

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 8 December
2022

6.00 pm

Committee Rooms 1-2,
City Hall

Membership:	Councillors Gary Hewson (Chair), David Clarkson, Thomas Dyer, Rebecca Longbottom, Adrianna McNulty, Lucinda Preston, Clare Smalley, Loraine Woolley and Pat Vaughan (Vice-Chair)
Substitute members:	Councillors Liz Bushell, Martin Christopher and Joshua Wells
Officers attending:	Steve Bird (Assistant Director - Communities and Street Scene), Democratic Services and Simon Walters (Strategic Director of Communities and Environment)

AGENDA

SECTION A	Pages
1. Confirmation of Minutes - 17 November 2022	3 - 16
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Portfolio Holder under Scrutiny - Remarkable Place	17 - 48
4. Addressing the Challenge of Climate Change Vision 2025 Progress Report	49 - 74
5. Vision 2025 - Remarkable Place Progress Report	75 - 90
6. Portfolio Under Scrutiny - Customer Experience and Review	91 - 106
7. Work Programme for 2022/23	107 - 118

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Present: Councillor Gary Hewson (*in the Chair*),
Councillor Pat Vaughan, Councillor Thomas Dyer,
Councillor Rebecca Longbottom, Councillor
Lucinda Preston, Councillor Clare Smalley, Councillor
Rachel Storer and Councillor Loraine Woolley

Apologies for Absence: Councillor David Clarkson and Councillor
Adrianna McNulty

34. Confirmation of Minutes - 29 September 2022

RESOLVED that the minutes of the meeting held on 29 September 2022 be confirmed.

35. Declarations of Interest

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Operational Performance Report - Quarter 2 2022/23'. Reason: His daughter worked in the benefits Department of the City of Lincoln Council.

Councillor Pat Vaughan declared a Pecuniary Interest with regard to the agenda item titled 'Financial Performance - Quarterly Monitoring'. Reason: His granddaughter worked in the Finance Department of the City of Lincoln Council.

36. Confirmation of Housing Scrutiny Sub-Committee Minutes - 22 June 2022 and 11 August 2022

RESOLVED that the minutes from the Housing Scrutiny Sub Committee held on 22 June 2022 and 11 August 2022 be noted, subject to some minor typo amendments to be made to the minutes dated 11 August 2022 by the Democratic Services Officer.

37. Portfolio Holder under Scrutiny - Reducing Inequality

This agenda item was deferred due to the Portfolio Holder being unwell and unable to attend the meeting.

38. Operational Performance Report - Quarter 2 2022/23

Graham Rose, Senior Strategic Policy Officer:

- a) presented a report to Performance Scrutiny Committee with an outturn summary of the council's performance in Quarter 2 of 2022/23
- b) explained that the full report was attached as Appendix A of the report, with the Quarterly and Annual Performance Measure Outturn Tables attached as Appendix B
- c) referred to a recent Audit of Performance Management which had received limited assurance, reported to Audit Committee on 15 November 2022, resulting in Assistant Directors being asked to review and approve performance measures prior to being included in quarterly reports

d) invited members' comments and questions.

Members discussed the content of the report in further detail, asked questions and received relevant responses from officers as follows:

- Question: There had been an increase of 39 customer complaints in Quarter 2 compared to Quarter 1. Was there any apparent trend for this?
- Response: Officers would seek a more detailed breakdown on this figure from the Customer Services Manager, including any reasons for the increased number of complaints and which areas they were related to.
- Question: There had been an increase in the average customer wait time to receive a response to telephone calls at 795 seconds in quarter 2.
Response: There was the option available of 'ring back' or contact via e mail. Call operators had to be sensitive/patient in their approach to protect the most vulnerable clients. Officers would ask the Customer Services Manager to provide further detail on reasons for this increase for circulation to members.
- Question: Did the Council raise awareness of the quieter times of day to our customers where call times were lower?
- Response: Officers would seek a response from the Customer Services Manager for circulation to Members.
- Comment: It was assumed that staff sickness would drop now more people were working from home, rather than having increased. The Chair would ask Councillor Chris Burke as relevant Portfolio Holder to respond to this issue on 8 December 2022 when he was due to report into Performance Scrutiny Sub Committee.
- Question: There had been recent reports in the news regarding very bad issues of mould in Council properties elsewhere in the country. What advice did officers offer tenant's to help avoid this problem?
- Response: There were reports of mould in our council stock, the vast majority due to individual circumstances with insufficiently ventilated rooms, or clothes being dried on radiators. The authority was looking at giving online advice to tenants on measures to help avoid mould. Some properties had design defects and these were being attended to, however, the problem was nothing as bad as that reported in recent news reports.
- There was also an issue with unscrupulous companies mail dropping council tenants suggesting they should make a claim for compensation for mould problems. There was a loop hole in the law which required government intervention; to redress the responsibility for disrepair claims against the Housing Authority which currently identified any employee recorded as having entered a council property for whatever reason being deemed as an acknowledgement that mould had been reported. This resulted in large amounts of settlements to companies over a number of years of around £500,000 with tenants seeing very little of the payment.
- Question: Had the Council seen an increase in the number of complaints received in relation to mould in private housing and how did we handle such complaints?
- Response: Officers would provide a response to this question in due course.
- Question: Could further clarification be given to the number of cases of mould compensation claims and whether they were specific to certain areas of the City?

- Response: Officers would circulate the latest information to members. There had been 30 claims the previous year at a cost of approximately £150,000. Costs were mitigated as much as possible
- Question: Did this figure of 9,958 users logged into the online self-help service system this quarter represent the number of log-ins?
- Response: Officers suspected this referred to the number of clicks on the system, however, further investigations would be made and reported back to members.
- Question: Short term sickness in the Housing Directorate was quite high compared to other departments. What was the reason for this?
- Response: This was due to an increasing ageing work force and the nature of the heavy manual work required within the direct works section.
- Question: Why was there a delay of 29.4 weeks from occupational therapy notifications received for DFG grants to completion of works on site during Quarter 2? Members asked if the vacant post of Technical Officer would be recruited to?
- Response: This indicator was out of the control of the City Council as it was the responsibility of Lincolnshire County Council. The County Council were also short staffed in this area. Officers would provide additional detail for members information.
- Question: Why were the number of successful preventions/relief of homelessness compared against the total number of homeless approaches so different?
- Response: In some cases, it may be that the authority did not have a duty to house the client. There was also a small amount of people who refused to engage with us and became homeless for that reason. The authority was struggling to find temporary accommodation in the private sector for homeless clients, together with pressures from existing voids stock. The cost of living, rent increases etc were all triggers to risk of homelessness. A partnership approach with other organisations was being sought.
- Comment: The recommendation to the report asked whether we were happy with its format. The performance measures were not always weighted. Problems discussed around staffing were common across all directorates and not a single issue.
- Response: Officers within the Policy Team would seek comparisons/benchmarking data across other local authorities for Corporate Management Team discussion.

Councillor Dyer requested that future cost saving measures implemented by Executive which had an impact on performance be reported back to Performance Scrutiny Committee in terms of how service level provision was affected.

RESOLVED that:

1. Further detail to be provided to members in the following areas:
 - A breakdown from the Customer Services Manager on the increase of 39 customer complaints received in Quarter 2, including any reasons for the increased number of complaints and which areas they were related to.
 - Reasons for the increase in the average customer wait time to receive a response to telephone calls at 795 seconds in quarter 2.
 - Whether the Council raised awareness of the quieter times of day to our customers where call times were lower.

- Clarification of the 9,958 figure quoted for number of users logged on to the on-line self-service online system this quarter.
 - Further clarification on numbers of disrepair claims against the Housing Authority for mould and damp from unscrupulous marketing companies.
 - Whether the Council had seen an increase in the number of complaints received in relation to mould in private housing and how we handled such complaints?
 - Reasons behind the delay of 29.4 weeks from occupational therapy notifications received for DFG grants to completion of works on site during Quarter 2.
2. Performance data be benchmarked against other local authorities as a comparison exercise.
 3. Executive be asked moving forward to report future cost saving decisions taken which impacted on performance back to Performance Scrutiny Committee in terms of how service level provision was affected.
 4. The content of Quarter 2 2022/23 Operational Performance Report be noted for referral to Executive on 21 November 2022.

39. **Financial Performance - Quarterly Monitoring**

Colleen Warren, Financial Services Manager:

- a) presented a report to Performance Scrutiny Committee with a summary of actual income and expenditure for the Council, compared to the revised budget and how any surpluses had been allocated to reserves
- b) provided information on the Council's:
 - **General Fund Revenue Account** – for 2022/23 the Council's net General Fund Revenue Budget was set at £8,907,490, including a planned contribution from balances of £60,700, resulting in an estimated level of general balances at the year-end of £2,262,761 (after allowing for the 2021/22 outturn position). The General Fund Summary was currently projecting a forecast overspend of £912,511 (Appendix A provided a forecast General Fund Summary). There were a significant number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were provided in Appendix B.
 - **Housing Revenue Account** – The Housing Revenue Account was projecting a forecast overspend of £173,049 (Appendix C provided a forecast Housing Revenue Account Summary). There were a number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were provided in Appendix D.
 - **Housing Repairs Service** – at quarter 2 the Housing Repairs Service was forecasting a deficit of £573,908 in 2022/23. Appendix E provided a forecast summary, with full details of the main variances provided in Appendix F.

c) provided information in the following areas:

- **General Investment Programme** – the revised General Investment Programme for 2022/23 amounted to £32.342m following the quarter 1 report. At quarter 2 the programme had been reduced by £2.186m to £30.156m as shown at paragraph 7.2.

The overall spending on the General Investment Programme for the second quarter of 2022/23 was £2.2m which was 8.8% of the 2022/23 active programme (excluding externally delivered schemes).

- **Housing Investment Programme** – the Housing Investment Programme for 2022/23 in the MTFS 2022 – 2027 amounted to £21.72m. This was increased to £23.17m following approvals and year end re-profiles as part of the 2021/22 outturn. The Overall expenditure on the Housing Investment Programme for the second quarter of 2022/23 was £3.835m, which was 17% of the 2022/23 revised programme.

d) invited members' comments and questions.

Members discussed the content of the report in further detail, asked questions and received relevant responses from officer's as follows:

- Question: What was the impact of the Chancellor's announcements today on the Council's finances?
- Response: There had been an increase announced on business rate relief from 50% to 75%. The referendum cap had been lifted to allow council taxes to be raised by 4.99 per cent. The business rate threshold was to stay the same. Housing rents were capped at 7%. Most of the impact would fall on the individual member of public
- Question: Why was there a reduced income of £30,090 from garden waste?
- Response: This was due to a decrease in take up of the scheme due to the current cost of living crisis.
- Question: There was a significant anticipated reduction in income from the Christmas Market 2022?
- Response: It was true that the Christmas Market this year would struggle to break even due to increases in contract prices and some traders no longer being in business.
- Question: Could further clarification be given to the amount of £106,550 additional unbudgeted costs on supplies and services for city car parks?
- Response: Officers would report back to members with a breakdown of this figure in due course.
- Question: What action was being taken to attract applications for manual trades vacancies within the housing repairs service to reduce the need of increased reliance on sub-contractors with increased prices?
- Response: It was proving difficult to attract a fully staffed workforce to the Housing Service although the situation was improving. The authority was looking at employing multi-skilled operatives more effectively. Employment of external contractors to assist with void properties incurred higher costs. Several contracts had been employed to help with voids on a temporary

basis, however, the service was still under pressure and needed additional help.

- Question: Could officers give clarification to changes to the Housing Investment Programme that required Executive approval to move the budget for bathroom/kitchen improvements to heating, and to be reprofiled to 2023/24?
- Response: If work was not required on bathroom and kitchen improvements the budget was moved to replacement heating installations.
- Question: Why had there been a nil spend on artificial grass pitches in 2022/23?
- Response: The budget for this spend had been allocated to complete existing work which had come in cheaper than anticipated and actually made a saving.
- Question: What type of equipment was a HIAB and Mule?
- Response: This piece of equipment was a crane and a 4 x 4 vehicle used for snow clearance etc.
- Question: In what area was the additional expenditure at Yarborough Leisure Centre incurred?
- Response: This related to payments to the contractor for lost income as a result of the swimming pool being closed for repairs, the December 2022 payment being the last to be made.

RESOLVED that:

1. A further breakdown of reason for additional unbudgeted costs for car park supplies and services be provided to members.
2. Financial performance for the period 1 April to 30 September 2022 and the projected outturns for 2022/23 be noted.
3. The underlying impact of the pressures and underspends identified in paragraphs 3.3 (and Appendix B), 4.3 (and Appendix D), and 5.2 (and Appendix F) of the officer's report be noted.
4. The changes to the General Investment Programme and Housing Investment Programme as approved by the Chief Finance Officer and Lincoln Town Board detailed in paragraphs 7.3, 7.4, 7.5 and 7.12 of the officer's report be noted.

40. Treasury Management and Prudential Code Update Report - Half Yearly Report

Colleen Warren, Financial Services Manager:

- a) presented a report to Performance Scrutiny Committee on the Council's treasury management activity and the actual prudential indicators for the period 1st April 2022 to 30th September 2022
- b) explained that the Council held £64m of investments as at 30th September 2022. The investment profile was shown at Appendix A
- c) highlighted that the Council held £130.070m of external borrowing, of which 100% were fixed rate loans as detailed within Appendix A
- d) invited members' questions and comments.

RESOLVED that the report be noted.

41. Budget Review Process 2023/24

Colleen Warren, Financial Services Manager:

- a. presented members with the process for scrutiny of the proposed budget and Council Tax for the 2023/24 financial year and the Medium Term Financial Strategy 2023-2028
- b. highlighted that it was proposed that the following governance arrangements should be in place for the Group;
 - The group would be made up of 9 non-Executive Members with a 6:2:1 proportionality share.
 - The Group would be a sub-group of the Performance Scrutiny Committee, although Members did not have to be Members of this Committee.
 - The Chair of the group would be the Chair of the Performance Scrutiny Committee.
 - The Group would be the main mechanism by which the Executive would formally consult scrutiny on the consideration of their budget proposals.
 - The meetings would be held in public and would be administered by Democratic Services.
 - Specific Portfolio Holders and Directors (or Assistant Directors) would be invited to attend the meetings of the group or be requested to provide written responses if so required.
 - Advice would be provided to the Group members by officers from the Council's Financial Services Team.
 - The Chair of the Group shall be required to provide a report to the next full Performance Scrutiny Committee summarising the Groups findings and making recommendations to the Executive.

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

RESOLVED that:

1. The objectives and governance arrangements of the Budget Review Group for 2023/24 as set out in paragraphs 3.3 – 3.4 be noted.
2. The timetable for the Group as set out in paragraph 3.6 be noted.
3. Nominations for membership of the Group from leaders of the respective political groups be notified to Democratic Services.

42. Work Programme 2022/23 Update

Alison Hewson, Democratic Services Officer:

- a) presented the draft work programme for 2022/23 as detailed at Appendix A of her report
- b) advised that the work programme for the Performance Scrutiny Committee was put forward annually for approval by Council; the work programme was then regularly updated throughout the year in consultation with the Performance Scrutiny Committee and its Chair
- c) reported that items had been scheduled in accordance with the existing work programme and officers' guidance regarding the meetings at which the most up-to-date information could be reported to the committee; the work programme also included the list of portfolio holders under scrutiny
- d) requested any relevant comments or changes to the proposed work programme for 2022/23.

RESOLVED that the work programme 2022/23 be noted, subject to the report by the Portfolio Holder under Scrutiny for Reducing Inequality to be rescheduled to be held at the meeting of Performance Scrutiny Committee on 19 January 2023.

43. Strategic Risk Register - Quarterly Review

Colleen Warren, Financial Services Manager:

- a) presented Performance Scrutiny Committee with a status report of the revised Strategic Risk Register as at the end of the second quarter 2022/23
- b) reported that the strategic risk registers currently contained twelve risks as follows:
 - 1) Failure to engage & influence effectively the Council's strategic partners, council staff and all stakeholders to deliver against e.g., Council's Vision 2025.
 - 2) Failure to deliver a sustainable Medium-Term Financial Strategy (that supports delivery of Vision 2025).
 - 3) Failure to deliver the Towards Financial Sustainability Programme whilst ensuring the resilience of the Council.
 - 4) Failure to ensure compliance with statutory duties/functions and appropriate governance arrangements were in place.
 - 5) Failure to protect the local authority's vision 2025 due to changing structures and relationships in local government and impact on size, scale and scope of the Council.
 - 6) Unable to meet the emerging changes required in the Council's culture, behaviour and skills to support the delivery of the council's Vision 2020/2025 and the transformational journey to one Council approach.

- 7) Insufficient levels of resilience and capacity exist in order to deliver key strategic projects & services within the Council.
- 8) Decline in the economic prosperity within the City Centre.
- 9) Failure to deliver key strategic projects.
- 10) Failure of the Council's key contractors and partners to remain sustainable and continue to deliver value for money.
- 11) Failure to protect the vulnerable in relation to the Council's PREVENT and safeguarding duties.
- 12) Failure to mitigate against the risk of a successful cyber-attack against the council.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2022/23 be noted.

44. Exclusion of Press and Public

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

45. Strategic Risk Register - Quarterly Review

Colleen Warren, Financial Services Manager:

- a) provided members with the revised Strategic Risk Register as attached at Appendix A
- b) invited members' questions and comments.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2022/23 be noted.

