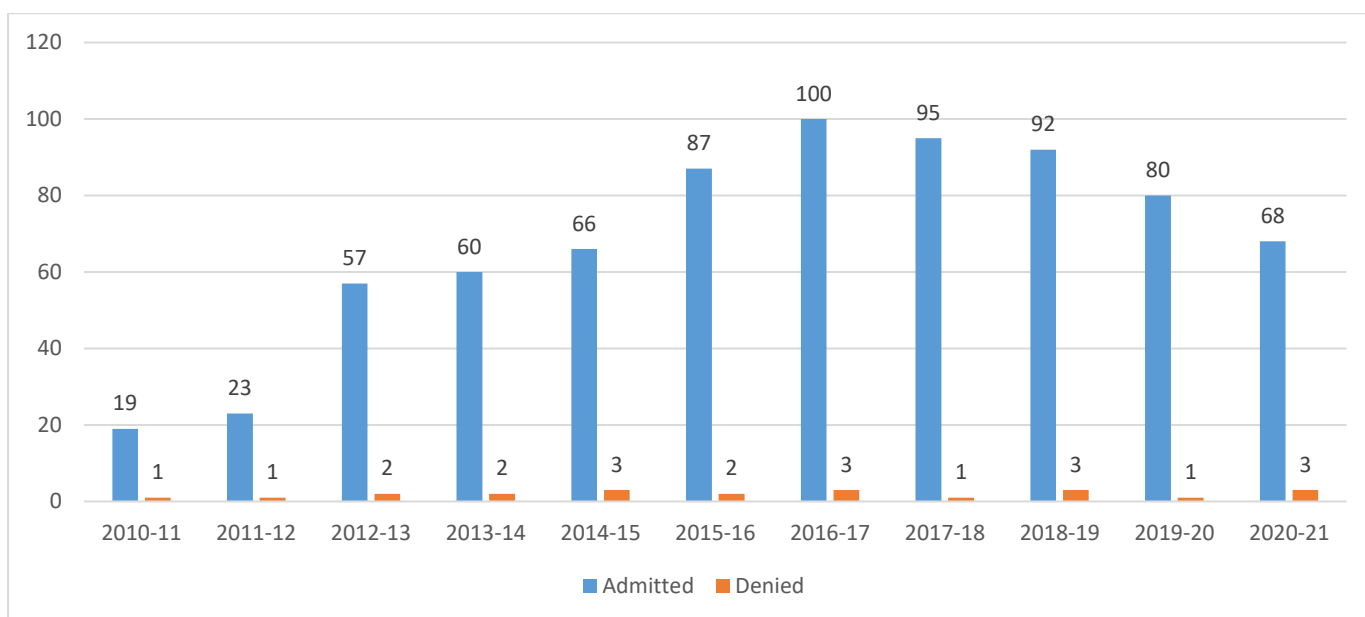


Figure 130

Source – City of Lincoln Council 2021

Figure 130 shows the number of processed right to buy applications has seen a decreasing trend since 2016-17, decreasing to 68 in 2020/21, a decrease of 12 when compared to the previous year and a decrease of 32 when compared to the 2016/17 peak figure.

Note that data in this chapter varies in its availability, dependant on the original data source. This means that any positive reflection from the reduction motor vehicles in the city seen in the data up to 2020, will not be shown until further data is produced nationally.

Lincoln has seen:

- Total household waste increased slightly from 35,314 tonnes in 2018/19 to 35,429 tonnes in 2019/20, although it still remains well below the mean of East Midlands Local Authorities
- The percentage of dry recycling started to increase slightly in 2019/20, reporting at 17.66%, compared to 17.23% in 2018/19. However, this is still below the East Midlands average of 20.57% and only the third highest compared to our nearest neighbours
- Electricity consumption decreased in 2018 to 3,124 KWH, which was below the figures reported for Lincolnshire and England.
- Gas consumption decreased slightly in 2018 to 11,730, which followed a similar trend to electricity consumption reported for Lincolnshire and England
- CO2 emissions have continued to decrease in 2019 moving from 339.4 kilotonnes in 2018 to 321.7 kilotonnes in 2019, putting Lincoln in the second lowest position compared to our nearest neighbours
- A small decrease in the number of licensed vehicles registered, decreasing from 48,500 in 2019 to 47,700 in 2020.

LINCOLN'S AVERAGE ANNUAL DOMESTIC ELECTRICITY CONSUMPTION PER METER IN KWH 2010-2018

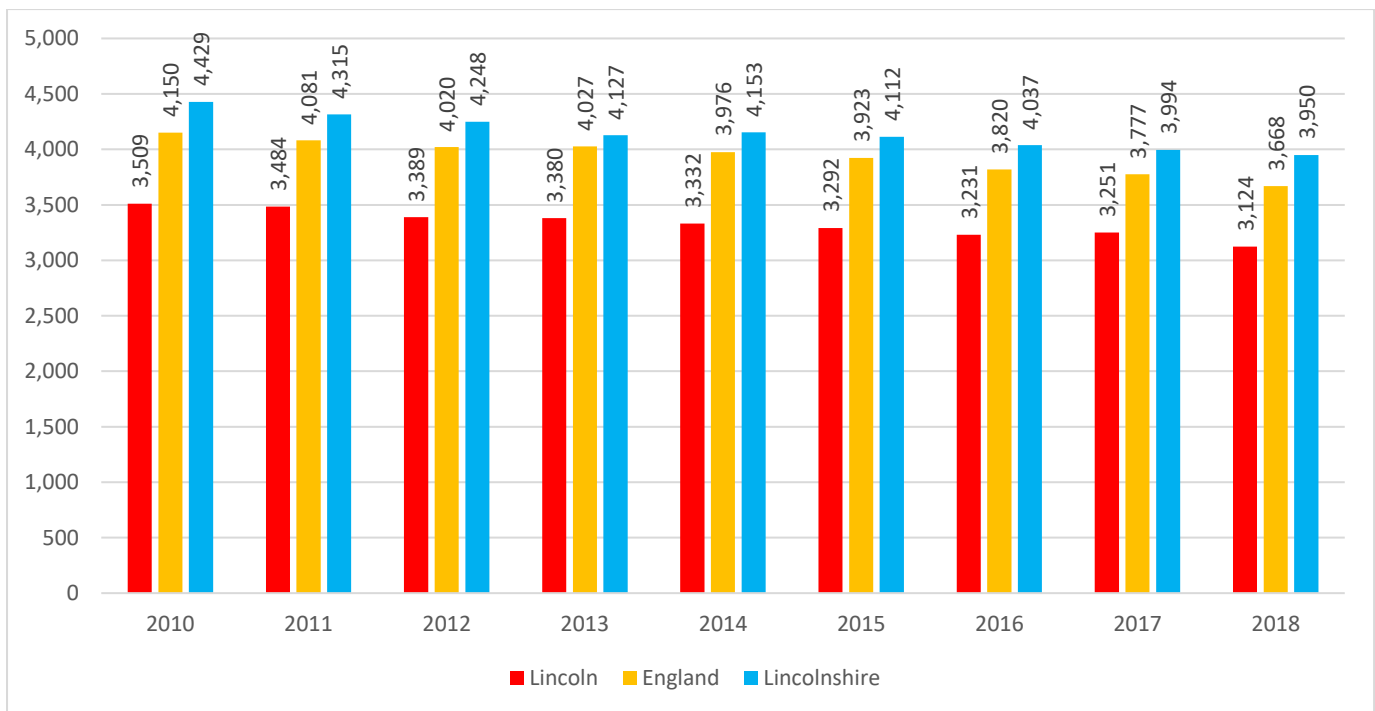


Figure 2231

Source – LRO 2021

Figure 131 shows Lincoln's average domestic consumption of electricity decreased again, from an average of 3,251kwh in 2017, to 3,124 in 2018. Both Lincolnshire and England also saw similar decreases. This was the 8th consecutive decrease for Lincoln's usage.

LINCOLN'S AVERAGE ANNUAL DOMESTIC GAS CONSUMPTION PER METER IN KWH 2010-2018

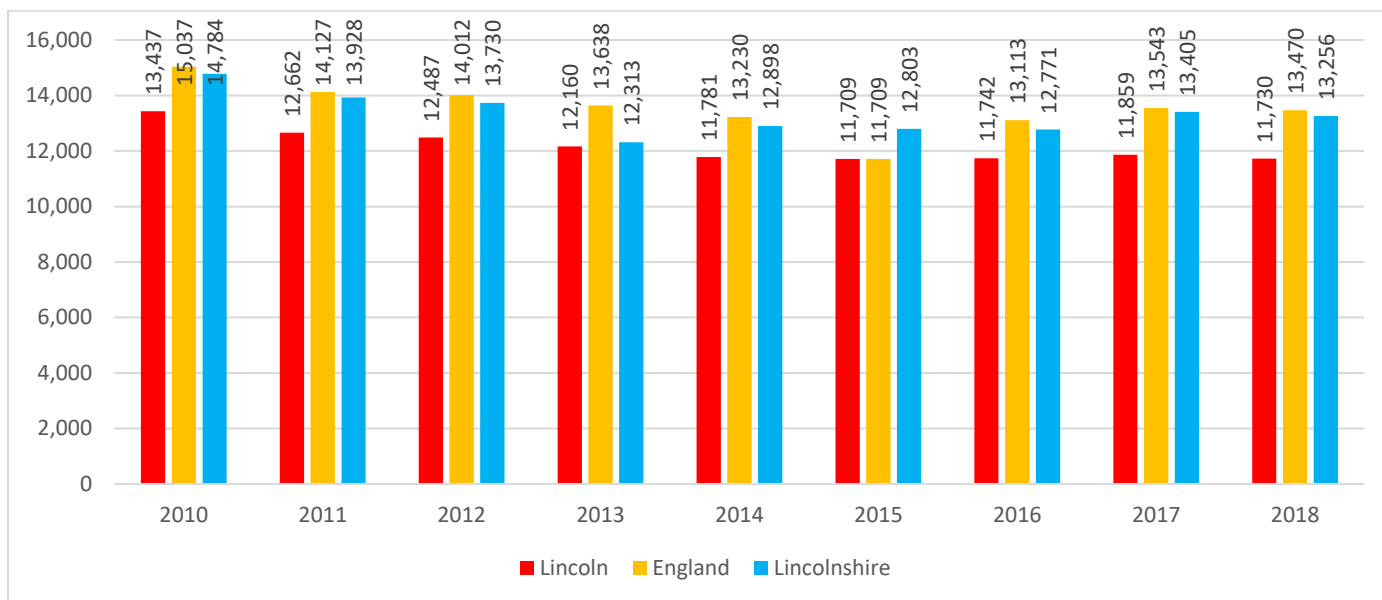


Figure 132

Source – LRO 2021

Figure 132 shows in Lincoln, Lincolnshire and England, average domestic gas consumption (KWH) decreased in 2018. This decrease follows an increase in gas consumption levels in 2017.

TOTAL HOUSEHOLD WASTE IN LINCOLN VS MEAN FOR ALL LOCAL AUTHORITY DISTRICTS IN EAST MIDLANDS IN TONNES 2019/20

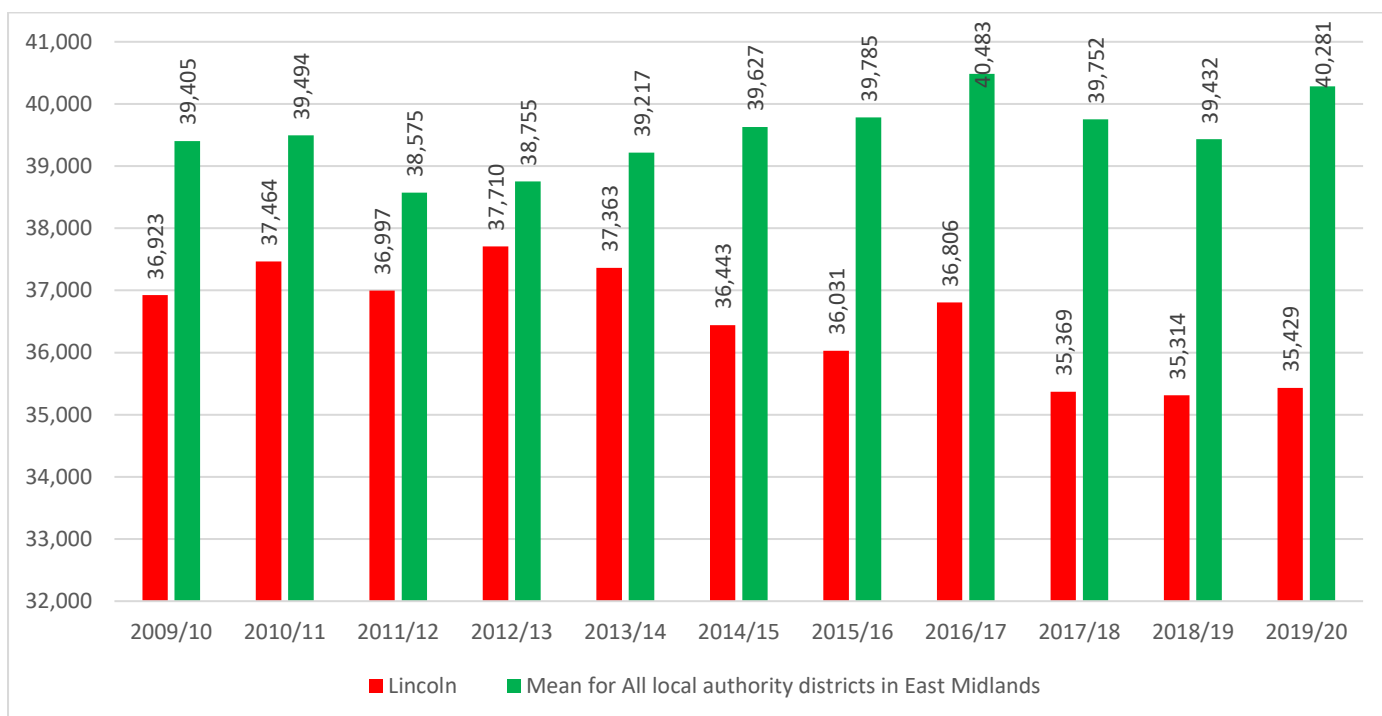


Figure 133

Source – LG Inform 2021

Figure 133 shows Lincoln's total household waste increased slightly from 35,314 in 2018/19 to 35,429 in 2019/20. This latest figure remains well below the mean for all local authority districts in the East Midlands.