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Performance Scrutiny Committee – Member request monitoring table

17 November 2022 -

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response																																																																													
1	Operational Performance Report Quarter 2	Further detail on reason for increase in time taken by customer services to answer a telephone call in Quarter 2-up from 300 as the lower target for the period to 795 seconds	Cllr R Storer	Jo Crookes	24/11/22	<p>The following issues are responsible for the long waits:</p> <ul style="list-style-type: none"> • 4 vacant posts • Training new staff • High sickness absence levels including a long-term post-operative recovery, Covid-19 and stress related absences • Calls are taking longer due to IT issues • Customers are struggling with the economic issues and are calling for reassurance and to discuss rent and council tax payment problems 																																																																													
2	Operational Performance Report Quarter 2	Clarification of the 9,958 figure quoted for number of users logged on to the on-line self-service online system this quarter online (BD1)	Cllr T Dyer	Daren Turner	21/11/22	<p>This is the number of users logging.</p> <p>So each time someone logs in i.e. 1 might log in every day for a week and it counts as 7</p>																																																																													
3	Operational Performance Report Quarter 2	Additional detail on insurance claims against the Housing Authority for mould and damp- resulting from unscrupulous marketing companies.	Cllr T Dyer	Colleen Warren	21/11/22	<table border="1"> <thead> <tr> <th colspan="11">City of Lincoln Council Housing Condition Protocol - Disrepair Claims as at 30.10.22</th> </tr> <tr> <th></th> <th>Total No of claims received in year</th> <th>No of claims defended or withdrawn</th> <th>No of claims settled</th> <th>No of claims open</th> <th>Paid to Tenants (damages)</th> <th>Paid to Tenants Solicitors</th> <th>Paid Own Legal Costs</th> <th>Total Paid</th> <th>Total Outstanding Reserves</th> <th>TOTAL Paid & Reserves</th> </tr> </thead> <tbody> <tr> <td>2019</td> <td>12</td> <td>8</td> <td>3</td> <td>1</td> <td>4,000</td> <td>28,435</td> <td>34,023</td> <td>66,458</td> <td>7,800</td> <td>74,258</td> </tr> <tr> <td>2020</td> <td>6</td> <td>2</td> <td>4</td> <td>0</td> <td>6,225</td> <td>29,850</td> <td>16,993</td> <td>53,068</td> <td>-</td> <td>53,068</td> </tr> <tr> <td>2021</td> <td>23</td> <td>9</td> <td>11</td> <td>3</td> <td>18,550</td> <td>66,992</td> <td>43,390</td> <td>128,932</td> <td>4,540</td> <td>133,472</td> </tr> <tr> <td>2022 - Apr - No</td> <td>25</td> <td>3</td> <td>1</td> <td>21</td> <td>5,250</td> <td>10,625</td> <td>10,625</td> <td>26,500</td> <td>171,550</td> <td>199,057</td> </tr> <tr> <td></td> <td>66</td> <td>22</td> <td>19</td> <td>25</td> <td>34,025</td> <td>135,902</td> <td>105,030</td> <td>274,957</td> <td>183,890</td> <td>459,847</td> </tr> </tbody> </table>	City of Lincoln Council Housing Condition Protocol - Disrepair Claims as at 30.10.22												Total No of claims received in year	No of claims defended or withdrawn	No of claims settled	No of claims open	Paid to Tenants (damages)	Paid to Tenants Solicitors	Paid Own Legal Costs	Total Paid	Total Outstanding Reserves	TOTAL Paid & Reserves	2019	12	8	3	1	4,000	28,435	34,023	66,458	7,800	74,258	2020	6	2	4	0	6,225	29,850	16,993	53,068	-	53,068	2021	23	9	11	3	18,550	66,992	43,390	128,932	4,540	133,472	2022 - Apr - No	25	3	1	21	5,250	10,625	10,625	26,500	171,550	199,057		66	22	19	25	34,025	135,902	105,030	274,957	183,890	459,847
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4	Financial Performance Report Quarter 2	Breakdown of reason for additional unbudgeted costs for car park supplies and services	Cllr T Dyer	Colleen Warren	18/11/22	<p>Car parking overspend: £17k on suicide prevention works £17k increased pay by phone charges £73K on increased card charges for parking.</p> <p>The increases relate to the trend change in people moving from cash payments to card payments which incurs an additional cost from the bank. This is reflected in the increased income from car parking.</p>
5	Operational Performance Report Quarter 2	Is the increase call wait time in customer services linked to the number of complaints received increasing? If not, please can you provide information on why complaints increased by 39 in Q2 when compared to Q1 2022/23, what areas these were received in and what they were in relation to (any common reason)?		Jo Crookes	24/11/22	There does not appear to be any particular common reason for an increase in complaints. The complaints are reported in the quarter in which they are responded to rather than received so the numbers might even out over the year.
6	Operational Performance Report Quarter 2	Is there a quieter time of day which customers can get through quicker to the customer services team? If so, does the council raise awareness of these times to our customers?		Jo Crookes		There are currently no quieter times. The phone lines are constantly busy.

7		Has the council seen an increase in the number of complaints received in relation to mould in private housing? If so, how does the council handle these complaints?		Simon Walters		The council continues to receive complaints about damp and mould as well as other housing related issues within the private sector. As a consequence of the recent sad event nationally reported, we have revised how mould and damp complaints are assessed when received, based on additional factors which include age of occupants (all persons aged 14 years or under), any known respiratory health condition, seasonal variation (ie is it a damp winter as opposed to a dry summer when we get the complaint), EPC of property (D or below), review photographic evidence and compliance history of the landlord. These all then factor into the initial categorisation of the complaint which dictates the response time. Therefore as a general guide if the property has children living there, and /or there are health conditions in the property that is also cold/not well heated then it will receive a quicker response from the team. We have to continue to balance the limited staff resource against the full range of hazards reported to us by tenants and respond to the most urgent first.
8 15		In relation to measure 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), the supporting commentary states - This measure has been performing at RED for a number of quarters and this is unlikely to improve in the next quarter as a Technical Officer has resigned and we will be running the service with a decrease in staffing resources. Members		Simon Walters		The reasons for running red against the PI for DFG's was; <ul style="list-style-type: none"> 1) Material shortage for many items causing delayed delivery and availability causing delays in jobs being completed. In addition Contractors have continued to experience staff shortages due to Covid cases. 2) The contractors from the approved list were not responding in the required timeframe if at all to our requests for expression of interest of jobs and then secondly when accepted there was extended timeframes on starting the work. The issue with the contractors has affected all authorities across the County. Steps have been taken to insert a penalty action for contractors who breach the timescales in the new County level agreement that starts April 2023. In addition Contractors were feeding back that they were not getting as much work from the DFG scheme as they expected and as a consequence were having to take on private work that delayed their ability to commence DFG work. Again the New County level agreement hopes to deal

		asked if the vacant post is / will be recruited to?				<p>with this by restricting the number of contractors on the list to 25 for each type of work.</p> <p>We have had long term absence from one our most experienced and technically knowledgeable Technical Officers. Obviously this added pressure to our staff resource and caused delays in completion times. This officer has returned to work now. A further technical officer has since resigned from the council to take a post elsewhere. In line with many vacancies across the council, in light of the significant budget challenges the council faces, we are currently evaluating options.</p>
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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 B BUSHELL – PORTFOLIO HOLDER FOR
REMARKABLE PLACE**

Introduction

As we recover from one of the most challenging periods in public service history, I am pleased to report that, overall, the services provided by Community Services staff and associated contractors, have remained at a good standard for the public.

In last year's report I set out that above and beyond the usual performance monitoring work, some additional focus groups had been established to drive forwards improvements where resources allowed. It is fair to say that whilst they are still meeting, work pressures have impacted what can be achieved by these focus groups, but none the less they have made some progress in important areas, namely tree planting, deterring unauthorised encampments, and rewilding. A little more detail on these points is set out later in my report.

One area of increasing focus, which has quite rightly drawn considerable resources out of day to day operational work so far, is that of preparation for the delivery of street scene contracts from 2026. Whilst it may seem a long way off, those who have been able to attend the all-member workshops will have seen that due to the legal and practical constraints, the timetable is actually very tight now given the volumes of work involved. For this reason it will have to take priority for staff time, and I ask members to be patient if they encounter delays in responses from the few staff on whom this burden currently falls. Given the scale of this work, and the potential financial impacts for the Council, members will understand that presently it must take absolute priority over other work, although I know staff will try to keep as many plates spinning as they are able.

To aid clarity with my report I have sought to divide the relevant work areas under my remit into clear service blocks. Clearly there are some interdependencies and overlap of resources as staff frequently work across areas, but I hope members find this approach broadly helpful.

Open Spaces.

Parks and open spaces- general

This year has seen Lincoln retain Green Flag Awards for its three main parks, as well as attaining a new first; a Green Heritage Award in recognition of the continued progress made in Boultham Park to reflect and record its history. These remain important recognition for the efforts being made to protect, maintain, and where possible improve, our open spaces offer.

The annual tree planting went off well last year, despite increasing complexity in finding suitable street scene sites that don't impact underground services, and difficulties with supply (due to increasing national and international tree planting demand). I have provided data on the numbers planted in the Arboricultural section below.

Restriction work around unauthorised encampments has been ongoing, with a new barrier in Hartsholme Country Park, and more work planned for the Skellingthorpe Road entrance, subject to funds being available. Last year saw a low level of such encampments, and without wanting to tempt fate, we hope this pattern/trend will continue.

The Council's rewilding of previously highly maintained verges and flower beds now extends to some 20ha. This is a significant improvement in the council's environmental credentials and will be expanded again shortly we hope. However, we are moving resources over a little to focus on some broader environmental initiatives, with experts now looking at such as greening in the city centre and assisting Carholme Golf Club to develop a practical environmental management plan (that will mean golf can co-exist with, and enhance in places, wildlife on the commons), and of course the council flag ship project of mass tree planting in a new nature reserve. More on this later in my report.

Very relevant to this, I should like to make mention here of an important element of the Environment Act 2021. This Act impacts a wide range of issues, including requirements on developers to enhance opportunities for wildlife as an outcome of any development, and for them to make payments to allow this to happen off-site, where appropriate. In preparation for this there is a new requirement for public bodies to develop Local Nature Recovery Strategies. Although formally vested in LCC as a statutory requirement, it is incumbent on CoLC to develop plans to feed into that so as to make the plan robust, and to ensure that developer funding is suitably targeted to protect and enhance biodiversity within the city boundaries. This will be a project that has increasing prominence as soon as greater guidance becomes available, expected early next year.

Another general open spaces point I would like to take the opportunity to raise, is that of communications. The Boultham Park project, combined with existing learning from Hartsholme Park's events programme, has shown that traditional forms of engagement with the public through formal press releases etc, are now too slow for many aspects of our work, and for such as event promotion. Equally, things that the council might wish to publicise may not be considered newsworthy by local media organisations, subject to what they have on that day. The learning has shown that social media is now considered mainstream for information, and whilst the council has restricted use of such approaches historically and been wary of risks associated with it for good reason, it is felt that for many low risk areas of engagement, such as event promotion, the time has come to consider its widened use for several environmental initiatives, not least our parks. Officers are thus tasked with a way to resource this, and to advise me how making increased use of social media might be achieved in the short/medium term. In the meantime members should expect to see increased promotion on the value of Lincoln's green spaces and trees in the coming months, utilising some drone footage. One to watch out for.

Finally, I would like to close this general open spaces introductory section by giving my thanks to all those who willingly give their time in support of open spaces in the city. This may be by work as a member of a Park Advisory Group, or by direct action in delivery tasks on site with the Volunteer Co-Ordinator. It may even be by time they give to other organisations who do good works in the parks. All of them deserve recognition for helping to look after and maximise the benefits that can be derived from open spaces, and whilst some data on volunteering is identified below, I wished to take this opportunity to record my own personal thoughts here.

Allotments

Members will recall that as a part of a widespread investment strategy in allotments, a new site was opened in the south of the city. Whilst the other significant aspects of the strategy were reported previously, and are thus now consigned to memory, this new and still developing site at Melbourne Road open space stands as testimony to the investment. I therefore welcome the opportunity to briefly update members on its progress. The 38 plots are all fully let, and there is a long waiting list (currently 23 requests). The site has therefore developed an established allotment community and is, as a result, contributing to wider community development. As an established success, I felt it was worth special comment this year, but I also see no reason now why it will not endure and prosper from here onwards, and so this will be the last time I plan to make special mention of it in my reports. It will be folded into the wider allotment update in future.

As at the end of September 2022 the council's allotments had an occupancy rate of 96%. Those not let are in low lying areas that cannot be gardened without significant investment in terms of drainage. The 96% will not therefore be exceeded in the near future. All plots that can be used are being used, or are in the process of reletting, and there continues to be a steady demand for allotment tenancies which is expected to increase if the cost-of-living crisis continues in the long-term.

As we now look forwards to a period of greater normality for most, ever mindful of the waiting lists, we are now having to reverse the more relaxed approach taken in recent years on the issue of enforcement of tenancies where covid may have played a part. This approach was taken to take account of shielding and other requirements of the time, but clearly could not hold indefinitely. We anticipate some kick-back, which will be handled appropriately as we endeavour to make sure that those who just cannot or will not care for their plot properly make way for those who are more enthusiastic.

The new charge levels that the Council found necessary to introduce in February 2022 have now settled and had, as forecast, no impact on demand I am pleased to report. I continue to liaise personally with the allotment societies in the city to gauge feedback on this and other allotment service issues, and I am grateful for their engagement, feedback, and support.

Equipped Play Areas

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

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

A major refurbishment of Whitton's Park play area has been completed, making good use of some S106 monies. The site has been rather a victim of its own success, with high demand forcing closure for repair of some elements. The large zip-wire has proven especially popular, and further work is planned to shore-up the foundations for this shortly, so as to ensure its long term continued safe use.

A citizen panel survey in summer 2020 showed that 90.5% of respondents who gave an opinion were 'very' or 'fairly' satisfied with the standard of outdoor play provision. No further surveys on this specific topic have been undertaken since, but we do have feedback on open spaces generally- more of which later.

The Arboretum.

It remains as a vital open space for many in the east of the city. Its fantastic heritage as one of Lincoln's very oldest public spaces means development opportunities can be restricted, but yet it also offers that unique window on our social history, critical in Lincoln's Victorian industrial past.

Unfortunately, the Arboretum Advisory Group has lost many of its members over time, but a recent meeting of interested and relevant parties gave fresh emphasis to rejuvenating the group. Despite the limited membership of late, improvements are still being made, and a new power supply to the bandstand will be established shortly. This is considered critical for events/activities, and it is hoped that this simple improvement will encourage community groups to step up and seek use of the site for a wider range of activities in 2023.

Boultham Park

I am pleased to report that the phase one element of the Boultham Park project has now been both completed physically and signed off officially by the National Lottery as completed. The Council's commitments for maintenance endure in line with the funding commitment of course, as does the liaison with Linkage Community Trust as lead agency on the bid. These will continue long term.

Phase two, the lake, is also coming to an end. The delivery of activities is the outstanding aspect of the project, and this was originally scheduled to end in February next year. However, staff have managed to make adjustments with the National Lottery's agreement, to extend engagement and activities until July 2023. Alternative external funding via the National Lottery is being sought, in the hope of extending the engagement work for a further three years, not just at this park but across all our parks. Alas we won't know the fate of that bid until the new year.

Through to July, the Boutham Park lake project will enter the detailed evaluation phase, following hard on the heels of the first phase of the project, to assess the impact the project has had in the widest sense. Evaluation and formal closure for a project of this size will therefore take some time, but I expect to be able to report positively on this in my next report.

In concluding this section, I would take the opportunity to remind members that because of the improvement brought about in the park in recent years we were of course proud for it to be used as one of the areas designated for flower laying following the passing of the Queen

Hartsholme Country Park and camp site

The park remains very popular indeed, with the impacts of heavy use during 'lock-down' still evident in several places.

The camp site has fully reopened, and although not attracting quite the same levels of business seen pre-covid, its recovery is sound, and gives grounds for optimism of a full recovery. Higher levels of reported 'staycations' have not unfortunately been reflected in bookings as of yet.

Year on year comparisons on business remain meaningless due to the effects of covid, but we have data that tracks performance over time, so can use 2019 as a baseline with confidence. The first six months of the year showed us to be down 767 spaces / night booked based on 2019. 2021 in full delivered 76.18% of 2019 income levels, and this year will exceed that, but we will not know exactly by how much until the accounts for the full year are concluded.

The use of the camping pods has proved to be popular since their introduction, especially at weekends. They continue to deliver not just income, but a facility for those visiting the city.

Satisfaction with the camp site is running at 92% on average, testimony to the diligence of the operational staff.

The decision to set camp site prices over a year in advance has proven advantageous, as was hoped, for some advance bookings.

As members will know Hartsholme has been subjected to a number of unauthorised encampments in recent years, and so a further measure has now been added to provide greater security for the main buildings and camp site by way of a pop-up bollard. Whilst no steps can ever present unauthorised access completely, this new measure adds a yet another deterrent.

Another capital project that has just come to an end in the park relates to the outlet at the dam wall. Members will be aware that the lake is in fact a designated reservoir, and as such is subject to monitoring and management requirements, including independent assessment. In recent years the independent engineer who undertakes the statutory inspections has flagged up the flood risks associated with the restriction of the outflow. This has led to enforcement that required the Council to act. Following

the letting of a suitable contract, over the last few months a company has opened up and remodelled the outlet to permit a greater outflow in flood circumstances. This is important work that will help better protect housing in the area from flood risks in exceptional circumstances.

In accordance with requirements for Green Flag status the management plan for the site is kept up to date, and the senior ranger will be submitting the events report shortly. By way of an interim update please see the Events and Activities section below.

Development of a Master Plan for the site, although currently un-resourced, does remain as an objective of the council within its strategic plan.

Commons

This year has seen significant work take place on the commons; all of this being reported to the Commons Advisory Panel, as is normal practice. The commons have again been able to benefit from additional income derived from an agreement with LCFC for car parking on match days. Projects progressed include:

Pond clearance work West Common

Installation of benches, West Common and South Common

Opening of views on to the Viking Way

Flood alleviation work West Common entrance off Roseberry Avenue.

The Commons Management Plan has a work programme, and there are regular updates against that work programme.

The Carholme Golf Club, operating as they do on West Common land, have developed an Environmental Management Plan that will enhance biodiversity on the area occupied by the golf club, making the area better for the public, and affording the golf club a new/unique environmentally focused marketing opportunity. The first draft has been submitted and is under consideration currently. A revision is expected shortly.

Hope Wood

I would like to make mention here of a new public open space being developed by the council, Hope Wood. This is accessible off Newark Road, via the cycle way, and sits adjacent Boutham Park. The project is making use of Levelling Up parks funding and will see a 3.5Ha site of low lying poorly grazed grassland transformed into a nature reserve with considerable tree planting.

The project is being delivered in conjunction with the Woodland Trust, and with support from Lincolnshire Wildlife Trust.

At time of drafting some basic site clearance work has been ordered, and designs are nearing their final stages. Materials are being ordered. Clearly it will take some years to establish, but it is expected that considerable progress and change will be evident in the spring. This is another exciting development in support of the council's climate change aims.

John Dawber Gardens

This important site, commemorating as it does some of the city's historic twinning links, is in need of refurbishment. Unfortunately the financial climate has not made investment possible by the Council, but of late we have been approached by a local group who are in the process of establishing a formal charitable trust with the aim of taking on and attracting funding for the site's rejuvenation. We have been happy to work with them, both on some initial volunteer work, and in progressing the request for a lease of the site. This is to be considered shortly.

Events and Activities

Under the auspices of our in-house established events/activities programme I can advise members that between January and November a total of 11,045 individuals attended events held at Hartsholme Country Park and Swanholme Lakes Local Nature Reserve, Boultham Park and the Arboretum. A total of ninety-four park-led events and 361 self-led events have been held (which have attracted 4342 participants for Park organised events and 6703 participants for self-led activities).

There is also a separate lottery funded programme of events/activities which will feature as a part of the post project review. This has included for some major events such as the opening celebrations, the Lincspirational Plants event, work with Sir F Hill school, social prescribing work. These have been inspiring projects and will be detailed in the final review, as is a requirement for the National Lottery funding.

The best attended self-led events held at Hartsholme were the weekly walking groups which use the network of paths within the park and had 1500 individuals attend. Since the outbreak of Covid in 2020 walking has become a more accessible way of exercising and this is reflected by the figures.

Other organisations which held events at the park came from a variety of sources which included, the University of Lincoln, Hartsholme Electric Model Boat Club (HEMBC), local schools and charities such as the RSPB and British institute for the Deaf (BID)

This year we also saw several networking and picnic type events held by the Ukrainian Culture Centre which have provided invaluable support for the community and the incoming families.

The Park-led event participants most favoured in the annual events calendar to date was undoubtedly the Hartsholme Halloween Trail (844). The amount of people who attended this activity was higher than last year and is nearly back to pre-pandemic levels.

Other events included in the 2022 events program which had high attendance figures included the Easter Egg Trail (638), Toddler Time (230), and the Jubilee Trail (90). Several adult activities such as the History events, Tree walks and Obelisk workshops, were also organised in 2022 which attracted good attendance figures.

Education

In total 1263 people have engaged so far this calendar year attended in an educational visit at Hartsholme Country Park and Swanholme Lakes Local Nature Reserve (Ranger Led 583 and Self-Led 680). Attendees came from a variety of sources which included several local and non-local schools, and the Home Education network.

Self-guided educational events which proved popular in 2022 had 680 individuals taking part in a wide range of activities including Shelter building, Orienteering and self-guided walks on various subjects.

The most popular Ranger led activity undertaken in 2022, was Mini Beast Hunt followed equally by Shelter Building, Terrific Trees, and Woodland Art.

In 2022 a continuation of the successful education program which took place at Hartsholme continued at Boultham Park. Twenty-two events (609 individuals) to date have been programmed in and delivered within Boultham Park by the Education Ranger in partnership with the Boultham Park Lake Restoration Project and a local school Sir Francis Hill, and local Scout, Cub, and Beavers groups as part of the Outdoor Classroom Project.

These events were part of the lake restoration project (National Lottery funded) and were therefore not subject to a charge.

Volunteering

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

The Volunteer coordinator submits an annual update on performance/progress at the end of the year. Below is an interim update so far for the calendar year demonstrating once more that volunteering is showing itself to be extremely beneficial both for our green space sites in terms of works undertaken, but also for the volunteers themselves, with mental health and wellbeing being more important than ever post the Covid 19 restrictions.

Our regular weekly Volunteers are now re-established and have continued their hard work, dedication and commitment on our Green space sites, with many of them now having been Volunteers with Lincoln City Council for over 7 years.

Of particular note, this year has also seen an increase in Office/Group days, with companies and businesses volunteering in groups of around 7- 15 employees and coming to sites for full days. This has proven to be very beneficial for team building and also for enabling employees to re connect with each other after Covid 19, especially useful with increased working from home.

Our main sites for Volunteering continue to be Hartsholme Country Park, Boultham Park, Birchwood Nature Park, Swanholme Lakes Local Nature Reserve and the South

Common. Below is a brief outline of tasks and projects carried out on each and the volunteer hours worked on each site so far this year.

Hartsholme Country Park and Swanholme Lakes Local Nature Reserve

Tasks so far this year carried out by our weekly volunteers have included Path works, Fencing, small tree removal, drainage clearance and helping the Education and Events Ranger with projects and events such as Halloween.

There have also been groups from The Environment Agency, BT Call Centre, The Coop and Green Synergy coming to the site for Volunteering days, and in the case of Green Synergy, for training as part of their accredited course they were undertaking.

Volunteer hours = 968

Boultham Park

The Lake Restoration Project has again provided volunteers with lots of varied tasks including, under storey planting around the lake edges, work on the stumpery area and dredging the lake with hand tools.

Groups have again joined us from BT Call Centre, Praxair Solutions, The Coop. Volunteers from Green Synergy spent 2 days planting and training for part of their Conservation and Countryside Management course.

Volunteer hours= 592

Birchwood Nature Park

This site has been looked after by our regular weekly group, with one of the biggest projects being the laying of an established hedge around the meadow area of the park. This will continue into 2023 and hopefully will see 2 sides of the meadow hedge laid and completed. Other tasks have included pond clearance, tree removal from boundaries of nearby properties, wild flower meadow work and path works. The volunteers have made a huge physical impact on this site and improvements can clearly be seen from year to year.

Volunteer hours=336

South Common

The Probation Service/Community Payback were working under Covid restrictions until the middle of 2022. This meant a limit on the number of people they could transport in vans, with a maximum of 2 people per van. They have also had their numbers greatly reduced due to courts struggling to process a back log of cases, and they have informed us this is unlikely to change until mid 2023. They have continued to remove the evasive Turkey Oak trees on site whenever suitable and will be working on a meadow area adjacent to the Vikings Way from September 2022.

Volunteer hours= 127

For the latter part of 2022, more office/work groups have been booked in to volunteer on our sites than ever before, along with Service Users from Green Synergy who have finished their training and are looking to gain more practical experience.

Arboriculture

Tree care is always a priority for the Council as it strives to protect trees against the ever-present demands imposed on them in an urban environment.

In 2022, so far, the council have dealt with just under 2000 tree 'cases', some of which were small, but many were larger complex cases in relation to planning issues.

Some 503 work orders have been raised, with 176 still outstanding.

We planted 149 trees in early 2022, to replace those that had to be removed, underpinning the Council's 'one for one' replanting policy. This is up on the previous year's (2020/21) number of 134 for the same period. This year's tree planting programme is being developed now.

There have been 219 planning applications that have required tree reports. Additionally there have been 25 more detailed tree consultancy reports also.

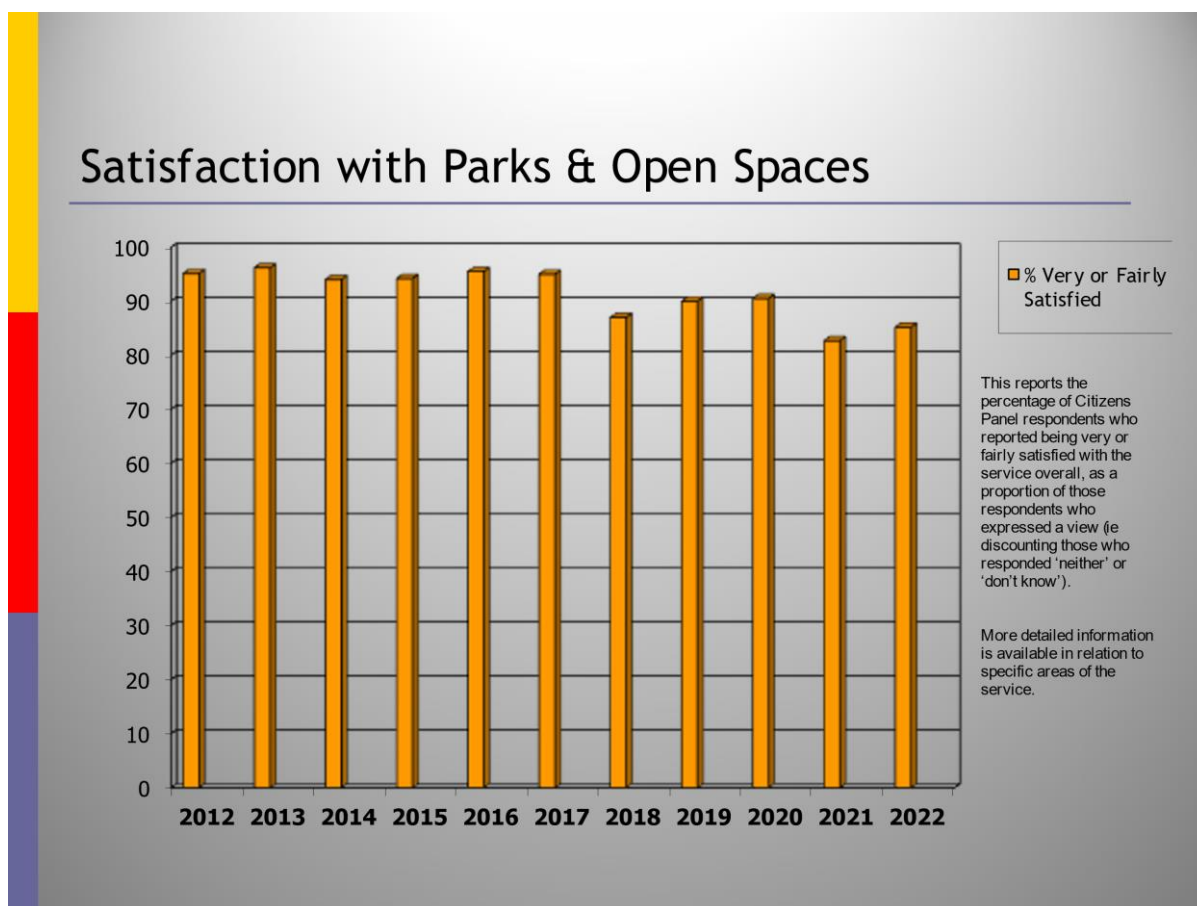
The backlog of tree works is a significant concern and is due to the inability of our contractor to recruit suitably qualified staff. The outstanding work is reprioritised within structured fortnightly meetings, to ensure priorities are met.

Travellers

This year has seen just one unauthorised encampment which was on Skellingthorpe Road (down from four last year). However, another was attempted at Whittons Park, thwarted by the strengthened defences and early police intervention. Outside of the costs of staff time, clean-up costs were thankfully minimal.

Despite the fall in numbers, we are aware that this could change quickly, and so have retained a focus on adding further deterrent measures. Skellingthorpe sports fields remain a priority before the spring.

Overview of satisfaction.



The above is based on July 2022 Citizen Panel data, where a greater level of detail was also asked in relation to specific to parks, commons, trees, shrubs etc. Each was similar in outcome with a slight exception of trees having the slightly lower score.

For clarity, whilst numerous indicators are collected and reviewed for the service, the departmental KPIs for Q3 showed:

Indicator	20/21 target	Average of latest recorded outturns (may not be full year)
Contractor performance points score	50- 150 points	135
Satisfaction parks and open spaces	85% to 90%	85
Allotment occupancy	84% to 92%	96

Street Scene

This includes the provision and maintenance of street name plates and art installations, and the maintenance of bus shelters. The city currently has 111 bus shelters (66

Adshell/ 45 city council), and 22 art installations of varying sizes (now including five new ones in Boultham Park and the Boole Sculpture outside the bus station).

Historically there are two tiers of bus shelter provision. A contract for free provision of those where the advertising pays for the shelter, and those which the council has to manage and pay for. The budget for council-provided bus shelters was removed a number of years ago, when members took a decision that it could no longer afford to maintain bus shelters. Shelters damaged beyond repair are therefore removed. We continue to seek imaginative way to maintain and protect what we can, but ultimately the second tier of bus shelters will be removed over time unless other funding sources can be found.

Waste/Recycling

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

Members may be aware that we had expected a clear steer from government this year on details connected with the Environment Act 2021, which contained some fundamental changes in a few key areas of waste/recycling policy. Covid has delayed this, but the initial national consultation concluded, leading to further follow-up work taking place now.

Although we do not have total certainty we do know a few key things:

1. A public body will be established to collect income from packaging companies for dissemination to those dealing with the effects /processing of waste packaging (Councils).
2. To obtain funding councils will be required to prove they are operating “effectively and efficiently”, which will be predicated on a consistent list of materials.
3. We will be required to collect food waste weekly (timescale for implementation to be determined)

Important points of note about the above.

Point 1. Levels of funding are not yet set out, but where income is being achieved this will be netted off against costs.

Point 2. Will be assessed, but the exact criteria is, as yet unclear. Potentially an independent assessor.

With regards to separate paper and card collections, these may not be mandated directly, but might be required as a part of the ‘effective and efficient’ assessment. Lincoln, as perhaps the most complex area in Lincolnshire in which to deliver separation of materials, is not scheduled to commence paper and card collections, within JMWMS, until 2024. Officers are preparing a report for member consideration, but are still awaiting the S51 notice from LCC, which is required for this change. Whilst

it is written into the outline programme this has not been signed off by Lincoln's members yet. For this reason 2024 remains provisional.

It is also possible that the guidance will set out with greater clarity the materials to be collected and methodologies for collection, which could impact the above decision. We are hopeful that the guidance will be published early in the new year, and this will of course be reflected in the revised JMWMS accordingly.

Councils across Lincolnshire continue to have a 'contamination' issue in the recycling stream, reflecting a national problem. Separate paper and card collections have an impact on these figures in that they both remove contaminated paper and card from the Mixed Dry Recycling (MDR) but also place renewed emphasis on sortation by residents through education and enforcement campaigns. The former is negligible in terms of tonnage measurements, so it is felt the latter plays a much bigger part. On that basis I have asked officers to develop a proposal for what we might do to improve our educational and support profile in the new year.

In terms of statistical performance please note that data is always lagged. This report reflects data up to end of June 2022 (Q1).

Domestic general (residual) waste disposed of has reduced by around 3.2% from 2020/21 to 2021/22 (this includes for growth in new properties). It is expected this may continue as a trend as a result of the recession, which is supported by the Q1 data below.

Financial years

20/21	547.6 Kg /pa	136.9 Kg/hh av per Q
21/22	530 Kg/pa	132.5 kg/hh av per Q

Q1 of 2022 (April to June) is showing a figure of 129.5 Kg/hh

Following the same trend, the number of residents using the garden waste service has declined. This is part of an erratic but gradual decline in numbers which is believed to be affected by disposable income.

2017	18,241
2018	17,794
2019	17,405
2020	17,514
2021	17,744
2022	16,785 to date.

The reduced buy-in to the green waste service has meant a corresponding reduction in composting tonnages .

Financial years

20/21	6231.28 Tonnes	16.17% of total waste stream
21/22	5787.32 Tonnes	15.65% of total waste stream

On the assumption that the green waste is still being created, we must assume that it will either be home composted, transferred to the HWRC sites directly, or in some

cases, hidden in general domestic or recycling waste. As the general domestic waste tonnages are down, and so are recycling tonnages (see below), there are grounds to suggest that the vast majority is going into HWRCs. However, this does not take account of the contamination rate in recyclable materials, running at 26% last quarter, which showed 18% was 'other' in nature, suggesting significant green waste (amongst other things) is now finding its way into the MDR. More detailed work is taking place around this, with the assistance of LWP colleagues.

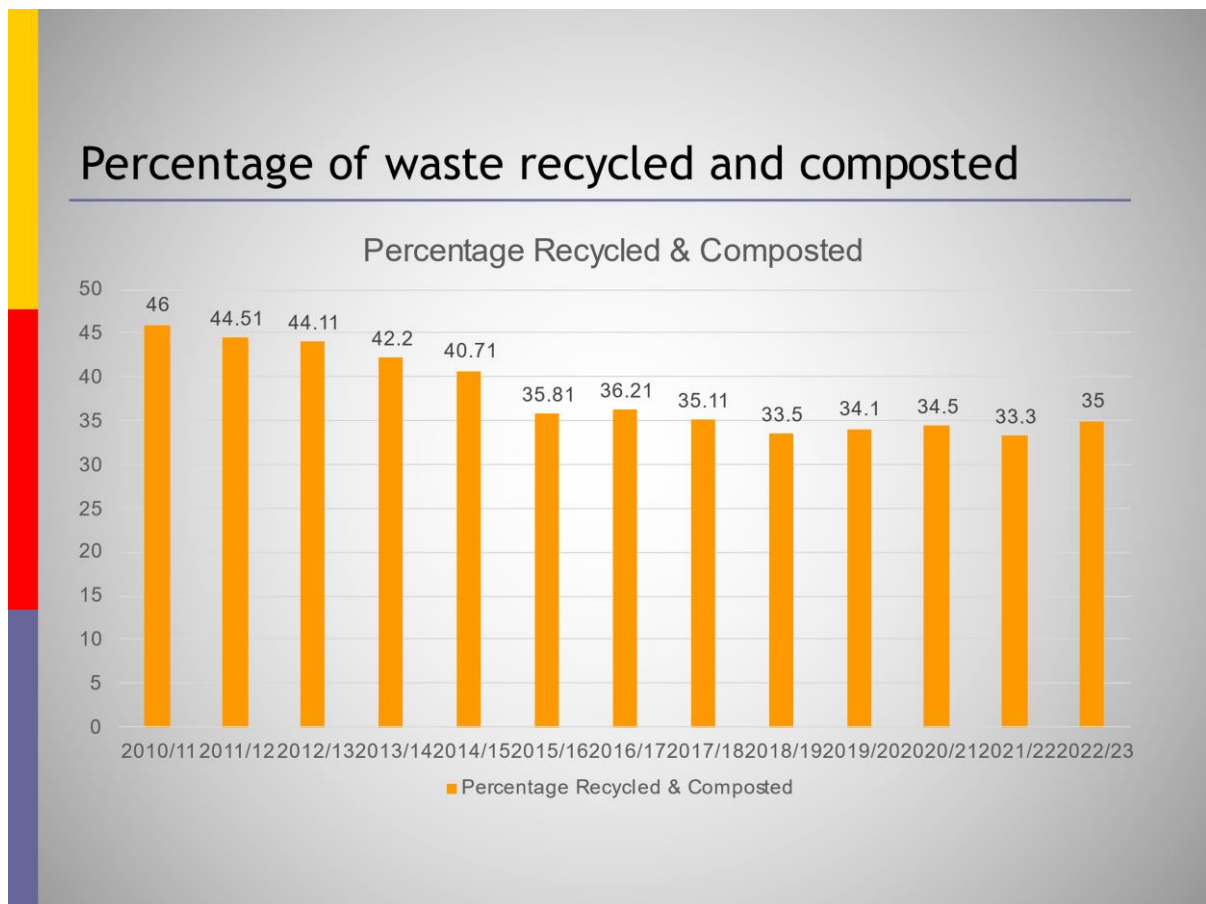
Recycling tonnages

Below are the tonnages collected in MDR after contamination has been removed. It reflects the picture for general domestic waste.

Financial years

20/21	7048.09 Tonnes	18.29%	of total waste stream
21/22	6543.86 Tonnes	17.7 %	of total waste stream

The graph below shows combined performance and suggests that there has been a general levelling out of performance in the low to mid 30s. The final bar representing 2022/3 is **not** indicative of actual outturn for the year yet, as it only takes data to the end of June 2022.



NOTE. 2022/23 only reflects Q1 data so is not indicative of a full year's performance.

Satisfaction scores for waste /recycling services have not been tested in corporate surveys since 2021 so have not been updated. They are scheduled for November/December 2022.

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

Indicator	20/21 target	Latest recorded outturns (may not be full year)
Percentage of Waste Recycled /composted	33.5% to 39%	34.82%
Contractor performance points score	50 to 150 points	95
Satisfaction with waste services	90% to 96%	97%
Satisfaction with recycling services	90% to 96%	94.5%

Street Cleansing

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

Fly tipping continued to be an issue for us this year. The installation of CCTV in the Sincil Bank area has proven to be beneficial with a notable reduction in these areas covered. This is helpful, but does show that suggestions that people did not know it was fly tipping due to cultural or language difficulties seems to be debunked to at least some extent. I am awaiting detailed assessment of the impact before reaching any conclusions.

Graffiti

Under lockdown we saw a drop in graffiti, but alas that has not been sustained. We remain committed to graffiti removal as a mainstay of showing commitment to a clean environment. However, getting graffiti cleared is not easy, as much of it is on private property, and as such it is the landowner's responsibility to clear it or at least to give permission for us to do so. Some choose not to, and others won't respond to offers of help from the council.

The below includes all graffiti removed, apart from utility boxes.

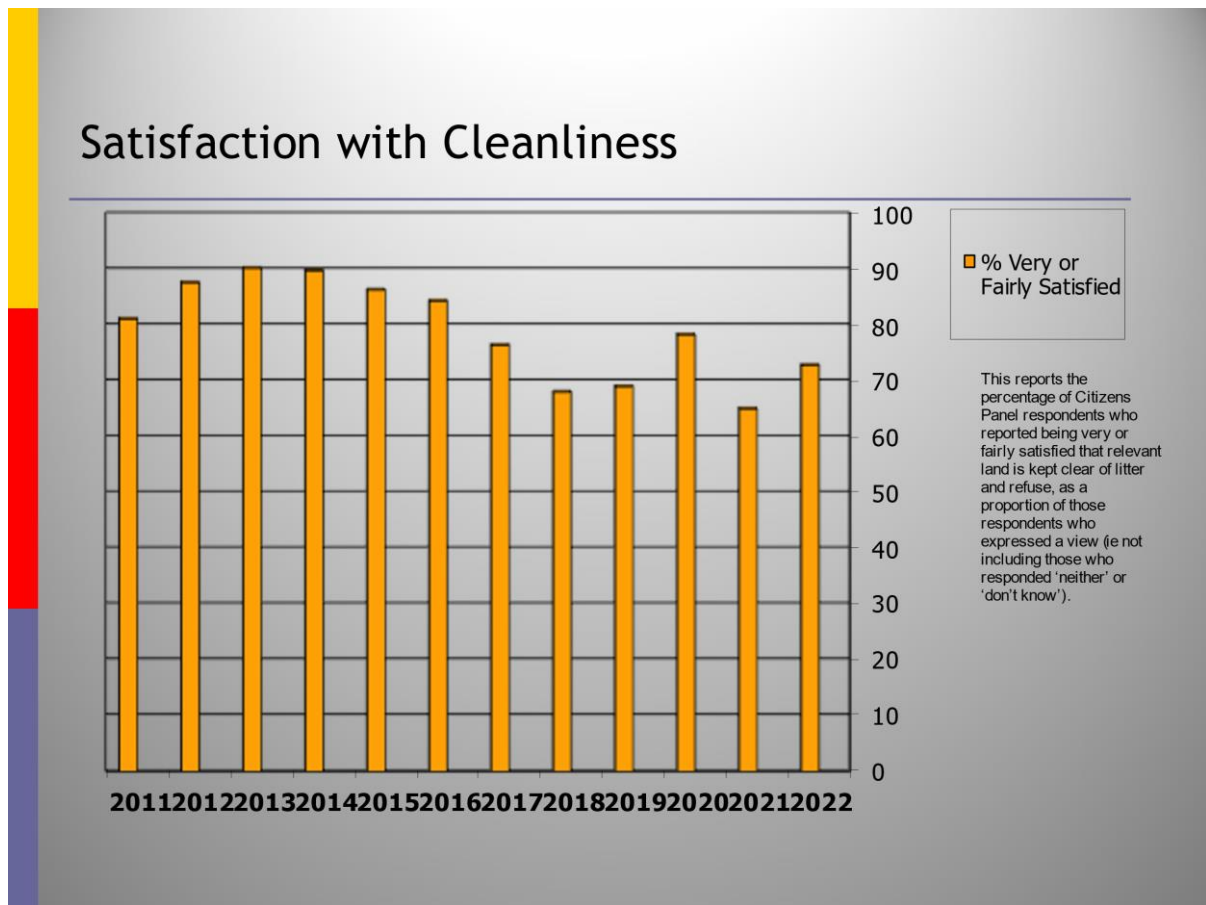
2021 Non-Offensive Graffiti – 23 cases removed
 2021 Offensive Graffiti – 17 cases removed
 TOTAL = 40

2022 Non-Offensive Graffiti – 30 cases removed so far
 2022 Offensive Graffiti – 15 cases removed so far

TOTAL = 45

Litter Policy

Volunteer litter picking continues to be popular, including many who work through the Council's Volunteer Co-ordinator and work in an organised group. Some however work independently. The Council's continued enthusiasm for volunteer action has to be tempered a little by its responsibilities to make sure, so far as we are able, that such voluntary activities only work on authorised areas and of course that they do this safely. A clear policy has been drafted and adopted to guide this work across the county.