PERCENTAGE OF HOUSEHOLD WASTE SENT FOR DRY RECYCLING IN LINCOLN VS MEAN FOR ALL LOCAL AUTHORITY DISTRICTS IN EAST MIDLANDS 2019/20

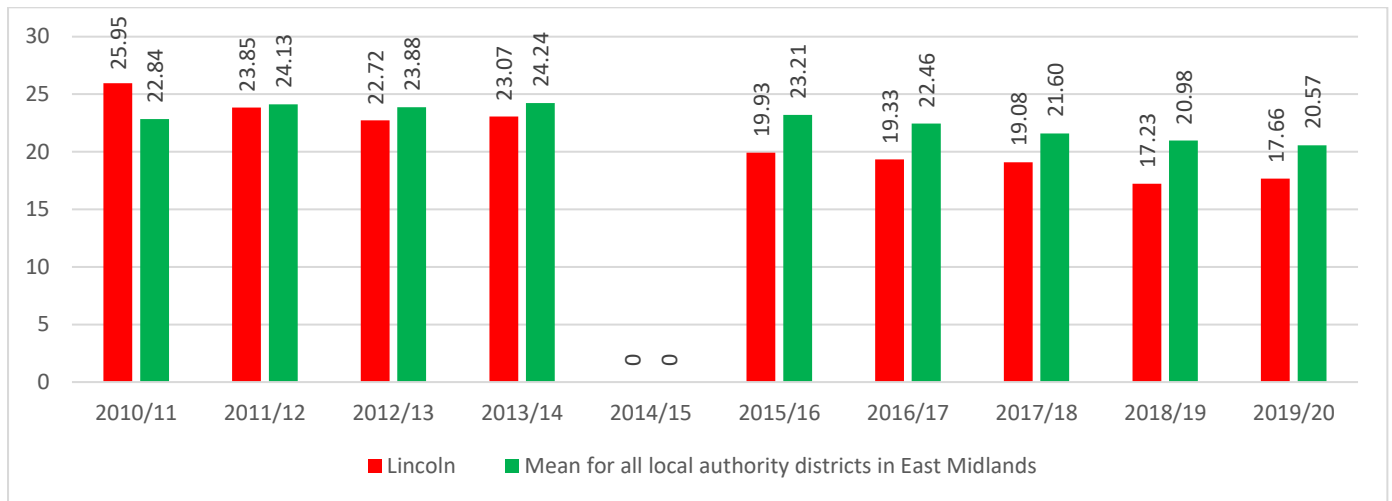


Figure 134

Source – LG Inform 2021

Figure 134 shows the percentage of dry recycling started to increase slightly in 2019/20, reporting at 17.66%, compared to 17.23% in 2018/19.

Please note data is not provided in the above table for 2014/15. This is due to not enough information being available to calculate the value.

PERCENTAGE OF HOUSEHOLD WASTE SENT FOR DRY RECYCLING IN LINCOLN VS NEAREST NEIGHBOURS 2019/20

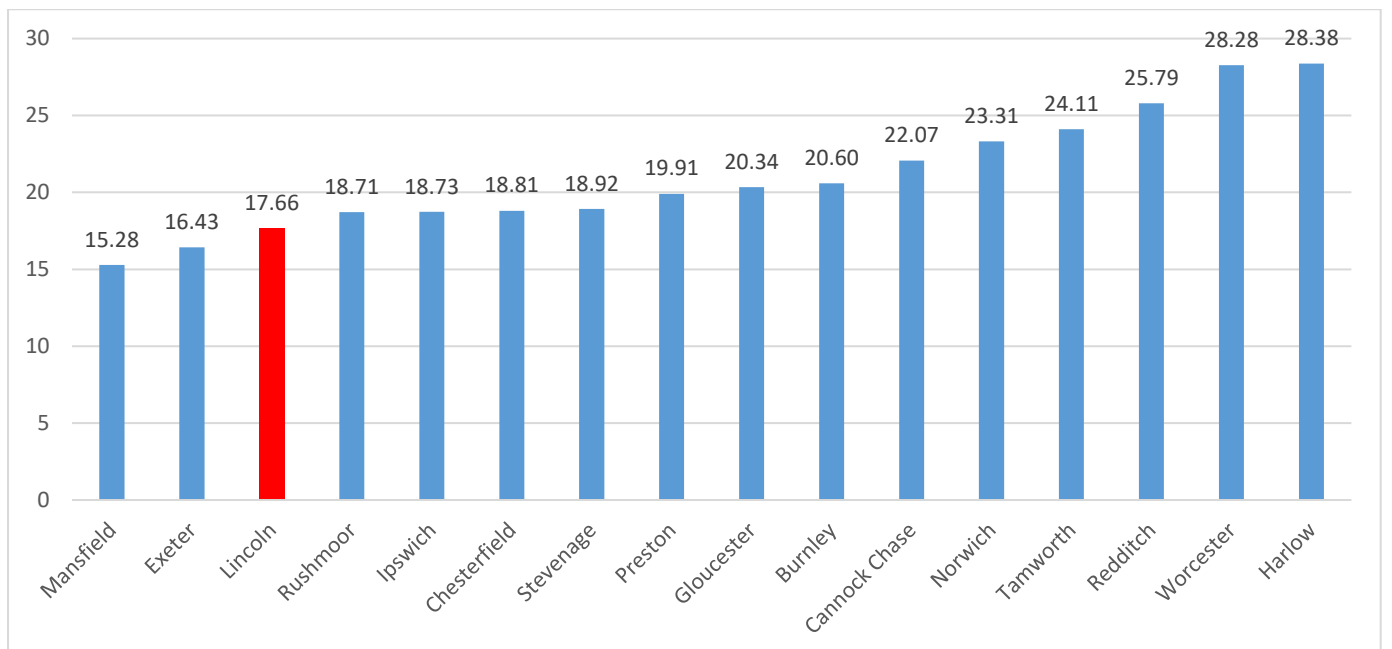


Figure 135

Source – LG Inform 2021

Figure 135 shows in 2019/20 Lincoln had the third lowest rate for dry recycling when compared to its nearest neighbours. In comparison, Harlow had the highest rate, with a figure of 28.38%.

CO2 EMISSIONS ESTIMATES - TOTAL IN LINCOLN VS MEAN FOR ALL LOCAL AUTHORITY DISTRICTS IN EAST MIDLANDS IN KILOTONNES 2019

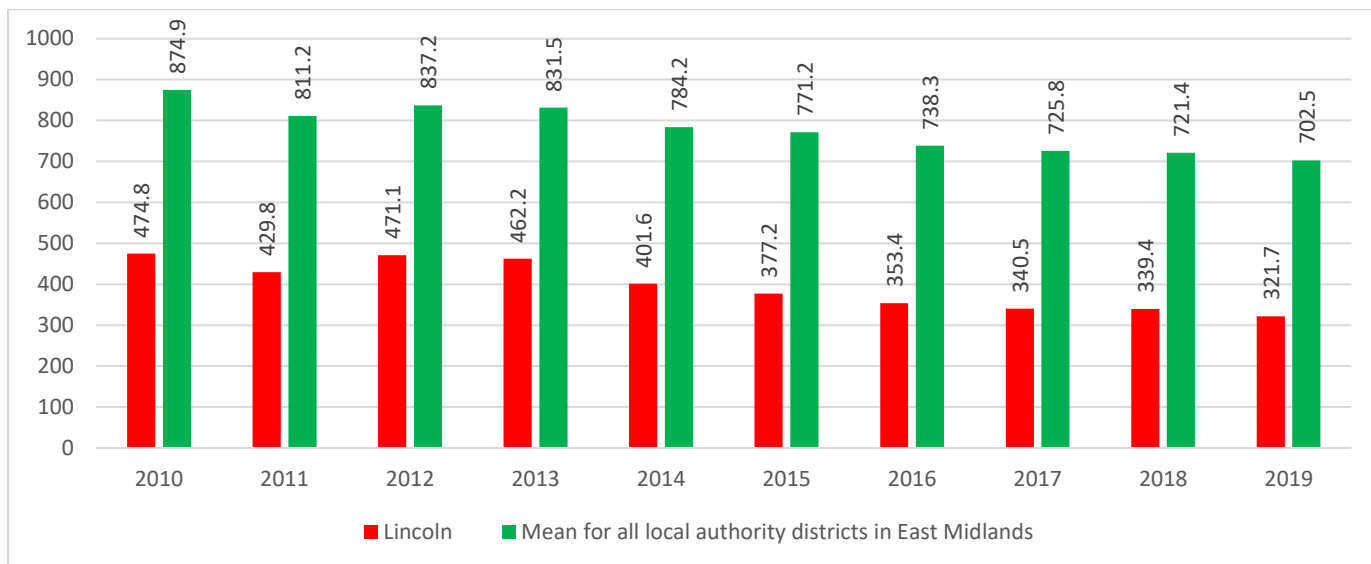


Figure 136

Source – LG Inform 2021

Figure 136 shows Lincoln’s CO2 emissions compared to the mean for all local authority districts in East Midlands. Estimates have continued to decrease since 2013, with 2019 seeing another decrease from 339.4 kilotonnes in 2018 to 321.7 kilotonnes in 2019.

CO2 EMISSIONS ESTIMATES - TOTAL IN LINCOLN VS NEAREST NEIGHBOURS IN KILOTONNES 2019

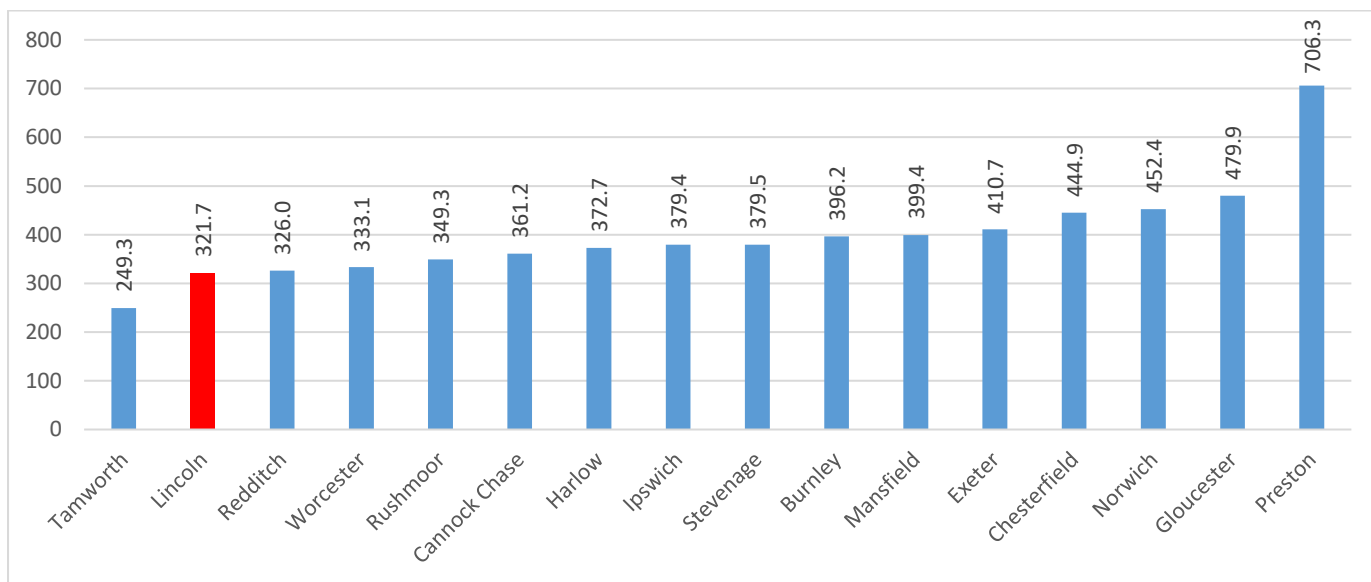


Figure 137

Source – LG Inform 2021

Figure 137 shows in 2019 Lincoln had the second lowest CO2 emissions estimate in comparison to its nearest neighbours with a figure of 321.7 kilotonnes. Tamworth had the lowest CO2 emissions estimate at 249.3 kilotonnes.