In the summer Citizens Panel survey 2022, 72.8% of respondents who expressed a view reported being very or fairly satisfied with the cleanliness of the city. A higher performance than was seen in the last year. This is always a challenging issue to achieve a good satisfaction score on, and this is a welcome improvement. I will be working closely with the staff and contractor to seek out further incremental improvements this next year. Assessment of the feedback provided means that the focus will be on leaf clearance work, fly tipping, and graffiti. Points I will also want to take up in the service specification documents for 2026 onwards.

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

Indicator	20/21 target	Latest recorded outturns (may not be full year)
Contractor performance points score	50 to 150 points	80
Satisfaction with cleansing services	68% to 80%	72.8%

Public Toilets

Last year was an especially difficult year for the service as it went through significant review to meet some very challenging savings targets. Regrettably the scale of the savings meant that this impacted staff numbers with redundancies being unavoidable, and restrictions on the availability of services being necessary.

Ultimately the savings plan has been delivered, but the effects are still being felt by the service, as resilience is now much depleted adding to the burdens on remaining staff. I wish to express my gratitude to all those involved with this service, as they have been required to show considerable patience and fortitude.

Charges of 20p per use have been in operation at the Bus station, Castle Square and Tentercroft street since January 2017. Covid lockdowns affected income as can clearly be seen below.

	Castle	Lucy Tower	Tentercroft Street	Bus Station	TOTAL
2016/17	£1,731.93	£988.20			£2720.13
2017/18	£10,029.31	£4,588.02	£917.65	£3,115.35	£18,650.33
2018/19	£8,354.97	£2,278.05	£9,176.03	£17,843.46	£37,652.51
2019/20	£8,380.77	£172*	£9,207.88	£18,179.43	£35,940.08
2020/21	£6,134.30	£0	£77	£12,806.74	£19,018.04
2021/22	£9,587.07	£0	£8,504.37	£20,508.21	£38,599.65
2022/23	£3675.42	£0	£4173.33	£9620.23	£17,468.98

This service has again achieved high standards for those facilities entered into the Loo of the Year awards, with Tentercroft achieving gold standard, and Castle and Bus Station platinum standard.

Sport and Leisure

The past year has been a mixed year for sport and Leisure both locally and nationally. Nationally there has been both a slow recovery from the coronavirus pandemic which saw the sector significantly impacted but also additional measures last winter due to the Omicron variant. Locally the main swimming pool at Yarborough Leisure Centre was shut in January 2022 due to emergency repairs following a routine inspection of the ceiling.

Yarborough Swimming Pool

In January 2022 we made the decision to close the swimming pools at Yarborough Leisure Centre following a routine inspection of the ceiling and roof void. This inspection raised concerns regarding the supporting structure of the suspended ceiling. Further exploratory investigations revealed that this was limited to the main pool and the learner pool was subsequently boarded off reopened.

Work then quickly progressed to identify the issues and solutions to allow the main pool to be reopened and the final works consist of -

- replacement of the existing suspended ceiling,
- the removal of any redundant equipment in the roof void,
- ventilation to reduce the humidity in the roof void,
- improved and easily accessible lighting,
- move the pool ventilation tubes to more easily accessible areas for maintenance.

The project is complex and many of the preparatory works earlier this year are the type of things that would have been carried out prior to having to close the pool, in an ideal world.

In July 22 on site works started including boarding across the entire pool and erecting scaffolding covering the entire area of the pool and pool surrounds from ground floor to the suspended ceiling, including some bespoke support trusses. So far, the ceiling has been replaced, new ventilation equipment installed and the scaffolding has started to be removed.

We are now waiting for the new ventilation unit to be sited on the pool roof, connected and then the site tidied up. We are on target to have the pool opened by the end of the year.

During the entire time we have ensured that the teaching pool remained open and Active Nation have delivered an intensive programme of lessons and public use in the pool.

Leisure Centre Stats

19th July 2021 saw the implementation of step four of the covid 19 road map. However, the leisure centres kept the booking systems and social distancing in the gyms and classes which limited numbers but built confidence in returning members.

	Q1	Q2	Q3	Q4
Quarterly Usage Yarborough				
Pre-Pandemic (April 19 to March 20)	188,529	190,051	174,255	169,164
2021/22	39,879	87,485	76,946	66,896*
2022/23	51,958	60,934**		
Customers who would recommend Yarborough Leisure Centre				
2021/22	Not available during the pandemic			62%*
2022/23	50%	55%		

*All pools closed 6th Jan 22, Teaching Pool reopened on the 31st Jan 22. After the pandemic, swimming was the largest % rise in exercise activities across in England.

**Swimming lessons in the Teaching Pool increase monthly, including use by some Primary Schools and splash sessions for family use.

	Q1	Q2	Q3	Q4
Quarterly Usage Birchwood				
Pre-Pandemic (April 19 to March 20)	57,774	57,138	57,321	57,144
2021/22	20,230	34,549	33,393	39,613
2022/23	33,468	37,616		
Customers who would recommend Birchwood Leisure Centre				
2021/22	Not available during the pandemic			83%*
2022/23	77%	81%		

	Q1	Q2	Q3	Q4
AGP hours usage both sites				
Pre Pandemic (April 19 to March 20)	520	555	612	630
2021/22	895	790	806	775
2022/23	689***	635		

***Loss of a major booking to their own refurbished facilities. Returned in Q3 along with another large club.

Other activity

- Both Yarborough and Birchwood received a certification of “Very Good” in the Quest Prime Recovery Assessments, (national benchmarking award) for business recovery and customer confidence following the reopening after the pandemic. This is the second highest level of the award, lasting for a year Oct 2021-22.
- Birchwood Leisure Centre scored 94.6% on their external mystery visit for Quest for exemplary customer service and experience.
- Yarborough have been chosen as the status of Lincoln’s Hub for the delivery of the NHS’s Cardiac Rehabilitation provision.
- At the Lincolnshire Sports & Physical Activity Awards in Nov 2021 Active Nation were the winners of the “Organisation that has gone above and beyond to continue to provide sport and/or physical activity to support/benefit the health and wellbeing of an individual or groups of individuals”.
- Active Nation Lincoln were nominated for the workplace well-being award coming second out of all the nominees

Lincoln 10k

- A new contract was procured in early 2022 with the successful contractor being Run For All (the previous contractor). The first race under the new contract on 30th October was a smaller than previous years with 2481 entered and 2079 finished. This was a combination of the short timescale from awarding the contract and a general reduction in entries for this kind of event seen nationally. A Family Fun Run before the main event was trialled this year.
- The date for next year’s event has already been announced and applications are already open so we hope that numbers will increase significantly next year.

Recreation Services

The Recreation Service has weathered the pandemic storm with pitch hire and community centre use returning to prior levels and in some cases exceeding former use.

Officers have worked with NHS Lincolnshire Integrated Care Board to deliver a vaccination hub at the Weighing Rooms on Carholme Road. This required coordinating sensitive works to a listed building to enable a clinical environment and logistical challenges to relocate long standing hirers and their equipment. We are grateful to our hirers, in particular the Lincoln Band, for their help and flexibility in enabling this essential programme to be delivered. The Weighing Rooms replaced the Lincolnshire Show Ground as a regional hub and over 500 people a day continue to be vaccinated.

Lincolnshire YMCA have approached the service with a request to adopt and improve St Giles Community Centre and invest in the site with funding from the government Youth Investment Fund. Whilst this is at an early stage it would see significant improvement to the centre with a focus on facilities for children and young people.

Earlier this year saw £30,000 of s106 funding used to improve the pitches on The Backies. This site now supports Lincoln Griffins girls' teams for matches and training.

Food, Health and Safety

The Food, Health and Safety Team continue to prioritise protecting public health, taking a risk-based approach, in line with the Food Standards Agency's Recovery Plan which is described below. This allows the service to focus on those businesses that present the greatest risk to public health.

FSA Recovery Plan

The Covid 19 pandemic continues to have an effect on the service and the delivery of official controls.

In order to assist Competent Food Authorities to recover from the impact of COVID-19, the Food Standards Agency's (FSA) issued guidance in the form of a Local Authority Recovery Plan to ensure that resources are targeted where they add greatest value in providing safeguards for public health in relation to food.

As a minimum, Local Authorities should deliver official food controls and related activities as detailed in the Recovery Plan. This will remain in place until decisions are made by the FSA on the modernisation of the food hygiene delivery model and the revised food hygiene rating scheme. The new model is due to be fully implemented in 2024/2025.

We have a Lincoln Recovery Plan complementing the FSA plan.

The Recovery Plan is being implemented alongside delivery of basic service activity:

- official controls where the nature and frequency are prescribed in specific legislation and official controls recommended by FSA guidance that support trade and enable export
- reactive work including enforcement in the case of non-compliance, managing food incidents and food hazards, and investigating and managing complaints
- sampling, and
- ongoing proactive surveillance.

Food, Health & Safety Team

In terms of staff resources, the team consists of the Food, Health & Safety Team Leader, 2 Environmental Health Officers and 2 Food Safety Officers.

Volume of Work – Food Safety and Public Health (01/11/21 – 31/10/22)

- Service Requests (eg. Food and health & safety complaints, food hazard warnings and requests for advice on food safety , health & safety and public health related matters) – 1415
- Food Hygiene Inspections (Official Controls) – 552
- New food business registered - 192
- Food and Environmental Samples Taken – 125
- Infectious Disease Notifications – 30
- Health & Safety Inspections where matters of evident concern found - 8
- Accident Notifications – 43 of which 2 were investigated

Official Food Inspections Delivered

Between 01 November 2021 and 31 October 2022, 552 inspections were carried out. In this time period 290 written warnings were issued, 13 formal Hygiene Improvement Notices served and there were 2 businesses that voluntarily closed due to the public health risk.

Examples of Food Safety & Public Health Complex Cases

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

- Covid related outbreaks
- Several businesses were complex due to persistent non compliances and it took some time to get them to a stage where they were broadly compliant
- A business with an infestation of rats

Examples of Health & Safety Complex Cases

- A business was served with a Health & Safety Prohibition Notice due to dangerous work equipment, this prevented potential serious injury to employees
- A business was served with a Health & Safety Prohibition Notice due to a dangerous work activity, where there was a serious risk of a fall from height and so this activity was prohibited

- A business was served with a Health & Safety Prohibition Notice due to a dangerous structure being used for the storage of food. This resulted in the removal of the structure and it improved the working conditions for employees and had an affect on food safety too
- An accident investigation where an employee climbed up onto a roof through which he fell.
- Six Informal Notices were issued for matters of evident concern.

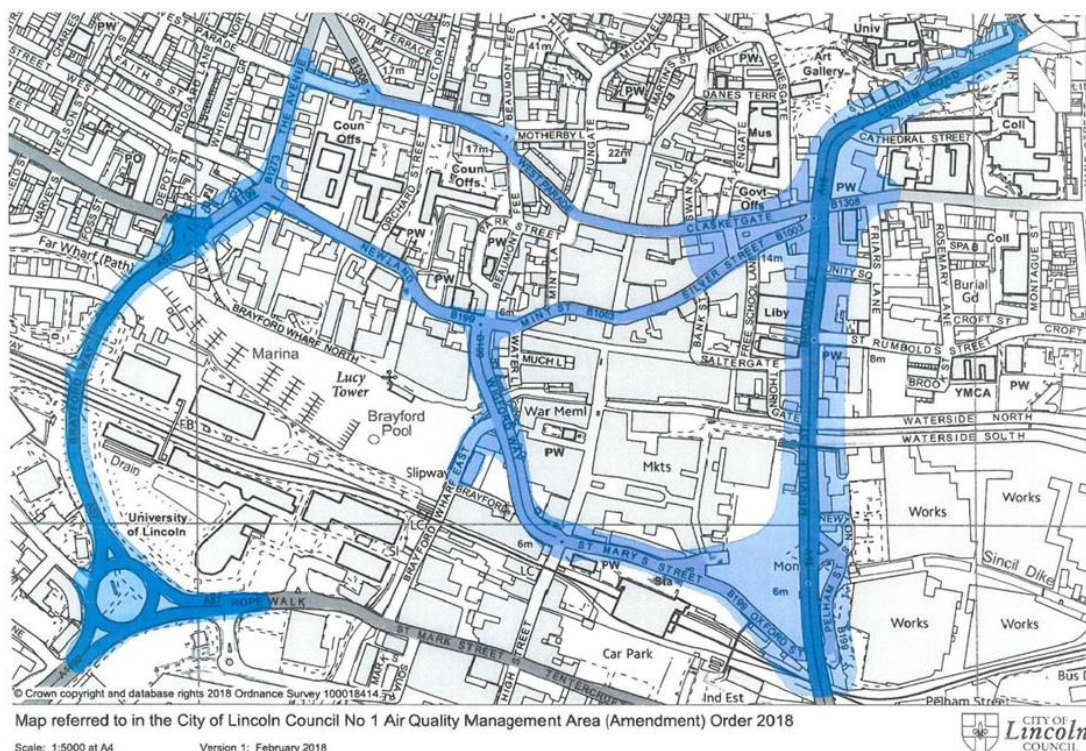
Local Air Quality Management

The Local Air Quality Management (LAQM) process set out in Part IV of the Environment Act (1995) places an obligation on all local authorities to regularly review and assess air quality in their areas, and to determine whether or not the national air quality objectives are likely to be achieved. Local authorities are required to produce an Annual Status Report (ASR), which details the current air pollution levels and provide updates on measures to improve air quality and any progress that has been made.

Where an exceedance is considered likely the local authority must declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP) setting out the measures it intends to put in place in pursuit of the objectives.

The Council currently has one AQMA in place due to historic exceedances of the annual mean objective for nitrogen dioxide, a pollutant closely associated with road traffic (as well as other combustion sources). The AQMA closely follows the main road traffic routes through the centre of the city as can be seen on figure 1 below.

Figure 1 – Current AQMA No.1



The Council continues to maintain a monitoring network covering the busier roads in the city where pollution levels are expected to be at their highest. The pollutants that are measured include nitrogen dioxide and particulates known as PM₁₀ (i.e. particulates smaller than 10microns).

Nitrogen dioxide is monitored at 19 locations using a combination of diffusion tubes (low cost passive samplers good for providing data on long term trends) and a continuous analyser (the reference method for assessing both short term and long term exposure). The continuous analyser is part of Defra's national network, which means that the data from that site is subject to their QA/QC and data management protocols.

We also have a continuous PM₁₀ monitor on Broadgate, which provides data on an hourly basis.

The monitoring sites can be seen in figures 2 & 3 below.