CONTRIBUTION OF CO2 BY SOURCE (KILO TONNES) IN LINCOLN FROM 2005 TO 2018

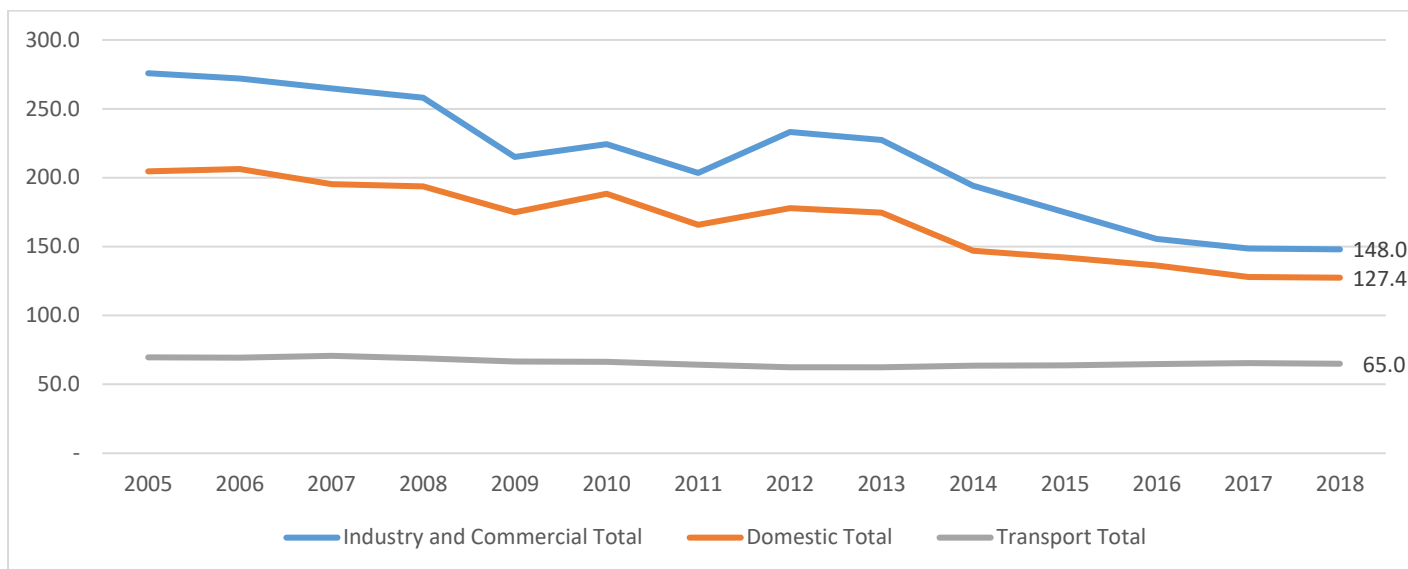


Figure 138

Source – GOV.UK 2021

Figure 138 shows all three contributors of CO2 in Lincoln decreased in their CO2 emissions produced in 2018, continuing a downward trend. Although transport CO2 emissions have decreased in the latest 2018 figure when compared to 2017, this latest figure is an increase when compared to the levels recorded between 2011 and 2016.

TOTAL NUMBER OF LICENSED VEHICLES IN LINCOLN 2009-2020

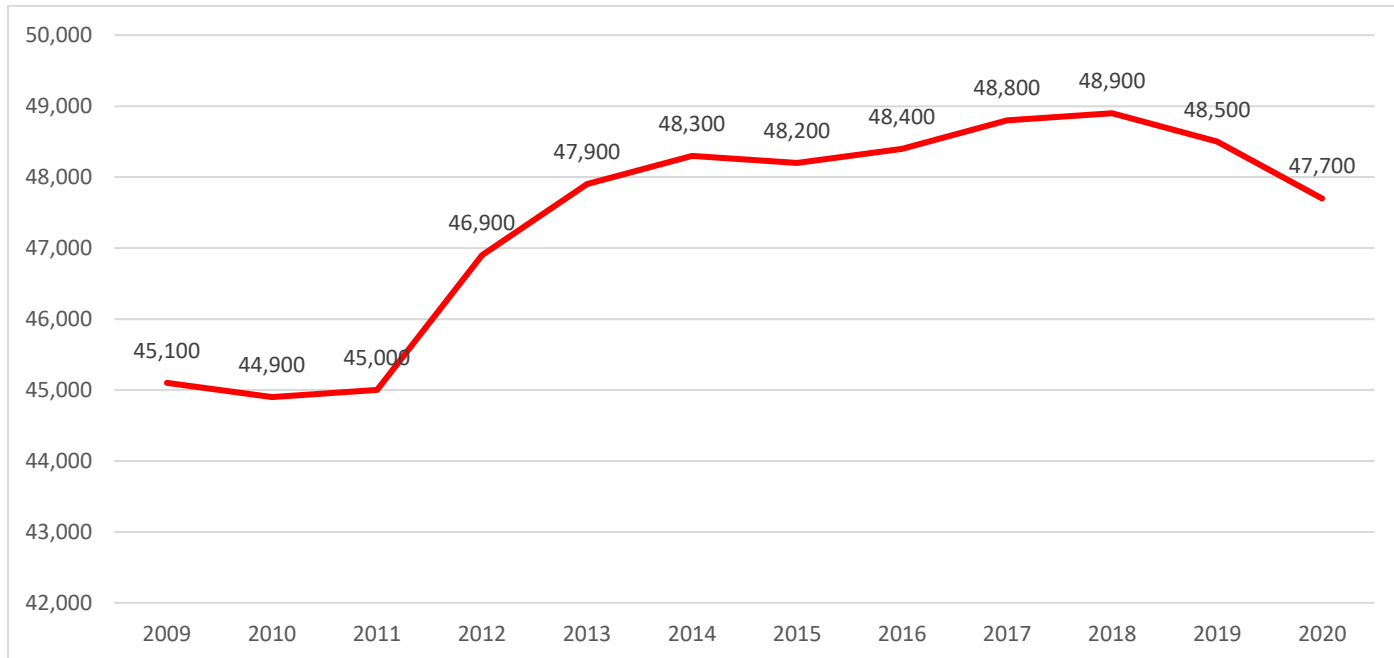


Figure 139

Source – GOV.UK 2021

Figure 139 shows the total number of licensed vehicles in Lincoln decreased by 1,200 from 2018, decreasing to 47,700 in 2020.

TOTAL NUMBER OF LICENSED CARS IN LINCOLN 2009-2020

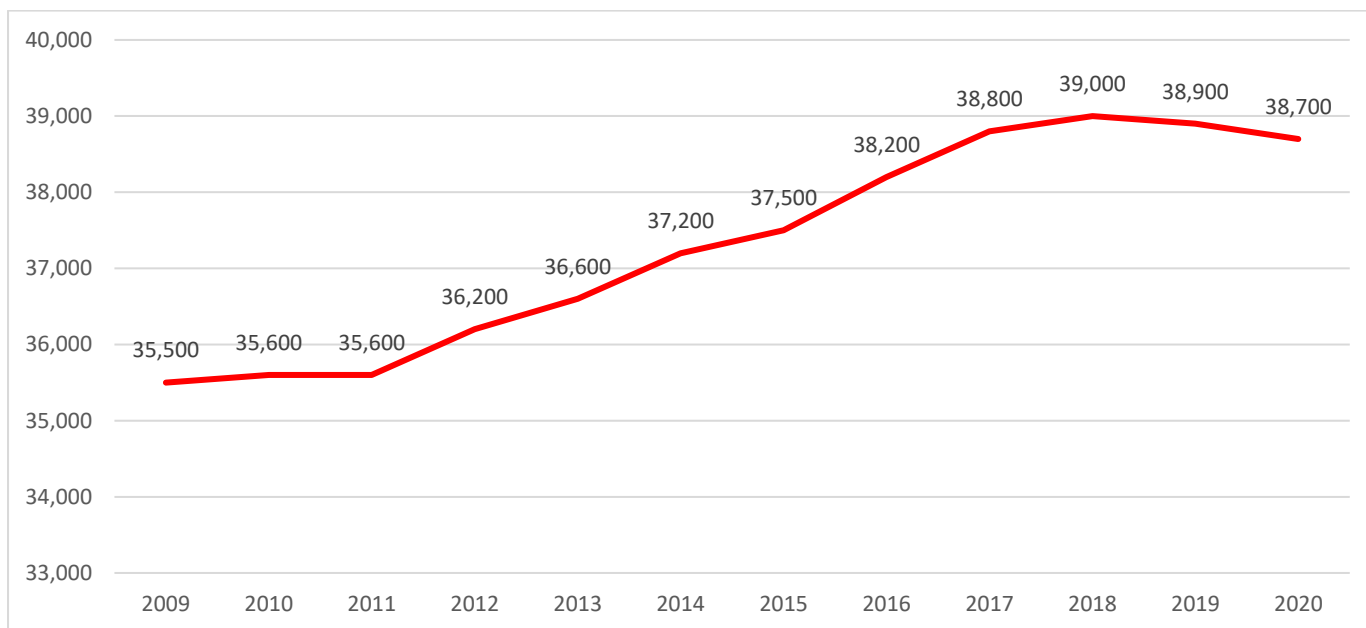


Figure 140

Source – GOV.UK 2021

Figure 140 shows the total number of licensed cars in Lincoln decreased by 300 between 2018 and 2020, with the latest 2020 figure showing 38,700 cars were registered in the city.

TOTAL NUMBER OF LICENSED MOTORCYCLES IN LINCOLN 2009-2020

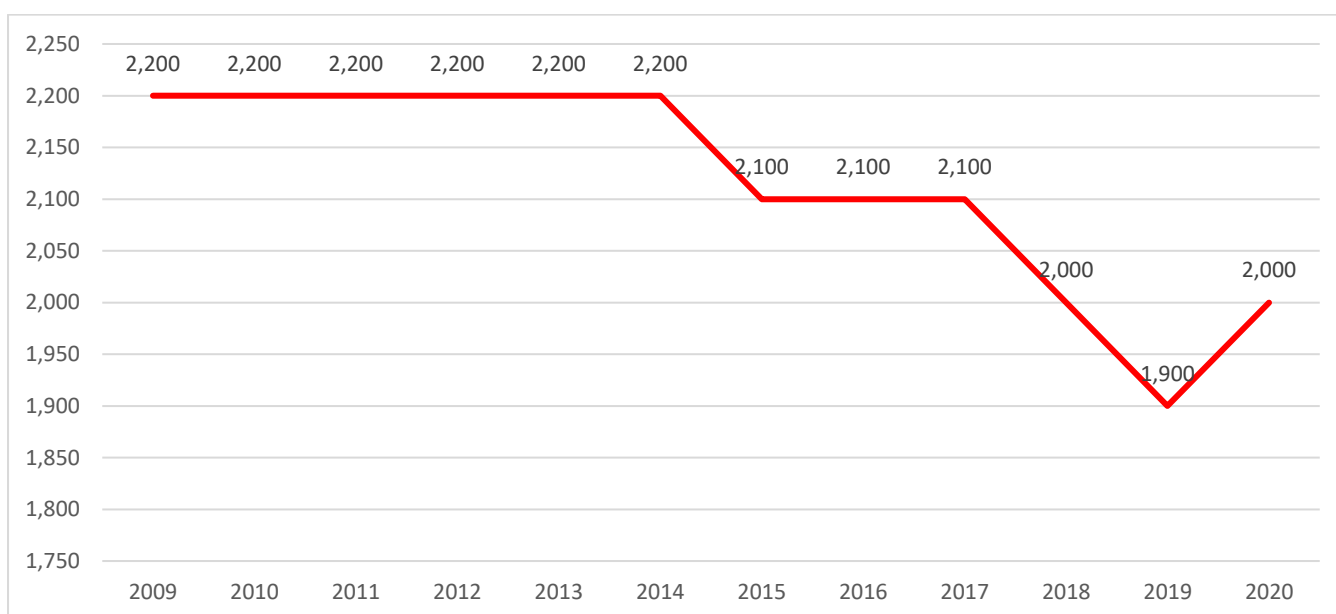


Figure 23

Source – GOV.UK 2021

Figure 141 shows the total number of licensed motorcycles in Lincoln increased slightly from 1,900 in 2019 to 2,000 in 2020. It is important to note that the figure remained consistent at 2,200 from 2009 to 2014, however, since 2014 there has generally been a downward trend in the number of licensed motorcycles in the city.

TOTAL NUMBER OF COMMERCIAL VEHICLES IN LINCOLN 2009-2020

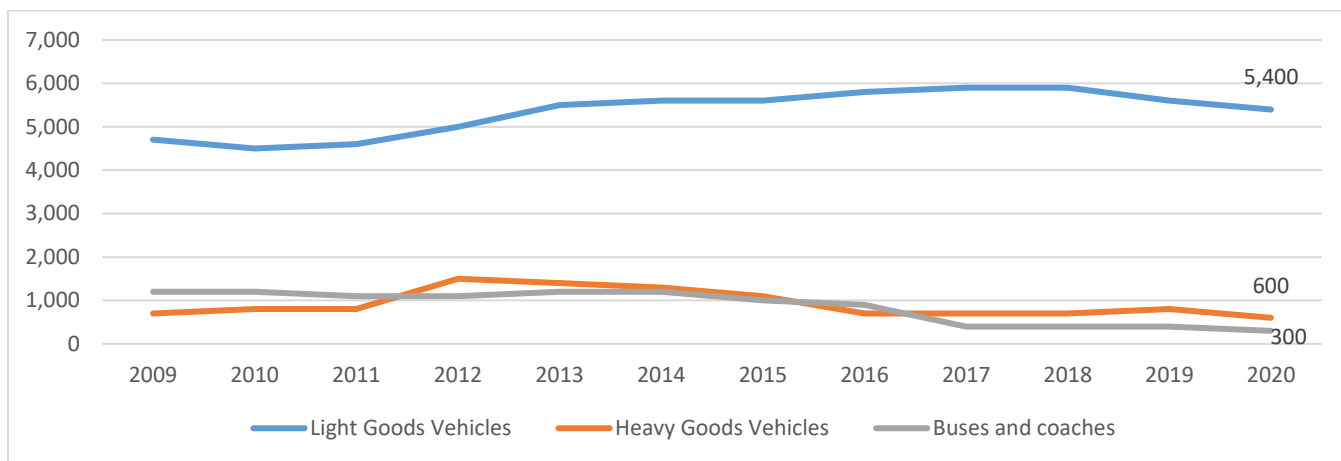


Figure 24

Source – GOV.UK 2021

Figure 142 shows the total number of licensed Light Goods Vehicles, Heavy Goods Vehicles and Buses/Coaches in Lincoln decreased slightly in 2020, with the figures showing 5,400, 600 and 300 vehicles respectively.

LINCOLN NO2 AIR QUALITY MANAGEMENT AREA AS OF 2018

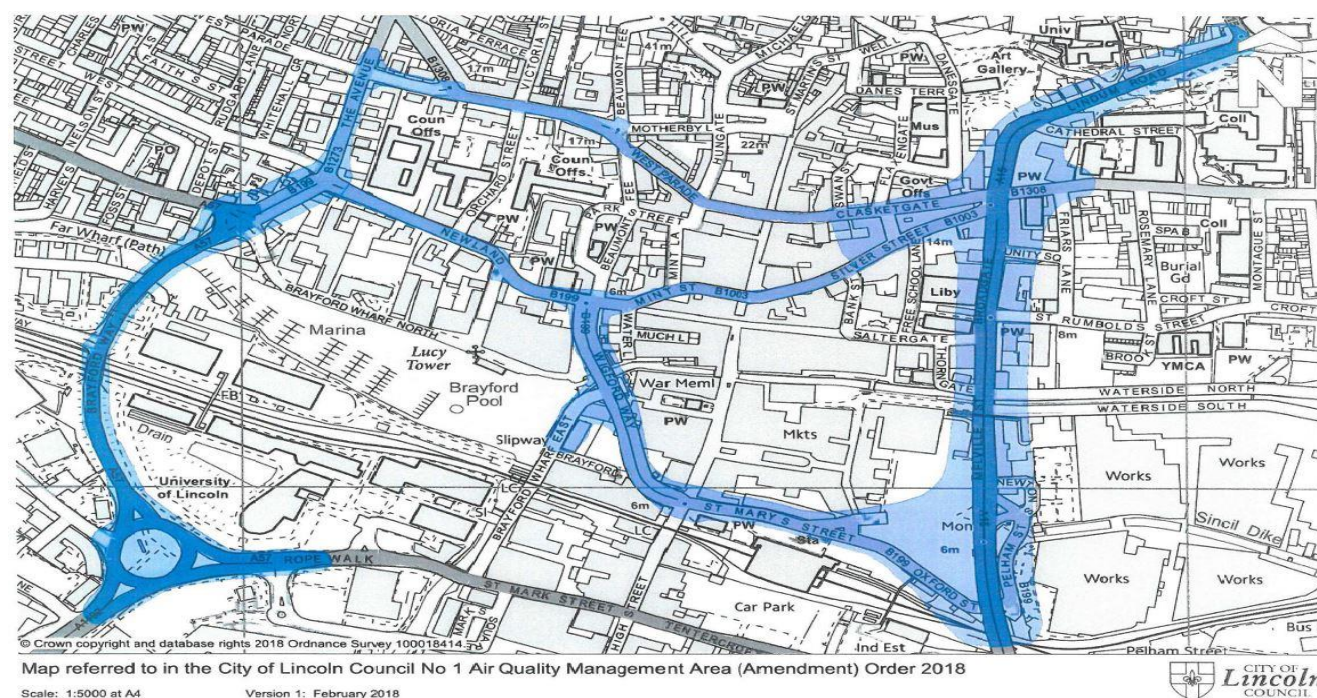


Figure 25

Source – City of Lincoln Council 2021

Figure 143 shows the Air Quality Management Area (AQMA) for Lincoln in 2018. The area was amended in August 2018 due to improvements in nitrogen dioxide levels and consequently was made significantly smaller. The AQMA boundary will only ever be changed or revoked entirely if sufficient evidence is available to demonstrate that breaches of the national air quality objectives are unlikely in parts or all of the area covered by the AQMA.

AUTOMATIC NO2 (NITROGEN OXIDE) MONITORING LOCATIONS AS OF 2018

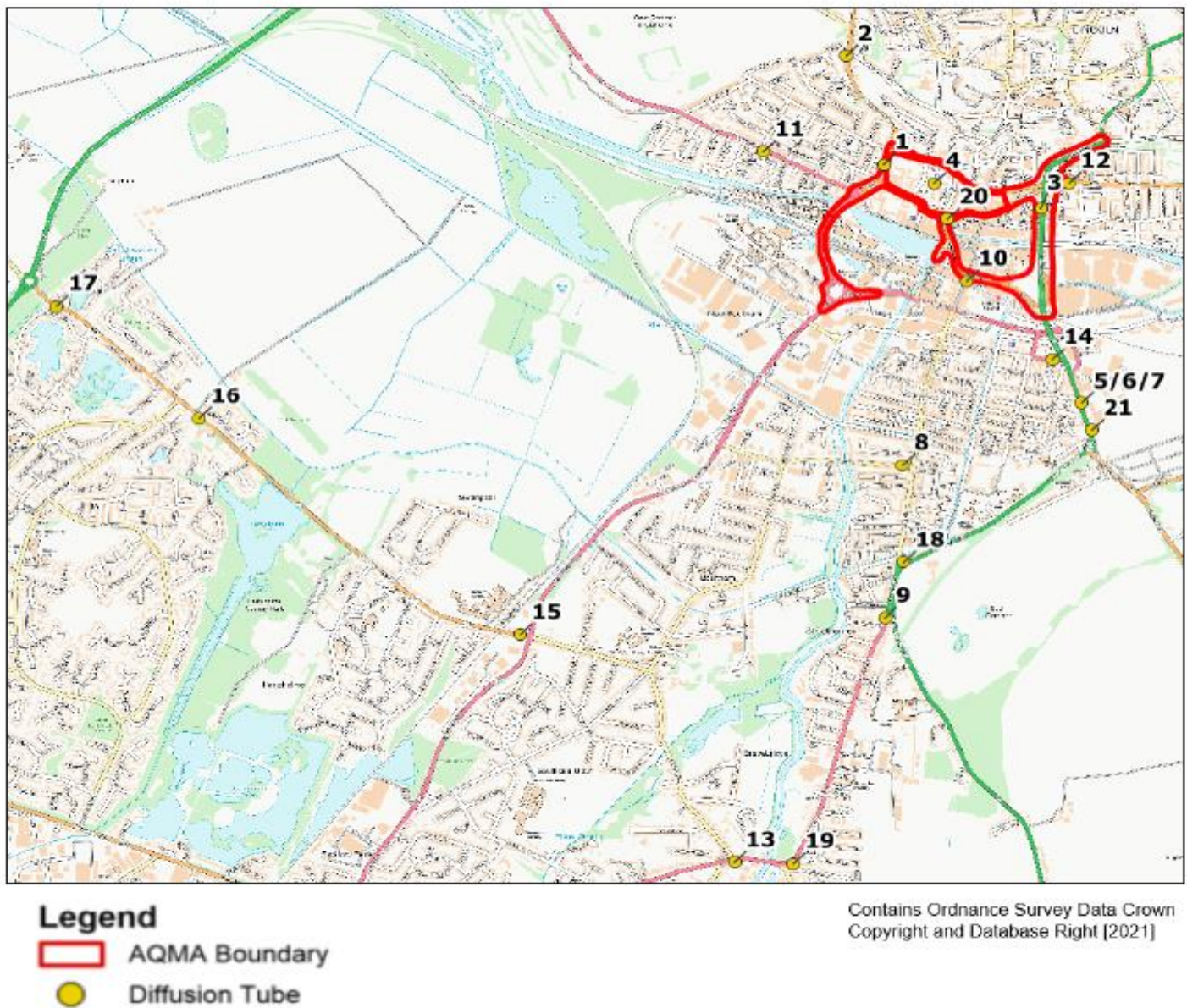


Figure 264

Source – City of Lincoln Council 2021

Figure 144 shows the NO₂ nitrogen oxide monitoring sites in Lincoln as of 2018. In the 5 years up to and including 2019, all the long-term monitoring sites showed an improving trend. This trend continued in 2020 and into 2021. Some of the improvements seen in 2020 and 2021 will have been driven by the response to Covid-19 reducing the amount of traffic on the city centre roads. However, the degree to which these improvements are found to be temporary will only be seen as we gather more air quality data over the next couple of years.

HECTARES OF WOODLAND AND GRASSLAND THAT ARE ABSORBING CARBON DIOXIDE AS OF 2019

Woodland Area	ha
South Common	11
Boultham Mere	16
Swanpool	13.5
The Pheasantry	4.5
Foal Close	3
Hartsholme	43
Swanholme	10
Boultham Moor woods & fishponds	7.5
Boultham Park	9.3
Starmers Pit	4.5
Hospital and Skellingthorpe Moor plantations	77
Birchwood Avenue	3
Arboretum	4
TOTAL	206.3
Grassland area	ha
South Common	61.5
West Common	66.3
Cow Paddle	7.5
Swanpool	25
Witham Valley grasslands	20
TOTAL	180.3

Figure 145

Source – City of Lincoln Council 2021

Figure 145 shows the areas of woodland and grassland in Lincoln in 2021 which were absorbing the most carbon dioxide in hectares. In total, the woodland areas were absorbing 206.3 hectares, with the highest contributor in this area being Hospital and Skellingthorpe Moor plantations at 77 hectares. In total grassland areas absorbed 180.3 hectares during 2021, with the biggest contributor being West Common at 66.3 hectares.

LIKELIHOOD OF FLOODING IN LINCOLN AS OF 2021

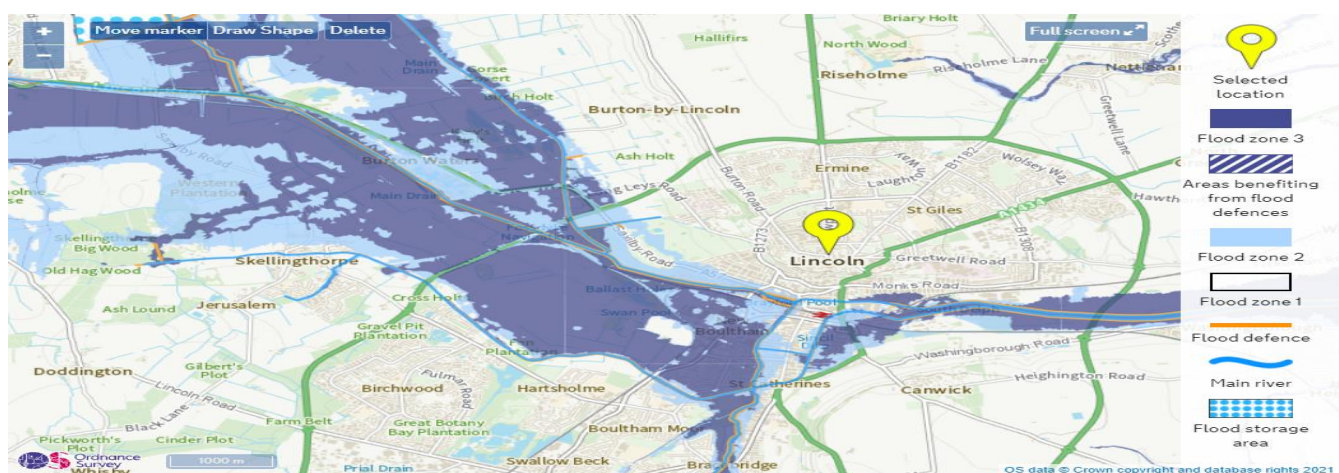


Figure 146

Source – GOV.UK 2021

Figure 146 shows the likelihood of flooding in Lincoln as of 2021. In this instance the flood zones refer to the probability of river and sea flooding and are not focused on the presence of defences. It is important to note the flood zones do not take account of the possible impacts of climate change and consequent changes in the future probability of flooding.

ELECTRIC VEHICLE CHARGING POINTS USAGE RATES IN CITY OF LINCOLN COUNCIL CAR PARKS 2013-2020

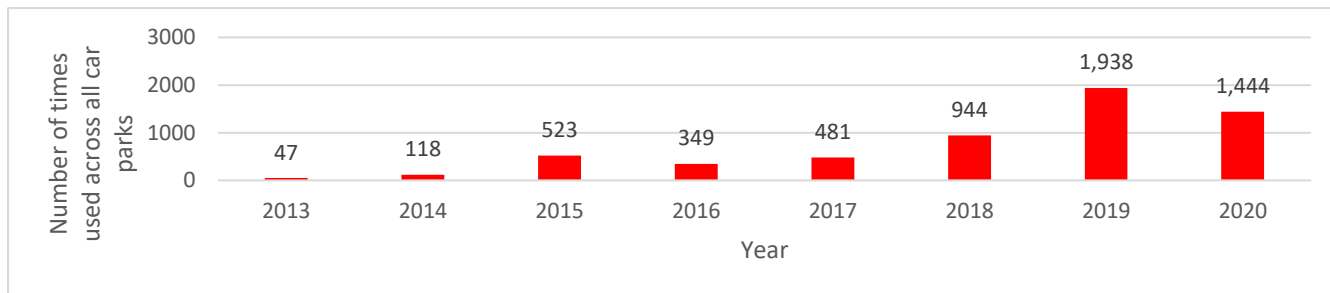


Figure 147

Source – City of Lincoln Council 2021

Figure 147 shows the number of times electric vehicle charging points were used in Lincoln across all car parks. The figures show a consistent increase from 2016, to the highest figure of 1,938 in 2019. This is mainly due to the gradual introduction of more EV charging points which is reflected in the figures. It is important to note the figure decreased in 2020 to 1,444 is likely to be a result of the Covid-19 pandemic and lockdown periods.