Figure 2 – Continuous analysers

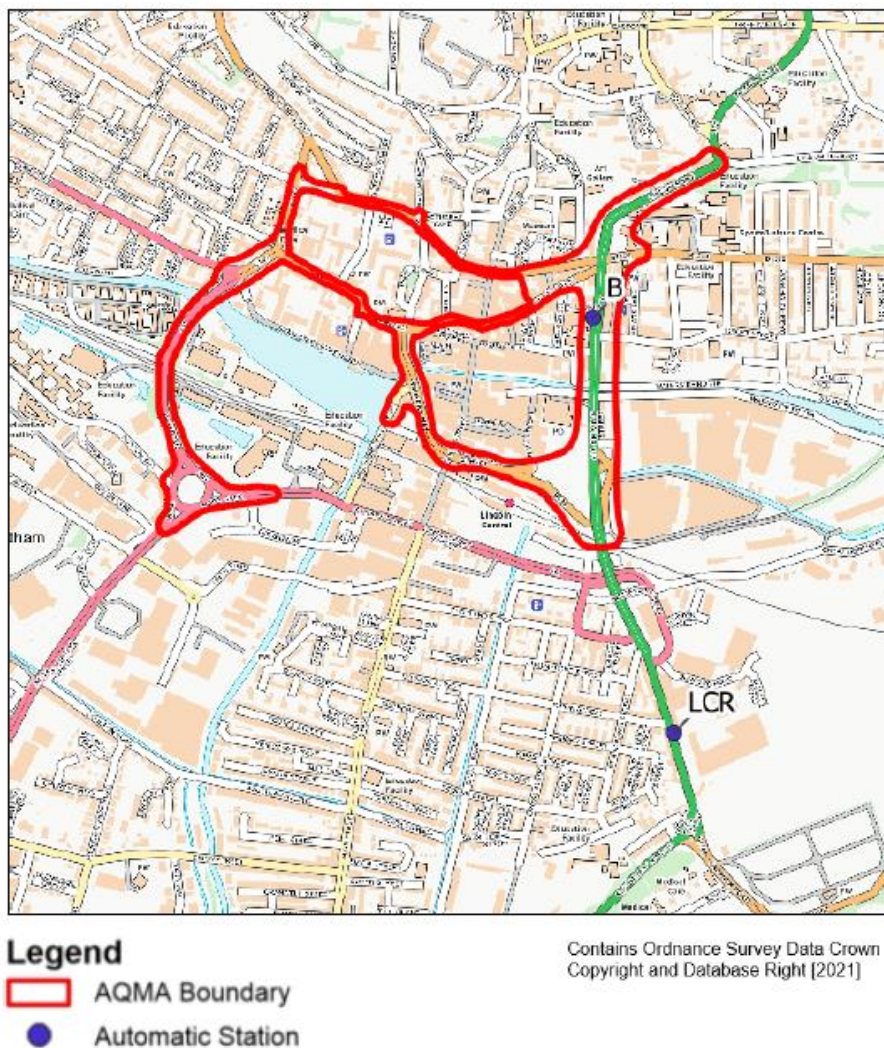
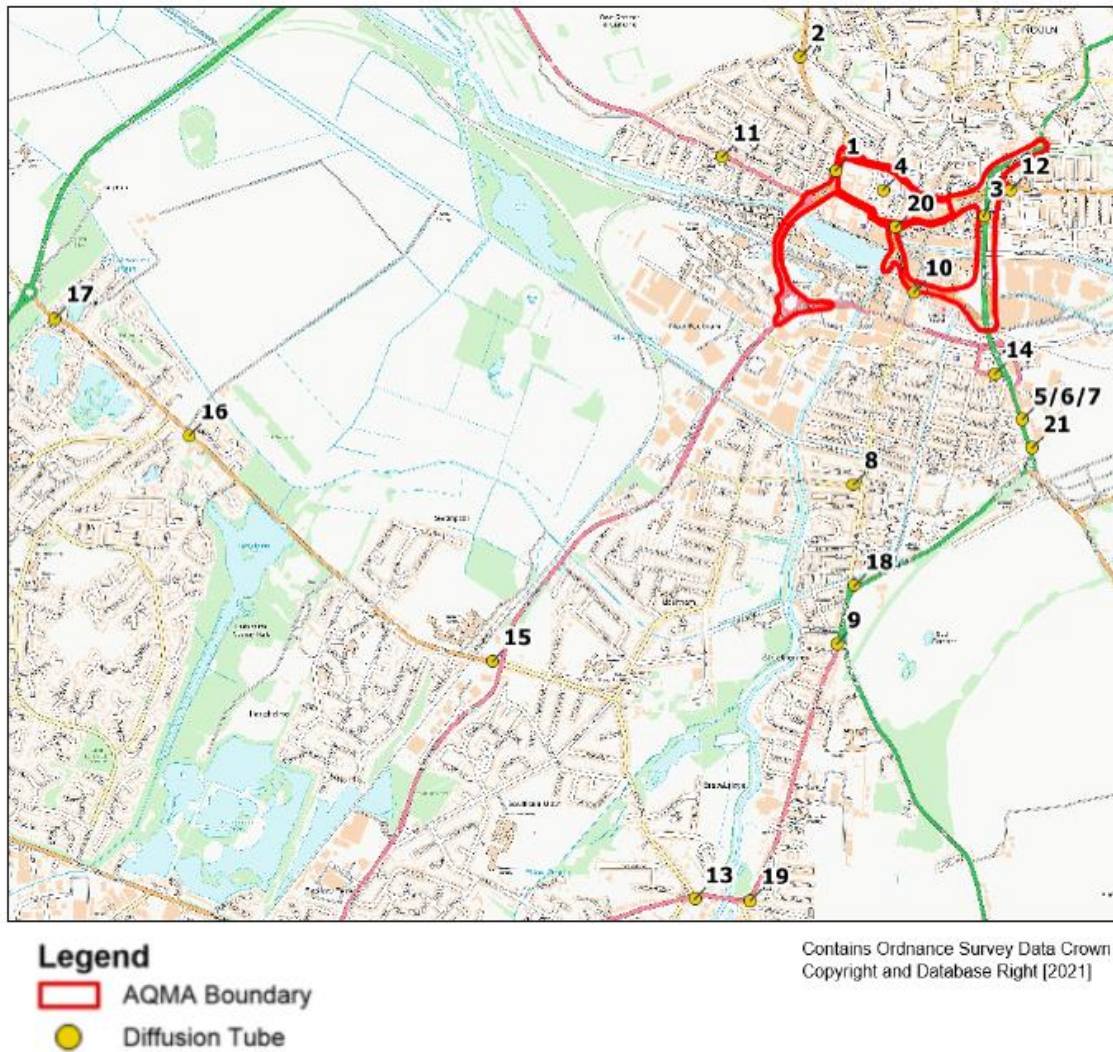


Figure 3 – Nitrogen dioxide diffusion tube sites



Although the Council still has an AQMA in place, our monitoring network has not identified any likely exceedances of the national air quality objectives since 2018, when monitoring on Broadgate saw a potential breach of the annual mean objective for nitrogen dioxide. No other monitoring location within the city has seen an exceedance of the air quality objectives since 2013.

The most recent verified data (for 2021) is presented within the Council's Annual Status Report 2022, which was submitted to, and accepted by, Defra during the summer.

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. Figures A1, A2 and A3.

Figure A.1 – Trends in Annual Mean NO₂ Concentrations at Monitoring Locations within AQMA

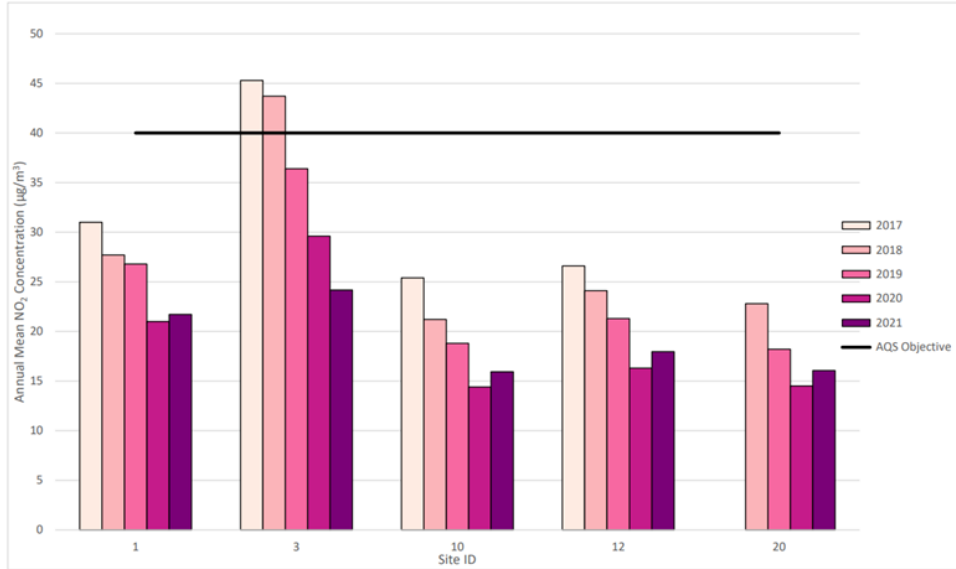


Figure A.2 – Trends in Annual Mean NO₂ Concentrations at Monitoring Locations Outside of AQMA

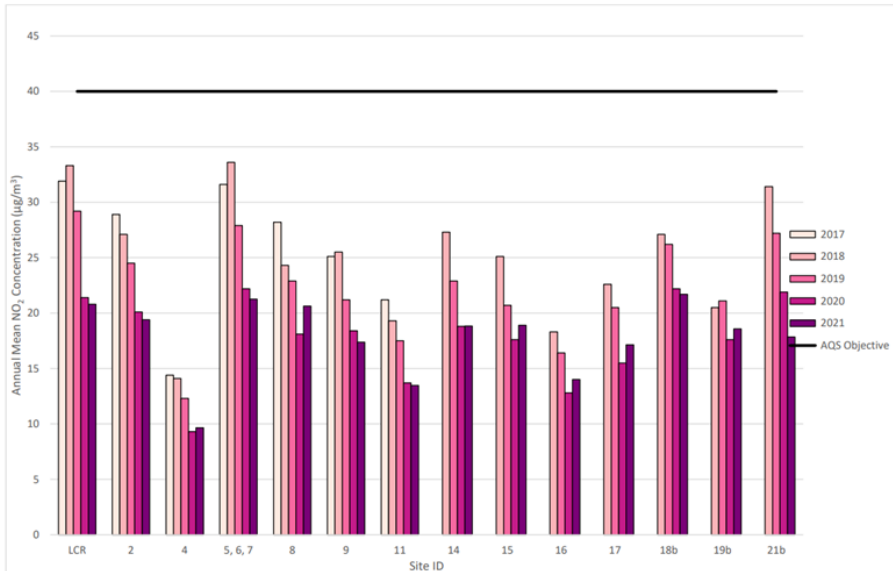
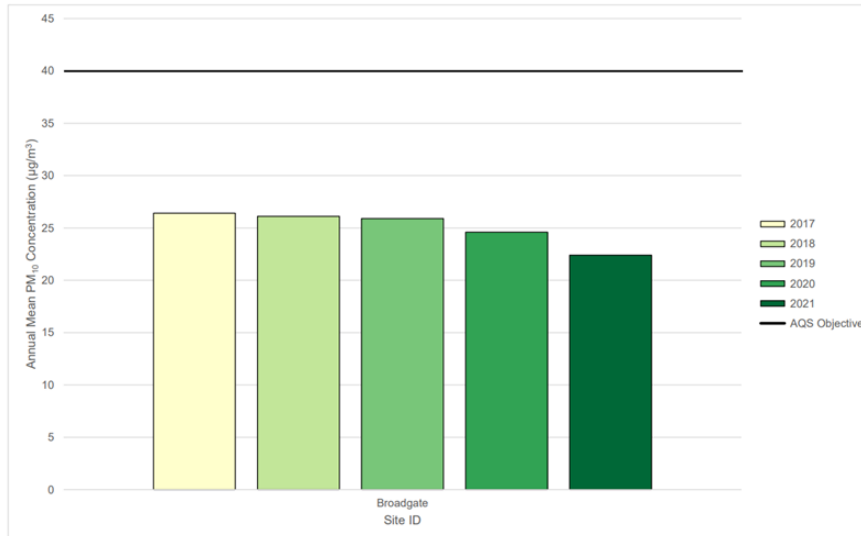


Figure A.3 – Trends in Annual Mean PM₁₀ Concentrations



Some of the improvements seen in 2020 and 2021 will inevitably have been driven by the response to Covid-19 reducing the amount of traffic on the city centre roads.

However, the opening of the Lincoln Eastern Bypass and embedded changes to peoples work habits will also have had a beneficial impact on the levels being monitored at a number of sites within the City, over and above those resulting from pandemic restrictions.

The available air quality data in 2022 indicates that the pre-pandemic trend of air quality improvements have continued. As such, if this trend is borne out once the full, validated, 2022 monitoring results are available, it is likely that we will seek to revoke the remaining AQMA, in consultation with Defra.

Our current air quality documents are available to the public via the Council website at <https://www.lincoln.gov.uk/environmental-issues/local-air-quality>

Licensing

During the financial year 2021-2022, the licensing team have:

- Issued 420 Vehicle Licences
- Issued 711 Test Certificates
- Issued 1 Private Hire Operator Licence
- Issued 224 Private Hire (PH) Driver Licences
- Issued 20 Hackney Carriage (HC) Driver Licences
- Issued 157 Premises Licence Applications
- Issued 81 Personal Licence Applications

The above data shows the output of the Licensing team in relation to new applications received over the past year. It doesn't consider the management of the various categories of licences which are already in effect during the same period. During the last year 13 drivers were referred through to the private hire and/or hackney carriage subcommittee. The triennial Gambling Policy review was also completed during the last year.

The end of the 21/22 financial year brought the adoption of the Statutory Taxi and Private Hire Vehicle Standards. The main impact of these standards on the Licensing services is the need for 6 monthly checks via the Disclosure and Barring Service (DBS). This brings a greater administrative burden for the team when compared to the previous 3 yearly DBS refresh checks. There are currently 396 active PH driver licences and 34 HC driver licences.

The long-lasting effects of COVID-19 Pandemic remain uncertain for the Licensing Service. The Pandemic saw a drop in the number of new applicants for most of the licensed areas. We are starting to see a rise in the number of PH + HC driver applications, but this is in comparison to recent years where the numbers dropped

due to macro-economic factors. The amount of new and active Premises Licences is also rising when compared to last year's figures.

The future demand on the Licensing Service is very difficult to predict, much like many other service areas. With it being a full cost recovery service, the external economic factors such as the rise in inflation, cost of living crisis and probable recession, make future budget and Fee setting a difficult task to balance.

**SUBJECT: ADDRESSING THE CHALLENGE OF CLIMATE CHANGE
VISION 2025 PROGRESS REPORT**

DIRECTORATE: DIRECTORATE OF MAJOR DEVELOPMENTS

REPORT AUTHOR: KATE BELL, CLIMATE CHANGE MANAGER

1. Purpose of Report

1.1 To provide Performance Scrutiny Committee with an update on progress towards addressing the challenge of climate change strategic priority contained in Vision 2025.

2. Executive Summary

2.1 On an annual basis each vision group provides a progress report to Performance Scrutiny Committee. This report provides an update on the progress of the group in addressing climate change and its strategic priority aspirations.

3. Background

3.1 Vision 2025 contains five strategic priorities (Reduce Inequality; Economic Growth; Quality Housing; Remarkable Place; Climate Change) along with an important strand of work focusing on High Performing Services.

3.2 As part of the arrangements for managing and monitoring progress of Vision 2025, the Council established five Vision Groups along with a High Performing Services Board, each with a Corporate Management Team lead. Each Vision Group reports annually to Performance Scrutiny Committee on progress.

3.3 The Climate Change Vision Group is leading on delivering the following Council aspirations under this priority:

- Let's ensure our development approach reduces our carbon footprint
- Let's set the Lincoln standard for sustainable zero carbon developments
- Let's make walking, cycling and the use of public transport the best and favourite way to move around Lincoln.
- Let's ensure the city's infrastructure is fully adaptable and resilient to the challenges of climate change.
- Let's make our existing housing and business premises energy efficient

3.4 In addition to all the 'day to day' services the Council offers which is central to the delivery of these aspirations, a programme of projects and initiatives has been developed for Vision 2025, to ensure the delivery of this strategic priority.

4. Project Monitoring Table (Appendix A)

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

4.2 There are 12 projects currently being monitored in the work programme for Climate Change. A summary of the position of these projects is included below. This is split by completed projects as blue, projects flagged as green (meeting their milestones). There are currently two projects flagged as amber (monitored closely as a result of being impacted by a number of external factors) and no or red (not meeting their milestones).

4.3 Completed projects – The following projects have been completed during the past 12 months:-

- **Gain Environmental Accreditation.** The Council gained Environmental Accreditation for their Environmental Management System (EMS) following an external audit by Investors in the Environment in September 2022.
- **City of Lincoln Council Travel Plan (2019-2024).** The Council have updated the Employee Travel Plan for 2022 and implementation of actions are underway.
- **Electric Vehicle Infrastructure.** Following a successful grant application a further 8 electric vehicle charge points have been installed in 2021 in two Council car parks.
- **Air Quality Management Plan.** The Council have submitted an Air Quality Annual Status Report update to DEFRA and this is published on the Council's website.

4.4 Projects flagged as green – The following projects are underway and meeting the set milestones.

- **Work with partners on the Lincoln Climate Commission and deliver Lincoln Climate Action Plan**
The Council have continued to work with partners on the Lincoln Climate Commission over the last 12 months and have prepared the Lincoln 2030 Climate Action Plan which has been published on the Commission and City Council websites.
- **Net Zero Innovation programme – Biodiversity Net Gain**
This is a new project added in 2022 as a result of a successful joint expression of interest submitted to the Local Government Association from the City of Lincoln Council and University of Lincoln. The UofL and CoLC are currently preparing a more detailed project plan with input from local stakeholders.
- **Make current and future business premises as energy efficient as possible**
A City of Lincoln Council Decarbonisation Strategy and Action Plan has been completed, outlining projects across 6 decarbonisation pathways. Two major decarbonisation projects are currently underway and the Council are working to secure Public Sector Decarbonisation Funding to enable the delivery of future energy efficiency projects.
- **Climate conscious infrastructure projects developed as part of Town Fund Board vision**

Preparation of Town Fund business plans for all projects have been completed. The refurbishment of the Drill Hall was completed in December 2021 and included energy efficient equipment, kitchen facilities and lighting. The Central Market project commenced in Summer 2022 and includes low carbon heating, double glazing and insulation. CoLC are working with project leads to ensure all Towns Fund projects will include low carbon solutions as part of refurbishment plans and sustainable transport improvements as part of the road infrastructure projects.

- **Central Lincolnshire Local Plan – Climate Policies**

Final amendments to the Local Plan policies were completed Spring 2022 and approved by the Joint Strategic Planning Ctee prior to submission for examination by the Local Planning Inspector Summer 2022.

- **Green Homes Grant Local Authority Delivery Scheme.**

Phase 1 Green Homes Grant Local Authority Delivery Scheme is now complete with 44 homes receiving retrofit measures and lifting households out of fuel poverty. Phase 2 commenced in April 2022 with a target to retrofit 192 homes, currently the project is on target to meet the performance indicators.

Projects flagged as amber – The following projects are underway but are missing the set milestones due to a number of external factors.

- **Stop using single-use plastics and encourage our partners to do the same.**

The Council have a Single Use Plastic (SUP) Declaration, an up to date SUP Action Plan and SUP Audit to enable the Plastic Free Lincoln steering group to submit an application to Surfers against Sewage for Plastic Free Lincoln status. However the steering group are still seeking the support of a flagship employer.

- **Setting the Lincoln Standard for Zero Carbon Homes.**

A task and finish group are formed at the start of all new council housing projects to agree and prepare a specification for zero carbon homes. A task and finish group were formed to review council housing stock in preparation for an application to the Social Housing Decarbonisation Fund (SHDF), wave 2, launched in October 2022. An application was not submitted due to the lack of match funding. A working group has been formed to review the 30 year Housing Revenue Account Business Plan and this will include a plan to decarbonise social housing.

5. Performance Indicators (APPENDIX B)

A set of performance indicators have been developed for the Climate Change strategic priority. These measures have been included within appendix B.

6. Strategic Priorities

6.1 Let's address the challenge of climate change

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

7. Organisational Impacts

7.1 Finance (including whole life costs where applicable)

There are no financial implications arising from this report.

7.2 Legal Implications including Procurement Rules

There are no legal implications arising from this report.

7.3 Equality, Diversity and Human Rights

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

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

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

There are no E&D implications arising from this report, however E&D will be considered in each project as it progresses

8. Risk Implications

8.1 Options Explored – Not applicable.

Key risks associated with the preferred approach – Not applicable.

9. Recommendation

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

Do the exempt information categories apply? No

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

How many appendices does the report contain? Two

List of Background Papers: None

Lead Officer: Kate Bell, Climate Change Manager
Telephone (01522) 873322.

Climate Change Monitoring Table 2022/23

53

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
<p>Work with partners on the Lincoln Climate Commission and deliver Lincoln Climate Action Plan</p>	<p>Kate Bell</p>	<p>Set up the Lincoln Climate Commission.</p> <p>Prepare and publish the Lincoln Roadmap to Net Zero</p> <p>Complete Climate Action Plan survey</p> <p>Organise a series of community engagement events.</p> <p>Prepare and maintain communications materials</p> <p>Complete the Lincoln 2030 Climate Action Plan for consultation</p>	<p>The LCC formalised in September 2020 with 28 representatives from the public, private and community sector. The commission meet on a quarterly basis and have a range of working groups to deliver projects.</p> <p>The Lincoln roadmap to net zero carbon.pdf - Google Drive was published in December 2020 and provides a record of Lincoln’s green house gas emissions, projections up to 2030 and key priority actions to achieve a net zero carbon target.</p> <p>March 2021 -Exec approved the carbon action survey. The Survey was completed in July 2021 with 399 responses received and a summary of survey responses was provided at an all member briefing session on the 1st of September. A summary of responses is currently being prepared ready to be published on the Council’s website in September 2021.</p> <p>A Youth Survey is currently being prepared and will be ready to send out to schools, youth groups in October 2021</p> <p>The Commission are working collaboratively to organise a series of events and webinars from September to November 2021.</p> <p>The following webinars have been arranged for September: -</p> <ul style="list-style-type: none"> • Energy efficiency for your business • Sustainable transport for your business • Community-led climate action • Low carbon homes 	<p>Green</p>	<p>£360 website hosting fee</p> <p>£24 918 QR fund grant awarded to prepare Lincoln 2030 and supporting coms materials</p>

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p>The following events will take place: -</p> <ul style="list-style-type: none"> • Roadmap to zero carbon event on the 27th of September • Net Zero Carbon Essentials Workshop on the 30th September • Lincolnshire Climate Summit – 13th October • Lincoln Climate Action Week 1st-5th November. • Various eco schools events during October and November. <p>The commission have produced a Spring , Summer and Winter newsletters to help communicate Climate Action to a wider audience https://lncn.ac/lccnews2</p> <p>The commission also maintain a website and social media channels to improve community engagement. Lincoln Climate Commission </p> <p>Following a series of consultation events in 2020 the commission are developing the Lincoln 2030 Climate Action Plan in preparation for consultation in Spring 2022.</p> <p>Lincoln 2030 Workshop took place on the 23rd of Feb to consult on the content of the draft Lincoln 2030 Climate Action Plan. DRAFT Climate Plan Lincoln2030.docx - Google Docs</p>		

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p>The Commission have secured c£25k to transform the Lincoln 2030 document into an accessible, attractive document along with a summary version and a promotional clip to help promote the document and community consultation.</p> <p>May-July – pre consultation events planned with residents' groups, organisations, businesses networks, environmental groups, ColC City Councillors on the content of Lincoln 2030.</p> <p>Lincoln2030 consultation launch due to take place in mid July 2022 to be adopted by the LCC by the end of September.</p> <p>Final consultation draft completed and ready for launch</p> <p>A table of actions to accompany the document here 'Lincoln's Journey to net zero' This is a live document and will be updated bi annually and presented to the Lincoln Climate Commission.</p>		

Climate Change Monitoring Table 2022/23

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
<p>Net Zero Innovation project – Biodiversity Net Gain</p>	<p>Kate Bell</p>	<p>July/August - Work with the University of Lincoln to identify a project and prepare an application for the Net Zero Innovation Fund</p> <p>September 2022 - Submit an application to the Net zero Innovation Fund.</p> <p>November 2022 - Notification of Funding</p> <p>Nov/Dec - Attend 6 pre project workshops organised by the Local Government association (LGA) and University College London (UCL).</p> <p>January 2023 - Project to commence</p> <p>July 2023 - Complete Project</p>	<p>Working group set up with representative from the School of Computer Science, Lincolnshire County Council, CoLC and Greater Lincolnshire Nature Partnership.</p> <p>Project identified to develop a digital tool to record, monitor and promote opportunities for Biodiversity Net Gain within Lincoln or Central Lincolnshire.</p> <p>Expression of Interest submitted 9/9/2022</p> <p>27/9/2022 CoLC informed that application was successful, 10 LA/University partnership projects were selected for the 2023 cohort.</p> <p>Nov update - Currently attending workshops to develop the Project Plan due to be submitted 25th November 2022 with grant due to be received by the end of December.</p>		<p>£12 000 external revenue funding</p>

Climate Change Monitoring Table 2022/23

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
<p>Stop using single-use plastics and encourage our partners to do the same.</p>	<p>Rebecca Taylor</p>	<p>Establish a Single Use Plastic (SUP) steering group</p> <p>Plastic free Lincoln Declaration</p> <p>Undertake a single use plastic audit.</p> <p>Prepare sup action plan</p> <p>Encourage new market stallholders to reduce or eliminate plastic use</p> <p>December 2021 - Submission of application for Plastic Free Lincoln Status due.</p>	<p>The Plastic Free Lincoln steering group has been established and meets on a quarterly basis and is made up of members of the Plastic Free Lincoln Group and CoLC officer. Meetings were suspended in 2020 but resumed online in 2021.</p> <p>Full Council approved the Single Use Plastic Declaration on the 24th September 2019</p> <p>A SUP Action Plan and CoLC SUP Audit was prepared in April 2020 and is updated annually. The latest version is available on the Council's website Microsoft Word - Appendix 3 CoLC actions to support the plastic free Lincoln campaign (5)</p> <p>Nov 2021 - The SUP Action Plan, CoLC SUP Audit and CoLC SUP Declaration will be submitted to surfers against sewage along with evidence of community engagement events and list of local businesses and organisations that have made a SUP pledge.</p> <p>Application delayed due to not having enough pledges.</p> <p>Jan 2022 – Removal of SUP is being included in Council contracts for events. Lincoln 10k RFQ requires contractor to propose alternatives and limit plastic waste wherever possible.</p> <p>March 2022 – The SUP Action Plan and CoLC SUP Audit have been updated.</p>	<p>Amber</p>	<p>Covered in existing budgets</p>

Climate Change Monitoring Table 2022/23

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p>July and Oct 2022 CoLC to host Repair Café events in community centres.</p> <p>Oct – April 2023 CoLC and PFL to deliver community engagement activities and projects, subject to UKSPF funding approval.</p> <p>Once the Central Market is open in 2023 the stall holders will be required to be plastic free wherever possible.</p> <p>The Council are engaging with stall holders for the Christmas market and organisers of the Lincoln 10k event to reduce SUP items as much as possible.</p> <p>As of December 2022 the steering group have not been able to identify a flagship employer to support Lincoln’s Plastic Free Community Status.</p>		
<p>Make current and future business premises as energy efficient as possible.</p>	<p>Martin Kerrigan/Kate Bell</p>	<p>Prepare a CoLC Decarbonisation Strategy and Action Plan.</p> <p>Undertake Internal Consultation.</p>	<p>Mar 2021 – Following internal consultation a draft CoLC Decarbonisation Strategy and Action Plan was approved by Executive.</p> <p>December 2021 – Final Decarbonisation Strategy and Action Plan approved by Policy Scrutiny Cttee and Executive and published on the Council website.</p>	<p>Green</p>	<p>Covered in existing budgets</p>

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
		Secure Public Sector Decarbonisation Skills and Capital Funding	<p>The Action Plan is updated on a quarterly basis, with environmental performance monitoring data for each carbon pathway updated annually.</p> <p>An application was submitted for funding in December 2020 for the Public sector Decarbonisation Skills Fund to prepare feasibility studies for the leisure centres and Bud Robinson Community centre which was unsuccessful.</p> <p>July 2021 - Funding secured and planning permission granted for carbon reduction improvements to the Central Market (see Towns Fund Section)</p> <p>August – Oct 2021 - Work underway to install new more efficient cremators at the Crematorium.</p> <p>Nov Application to the Public Sector Decarbonisation Fund for insulation and air source heat pumps at the Central Market. Funding not approved due to lack of data on carbon savings.</p> <p>Nov/Dec Final Decarbonisation Strategy and Management Plan approved by Exec in December.</p>		

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p>Mar - Expression of interest to the Midlands Energy Hub funding to support the decarbonisation of the Public Estate in the Midlands was successful. Need to reduce to 3 sites, considering City Hall, Hamilton House, Yarborough Lesure Centre for pre feasibility desk top study and to access the HUBs tech support service for the Terrace.</p> <p>June 2022 Application to the Social Skills Decarbonisation Fund (SSDF) submitted for the Terrace and Bud Robinson centre was unsuccessful. Funding has been identified from the UK Shared Prosperity Fund for the feasibility works on Bud Robinson and Sudbrooke Drive Community Centres.</p> <p>October 2022 the Council submitted an application to the Public Sector Decarbonisation Funding (capital) for energy efficiency improvement works to the Bud Robinson community centre and expect to hear the outcome of the application by the end of 2022.</p>		
<p>Climate conscious infrastructure projects developed as part of Town</p>	<p>Kate Bell</p>	<p>Towns Fund Projects Business Plans to be finalised.</p>	<p>Central Market – Plans approved to replace the gas heating with air source heat pumps, double glazed lantern roof, internal wall insulation. Reducing the existing carbon footprint of the building by 30%. Application to Public Sector Decarbonisation Fund withdrawn in January due to lack of data on low carbon heating performance.</p>	<p>Green</p>	<p>Covered in existing TF budgets.</p>

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
Fund Board Vision		Review project plans with project leads to identify opportunities for carbon mitigation and adaptation.	<p>The Drill – refurbishment complete.</p> <p>Re imagining Greyfriars – Plans include Smart technology and low carbon energy solutions.</p> <p>Barbican – Plans include low carbon heating and insulation measures. Additional funding required.</p> <p>Store of Stories – Project will support the repurposing of surplus food, reducing food waste and bring an empty building back into use.</p> <p>Sincil Bank Regeneration – Transport improvements for cycling and walking routes along Sincil Bank. Detailed plans still to be determined</p> <p>Wigford Way – Feasibility Study to improve cycle and [pedestrian routes. Full details still to be determined.</p> <p>Store of Stories – Refurbish and bring Beaumont Manor back into use, create an opportunity for low carbon community engagement and activities.</p> <p>Discussions ongoing with Towns Fund project leads to determine carbon reduction opportunities for all projects.</p>		

Climate Change Monitoring Table 2022/23

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
Gain environmental management accreditation	Kate Bell	<p>Establish baseline year for 2019 and 2020 as first monitoring year.</p> <p>Submit evidence for environmental accreditation audit by investors in the Environment.</p> <p>Review recommendations and prepare for 2022 accreditation.</p>	<p>2021/22 Project Complete</p> <p>Audit information submitted in September 2020 and Silver award achieved.</p> <p>Audit information submitted in September 2021 and Green award achieved and CoLC were awarded Overall Outstanding Achiever Award 2021 by Investors in the Environment. 2021 Environmental Performance report published on the council's website. Due to be updated Summer 2022.</p> <p>Sept 2022 – Audit information prepared and submitted.</p> <p>Oct 2022 – CoLC Awarded Green Accreditation.</p> <p>Project is now business as usual</p>	Blue	£3979 cost of 2020, 2021 and 2022 external audit
Central Lincs Local Plan – Climate Policies	Toby Forbes Turner	<p>Appoint Consultants</p> <p>Complete reports</p>	Sept 2020 - Bioregional appointed	Green	Covered in CLLP budgets

Climate Change Monitoring Table 2022/23

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
		<p>Prepare draft climate policies</p> <p>Public Consultation</p> <p>Prepare final climate policies</p> <p>Local Plan to be submitted to the Secretary of State.</p> <p>Local Plan to be adopted following successful examination process.</p>	<p>March 2021 Reports completed and published on the CLLC website https://democracy.n-kesteven.gov.uk/ieListDocuments.aspx?Cid=729&MId=8310&Ver=4</p> <p>June 2021 Draft Local Plan policies prepared and presented to CL Joint Strategic Planning Cttee : H:\Local Plan Review 2021\June 2021 Draft LP\Local Plan for Reg 18 Consultation June 21 - Committee meeting version (1).pdf</p> <p>August 2021 8-week public consultation completed and responses reviewed.</p> <p>Consultation on the next stage of the Local Plan review took place between 16th March and 9th May 2022.</p> <p>Final amendments completed Spring 2022 and approval by the Joint Strategic Panning Cttee prior to submission for examination by the Local Planning Inspector Summer 2022.</p> <p>Summer 2022 - Local Plan submitted to the Secretary of State and a Planning Inspectors appointed to review the plan.</p>		

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			Local Plan examination will take place week commencing 14/11/22 and due to complete by mid December. Climate Policy hearing will take place on the 18/11/22.		
City of Lincoln Council Travel Plan	Maurice Souter	Spring 2021 Staff Travel Survey Summer 2021 Update Travel Plan Oct-March 2021 Implement TP incentive schemes for 2021/22 March 2022 Review TP targets	March Travel Plan internal working group set up – Kate Bell, Heather Carmichael, Maurice Souter, with a coms , finance and legal rep as required. May 2021 - Corporate Management Team (CMT) approval for staff travel survey to take place. July 2021 - Staff Travel Survey completed with 234 responses received. August 2021 - City of Lincoln Travel Plan updated and published on the Council’s website Zero Carbon Lincoln – City of Lincoln Council October 2021 – CMT Report on proposed incentive schemes to be considered for introduction in 2022.with a	Blue	£0

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p>Green Car Scheme identified as a priority incentive scheme to be delivered in 2022. Set up of the scheme currently underway and due to be launched November 2022.</p> <p>Project is now business as usual</p>		
Electric Vehicle Infrastructure	Lorraine Burrows	<p>Jan 2021 review sites and secure On Street Residential Chargepoint Scheme (ORCS) funding</p> <p>Spring 2021 EV Installation</p> <p>Coordinate trail EV on street charge point scheme in with LCC</p>	<p>Jan 2021 – ORCS funding secured for 8 dual charge points to be installed at Chaplin St and Orchard Street Car Parks for access by residents, commuters and visitors for electric vehicle charging.</p> <p>June 2021 – Review of sites underway for additional electric vehicle charge points at the Lawns, Birchwood Leisure Centre and Council housing sites with parking provision.</p> <p>August 2021 – Electric vehicle installations complete at Chaplin St and Orchard St car parks.</p> <p>Castle Ward has been identified for on street electric charge point trial, liaising with LCC Highways on ORCS application for 2021/22 fund.</p>	Blue	£70 37220 Grant secured and all monies spent in 2021

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			Project Complete		
Setting the Lincoln Standard for Zero Carbon Homes	Matt Hillman	<p>Prepare a new specification for the council’s new homes.</p> <p>Review existing housing stock and seek opportunities to decarbonise.</p>	<p>May 2021 - Setting the Lincoln Standard for zero carbon homes workshop took place on the 11/5/2021.</p> <p>Sept 2021 - A task and finish group set up to review the Lincoln Standard and update. A specification for the council’s new homes has been prepared for the Rookery Lane site. This will be reviewed prior to the start of all new council home projects.</p> <p>Feb 2022 – HRA Business Plan has been updated and includes an allocation of funding for energy efficiency measures.</p> <p>Spring 2022 – Lincoln Tenants Panel have been consulted on the Lincoln Standard.</p> <p>Housing Asset Management Plan 2022-2025 has been updated, a member briefing session took place in Summer 2022.</p>	Amber	Covered in existing budgets

Climate Change Monitoring Table 2022/23

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p>A review of existing council housing stock has been completed and identified that to improve the existing energy performance for a C or D would cost on average £30 000 per property.</p> <p>Wave 2 Social Housing Decarbonisation Fund due to launch September 2022. A decision has been made not to pursue funding due to lack of available match funding (£20k per property for a minimum of 100 properties).</p> <p>Nov 2022 - A working group has been set up to prepare the HRA 30 year Business Plan and to include a decarbonisation plan.</p>		
Air Quality Management Plan	Ian Wicks	Air Quality Annual Status Report Update	<p>June 2021 - Consultation underway to update on measures that will influence air quality within the city.</p> <p>Report submitted to DEFRA at the end of June 2021. Published here on Sharepoint</p> <p>Air Quality Annual Status report for 2022 submitted in June to DEFRA and published on the council website Local Air Quality – City of Lincoln Council</p>	Blue	Covered in existing budgets

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			Nov 2022 - CoLC have been working with Lincolnshire County Council to prepare an Air Quality Grant application for an education campaign focussing on air quality near schools.		
Green Homes Grant Local Authority Delivery Scheme	Kate Bell	<p>Green Homes Grant Local Authority Delivery (GHG LAD) phase 2 allocation</p> <p>April 2021 – deadline to accept grant allocation.</p> <p>End May – Deadline to submit Delivery Profile</p> <p>Sept 2021 Phase 2 project Commence</p> <p>Oct 2022 Phase 3 GHG LAD funding for 2022-23</p>	<p>March 2021 Executive approved the CoLC grant allocation.</p> <p>May 2021- Delivery profile submitted to the Midlands Energy Hub on the 26/5/2021 and confirmation of project approval received on the 9/6/2021.</p> <p>Preparation of contract with Delivery Partner E.ON currently underway and due to be completed Sept 2021</p> <p>August 2021 – Grant application for GHG LAD phase 3 submitted, BEIS have awarded CoLC £2.3m and an additional £0.5m has been awarded through a consortium bid with the Midlands Energy Hub.</p> <p>Nov 2021 – Deadline for completing installations for LAD2 extended to June 2022. Currently on track to complete all installations by June.</p> <p>May 2022 – Procurement of a new contract for Central Lincolnshire completed with a total value of £5.8 million. Project branded Home Energy Upgrade Scheme</p>	Green	<p>£479,600 funded fully by external grant, £194,590 received. £28k spend to date.</p> <p>2022/23 £2.7m funded by external grant</p> <p>2023/25 £632,500</p>

Climate Change Monitoring Table 2022/23

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
		<p>March 2022 Phase 2 project completion.</p> <p>March 2022-23 Phase 3 Sustainable Warmth LAD3 delivery.</p> <p>April 2023 LAD3 Complete</p> <p>April 2023-2025 Home Energy Grant (HUG)</p>	<p>Monthly reporting on KPIs to BEIS underway, as of Nov 2022 the project is on target.</p> <p>CoIC have provisionally been allocated £632,500 to deliver HUG to off gas homes and CMT/CLT have approved the grant allocation and for CoLC to continue working as part of a consortium with NKDC,WLDC and SKDC to deliver the programme. Total value of the consortium is £10,268,500.</p>		

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Appendix B – Indicators 2021- 2022

Owner	Projects	Indicators	2020	2021	2022	Comments
Kate Bell	Work with partners on the Lincoln Climate Commission and deliver Lincoln Climate Action Plan	Lincoln’s area wide Carbon Dioxide (CO2) Emissions	371.6	358.8	315.2	CO2 emission reductions achieved across all sectors. Data Source UK-local-authority-ghg-emissions-2020.xlsx (live.com) Community events either attended or organised by the LCC or CoLC
		Lincoln’s per capita CO2 emissions	3.8	3.6	3.2	
		Commission Newsletters published Issue #4: Lincoln Climate Commission Newsletter Lincoln Climate Commission	0	2	4	
		Survey responses	334	399	NA	
		Community engagement events (actual/virtual)	3	9	12	
Rachel Taylor	Stop using single-use plastics and encourage our partners to do the same.	Number of businesses/organisations signed the plastic free pledge	11(over 2019 and 2020)	10	5	The target is 50 organisations and businesses to sign up to the SUP pledge, including 1 flagship employer.
Martin Kerrigan	Make current and future business premises as energy efficient as possible.	City of Lincoln Council Carbon Dioxide (CO2) emissions	990 tCO2	785 tCO2	742 tCO2	Crematorium upgrade complete achieving an annual 20% reduction in CO2 as of April 2022.
		Decarbonisation projects underway.	0	2	2	Low Carbon projects underway include Central Market, The Terrace.

Owner	Projects	Indicators	2020	2021	2022	Comments
Kate Bell	Climate conscious infrastructure projects developed as part of Town Fund Board Vision	No of projects which include low carbon solutions	NA	5	6	See Monitoring Table for project details
Kate Bell	Gain environmental management accreditation	Accreditation Score	74% Score Silver Award	94% score Green Award and Overall Outstanding Achiever Award 2021	85% score Green Award	21/22 Annual Environmental Performance Report published on the Council's website.
Maurice Souter	City of Lincoln Council Travel Plan	Responses to the Travel Survey	NA	234	NA	Surveys took place in 2019 and 2021, next survey due to take place in Spring 2023.
		Staff mode of travel				
		Single Occupancy Car	2019	2020		
		Drive to work with other/s	53%	55%		
		Cycling	14%	10%		
		Walking	7%	7%		
		Bus	14%	18%		
		Train	8%	8%		
		Working from home (1-5 days)	1%	3%		
				78%		

Owner	Projects	Indicators	2020	2021	2022	Comments
Lorraine Burrows	Electric Vehicle Infrastructure	No of Electric Vehicle Charge Points in Council Car Parks	11	19	19	Gov't funding available for EVCPs until 2023.
		No of public Electric Vehicle Charge Points per 100 000 population	37	60 (as of July 2021)	71 (as of July 22)	
Kate Bell	Green Homes Grant Local Authority Delivery Scheme Phase 2	Number of homes directly targeted	NA	210	13125	Target to retrofit 192 homes by 31 st March 2023.
		Number of applications approved	NA	31	38	
		Number of homes/measures installed	NA	31	18	

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SUBJECT:	VISION 2025 – REMARKABLE PLACE PROGRESS REPORT
DIRECTORATE:	COMMUNITIES AND ENVIRONMENT
REPORT AUTHOR:	SIMON WALTERS, DIRECTOR OF COMMUNITIES AND ENVIRONMENT

1. Purpose of Report

- 1.1 To provide Performance Scrutiny Committee with an update on the *Let's enhance our remarkable place* strategic priority in Vision 2025. As this is the first report since Covid 19, the report covers progress over the last two years to provide a brief overview of what's been achieved together with an updated status on projects currently within the programme.