Current EV charging points in Lincoln are available in the following City of Lincoln Council owned car parks:

- Lucy Tower (1 available)
- Broadgate (1 available)
- Chaplin Street (5 available)
- Orchard Street (4 available)
- The Lawns (1 available)
- Lincoln Central (6 available)

APPENDIX 1 – DEFINITIONS

CIPFA NEAREST NEIGHBOURS

Burnley	Norwich
Cannock Chase	Preston
Chesterfield	Redditch
Exeter	Rushmoor
Gloucester	Stevenage
Harlow	Tamworth
Ipswich	Worcester
Mansfield	

POLICE ‘MOST SIMILAR GROUP’

Bolton	Norwich
Cardiff	Plymouth
Derby	Preston
Gateshead	Sheffield
Hastings	Stafford
Ipswich	Stoke on Trent
Leeds	
Newcastle upon Tyne	

“OTHER CRIMES” AGAINST SOCIETY

The below crimes are the definitions of “Miscellaneous crimes against society” which is one of the categories of crime covered in this report.

Bigamy	Perjury
Exploitation of prostitution	Aiding suicide
Soliciting for prostitution	Perverting the course of justice
Going equipped for stealing etc.	Absconding from lawful custody
Making, supplying or possessing articles for use in fraud	Bail offences
Profiting from or concealing proceeds of crime	Obscene publications etc.
Handling stolen goods	Disclosure, obstruction, false or misleading statements etc.
Threat or possession with intent to commit criminal damage	Wildlife crime
Forgery or use of drug prescription	Other notifiable offences
Other forgery	Dangerous driving
Possession of false documents	Fraud, forgery associated with driver records
Offender Management Act	Concealing an infant death close to birth

APPENDIX 2 – GLOSSARY OF SOURCES

Source Name	Source Link
Office for National Statistics (ONS)	https://www.ons.gov.uk/
GOV.UK	https://data.gov.uk/
Higher Education Statistics Agency (HESA)	https://www.hesa.ac.uk/
University of Lincoln	http://www.lincoln.ac.uk/home/
NOMIS	https://www.nomisweb.co.uk/
Lincolnshire Research Observatory (LRO)	http://www.research-lincs.org.uk/LROPresentationTools/UI/Pages/MappingTool.aspx
LG Inform	https://lginform.local.gov.uk/
Public Health England Profile (PHE)	https://fingertips.phe.org.uk/profile/health-profiles
Department for Education (DfE)	https://www.gov.uk/government/organisations/department-for-education
City of Lincoln Council	https://www.lincoln.gov.uk/
Police.UK	https://www.police.uk/
Lincolnshire County Council	https://www.lincolnshire.gov.uk/
Historic England	https://historicengland.org.uk/

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SUBJECT: PERFORMANCE TARGETS REPORT FOR 2022/23

DIRECTORATE: CHIEF EXECUTIVE'S

**REPORT AUTHOR: ROBERT MARSHALL – BUSINESS INTELLIGENCE ANALYST
– CORPORATE POLICY**

1. Purpose of Report

- 1.1 To update officers and members on proposed performance targets for 2022/23 across DCX, DCE and DHI and provide supporting commentary.
- 1.2 This report was to confirm targets for the 2022-23 financial year based on all current measures but was not intended to review each measures suitability and or accuracy.

2. Executive Summary

- 2.1 There are 87 measures within COLC PSC of which 19 are volumetric (value-based or contextual). The table below gives an overview across all directorates as a highlight of targets that have; Increased, Decreased, Adjusted (Change in how it is reported) or that have had no change. The next page gives a breakdown across each Directorate to allow you to focus.

Including the changes highlighted in table 1, 8 measures have had their targets increased, 15 which have had a reduction and 9 which have been adjusted. Within **Appendix A**, by the side of each measure is commentary given by each directorate to outline the reason for any suggested change to target. It is worth noting that a small number of measures have been adjusted to allow for accuracy in reporting and achievement of goals. E.g. Having a target of 0% which has never been achieved and is very unlikely ever to be achieved has been adjusted to bring it in line with SMART targeting.

Table 1 – Summary of Targets for 2022-23 (All Directorates)

CoLC KPI's	Total	Volumetric	Increased Target 22-23	Decreased Target 22-23	Adjusted Target 22-23	No Change
Total Number of Measures	87	19	8	15	9	36
QTR Measures	65	17	7	12	6	23
Cumulative Measures	8	0	1	3	3	1
Annual Measures	11	2	0	0	0	9
Not being monitored	3	NA	NA	NA	NA	3

During the process of target setting and target reporting for Q3, several inconsistencies were highlighted, this target setting report sets out the initial steps to rectify inaccurate reporting processes but as outlined in 1.2 does not set to resolve all target and reporting tasks.

2.2 **Table 2 – Summary of Targets for 2022-23 (Chief Executive)**

DCX KPI's	Total	Volumetric	Increased Target 22-23	Decreased Target 22-23	Adjusted Target 22-23	No Change
Total Number of Measures	27	4	5	5	3	10
QTR Measures	15	3	5	2	2	3
Cumulative Measures	5	0	0	3	1	1
Annual Measures	5	1	0	0	0	4
Not being monitored	2	0	0	0	0	2

2.3 **Table 3 – Summary of Targets for 2022-23 (Communities and Environment)**

DCE KPI's	Total	Volumetric	Increased Target 22-23	Decreased Target 22-23	Adjusted Target 22-23	No Change
Total Number of Measures	39	10	1	1	3	24
QTR Measures	30	9	0	1	2	18
Cumulative Measures	2	0	1	0	1	0
Annual Measures	6	1	0	0	0	5
Not being monitored	1	0	0	0	0	1

2.4 **Table 4 – Summary of Targets for 2022-23 (Housing and Investment)**

DHI KPI's	Total	Volumetric	Increased Target 22-23	Decreased Target 22-23	Adjusted Target 22-23	No Change
Total Number of Measures	21	5	2	9	3	2
QTR Measures	20	5	2	9	2	2
Cumulative Measures	1	0	0	0	1	0
Annual Measures	0	0	0	0	0	0
Not being monitored	0	na	na	na	na	na

3. **Target Adjustment Update For 2021-22 into 2022-23**

3.1 In August 2021, 19 measures were brought to the Performance Scrutiny Committee following the call-in of the original Performance Target report.

Table 5 – Summary of KPI Measures altered during 2021-22 Financial Year shows the 19 measures, column 5 'How Measure Changed' shows what changed in the last financial year. Each measure is numbered in the first column to allow for referencing.

2 Targets increased - 9 and 10

3 Targets Suspended - 3, 4, 19

2 Targets changed to volumetric - 1 and 2

11 Targets were lowered/reduced– 5,6,7,8,10,13,14,15,16,17,18

3.2 The 6th column of Table 5 shows what changes, if any, there has been to these 19 measures as we enter the 2022-23 financial year.

1 Suspended measure (19) has returned with the other two suspended measures (3 and 4) due to be back by Q1 following an initial trial.

The 2 targets that were increased for 2021-2022, 1 has been increased for 2022-23 (11) or 1 is maintaining the higher target level last year (9).

The 2 volumetric targets (1 and 2) have now returned to pre-covid target levels.

Out of the 11 reduced (made reduced);

1 has returned to pre-covid targets (15)

2 targets have increased but not back to pre-covid levels (5,13)

1 target has stayed at the reduced target level (14)

7 targets (6, 7, 8, 10, 16, 17, 18) have had a further reduction (made reduced) from what was set in 2021-22

Further details on all target adjustments with commentary can be found in Appendix A.

Table 5 - Summary of KPI Measures altered during 2021-22 Financial Year

No.	Service Area	Measure Code	Measure Description	How Measure Changed	What about this year
1	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	Changed to Volumetric	Target Returned
2	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	Changed to Volumetric	Target Returned
3	Customer Services	CS 4	Average customer feedback score (face to face enquiries)	Temporarily Suspended	No alternate solution has been found
4	Customer Services	CS 5	Customer satisfaction with their phone call to Customer Services	Temporarily Suspended	No alternate solution has been found
5	Accountancy	ACC 1	Average return on investment portfolio	Target Decreased	Target Increasing
6	Revenues Administration	REV 1	Council Tax - In year collection rate for Lincoln	Target Decreased	Target Decreased
7	Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	Target Decreased	Target Decreased
8	Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues Team	Target Decreased	Target Decreased
9	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Target Increased	No Change
10	Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Target Decreased	Target Decreased
11	Housing Benefit Administration	BE 4	Percentage of risk based quality checks made where Benefit entitlement is correct	Target Increased	Target Increased
13	Private Housing	PH 3	Number of empty homes brought back into use	Target Decreased	Target Increasing
14	Waste & Recycling	WM 1	Percentage of waste recycled or composted	Target Decreased	No Change
15	Rent Collection	RC 1	Rent collected as a proportion of rent due	Target Decreased	Returned
16	Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Target Decreased	Target Decreased
17	Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets (minor works)	Target Decreased	Target Decreased
18	Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including minor and major works)	Target Decreased	Target Decreased
19	Housing Maintenance	HM 3	Percentage of tenants satisfied with repairs and maintenance	Temporarily Suspended	Returned

- 3.3 Appendix A** details the measures chosen to have targets monitored. The targets were developed by the Assistant Directors in consultation with their Service Managers and then confirmed by Directors and Portfolio Holders, before going to Performance Scrutiny and Executive.

Wherever possible every effort has been made to clearly outline changes and give reasons.

Changes are highlighted as;

RED = Reduced Target

GREEN = Increased Target

AMBER = Adjusted (This highlights that there has been a change to a target but not a specific change to the value. E.g. Changing from quarterly to cumulative or a measure that might have been split to allow for clearer reporting.

The use of Red, Amber and Green does not reflect an agreement or consideration of the changes and its suitability but an easy way to highlight changes. E.g. Red does not mean a bad change or that the change is wrong.

4. Background

- 4.1 Performance measures are an important aspect of understanding how well a service is working and form a key component of recognising whether a service is delivering value for money.

Like SMART goals – measures also need to be specific, stretching but achievable, relevant and timely. We have an identified set of performance measurements that we consider still meet the specific and timely aspects of this aim.

Targeted Performance measures are those where the team can influence how successful the outcome or outturn is (how fast, how many, how far etc.); volumetric measures are those that a service team cannot influence but are still valuable for contextual information relating to other measures provided.

All of these considerations were part of the debate held with AD's and Service Managers.

- 4.2 The council's Performance Information Management System (PIMS) has been in operation since April 2019. This system now holds a set of 87 measures being a mix of quarterly and annual; volumetric and targeted indicators. There are currently 68 targeted indicators for which low and high targets have been set which form the 'acceptable' level of performance.
- 4.3 Performance targets are reviewed annually to reflect changes in the marketplace, the council's strategic direction, 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. Details on the affected measures can be found in section 3 Above.

During this period of uncertainty, we introduced commentary on all measures and not just underperforming measures and this will continue for the foreseeable future.

5. Targets for the year 2022/2023

- 5.1 At the start of Q3 2021/22, all Assistant Directors and some Service Managers were consulted on the set of measures and individual targets for each measure – these include a high target, i.e. the point at which the measure will turn ‘green’, plus a second low target, which is the point at which performance is considered to be Acceptable and is blue and below this lower target is Red, highlighting an area of concern.
- 5.2 Full details of proposed high and low targets, as well as details of volumetric measures, are provided in **Appendix A**. There are a total of 32 proposed changes, which are highlighted in columns Y and Z.

Column Y – Target Change

- “Y” indicates that this target has changed in some way

Column Z – How?

- H (Increased Target)
- L (Reduced Target)
- A (Adjusted) An aspect of how this measure is tracked or measured has changed or there was an administration
-

Section 2 outlines the top line breakdown for CoLC as well as being split by the directorate.

- 5.3 At the time of this report, 3 measures have not been reinstated following their suspension in 2020-21. It is envisaged that these measures will be up and running for Q1 following an initial trial with property repairs;

DCX

- CS 4 – Average Customer Satisfaction score with face to face enquires
- CS 5 – Customer Satisfaction with phone calls to customer service

DCE

- ASB 4 – Satisfaction of complaints relating to how a complaint has been handled

A further update will be given on this from the CVP group.