2. Executive Summary

- 2.1 This report focuses on progress made on the *Let's enhance our remarkable place* strategic priority, and covers those projects delivered/ being progressed as part of the delivery plan. It is a high-level summary, designed to give Members a quick overview of the entire programme.

3. Background

- 3.1 Vision 2025 was originally published in March 2020 but was almost immediately impacted by the effects of the Covid 19 pandemic. It contains five strategic priorities:

- *Let's reduce inequality;*
- *Let's drive economic growth;*
- *Let's deliver quality housing;*
- *Let's enhance our remarkable place: and*
- *Let's address the challenge of climate change*

The delivery of Vision 2025 was refocussed in February 2022 with the publication of an addendum to the original plan, re-emphasising the commitment to the above priorities and defining a set of projects to be delivered.

- 3.2 As part of the arrangements for managing and monitoring progress of the previous Vision 2020, the council established a Vision Group for each theme. These Groups have continued into Vision 2025, and each has a Corporate Management Team lead. The Remarkable Place Vision Group leads on delivering the council's aspirations under the *Let's enhance our remarkable place* strategic priority. These aspirations are;

- Let's show the world what Lincoln has to offer

- Let's cherish and enhance our natural environment
- Let's preserve the unique character of our city
- Let's deliver a rich and varied cultural experience
- Let's provide interesting, exciting and vibrant places to enjoy

3.3 As part of the overall governance framework, Performance Scrutiny Committee should receive an annual report from each of these Vision Groups to enable Members to look in more detail at the progress. This was suspended during covid 19 due to all available resources being diverted onto other pressing projects related to tackling the effects of the pandemic. This latest annual report for Remarkable Place therefore covers the range of projects delivered during the last two years and also looks forward, reporting on anticipated delivery over the year ahead.

4. Remarkable Place - a look back over the last two years

4.1 Assessing the achievements over the last two years within this strategic priority, there are a number of key projects that were completed during the pandemic years:

- **Crematorium:** Work was completed over the summer 2022 and marked the end of a large-scale renovation (circa £2.3m) of the site on Washingborough Road. Works included:
 - Creation of a second chapel on site to double capacity and meet the needs of our growing city over the next few years
 - Development of a new, much larger parking area for visitors to the site
 - Two new energy efficient cremators, an investment which will see the site operate in a more energy efficient way for the next 20-25 years
 - Re roofing works to the majority of the buildings as part of an essential repairs and maintenance project

Whilst the scale of this renovation was reduced from the original plans, this represents a far more effective and efficient investment and provides a flexible site enabling longer one hour time slots for services, and more appropriate accommodation for a range of funeral congregation sizes.

- **Biodiversity – wildlife sites:** These are important in the city and a survey was undertaken in 2019/20 to record the vital characteristics of the 47 wildlife sites in the city. All 47 sites (45 Local Wildlife Sites and 2 Local Geological Sites) were surveyed by Greater Lincolnshire Nature Partnership and the results were reviewed by a panel of experts on Panel on 21st January 2020. These results were ratified by the Greater Lincolnshire Nature Partnership late March 2020. An additional £10,000 per annum has now been allocated to undertake essential maintenance works to those sites in City Council ownership.
- **Biodiversity-Floating Biohaven's on the Brayford:** In partnership with the Lincolnshire Rivers Trust, University and the Brayford Trust, the Council

contributed funding towards the creation of a floating wildlife planting scheme that delivered increased biodiversity as well as visual improvements to the Brayford Pool

- **Heritage Action Zone:** This four-year scheme (commenced April 2020) is bringing £1.6m of external government funding (via Historic England) and focusses on maintaining/protecting/restoring heritage assets within our city centre and lower High Street (which is within a conservation area). The scheme includes a number of elements including restoration of shop frontages, public realm improvements, work on Central Market and the renovation of the old Barbican hotel to develop a creative industry hub, plus a cultural programme (series of cultural events and a public art commission)

To date the City council has delivered 10 shopfronts, and ongoing is further shopfronts, Central Market, Barbican, St Mary's Guildhall and St Mary le Wigford are all receiving investment for renovation works.

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

The focus over winter 2019/20 was the introduction of a new site in Birchwood at Melbourne Road. This was completed in Spring 2020 and provides 38 new plots for residents in that area. All have been let to local allotment holders, and we are managing a waiting list.

- **Boultham Park Phase Two:** The focus has been intensive work on a second National Lottery Heritage Funded scheme to renovate the lake and surrounding banks/ footpaths. The full project included:
 - Improvements to water quality of the lake
 - Reinstatement works to lake banks
 - Creation of recreational activities on the lake
 - Some path remediation works
 - Creation of wildlife habitats
 - Extensive community engagement project over a three-year period to involve local people and build the on going sustainability of the park

In total the investment in Phase Two was circa £1.2m (of which £658k was from NLHF). The capital works were completed in March 2022, and the engagement works will come to an end in July 2023. Together with the Phase One works these projects have transformed the park.

- **Visitor information Service:** This project saw the transfer of the function back to the City Council from 1st April 2020. It included staff transfer arrangements, new IT, and a new till/ stock control system. The service has performed well, exceeding its income targets each year since.
- **Residents parking scheme** covering all of the Sincil Bank area of the city (plus some streets on the other side of High Street): In order to tackle some of the traffic issues in the area, the streets need to be cleared of commuter parking to effectively give them back to the local community and allow the streets to “breathe again”. The RPS is an extensive new scheme. Work on this project has been undertaken over the last five years to reach this point. The scheme has been designed and consulted on for a second time by the county council and is due to be re-presented to their Planning and Regulation Committee shortly. If approved, the scheme will be rolled out over Spring/Summer 2023 in a number of phases.

The residents’ parking scheme is a precursor to a much wider scheme to tackle traffic flows in Sincil Bank and improve the street scape environment. Work on potentially redesigning these traffic flows is complex. The County Council were commissioned by the City Council to run various traffic models for the area to assess how the one-way systems etc could be re-designed to give priority back to cyclists and pedestrians and remove “rat runs” through the area. A preferred solution has been drafted and tested with the local community. This has since been funded through the Town Deal allocated to the city and so work is now progressing to further build up the design ready for a further period of resident consultation in early 2023.

- **Whitton’s park play area:** Section 106 developer contributions were allocated for this site to enhance and grow the play provision on site. Work was completed over the spring 2022 and this is now a destination play area site attracting young people from the area and beyond to enjoy the play facilities on offer
- **St Giles Youth Centre/Play Area:** This project emerged from the embers of the fire on the site of the youth centre on Swift Gardens. Implementation was completed in August 2020 and has delivered a new play area plus the refurbishment of the adjacent Multi Use Games Area.
- **Contaminated Land Strategy:** The updated strategy details how the city council will respond to contaminated land sites across the city. This was completed and Executive Committee endorsed the strategy at its meeting on 20th June 2022

5. Remarkable Place: Current schemes

5.1 **Appendix A** provides an overview of the ongoing projects being delivered under this strategic priority. There are 15 live projects covered in Appendix A, which represent the remaining programme for 2022/23 and beyond. Key updates are:

- **Major tree planting scheme:** a site has been identified to the rear of Boultham Park on grazing land adjacent to the river leading to the junction of Newark

Road/ Brant Road. This is a 3.5 hectare site. The working title for the scheme is "Hope Wood". Funding has been applied for under the Government's Levelling Up agenda, with £85k on offer. This must be spent by end of March 2023 and would enable the land to be prepared and the first phase of tree planting undertaken. Officers are currently awaiting the grant award from government, as it does meet all the criteria set for the funding. Executive approval for the project has been given.

- **Greening the city centre:** A multi-agency working group has been established to assess how we can build on existing green spaces and waterways within the city centre and uphill area, whilst also assessing the feasibility of creating further biodiversity across the area. The outputs of this group will be a new vision and principles for creating biodiversity in an urban area and the schemes arising will provide the basis for seeking external grant funding as it becomes available.
- **Hartsholme Country Park Flood Alleviation Scheme:** A large infrastructure project to increase the outflow of water from the lake and thereby meet the requirements of the Reservoirs inspector. Despite a short delay at the very end of the project in November 2022– this project has now been delivered to specification and to budget. The short delay was due to thefts on site. The works have not caused any significant disruption to the operation of the park beyond diverting a popular footpath for a period, and all stakeholders have been kept informed throughout.
- **Preparations for new Refuse Collection, Street Cleansing and Grounds Maintenance service:** This is an extensive project and will take a significant amount of officer time over the months and years ahead leading up to the end of the current contracts with BIFFA in September 2026. Member workshops are on-going to inform a specification for services -balancing the cost of provision with emerging pressures for change as required by the Environment Act 2021 and customer expectations regarding service standards.
- **Development of a cultural compact for the city:** This work is being monitored by Community Leadership Scrutiny committee, with regular updates provided to that committee. This project has been commissioned and funded by the Arts Council England, through the University of Lincoln to galvanise the cultural sector and hence lead to a step change in cultural provision in the city. The Arts Council are also (as announced in November 2022) supporting a range of cultural organisations in the city through the three-year National Portfolio Organisation mechanisms - locally Zest Theatre, Usher Gallery/The Collection (LCC), University (LPAC and Barbican cultural venue) and Frequency Festival (Threshold Studios) have all received funding.

The Cultural Compact work is taking a new and innovative approach, hearing the voices of young people in terms of what they want from culture as they will be the consumers of the future. Over 1,000 local voices have been heard and work is now on-going to develop demonstration projects to create indoor and outdoor spaces in the city centre for young people. Once delivered, these will act as a springboard to bring the cultural sector and other sectors together to encourage others to "bend" mainstream funding to deliver against the cultural agenda.

- **Greyfriars:** Working in partnership with Heritage Lincolnshire, the project is to refurbish the grade 1 listed Greyfriars building and bring the Scheduled Ancient Monument back into use. Funded by the National Lottery Heritage Fund (NLHF), Towns Fund, Changing Places (DLUHC) and others, NLHF have recently confirmed their award for the delivery stage of the project to go-ahead, meaning all funding, totalling just over £3m, is now in place. Construction works are scheduled to commence summer 2023 with practical completion late 2024. Heritage Lincolnshire will lease the building for the purposes of flexible mixed-use education and event space on the first floor, alongside a ground floor café.
- **Harlequin:** The Harlequin project comprises neighbouring 20-22 Steep Hill (name after the former Harlequin bookshop) and 40-42 Michaelgate. Again, working in partnership with Heritage Lincolnshire, phase one is funded by the Architectural Heritage Fund (AHF) and comprises the refurbishment and conversion of 40-42 Michaelgate into two holiday lets. This is scheduled to complete by the end of 2023. Income from the holiday lets will be ring-fenced to contribute towards phase two which will be the more substantial refurbishment of 20-22 Steep Hill. Funding sources are currently being explored for phase two with the National Lottery Heritage Fund likely to be the primary source.

6. Recommendation

- 6.1 That Performance Scrutiny Committee consider the progress made under the Remarkable Place Vision strategic theme.

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?	One
List of Background Papers:	None

Lead Officer: Simon Walters, Director of Communities and Environment

Telephone (01522) 873470

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	<u>Original Milestones</u>	CMT Champion update of progress against milestones	RAGB
<p>Heritage Action Zone</p> <p>PH – Bob Bushell</p>	<p>Nicola Collins</p>	<p><u>2022/2023 projects</u></p> <p>Central Market capital works – full renovation</p> <p>St Mary’s Guildhall capital works – stabilise building, make watertight and consider new use (feasibility business case appraisal)</p> <p>Shopfronts – renovation of further shop fronts</p> <p>Community Engagement project – ongoing</p> <p>Barbican capital works – full renovation</p> <p>St Mary le Wigford works</p>	<p>All projects proceeding as planned.</p> <p>Central market still on track for completion in Autumn 2023</p> <p>Completion of works to make the structure safe and assesses options for future use to be completed by March. Feasibility appraisal awarded to contractor. Inception meeting 15th November 2022.</p> <p>3 further shopfronts under consideration in 2022/23. All to be completed by March 2024.</p> <p>Key achievements over last year have been; launch of 3 new Lincoln High Street Heritage Trails in September 2022, Heritage Open Day walking tours in September 2022, Heritage Skills Open day in December 2023.</p> <p>Work progressing to bring building back into use as a Creative Hub. Work scheduled for completion March 2024.</p> <p>Work will consist of re-landscaping and turfing the churchyard and reinstatement of boundary wall to match existing remaining remnant to be completed by March 2024</p>	<p>Green</p>

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	<u>Original</u> Milestones	CMT Champion update of progress against milestones	RAGB
<p>Sincil Bank streets for people theme</p> <p>PH – Neil Murray</p>	<p>Paul Carrick</p>	<p>Key Environmental based Priorities:</p> <ul style="list-style-type: none"> - create green spaces in the area - create green corridors through the area, - plant urban trees, - alter the traffic flows through the area to remove “rat runs” and hand the streets back to local residents <p>Focus is on:</p> <ul style="list-style-type: none"> • New Residents Parking Scheme • Delivering of the town deal project to alter traffic flows. <p>Outline milestones –</p> <ul style="list-style-type: none"> ▪ consultation Jan 23, ▪ Final designs Feb 23 ▪ Procurement April 23 ▪ On site Oct 23 ▪ Completion June 24 	<p>target now early to mid-2023 for full scheme to become operational (subject to LCC Committee decision in December 2022).</p> <p>Scheme being drafted currently ahead of resident engagement in January 2023. Scheme will include a range of environmental improvements and creation of a green corridor through Sincil Bank.</p>	<p>Amber</p>
<p>Christmas Market 10-year vision</p> <p>PH -Neil Murray</p>	<p>Claire McDowall</p>	<p>Focus is on delivering an exceptional Christmas market to celebrate its 40th year in 2022.</p>	<p>All work has progressed to plan and building on previous years light installations – this year will also see a stage in St Paul’s Lane for live performances, thereby enhancing the cultural offer</p>	<p>Green</p>

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	<u>Original Milestones</u>	CMT Champion update of progress against milestones	RAGB
<p>Greening the city:</p> <p>PH – Bob Bushell</p>	<p>Steve Bird</p>	<ul style="list-style-type: none"> - Major tree planting scheme – Delivery from 2022/23 - Greening the city centre - Wildflower verges & Pollinating shrubs 	<p>Site identified and recently reported to Executive. Working title is “Hope Wood”.</p> <p>External consultant has developed a detailed plan for the site</p> <p>Levelling Up Parks Fund application made for £85,000– deadline 3/10/2022. Awaiting decision.</p> <p>Mailshot sent out to businesses seeking sponsorship. Detailed plan will help inform funding opportunities.</p> <p>Application made to MOREtrees / Woodland Trust for supply of trees.</p> <p>Plans made for a cut and clear of the site to make the site ready.</p> <p>Terms of Reference for multi-agency group agreed – Aug 22 New working group established and milestones determined - second meeting 26/10/22 and monthly thereafter.</p> <p>Bid to UKSPF made – 3rd Oct 22</p> <p>Further workshops planned through to March 23 to explore ‘art of the possible in the city centre and uphill area -building on existing green spaces and assessing feasibility to create further biodiversity across the area.</p> <p>Focus in 22/23 has been consolidating existing sites created in 21/22. There are approx. 20 Ha of ‘rewilded’ areas under city council control.</p>	<p>Green</p>

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	Original Milestones	CMT Champion update of progress against milestones	RAGB
<p>Further develop the physical activity strategy</p> <p>PH -Bob Bushell</p>	<p>Steve Lockwood</p>	<p>The City Councils Physical Activity Action Plan to be put in place in 2022/23</p> <p>Assessment of the Active City Initiative and resources required to enable Active City aspirations to be met.</p> <p>Proactive work by Active Nation and reported to members</p>	<p>CoLC action plan being finalised – will be ready early on 2023 (delay due to unforeseen works to Yarborough leisure centre diverting officer capacity)</p> <p>Wider action plan with Active Lincolnshire – review progress in Jan 23</p> <p>Assessment as part of action plan development above</p> <p>Monthly newsletter from Active Nation regarding what they are doing with us on physical activity to be circulated to Members from Sept 22</p>	Amber
<p>Hartsholme Country Park Flood Alleviation Scheme</p> <p>PH – Bob Bushell</p>	<p>Aaron Wilson</p>	<p>Designs completed by 24/12/21</p> <p>Report to CMT / Exec 17/1/2022</p> <p>Tender goes live approx. 7/3/22</p> <p>Planning Committee 23/3/2022</p> <p>Award contract mid June.</p> <p>Works to be completed and signed off by end December 2022.</p>	<p>Completed</p> <p>Completed</p> <p>Completed – went live 18/3/22</p> <p>Completed – approval w conditions</p> <p>Contract awarded mid July. - complete</p> <p>Start up meeting 29/7/2022 - complete</p> <p>Site set up started 25/8/22. – complete</p> <p>Expected completion date for works was 4/11/2022. This was delayed when an 8T digger was stolen in late October, causing damage to materials including metalwork which was ready for installing. Delayed works by estimated one week as metalwork has to be repaired and re-powder coated.</p> <p>Work signed off as ‘practical completion’ w/c 14/11/22. Only some small snagging items outstanding.</p>	Green

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	Original Milestones	CMT Champion update of progress against milestones	RAGB
<p>Preparations for new Refuse Collection, Street Cleansing and Grounds Maintenance service post Autumn 2026</p> <p>PH – Bob Bushell</p>	Steve Bird	<p>Focus is preparing detailed service specifications and refreshing all supporting databases (eg miles of roads, number of litter bins, no. of domestic properties etc)</p> <p>Also working to accommodate any government announced changes within the Environment Act 2021</p>	<p>Staff recruited to project roles within the project team and transition completed.</p> <p>Monthly Board meetings commenced early August 2022.</p> <p>Risk workshops taken place.</p> <p>First member workshop took place on 28/9/2022.</p> <p>Workshop 2 took place on 31/10/22</p> <p>Workshop 3 is on 30/1/23.</p> <p>Member decisions on specification to be signed off by Executive in March 2023.</p>	Green
<p>Promotion of parks and open spaces in city</p> <p>PH – Bob Bushell</p>	Steve L/ Steve B/ Sarah Curtiss	<p>Campaign to be developed & stakeholders identified to help push the messaging – Autumn 22</p> <p>Campaign soft launched in December 22– encouraging people to get out and about over xmas break</p> <p>Main campaign launched January 23 encouraging people to get out and explore our parks and open spaces -New Year get fit campaign!</p>	<p>Drone footage of city and its green spaces – complete</p> <p>Comms team to develop a comms strategy based on the footage we now have -Autumn 22</p> <p>Consideration also being given to an expanded social media presence.</p>	Green
<p>Days of action agreed to tackle fly tipping</p>	Ben Jackson	Undertake a comprehensive programme of enforcement activity	<p>On hold due to significant capacity issues in the PPASB team.</p> <p>High priority fly tipping incidents are still being investigated</p>	On hold