5.4 8 measures have seen their targets increase against their 2021-22 target;

DCX

- ACC 1 – Average Return on investment portfolio
- BE 4 - Percentage of risk-based quality checks made where Benefit entitlement is correct
- COM 1 - Percentage of media enquiries responded to within four working hours
- DCT 2 - Percentage of invoices that have a Purchase Order completed
- DCT 3 - Average number of days to pay invoices

DCE

- PH 3 - Number of empty homes brought back into use

DHI

- BD 1 – Number of users logged into the online self-service system this quarter
- HM 4 - Appointments kept as a percentage of appointments made (priority 1-day and urgent 3-day repairs)

5.5 15 measures have seen their targets reduced against their 2021-22 target;

DCX

- BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment
- REV 3 - Number of outstanding customer changes in the Revenues Team
- BE 2 - Average (YTD) days to process housing benefit claim changes of circumstances from the date received
- REV 1 - Council Tax - In year collection rate for Lincoln
- REV 2 - Business Rates - in-year collection rate for Lincoln

DCE

- FHS 2 - Average time from the actual date of inspection to achieving compliance

DHI

- CC 2 – Percentage of Lincare Telecare Alarm calls answered within 60 seconds
- HI 1 – Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)
- HI 3 – Percentage of dwellings with a valid gas safety certificate
- HM 1b – Percentage of reactive repairs completed within target time (urgent - 3-day repairs ONLY)
- HS 3 – Successful preventions and relief of homelessness against the total number of homelessness approaches (updated measure)
- HV 1 – Percentage of rent lost through dwelling being vacant
- HV 2 – Average re-let time calendar days for all dwellings - standard re-lets (minor works)
- HV 3 – Average re-let time calendar days for all dwellings (including minor and major works)
- RC 2 - Current tenant arrears as a percentage of the annual rent due

5.6 9 measures have had an Adjustment to their 2021-22 target;

DCX

- WBL 1 - Percentage of apprentices completing their qualification on time
- WBL 2 – Number of new starters on the apprenticeship scheme
- WBL 3 - Percentage of apprentices moving into Education, Employment or Training

DCE

- FHS 1 - Percentage of premises fully or broadly compliant with Food Health & Safety inspection
- PH 2 - Average time (weeks) from receiving to resolving a complaint about housing standards in private rented accommodation (updated measure)
- AH 1 - Cumulative number of affordable homes delivered to date this year

DHI

- CC 1 – Percentage satisfied of new connections for the control centre
- HM 1a – Percentage of reactive repairs completed within target time (priority 1-day ONLY)
- RC 1 - Rent collected as a proportion of rent due

5.7 Corporate measures, monitored by the corporate centre (i.e. sickness, complaints and vacant establishment posts, are volumetric and do not have targets.

6. Strategic Priorities

6.1 Let's drive inclusive economic growth; Let's reduce all kinds of inequality; Let's deliver quality housing; Let's enhance our remarkable place, Let's address the challenge of climate change:

Performance targets are set with the aim of improving performance and therefore could result in positive effects on all priorities.

7. Organisational Impacts

7.1 Finance (including whole life costs where applicable) – n/a

7.2 Legal Implications including Procurement Rules – n/a

7.3 Equality, Diversity & Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees. It requires that public bodies have due regard to the need to:

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

Although there is no direct impact, effective performance monitoring will help us to deliver better services for all.

8. Risk Implications

8.1 (i) Initial Options Explored – n/a

9. Recommendation

- 9.1
- CMT to put forward the targets for PSC and EXC.
 - Full review of target setting and monitoring
 - Update City of Lincoln Performance Framework and the Corporate Data Quality Policy Guidelines
 - Target review of all measures in all directorates to ascertain current situation (Who tracks what, when, why)
 - Define a clear ARC (Accountable, Responsible and Contributor) structure as part of the above

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules apply? No

How many appendices does the report contain? One

List of Background Papers: None

Lead Officer: Robert Marshall – Business Intelligence Analyst –
Corporate Policy, CX Directorate

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Appendix A - Directorate Housing and Investment - Quarterly

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23									
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year			
DHI	Business Development & ICT	BD 1	Number of users logged into the on-line self service system this quarter	Number	QTR	High is good	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Matt Smith - Business Development & IT Manager	Profiled: Q4 = 10,000 Qs1-3 = 8,409	Profiled: Q4 = 10,500 Qs1-3 = 8,700	11064	9383	10232	15276	Profiled: Q4 = 10,000 Qs1-3 = 8,409	Profiled: Q4 = 10,500 Qs1-3 = 8,700	11625	10515	9026		Y	H (Increased Target)	10000	11000	Very seasonal and depends heavily of notices given e.g. government benefits				
DHI	Control Centre	CC 1	Percentage satisfied of new connections for the control centre	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Clive Thomasson - Supported Housing Manager													Y	A (Adjusted Target)	90.00%	95.00%	New measure				
DHI	Control Centre	CC 2	Percentage of Lincare Telecare Alarm calls answered within 60 seconds	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Clive Thomasson - Supported Housing Manager	97.50%	98.75%	97.85	97.67	97.53	97.37	97.50%	98.75%	98.04	98.25	98.30		Y	L (Reduced Target)	97.50%	98.00%	TSA sets target standard nationally at 97.5%. This is our lower limit as aspire to a higher target of 98% which remains above the national standard				
DHI	Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	0.20%	0.00%	0.88	0.81	0.89	0.84	1.00%	0.00%	2.10	1.50	1.06		Y	L (Reduced Target)	1.5%	1.0%	Higher target of 0% never achieved and is unrealistic. There will always be a few properties where access is difficult or a slight delay in gaining access. Targets are therefore more aligned to the performance over recent years				
DHI	Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	99.80%	99.96%	85.84	93.58	95.45	96.28	99.80%	99.96%	99.46	99.26	99.14		Y	L (Reduced Target)	98.20%	99.20%	99.96% will be impossible to achieve due to some having to go through the legal process for the council to gain access to the property. 99.96% as a target would mean the council would miss the target once only 2 or 3 properties went to legal stage. That is not realistic so a more accurate reset target has been inserted				
DHI	Housing Maintenance	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day ONLY)	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	97.00%	99.00%	96.00	96.00	99.18	98.32	97.00%	99.00%	91.90	91.74	92.66		Y	A (Adjusted Target)	98.50%	99.50%	The previous measure needs refining now the council has adopted a new approach to housing repairs. There are now priority jobs on a 1 day repair, urgent jobs on a 3 day repair and then scheduled repairs when the team are working in the area/estate. The focus is on reporting the priority and urgent repairs so the measure has been split into HM 1a and HM1b.				
DHI	Housing Maintenance	HM 1b	Percentage of reactive repairs completed within target time (urgent - 3 day repairs ONLY)	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment													Y	L (Reduced Target)	95.00%	97.50%	as above				
DHI	Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs only)	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	90.00%	93.00%	89.57	90.11	89.85	92.00	90.00%	93.00%	92.48	91.95	92.91					90%	93%	No Change			
DHI	Housing Maintenance	HM 3	Percentage of tenants satisfied with repairs and maintenance	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	94.0%	96.0%					Remove indicator (reviewing current customer feedback framework)	Remove indicator (reviewing current customer feedback framework)									94.00%	96.00%	Measure has returned from Q4 2021-22 and targets are the same as before.	19	Returned
DHI	Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs)	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	94.00%	96.00%	99.57	99.95	99.81	99.89	94.00%	96.00%	99.07	99.40	99.30		Y	H (Increased Target)	95%	97%	Whilst the measure has been set at a higher target - it is still below actual performance in the last two years. However, the council is extending the pilot for the scheduled housing repairs as covid did impact on the early pilot. As this pilot completes the targets for priority and urgent repairs will be re considered as resources are allocated accordingly				
DHI	Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches (updated measure)	%	QTR	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Alison Timmins - Housing Solutions Manager	150	300	114.00	259.00	397.00	525.00	50.00%	55.00%	52.40	45.93	43.70		Y	L (Reduced Target)	45.00%	50.00%	The implications arising from Covid have significantly altered the housing market in the city, meaning we are less able to assist with successful preventions for our applicants at present. The impact has been felt in two ways -significantly more homeless cases for the team to address leading to waiting times for clients to get advice and a lack of accommodation (temporary and move on) within the housing market. Target needs to be viewed within the context of increasing volumes for cases				
DHI	Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	%	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	0.90%	0.80%	0.90	0.99	1.06	1.12	0.90%	0.80%	1.28	1.37	1.44		Y	L (Reduced Target)	1.00%	0.90%	Due to council's void contractor going out of business a while back and currently having a number of temporary contractors in place we won't be in a stable position until June 2022. Council also has over 100 voids currently in the system. Significant work is being done to address the voids backlog as reported to committee previously and so this target will be reviewed again mid term in 2022/23 as these improvement stake effect. The target as set here is still a stretch in the current circumstances				

DHI	Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets (minor works)	Days	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	30 days	27 days	47.81	46.16	44.58	44.44	32 days	29 days	40.39	44.83	51.94	Y	L (Reduced Target)	34	32	Due to council's void contractor going out of business a while back and currently having a number of temporary contractors in place we won't be in a stable position until June 2022. We also have over 100 voids currently in the system, with a high number of those being longer voids, once these become let it will increase our voids times before we then eventually get in to a more stable position bringing the re-let times down. It should be noted that looking across local government the targets still represent upper quartile performance and the council continues to focus on keeping re-let standards high i.e. quality not sacrificed for speed	17	Decrease
DHI	Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including minor and major works)	Days	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	31 days	28 days	49.40	46.16	50.34	50.21	38 days	35 days	48.17	53.09	59.88	Y	L (Reduced Target)	40	38	Reasons for void target would be that the higher target would match our internal goal of 38 days (32 minor only). Due to our void contractor going bust a while back and currently having a number of temporary contractors in place we won't be in a stable position until June on that front. We also have over 100 voids currently in the system, with a high number of those being longer voids, once these become let it will increase our voids times before we then eventually get in to a more stable position bringing the re-let times down. It should be noted that looking across local government the targets still represent upper quartile performance. Finally some properties are not re-let for some time due to external factors such as court cases, which impact.	18	Decrease
DHI	Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent due	%	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	4.00%	3.00%	3.26	3.47	4.00	3.74	4.50%	3.50%	4.20	4.88	3.68	Y	L (Reduced Target)	4.65%	4.55%	Reasons for arrears target would be that the new target would still reduction of around £30,000 off the arrears which would still be challenging with the amount of UC cases we have (over 2,000 and rising), a lot of these cases contribute to our overall arrears total. We haven't be able to our usual eviction protocols due to covid so there will be cases of arrears that pre covid would of come off the balance. We have increased UC cases by 428 since same time last year, the % increase of arrears due to UC cases has also increased by 8%. We don't know what our final outturn will be so it's difficult to pick a target. Like all targets here, portfolio holder has agreed these as more realistic in the current environment	16	Decrease

Appendix A - Directorate Housing and Investment - Cumulative

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21				2021-2022				2022-23				Reduced Last Year	What about this year					
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year
DHI	Rent Collection	RC 1	Rent collected as a proportion of rent due	%	Cumulative	High is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	96.5%	98.0%	103.14	100.75	99.86	99.46	Q1-2 96.0% Q3< 96.5%	Q1-2 97.0% Q3<98.0%	99.31	97.61	100.52	Y	A (Adjusted Target)	Q1 - 92% Q2 - 92.5% Q3 - 95.5% Q4 - 96.5%	Q1 - 93% Q2 - 95% Q3 - 96.5% Q4 - 98.5%	The end of year overall target is the same but moved target to a phased cumulative to take account of the 3%+ jump each Christmas.	15	Decrease

Appendix A - Directorate Housing and Investment - Volumetric

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21				2021-2022				2022-23				Reduced Last Year	What about this year					
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year
DHI	Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	QTR	Volumetric	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	Volumetric	Volumetric	216	207	197	199	Volumetric	Volumetric	189	188	178					Has always been volumetric		
DHI	Housing Solutions	HS 1	The number of people currently on the housing list	Number	QTR	Volumetric	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Alison Timmins - Housing Solutions Manager	Volumetric	Volumetric	1437	1418	1436	1380	Volumetric	Volumetric	1183	1338	1448					Has always been volumetric		
DHI	Housing Solutions	HS 2	The number of people approaching the council as homeless	Number	QTR	Volumetric	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Alison Timmins - Housing Solutions Manager	Volumetric	Volumetric	130	290	497	704	Volumetric	Volumetric	251	461	707					Has always been volumetric		
DHI	Business Development & ICT	ICT 1	Number of calls logged to IT helpdesk	Number	QTR	Volumetric	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Matt Smith - Business Development & IT Manager	Volumetric	Volumetric	0	0	701	614	Volumetric	Volumetric	990	927	993					Discussed logic of having a volumetric measure and why it is. Agreed that ICT 1 and ICT 2 are dependant and would create poor behaviours and increase workload.		
DHI	Business Development & ICT	ICT 2	Percentage of first time fixes	%	QTR	Volumetric	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Matt Smith - Business Development & IT Manager	Volumetric	Volumetric	0.00	0.00	52.80	56.50	Volumetric	Volumetric	53.50	56.30	58.60					Discussed logic of having a volumetric measure and why it is. Agreed that ICT 1 and ICT 2 are dependant and would create poor behaviours and increase workload.		

Appendix A - Directorate Communities and Environment - Quarterly

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23				Reduced Last Year	What about this year	
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment		
DCE	Allotments	AM 1	Percentage occupancy of allotment plots	%	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	84.00%	92.00%	92.00	95.00	95.00	98.00	84.00%	92.00%	97.00	97.00	97.00			84.00%	92.00%	No Change		
DCE	Public Protection & Anti-Social Behaviour	ASB 3	Number of live cases open at the end of the quarter (ASB)	Number	QTR	Low is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	780	660	226	201	147	157	260	220	234	189	194			260	220	Maintain lower (harder) target from 20/21		
DCE	Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Days	QTR	Low is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	85.00	65.00	80.00	74.91	56.91	66.85	85.00	65.00	56.26	61.91	68.96			85	65	No Change		
DCE	Development Management (Planning)	DM 3	Number of live planning applications open	Number	QTR	Low is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	180	120	140	105	129	148	180	120	128	135	156			180	120	No Change		
DCE	Development Management (Planning)	DM 4	Percentage of applications approved	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	85.00%	97.00%	90.00	93.06	96.00	95.00	85.00%	97.00%	97.00	97.00	95.00			85.00%	97.00%	No Change		
DCE	Development Management (Planning)	DM 5	Percentage of decisions on planning applications that are subsequently overturned on appeal	%	QTR	Low is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	10.00%	5.00%	Missing	0.96	50.00	0.00	10.00%	5.00%	0.00	0.00	0.00			10.00%	5.00%	No Change		
DCE	Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	70.00%	90.00%	90.00	96.00	92.00	82.71	70.00%	90.00%	90.00	94.00	90.89			70.00%	90.00%	No Change		
DCE	Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	60.00%	90.00%	70.00	88.37	100.00	100.00	60.00%	90.00%	75.00	88.00	82.50			60.00%	90.00%	No Change		
DCE	Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	95.00%	97.00%	95.00	95.00	Missing	0.00	95.00%	97.00%	0.00	0.00	97.90		Y	A (Adjusted Target)	95.00%	97.00%	The target was never 96-98%. It was supposed to stay as the previous year but was increased in error.	
DCE	Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Days	QTR	Low is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	13	8	16.50	13.00	Missing	0.00	13	8	15.80	33.21	40.30		Y	L (Reduced Target)	15	10	Target has not been achieved since 2014. Only achieved <=15 twice in 3 years. SMART. This is only a small change and does not track with outturn.	
DCE	Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	85.00%	97.00%	85.00	85.00	Missing	0.00	85.00%	97.00%	11.00	0.00	100.00			85.00%	97.00%	No Change		
DCE	Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract	Number	QTR	Low is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	150	50	15	150	15	20	150	50	20	75	135			150	50	No Change		
DCE	Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Weeks	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	26	19	27	26	Missing	23	26	19	21	31	24			26	19	No Change		
DCE	Private Housing	PH 2	Average time (weeks) from receiving to resolving a complaint about housing standards in private rented accommodation (updated measure)	Weeks	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	20	12	7	0	Missing	0	20	12	0	14	3		Y	A (Adjusted Target)	20	12	The target remains the same but this in effect is a stretch target due to the team still recovering services from covid 19 and the large backlogs in some inspections that need to be caught up over the next year.	
DCE	Parking Services	PS 1	Overall percentage utilisation of all car parks (P8)	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Rod Williamson - City Services Team Leader	50.00%	60.00%	0.00	37.00	31.00	9.67	50.00%	60.00%	36.00	40.00	48.00			50%	60%	Target was changed in P2 2020-21 (45%-50%) but this was not reflected on this report. 2021-22 Target was increased to 50%-60% but is still not back to pre-COVID 60%-70%. NEW Strain of COVID and what is the new BAU. Needs to be reviewed quarterly going forward.		
DCE	Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract	Number	QTR	Low is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	150	50	45	90	45	355	150	50	90	75	80			150	50	NO Change		

DCE	Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre (exp. to open July 19) & Birchwood Leisure Centre (exp. to open June 19) (New measure)	Hours	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	520	650	649	315	1980	83	520	650	895	790	806		520	650	No Change		
DCE	Sport & Leisure	SP 3a	Percentage of respondents to satisfaction survey who would recommend Birchwood Leisure Centre (new measure for 20/21)	%	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	62.00%	70.00%					62.00%	70.00%					62%	70%	No Change		
DCE	Sport & Leisure	SP 3b	Percentage of respondents to satisfaction survey who would recommend Yarborough Leisure Centre (new measure for 20/21)	%	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	62.00%	70.00%					62.00%	70.00%					62%	70%	No Change		
DCE	Waste & Recycling	WM 1	Percentage of waste recycled or composted	%	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	33.5%	41.0%	66.77	38.07	36.25	33.45	Qtr. 1 = 26.0% Qtr. 2 = 36.0% Qtr. 3 = 33.5% Qtr. 4 = 30.5%	Qtr. 1 = 30.0% Qtr. 2 = 39.0% Qtr. 3 = 39.0% Qtr. 4 = 35.0%	29.34	35.39	34.82		Qtr. 1 = 26.0% Qtr. 2 = 30.0% Qtr. 3 = 33.5% Qtr. 4 = 30.5%	Qtr. 1 = 30.0% Qtr. 2 = 39.0% Qtr. 3 = 39.0% Qtr. 4 = 35.0%	The targets remain as for last year because: a) No new waste recycling initiatives are planned or can be resourced for the 2022/3 year. b) Nationally recycling has continued to decline in areas where no new initiatives are being launched, so just maintaining existing levels will itself be a challenge. Tracking the baseline figure will however be helpful, as significant changes to waste /recycling are anticipated in 2024 and ongoing. Lincoln is to consider the introduction of paper and card collections for 2024 shortly, and the government is expected to make the collection of additional materials, and/or the way they are collected, statutory challenges in due course.	14	No change
DCE	Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract	Number	QTR	Low is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	150	50	115	100	105	245	150	50	135	125	95		150	50	No Change		

Appendix A - Directorate Communities and Environment - Cumulative

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23					Reduced Last Year	What about this year	
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
DCE	Affordable Housing	AH 1	Cumulative number of affordable homes delivered to date this year	Number	CUM	High is good	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kieron Manning - Assistant Director for Planning	25	125				109.00	25	125					Y	A (Adjusted Target)	Q1 - 5 Q2 - 15 Q3 - 25 Q4 - 35	Q1 - 15 Q2 - 45 Q3 - 80 Q4 - 115	Moved to quarterly inputting and cumulative. The target save also been reprofiled to take account of the challenging housing market currently		
DCE	Private Housing	PH 3	Number of empty homes brought back into use	Number	CUM (Collected 6 monthly)	High is good	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	Q2 12 Q4 25	Q2 25 Q4 50	7	12	Missing	30	Q1 0 Q2 7 Q3 7 Q4 13	Q1 13 Q2 13 Q3 25 Q4 25	3	12	17		Y	H (Increased Target)	Q2 8 Q4 15	Q2 18 Q4 30	Targets have increased but not yet back to pre-covid which is in line with outturn.	13	Increasing but not returned

Appendix A - Directorate Communities and Environment - Annual

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23					Reduced Last Year	What about this year	
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
DCE	Grounds Maintenance	GM 2	Satisfaction with play areas, parks and open spaces (collected via Citizens' Panel)	%	Annual Q2	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	85.00%	90.00%				77.80	85.00%	90.00%							85%	90%	No Change		
DCE	Street Cleansing	SC 2	Satisfaction that public land and public highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	%	Annual Q2	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	68.00%	80.00%				76.00	68.00%	80.00%							68%	80%	No Change		
DCE	Waste & Recycling	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	%	Annual Q3	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	90.00%	96.00%				96.30	90.00%	96.00%							90%	96%	No Change		
DCE	Waste & Recycling	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	%	Annual Q3	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	90.00%	96.00%				94.80	90.00%	96.00%							90%	96%	No Change		
DCE	Food and Health & Safety Enforcement	FHS 4	Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/ shops and takeaways in Lincoln	%	Annual Q3	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	tbc	80.00%	85.00%				91.00	80.00%	85.00%							80.00%	80.00%	No Change		

Appendix A - Directorate Communities and Environment - Volumetric

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23					Reduced Last Year	What about this year	
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
DCE	Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	Number	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	Min increase of 0.7% each Q = 233,197 (based on Q3 19/20)	Increase of 1% each Q (Sport England Target) = 233,892 (based on Q3 19/20)	213990	37412	36488	10631	Min increase of 0.7% each Q = 233,197 (based on Q3 19/20)	Increase of 1% each Q (Sport England Target) = 233,892 (based on Q3 19/20)	60109	122034	110339		Y	A (Adjusted Target)	Volumetric	Volumetric	New measure - Split old measure 1 for both leisure centres into 2 separate KPI like SP 3.		
DCE	Sport & Leisure	SP 1b	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	Number	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager			213990	37412	36488	10631			60109	122034	110339		Y	A (Adjusted Target)	Volumetric	Volumetric	New measure - Split old measure 1 for both leisure centres into 2 separate KPI like SP 3. So each leisure centre now reported separately		
DCE	Public Protection & Anti-Social Behaviour	ASB 1	no. of cases received in the quarter (ASB)	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	76	93	65	80	Volumetric	Volumetric	115	88	73			Volumetric	Volumetric	Has always been volumetric			
DCE	Public Protection & Anti-Social Behaviour	ASB 2	No. of cases closed in the quarter (ASB)	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	553	730	594	676	Volumetric	Volumetric	861	849	747			Volumetric	Volumetric	Has always been volumetric			
DCE	CCTV	CCTV 1	Total number of incidents handled by CCTV operators	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Caroline Bird - Community Services Manager	Volumetric	Volumetric	3649	3082	2503	2216	Volumetric	Volumetric	2549	2665	2181			Volumetric	Volumetric	Has always been volumetric			
DCE	Development Management (Planning)	DM 1	Number of applications in the quarter	Number	QTR	Volumetric	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	Volumetric	Volumetric	0	233	266	271	Volumetric	Volumetric	224	235	227			Volumetric	Volumetric	Has always been volumetric			
DCE	Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	Number	QTR	Volumetric	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	2	3	1	6	Volumetric	Volumetric	0	6	9			Volumetric	Volumetric	Has always been volumetric			
DCE	Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions and prosecutions)	Number	QTR	Volumetric	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	1	0	0	3	Volumetric	Volumetric	1	0	1			Volumetric	Volumetric	Has always been volumetric			
DCE	Parking Services	PS 2	Number of off street charged parking spaces	Number	QTR	Volumetric	Clr Neil Murray - Portfolio Holder for Economic Growth	Rod Williamson - City Services Team Leader	Volumetric	Volumetric	3750	3750	3750	3750	Volumetric	Volumetric	3750	3796	3796			Volumetric	Volumetric	Has always been volumetric			
DCE	Contaminated Land	CON 1	Area of sites of potential concern (in m2) made suitable for use in the year.	Number	Annual Q4	Volumetric	Clr Neil Murray - Portfolio Holder for Economic Growth	Sara Boothright - Environmental Health & Corporate Safety Manager	Volumetric	Volumetric					Volumetric	Volumetric						Volumetric	Volumetric	Has always been volumetric			

Appendix A - Directorate Communities and Environment - Suspended

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23					Reduced Last Year	What about this year
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year
DCE	Public Protection & Anti-Social Behaviour	ASB 4	Satisfaction of complainants relating to how the complaint was handled	%	QTR	High is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	75.00%	85.00%	75.00	75.00	75.00	75.00	75.00%	85.00%	0.00	0.00	0.00			75.00%	85.00%	A new process for capturing customer satisfaction is being trialled in housing repairs. Once completed (by April 2022, it will be rolled out to this measure also)		

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Appendix A - Directorate of Chief Executive - Quarterly Measures

Black Text - Qtrly						Purple Text - Cumulative		Blue Text - Annually		Cumulative Target				2020-21						2021-2022						2022-23					
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment		Reduced Last Year	What about this year				
CX	Accountancy	ACC 1	Average return on investment portfolio	%	QTR	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Colleen Warren - Financial Services Manager	0.75%	0.85%	0.45	0.18	0.09	0.20	0.12%	0.18%	0.10	0.13	0.14		Y	H (Increased Target)	0.15%	0.25%	Predicted small improvement. Our current investments are on fixed rate terms, so we would not be able to achieve much change this financial year.		5	Increasing but not returned			
CX	Accountancy	ACC 2	Average interest rate on external borrowing	%	QTR	Low is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Colleen Warren - Financial Services Manager	4.75%	3.75%	Missing	3.69	3.64	3.25	4.75%	3.75%	3.15	3.15	3.10				4.75%	3.75%	No Change						
CX	Communications	COM 1	Percentage of media enquiries responded to within four working hours	%	QTR	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Steve Welsby - Communications Manager	70.00%	85.00%	89.00	86.00	84.00	87.00	70.00%	85.00%	76.00	78.00	76.00		Y	H (Increased Target)	75.00%	90.00%	No reply - Continuously breaking higher target so increased lower and higher						
CX	Customer Services	CS 3	Average time taken to answer a call to customer services	Seconds	QTR	Low is good	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Joanne Crookes - Customer Services Manager	120	90	124	109	81	156	300	180	291	413	272				300	180	No Change						
CX	Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	%	QTR	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Colleen Warren - Financial Services Manager	95.00%	97.00%				98.92	95.00%	97.00%							95.00%	97.00%	No Change						
CX	Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	%	QTR	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Colleen Warren - Financial Services Manager	40.00%	50.00%				45.40	40.00%	50.00%					Y	H (Increased Target)	45.00%	55.00%	Big push across CoLC on compliance with PO being used						
CX	Debtors & Creditors	DCT 3	Average number of days to pay invoices	Days	QTR	Low is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Colleen Warren - Financial Services Manager					8.00	30	27						Y	H (Increased Target)	30	15	Constantly smashed target so increasing Higher target as lower 30 day is set as standard						
CX	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	%	QTR	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Claire Burroughs - HR and WBL Manager	92.00%	95.00%	100.00	100.00	75.00	100.00	Volumetric	Volumetric	100.00	0.00	0.00		Y	A (Adjusted Target)	95.00%	100.00%	Original target was 92% - 95% but moved to volumetric last year. These original values were not suitable. E.g. With 20 apprentices you could never have 92% of people.		1	Returned and Adjusted			
CX	Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	%	QTR	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Claire Burroughs - HR and WBL Manager	92.0%	95.0%	100.00	100.00	100.00	75.00	Volumetric	Volumetric	100.00	0.00	0.00		Y	A (Adjusted Target)	90.00%	95.00%	Targets reintroduced after volumetric for 2021-22 year. Lower and higher targets adjusted to be quantifiable and realistic. E.g. you cannot have 92% of 20 people						

Appendix A - Directorate of Chief Executive - Cumulative

Black Text - Qtrly						Purple Text - Cumulative		Blue Text - Annually		Cumulative Target				2020-21						2021-2022						2022-23					
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment		Reduced Last Year	What about this year				
CX	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Days	CUM	Low is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 - 28.00 Q2 - 27.00 Q3 - 26.00 Q4 - 25.00	Q1 - 26.00 Q2 - 25.00 Q3 - 24.00 Q4 - 23.50	15.89	16.69	16.72	16.91	Q1 - 21.00 Q2 - 20.00 Q3 - 19.50 Q4 - 19.00	Q1 - 19.00 Q2 - 18.50 Q3 - 17.50 Q4 - 17.00	16.81	17.50	16.45			Q1 - 21.00 Q2 - 20.00 Q3 - 19.50 Q4 - 19.00	Q1 - 19.00 Q2 - 18.50 Q3 - 17.50 Q4 - 17.00	Target was made harder in 2021-22 so kept the same for this year		9	Increased				
CX	Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Days	CUM	Low is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 - 10.00 Q2 - 9.00 Q3 - 8.00 Q4 - 6.00	Q1 - 7.50 Q2 - 7.00 Q3 - 6.50 Q4 - 4.50	4.22	4.63	4.27	3.00	Q1 - 10.00 Q2 - 9.00 Q3 - 8.00 Q4 - 6.00	Q1 - 7.50 Q2 - 7.00 Q3 - 6.50 Q4 - 4.50	4.88	5.49	5.37	Y	L (Reduced Target)	Q1 - 10.00 Q2 - 9.00 Q3 - 8.00 Q4 - 6.00	Q1 - 7.50 Q2 - 7.00 Q3 - 6.50 Q4 - 5.00	Very small change made. Change of Q4 by 0.5 for lower and higher targets due to COVID impact							
CX	Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Number	CUM	Low is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 1250 Q2 1200 Q3 1150 Q4 1100	Q1 1100 Q2 1050 Q3 1000 Q4 950	1365	1338	1835	2123	Q1 2000 Q2 1750 Q3 1500 Q4 1250	Q1 1700 Q2 1500 Q3 1300 Q4 1100	2098	1411	1643	Y	L (Reduced Target)	Q1 2000 Q2 1800 Q3 1600 Q4 1400	Q1 2500 Q2 2000 Q3 1750 Q4 1500	Amount of claims have continued to climb qtr. on qtr. Targets reduced to be in line with last year but expectation is that it will be above last year.		10	Decreased				
CX	Housing Benefit Administration	BE 4	Percentage of risk based quality checks made where Benefit entitlement is correct	%	CUM	High is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 - 85.00% Q2 - 86.00% Q3 - 87.00% Q4 - 88.00%	Q1 - 88.00% Q2 - 89.00% Q3 - 90.00% Q4 - 91.00%	94.03	91.52	92.31	92.87	Q1 - 86.00% Q2 - 87.00% Q3 - 88.00% Q4 - 89.00%	Q1 - 89.00% Q2 - 90.00% Q3 - 91.00% Q4 - 92.00%	95.94	95.26	96.40	Y	H (Increased Target)	Q1 - 87.00% Q2 - 88.00% Q3 - 89.00% Q4 - 90.00%	Q1 - 90.00% Q2 - 91.00% Q3 - 92.00% Q4 - 93.00%	Targets have been made harder 2 years in a row. Supported by outturn		11	Increased x2				
CX	Revenues Administration	REV 1	Council Tax - In year collection rate for Lincoln	%	CUM	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 - 26.50% Q2 - 52.50% Q3 - 78.50% Q4 - 96.75%	Q1 - 27.00% Q2 - 53.00% Q3 - 79.00% Q4 - 97.00%	25.90	50.53	76.20	94.78	Q1 - 25.00% Q2 - 50.00% Q3 - 75.00% Q4 - 95.00%	Q1 - 27.00% Q2 - 53.00% Q3 - 79.00% Q4 - 96.75%	25.10	49.58	75.82	Y	L (Reduced Target)	Q1 - 25.00% Q2 - 50.00% Q3 - 75.00% Q4 - 95.00%	Q1 - 26.00% Q2 - 51.50% Q3 - 77.00% Q4 - 96.00%	Very small change to Higher Target per qtr. Driven by no CT Hardship fund this year. Low targets maintained		6	Decreased				
CX	Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	%	CUM	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 - 33.00% Q2 - 58.00% Q3 - 82.50% Q4 - 98.60%	Q1 - 34.50% Q2 - 59.50% Q3 - 84.50% Q4 - 99.00%	41.31	65.15	90.42	98.97	Q1 - 33.50% Q2 - 58.50% Q3 - 82.50% Q4 - 98.50%	Q1 - 34.49% Q2 - 59.58% Q3 - 83.39% Q4 - 98.89%	29.10	55.70	84.11	Y	L (Reduced Target)	Q1 - 32.00% Q2 - 54.00% Q3 - 81.00% Q4 - 97.00%	Q1 - 29.00% Q2 - 57.00% Q3 - 84.00% Q4 - 98.00%	Ongoing impacts of Covid-19 on revenues collections, also new relief effective from 2022/23. This is a small change and forecasting is very accurate.		7	Decreased				
CX	Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues Team	Number	CUM	Low is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Martin Walmsley - Head of Shared Revenues and Benefits	Q1 - 750 Q2 - 750 Q3 - 600 Q4 - 450	Q1 - 600 Q2 - 600 Q3 - 450 Q4 - 300	249	685	963	1650	Q1 - 800 Q2 - 750 Q3 - 700 Q4 - 650	Q1 - 700 Q2 - 650 Q3 - 550 Q4 - 450	2665	3737	1738	Y	L (Reduced Target)	Q1 - 2000 Q2 - 1800 Q3 - 1400 Q4 - 1200	Q1 - 1500 Q2 - 1400 Q3 - 1200 Q4 - 1100	Targets lowered to take into account the longer term outturn. COVID is continuing to have long term effects and increased demand. New targets although lower (reduced) are still predicting an improvement in service levels from the last financial year. E.g. Less cases open at the end of each quarter.		8	Decreased				
CX	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	Number	CUM	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Claire Burroughs - HR and WBL Manager	Q1 - 3 Q2 - 8 Q3 - 13 Q4 - 18	Q1 - 5 Q2 - 10 Q3 - 15 Q4 - 20	3	5	9	11	Volumetric	Volumetric	4	2	3	Y	A (Adjusted Target)	Q1 - 3 Q2 - 8 Q3 - 13 Q4 - 18	Q1 - 5 Q2 - 10 Q3 - 15 Q4 - 20	Returned to cumulative measure from Vol. in 2021-22.		2	Returned				

Appendix A - Directorate of Chief Executive - Annual

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23							
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
Procurement Services	PRO 2	Percentage value of the top 10 spend contracts that have been sub	%	Annual Q3	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Heather Carmichael - Client Procurement Officer	70.00%	90.00%			24.00		70.00%	90.00%			23.60					70.00%	90.00%	No Change		
Procurement Services	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	%	Annual Q3	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Heather Carmichael - Client Procurement Officer	20.00%	45.00%			35.00		20.00%	45.00%			45.00					20.00%	45.00%	No Change		
Procurement Services	PRO 3	Percentage of total contract spend that is with an SME	%	Annual Q3	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Heather Carmichael - Client Procurement Officer	20.00%	40.00%			40.00		20.00%	40.00%			42.10					20.00%	40.00%	No Change		
Procurement Services	PRO 4	Percentage of total contract spend that is with an SME who meets the "local" definition	%	Annual Q3	High is good	Clr Ric Metcalfe - Portfolio Holder for Our People and Resources	Heather Carmichael - Client Procurement Officer	20.00%	40.00%			46.00		20.00%	40.00%			48.20					20.00%	40.00%	No Change		

Appendix A - Directorate of Chief Executive - Volumetric

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23							
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
Housing Benefit Administration	BE 5	The number of new benefit claims PER QUARETR (Housing Benefits/Council Tax Support)	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Martin Walmsley - Head of Shared Revenues and Benefits	Volumetric	Volumetric	1987	3073	4192	5335	Volumetric	Volumetric	973	1995	2966					Volumetric	Volumetric	Has always been volumetric		
Customer Services	CS 1	Number of face to face enquiries in customer services	Number	QTR	Volumetric	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Joanne Crookes - Customer Services Manager	Volumetric	Volumetric	13.00	67.00	32.00	15.00	Volumetric	Volumetric	53.00	72.00	73.00					Volumetric	Volumetric	Has always been volumetric		
Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Service)	Number	QTR	Volumetric	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Joanne Crookes - Customer Services Manager	Volumetric	Volumetric	18086	25690	25396	27453	Volumetric	Volumetric	29980	31960	29692					Volumetric	Volumetric	Has always been volumetric. Look at options to give more context in the future.		
Democratic Services	DEM 1	The number of individuals registered on the electoral register (local elections)	Number	Annual Q3	Volumetric	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Cheryl Evans - Democratic Services and Elections Manager	Volumetric	Volumetric				68203	Volumetric	Volumetric			62292					Volumetric	Volumetric	Has always been volumetric. Look at options to give more context in the future.		

Appendix A - Directorate of Chief Executive - Suspended

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022						2022-23							
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
Customer Services	CS 4	Average customer feedback score (face to face enquiries)	Number	QTR	High is good	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Joanne Crookes - Customer Services Manager	8	9.5														8	9.5	A new process for capturing customer satisfaction is being trialled in housing repairs. Once completed (by April 2022, it will be rolled out to this measure also)	3	
Customer Services	CS 5	Customer satisfaction with their phone call to Customer Services	%	QTR	High is good	Clr Chris Burke - Portfolio Holder for Customer Experience and Review	Joanne Crookes - Customer Services Manager	80.0%	95.0%														80.00%	95.00%	A new process for capturing customer satisfaction is being trialled in housing repairs. Once completed (by April 2022, it will be rolled out to this measure also)	4	?

PEFORMANCE SCRUTINY COMMITTEE

3 MARCH 2021

SUBJECT: WORK PROGRAMME FOR 2022/23

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

LEAD OFFICER: CLARE STAIT, DEMOCRATIC SERVICES OFFICER

1. Purpose of Report

- 1.1 To present members with the Performance Scrutiny Committee work programme for 2022/23 (Appendix A).

2. Background

- 2.1 The work programme for the Performance Scrutiny Committee is put forward annually for approval by Council. The work programme is then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its chair.
- 2.2 Items have been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information can be reported to the committee.
- 2.3 The work programme includes the list of portfolio holders under scrutiny.

3. Recommendation

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

Key Decision No

Do the Exempt Information Categories Apply No

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

Does the report contain Appendices? Yes

If Yes, how many Appendices? 1

Lead Officer: Clare Stait, Democratic Services Officer
Telephone 873239

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26 May 2022

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Financial Performance (Detailed): Outturn 2020/21 Quarter 4	Jaclyn Gibson/ Colleen Warren	Quarterly Report Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2020/21 (Outturn)	Jaclyn Gibson/Colleen Warren	Six Monthly Report Professional High Performing Services
Performance Monitoring Outturn 2020/21 Quarter 3&4	Rob Marshall	Quarterly Report-Professional High Performing Services
2021/22 performance targets	Rob Marshall	
Strategic Risk Register – Quarterly Report Q3&4	Jaclyn Gibson/Colleen Warren	Quarterly Report Professional High Performing Services
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth
Lincoln’s GEO – Sense Footfall Data	Graham Rose	Requested Report

14 July 2022

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2021-22 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Our People and Resources	Portfolio Holder	Annual Session Professional High Performing Services
Monitoring Item(s)		
Central Lincolnshire Local Plan Annual Report 2020/21 including Financial Update	Toby Forbes-Turner	Annual Report Lets Drive Economic Growth

18 August 2022 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2021-22 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Customer Experience and Review	Portfolio Holder	Annual Session Vision 2020 (Mixed)
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Colleen Warren	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 1	Rob Marshall	Quarterly Report Professional High Performing Services
Quarterly Strategic Risk Register Report-Quarter1	Jaclyn Gibson	Quarterly Report Professional High Performing Services
Income/Arrears Monitoring report	Martin Walmsley	Annual Report Professional High Performing Services

29 September 2022 (Thematic Reviews)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2021-22 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Economic Growth	Portfolio Holder	Annual Session Lets Drive Economic Growth
Other Item(s)		
Pre-Christmas Market 2021 verbal event report	Simon Colburn	Requested Lets Drive Economic Growth
Climate Change	Kate Bell	Annual Report
Investment Portfolio (Section B)	Jaclyn Gibson	Requested – Annual Report

17 November 2022

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2021-22 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Reducing Inequality	Portfolio Holder	Annual Session Reducing Inequality
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Colleen Warren	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 2	Rob Marshall	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 2	Jaclyn Gibson	Quarterly Report Professional High Performing Services Services
Treasury Management and Prudential Code Update Report – Half Yearly Report	Colleen Warren	Half Yearly Report Professional High Performing Services
Other Items:		
Budget Theme Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services

8 December 2022

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2021-22 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Remarkable Place	Portfolio Holder	Annual Session Lets Enhance Our Remarkable Place

19 January 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2021-22 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Lets Deliver Quality Housing
Monitoring Item(s)		
Fire Safety Update	Andrew McNeil/Matt Hillman	Annual Report

15 February 2023 (Monitoring Overview)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2023-24	Democratic Services	Regular Report
Monitoring Items		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Colleen Warren	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 3	Rob Marshall	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 3	Colleen Warren	Quarterly Report Professional High Performing Services
Feedback from Budget Review Group	Colleen Warren	Annual Report Professional High Performing Services
Christmas Market 2021 Outturn Report	Simon Colburn	Annual Report Lets Drive Economic Growth
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services

Portfolio Under Scrutiny Sessions

Date	Portfolio
14 July 2022	Our People and Resources
18 Aug 2022	Customer Experience and Review
29 September 2021	Economic Growth
17 November 2021	Reducing Inequality
8 December 2022	Remarkable Place
19 January 2023	Quality Housing

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