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	<u>Original</u> Milestones	CMT Champion update of progress against milestones	RAGB
<p>including enforcement and education</p> <p>PH – Bob Bushell</p>	<p>(from Oct 22)</p>			
<p>Development of a cultural compact for the city</p> <p>PH -Neil Murray</p>	<p>Simon W</p>	<p>Establish multi agency working group Dec 21</p> <p>Undertake research of young people – spring/summer 22</p> <p>Undertake second round of research to develop a cultural hub for young people – Sept 22</p> <p>Bid to UK Shared Prosperity Fund for demonstration project -Oct 22</p> <p>Deliver Heritage Action Zone (HAZ) cultural installation in 23/24</p> <p>Deliver demonstration project – 24/25</p> <p>Bring wider compact together to learn from demonstration project – 24/25</p> <p>Develop a multi- sector Cultural strategy</p>	<p>Working group established</p> <p>Research work with 1,000 young people completed – June 2022</p> <p>Second round of consultation completed -October 2022</p> <p>Bid to UKSPF submitted Oct 22 -awaiting outcome</p> <p>HAZ installation currently in planning phase – Zest Theatre to deliver next summer</p> <p>Demonstration projects developed by Sept 2023</p>	<p>Green</p>

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	Original Milestones	CMT Champion update of progress against milestones	RAGB
Review our parking strategy PH – Neil Murray	Toby FT	Comprehensive review of the city council’s off-street parking strategy in response to Covid 19 and the aspirations articulated within the Lincoln Transport Strategy	<ul style="list-style-type: none"> Scoping paper finalised - June 2022 - complete CMT sign-off – June 2022 -complete Internal working group established with draft scope and project plan underway – Oct 22 Strategy to be developed over next 12 months, carefully assessing how the High Street emerges from Covid, cost of living challenges and other factors influencing the likely future shape of High Streets across the country 	Green
Review of our Play Strategy PH -Bob Bushell	Steve L	<p>Produce a new strategy that supports development of the provision of play in all its forms and assists planning colleagues when negotiating Developer Contributions</p> <p>Scope to be shared with portfolio holder for comment – Dec 22</p> <p>Any required play strategy support work will be commissioned– Jan 2023</p> <p>Results: March 2023</p> <p>Draft strategy - June 23</p>	Draft play strategy scope to be further discussed and refined Dec 2022	Green
Biodiversity Net Gain (BNG) - role of council in off setting solution	Kieron Manning/T FT	Start scoping discussions with partners and stakeholders including Lincs Wildlife Trust/Central Lincs	<ul style="list-style-type: none"> BNG Task & Finish group for Greater Lincs will help inform this work but progress has been delayed with GLNP staffing issues Complete by Summer 2023 	Green

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	<u>Original</u> Milestones	CMT Champion update of progress against milestones	RAGB
PH – Bob Bushell PH Neil Murray		Resourcing requirements and options paper prepared involving cross departmental teams		
Greyfriars PH Neil Murray	Phil Quiggen	<ul style="list-style-type: none"> • Formal Permission to Start • Detailed design work / cost reviews January – March 2023 • Procurement of main contractor March – July 2023 • Main works commence August 2023 • Main works completed August 2024 • Activities, fit-out, evaluation and staffing August – October 2024 • Operation and Activities October 2024 – August 2025 • End of project reporting October 2025 	<ul style="list-style-type: none"> • Permission granted November 2022 	Green

Appendix A: Remarkable Place Monitoring Table –November 2022

Project name	Project manager	<u>Original</u> Milestones	CMT Champion update of progress against milestones	RAGB
Harlequin building PH Neil Murray	Phil Quiggen	Substantial refurbishment of 20-22 Steep Hill.	Funding sources are currently being explored for phase two with the National Lottery Heritage Fund likely to be the primary source.	Green

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PORTFOILO HOLDER RESPONSIBILITIES

Economic Growth

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

Reducing Inequality

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

Quality Housing

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

Remarkable Place

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

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

Our People and Resources

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

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

Customer Experience and Review

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

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

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

Introduction

This has again proved to be a difficult year as we recover from Covid but also face the greatest cost of living crisis since WW2 caused by rising energy costs and supply line issues. Covid does remain, of course, and still causes some sickness issues however a very successful vaccination program has rendered the disease less effective. The problems we face as a result of an unresolved climate crisis, greed among energy and other companies paying high dividends to shareholders instead of considering customer basic needs and of course the return of an aggressive and dangerous Russian state effect all of us and our Councils delivery to citizens. Government announcements of action by local authorities without intelligent consultation has also caused a strain on our communication systems as the public, understandably, seeks guidance in large numbers from our staff. Brexit has, as anticipated by reliable economists during the Referendum Debate, caused staff shortages in the Labour Market and this has affected our recruitment processes.

As this report shows we have delivered a high standard despite the difficulties the authority faces. I was particularly pleased that staff provided excellent support for the all council Planning Committee which considered the Western Growth Corridor involving all departments but top marks to Democratic Services for ensuring a brilliant broadcasting event. At five hours it was a marathon event but worth the effort and I would compliment Cllr Bob Bushels Chairing and the staff who supported him. As a result of this work and subsequent discussions there is now support for this major development across the Board.

Investment in IT is paying off and reorganisation with considerable staff support is also proving successful.

Our guiding principle remains as a progressive local authority one that seeks to serve all the communities of our City of Lincoln providing effective but caring delivery. This report demonstrates that our teamwork has delivered the work needed to achieve a constantly improving City as it enters the third decade of the 21st Century and recovers to face our new challenges. Every single member of staff can take personal credit for this work.

Customer Services

The Customer Service team provide the first contact point for residents calling the council to access services. They answered over 127,000 incoming telephone calls in the financial year ending March 2022. In addition to this they processed more than 25,000 email communications and dealt with a vast number of online service requests, which the team check and authorise before being allocated to a service area.

Following the lifting of Covid restrictions the team continue to see customers face to face by appointment rather than the previous drop-in facility. This is far more efficient, ensuring that appointments are made when staff are available, reducing waiting times for the public. Advisers can also prepare in advance for the customer's enquiry and make sure that the appropriate person deals with the appointment. Where necessary interpretation services and specialist support for vulnerable people can be pre-arranged and in place when the customer arrives.

There has been an increase in difficult calls this year, with a growing number of customers finding paying their bills, rent, and other living expenses challenging. The staff try to seek solutions with callers and refer to specialist services where appropriate, but these calls can be longer than expected.

We are working with a group of colleagues from across the directorates in the Creating Value Processes theme, and in conjunction with the Improving Technology pillar, to drive forward our improvements to the way customers interact with us. A new telephone system will make connecting with colleagues in service areas smoother and quicker, which will reduce the time it takes to respond to customer queries

The staff work incredibly hard to support customers and they are rightly proud of the contribution they make to the smooth running of the council

Audit Arrangements

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

Internal Audit have provided assurance in some key areas during 2021/22 including financial systems, projects and other service areas. The team has continued to use its 'Combined Assurance' model to provide a broader level of assurance to management and members. There was a slight shortfall in resources this year whilst the Audit Manager post was recruited to, some of this was covered through the engagement of an audit consultancy company.

I am very pleased to report that the latest annual Internal Audit report (2021/22) established that overall, the Council was performing well across areas of governance, risk and internal financial control and performing adequately on internal control. There are some improvement areas in relation to IT disaster recovery, risk management and the implementation of agreed audit actions.

External Audit is undertaken by Mazars. Their most recent Annual Report issued for the year ended March 2021 provided an unqualified opinion on the statement of accounts 2020/21 including a positive Value for Money conclusion.

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

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

Democratic and Electoral Services

The Electoral Services team successfully delivered the local elections on 5 May 2022, which applied to a third of the City Council's membership. The Electoral Services team worked on the annual canvass. The electoral register will be published in accordance with legislation on 1 December 2022.

The Elections Act 2022 received Royal Assent on 28 April 2022. This legislation contains substantial changes for polling at elections, as well as electoral registration in the UK, including the requirement for voter identification at polling stations. The regulations were recently laid before parliament and are currently working their way through both houses. The polls on 4 May 2023 will be the first date to implement voter identification.

As highlighted at a recent meeting of the Council, the Association of Electoral Administrators, which is the national representative professional body, has expressed serious concerns to the relevant minister in the Department for Levelling Up, Housing and Communities over the deliverability of these changes given the short timeframe. However, in preparation for these changes, members of the electoral services team have been attending training events and seminars. At one of these events, there was a demonstration of the digital platform, which will be used to process requests for voter identification, which electoral services will be required to administer. The digital platform is due to 'go live' in mid-January, however no councils have received training on this system. In addition, there is a programme board of officers in place to oversee the changes.

The efforts of the City Solicitor and Democratic Services in arranging the Planning Committee on 12 January 2022 were vital in ensuring the smooth and successful running of the Council's largest planning application. This meeting attracted a lot of positive feedback on the efficiency and professionalism of the meeting. This meeting was watched online by more than 170 viewers. This helped ensure the meeting had the greatest reach and accessibility; and also helped safely manage capacity at the venue. As a result of this positive experience, the Council is exploring options for improving the equipment in the committee rooms to enable more meetings to be livestreamed at a good quality. However, this equipment would come at a cost. The Democratic Services and Elections Manager is in the early stages of a procurement exercise to make this possible.

Business Development and IT

Business Development have continued to support the organisation. In addition to providing covid support, including assisting with payments of grants to local businesses, other services have continued to move forward. These include:

- Design and development of processes for refuse collection services so that customers can report issues/access services online
- Website improvements including improved accessibility
- Supporting Council Tax energy rebate payments

- Upgrades to core ICT applications to ensure software
- Procuring a new telephony system for enhanced communications and customer support
- Reviewing options for replacement of web-based self-service channels for customers
- Automating customer service feedback processes
- Intranet development, developing Yammer staff communications solutions and investigating e-learning packages
- Developing new project management tools
- Delivering migration of Local Land Charges service to HMLR, as well as assisting HMLR on a national level
- Delivery of new mobile device contract and hardware to staff
- New Intranet to replace City People
- Leading for Lincoln on the DHLUC funded national Housing Repairs Service, presenting at Digital Leader's week and promoting the project nationally.
- Upgrade of Council's document management system to new user interface
- Supporting issues and enquiries coming through Fix My Street
- Replacement of electronic payments provider to make savings and efficiencies
- Support for Council Tax year end processes and billing

The ICT Team have also been engaged in supporting new ways of working including:

- Rollout of devices and new software to almost all staff and Councillors
- Rollout of O365 Citrix Services to staff
- Design and Development of O365 desktop services (what it looks like)
- Design and Development of O365 in our Citrix Environment
- Enhancing the secondary data centre to provide better Disaster Recovery facilities
- Enhancing connectivity into Disaster Recovery facilities e.g., Citrix and VPN @Hamilton House
- Upgrading systems to ensure they are fully supported
- Enhancing ICT security to protect customer data
- Reviewing options for replacement of infrastructure
- Developing new solutions for enhanced desktop services and tools
- Upgrading telephony monitoring facilities in advance of a new telephony system
- Upgrading core network infrastructure to ensure continuous service
- Upgrading core virtualisation infrastructure to ensure support and compliance
- Development of automated process to deploy new kit more quickly
- Design & Development of O365 access on Mobile Devices (tablets and phones)

Performance monitoring

General performance

Under my portfolio I have responsibility for ensuring there is a process for producing good quality key operational performance data, which is used to monitor and drive performance improvements across the council.

Quarterly performance reporting

The council continues to report performance to elected members and the public through a quarterly performance report. The report covers performance outturns for all 86 strategic performance measures, and for a range of corporate measures. Of these measures the majority are reported on a quarterly basis, with a small number of measures being reported on an annual basis. Included in the report is an analysis of performance outturns for each measure against the targets set. This analysis is presented in the form of a dashboard with supporting analytical and descriptive text, which provides a clear view of performance across service areas. This enables key stakeholders such as the Corporate Management Team, Performance Scrutiny Committee and Executive Committee to easily identify those measures with performance below target, above target and within target boundaries and the reasons for this. There continues to be a number of volumetric measures reported, which are those where a team cannot influence the outturn but are still valuable for contextual information. The dashboards included in the report are extracted directly from the PIMS performance system, which allows for clear referencing between the report and the system. The format of the quarterly performance report continues evolve and improve to meet the changing needs of the organisation.

External audit on performance monitoring

During the summer of 2022 an external audit was undertaken on performance monitoring at the council. The following actions were identified from the audit. In most cases the Corporate Policy Team were already aware of the actions identified in advance of the audit, however Covid-19 and the diversion of the Corporate Policy Team onto Covid-19 work streams, specifically the emergency befriending service, necessitated a planned delay. In addition, resource pressures in the team have impacted on the delivery of the scheduled work. This follows two members of the Corporate Policy Team leaving the authority.

However, throughout this time a full range of performance management information has continued to be accurately reported and utilised to effectively identify and address performance issues across service areas.

Actions identified from the audit as areas of focus –

1. Update of the Local Performance Management Framework (LPMF) incorporating the Data Quality Policy.
2. Ensure all performance measures have associated control sheets.
3. Assess the Performance Information Management System (PIMS) and how it delivers against the original design brief.
4. Create a table for tracking outstanding requests from Performance Scrutiny Committee.
5. Include a recommendation within all Corporate Management Team and Performance Scrutiny Committee covering reports, which asks officers and members to feedback on whether the report continues to meet their needs.

A work programme has been developed to deliver the actions identified by the audit and procedures have already been put in place for actions four and five from Quarter 2 2022/23 performance reporting. Further details on actions one to three are provided below.

1) Update of the Local Performance Management Framework (LPMF) incorporating the Data Quality Policy.

The council continues to strictly follow the Local Performance Management Framework and the current LPMF continues to work well. It is expected that the framework will be refreshed by June 2023 to reflect slight changes to performance reporting, and to ensure the framework remains fit for purpose looking ahead. A specific focus will be on driving a more performance driven culture. As part of this refresh the Data Quality Policy will also be reviewed to ensure this continues to meet the needs of the council and ensure a high level of data quality is maintained.

2) Ensure all performance measures have associated control sheets.

There is an acceptance that data quality can always be improved, and to help improve this further, all council performance measures will have an associated control sheet in place by the end of April 2023. The control sheets will clearly define each performance measure and include the calculation(s) used to determine the measure outturn and to ensure data quality. The process of ensuring all performance measures have accurate and detailed control sheets in place commenced in early November 2022.

3) Assess the Performance Information Management System (PIMS) and how it delivers against the original design brief.

The council's performance system (PIMS) continues to be an effective tool for collecting and monitoring performance measure outturns and supporting commentary. A review will take place running up to June 2023 to confirm the system continues to deliver against its original brief, but also with a specific focus on identifying what further performance analysis / tools the council would like to attain from the system.

Target Setting

Performance targets continue to be reviewed on an annual basis to reflect changes in the marketplace, the council's strategic direction, as well as current outturn achievements. The targets for 2022/23 were reviewed in November 2021.

For each targeted measure, both a high and low target is agreed with the service manager, Assistant Director, Director, and Portfolio Holder. For those measures recorded as quarterly in the system, just one high and one low target is set for the year, whilst for those cumulative and seasonal measures, individual quarterly targets are set. A number of measures in the system are recorded as volumetric and have no targets allocated to them. Targets continue to be formally approved by the Corporate Management Team, Performance Scrutiny Committee and Executive.

The target setting process for 2023/24 is expected to commence in January 2023, which will ensure targets are agreed and in place ready for Quarter 1 2023/24 reporting.

Lincoln City Profile (LCP)

On an annual basis the City of Lincoln Council produces the Lincoln City Profile report. The report provides the latest demographic data for the City of Lincoln in one central document, drawing data from national, local, and internal data sets. The profile paints a unique picture of what it is like to live and work in Lincoln. The contents of the Profile are split into eight key chapters. These include:

- Population
- Economy
- Welfare
- Crime
- Health
- Education
- Housing
- Environment and Climate

The latest Lincoln City Profile 2022 includes an additional chapter focused on the impact of Covid-19 on the city. Within this section includes a breakdown of Covid-19 cases in Lincoln, vaccination data split by age, furlough data and the number of support grants issued to businesses in Lincoln.

The latest data for each dataset included within the LCP is presented within a chart showing clear comparison of Lincoln data against data for the East Midlands region. A link to the data source is also provided, which allow users of the profile to access the very latest data available post the publication of the current version of the LCP.

The current LCP can be viewed on the council's website via the following link and I would encourage all members to take a look at the wide range of informative data included - [Lincoln City Profile 2021/22](#).

Data collection for the next version of the LCP is scheduled to commence in January 2023, with the Lincoln City Profile 2023 expected to be published in May 2023.

Project Management – The Lincoln Project Management Model (LPMM)

The LPMM continues to provide practical advice, tools and techniques to council staff involved in managing projects to ensure all projects are planned and managed effectively taking into consideration the size of the project, cost, anticipated duration, complexity, and the risk it brings.

The LPMM is split into three levels of projects. These are:

- Significant capital build ('Mega') projects
- Strategic Projects
- Service area projects

To ensure all LPMM guidance is easily accessible, a project management section has been developed on the new staff intranet, Hub. Included in this area are a wide range guidance documents, together with a range of templates to assist in each stage of the project management process. Using a standardised set of guidance and templates

ensures the approach to project management is delivered consistently across the council and ensures all key elements of project management are fully considered.

The LPMM continues to be reviewed regularly to ensure this remains fit for purpose and in line with the requirements and expectations of the council.

Conclusion

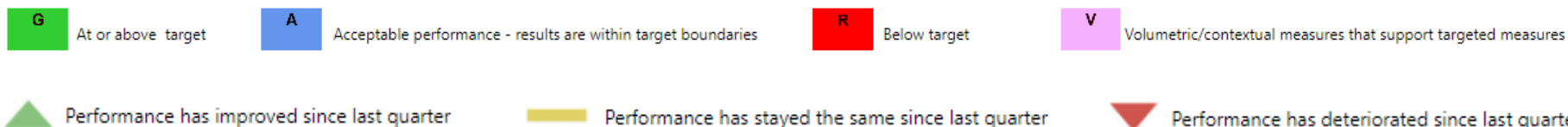
I conclude by again praising our staff for their brilliant response during a crisis year that will prove more challenging yet. That said I am hugely impressed by the preparations everybody is making to deal with what is ahead and I am sure that we will ensure that our citizens continue to receive the best possible service.

I would also like to welcome all new employees to the council and thank you all for hitting the ground running and contributing to our success over the past 12 months.

Needless to say, Government cuts also continue to challenge us as we seek to continue the development of our brilliant City but even so we are preparing to move to the next stage of our shared Vision 2025 and be ready to play our part as our City community moves positively forward.

Customer Experience and Review measures – Quarter 2 2022/23

With regard to my Portfolio Holder performance, there are several measures directly linked to the services in my portfolio. These measures and their latest outturns are presented in the tables below.



Quarterly Measures

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
CX	Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Volumetric	Volumetric	Q1 22/23	- 40	Q2 22/23	- 30	Number	V	The number of face to face enquiries is lower when compared to the last quarter. 30 customers were seen in pre-booked appointments out of 144 seen by teams across the authority. Welfare saw 21.
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q1 22/23	- 28,315	Q2 22/23	- 28,197	Number	V	Very similar to the last quarter. We have answered 3,911 refuse/environmental calls, 4,578 housing solutions/homeless calls, 8,912 housing calls, 10,796 council tax/benefit calls, and 486 other calls. Although the overall number is similar, we dealt with an extra 2,397 calls for council/tax/benefits, which is as a result of the £150.00 energy rebate. We have also received 6,585 emails; this method of contact is increasing and is dealt with by the same team.

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q1 22/23	- 484	Q2 22/23	- 795	Seconds	R	▼ This is a longer wait than previous quarters. We have had staff vacancies during this period as previously reported in the last quarter. We have now filled the posts. Two new staff members start at the beginning of quarter three. There will be a period of training before performance improves. Frustratingly we now have two new vacancies, so with recruitment, appointing and training we are unlikely to improve performance in the next quarter.
	Customer Services	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	High is good	80.00	90.00	Q1 22/23	- -	Q2 22/23	- 67.00	%	R	— This is now an integrated survey across phones, face to face and emails. We received 180 responses in quarter two. There are two selected customers comments below: - I was amazed at how caring and helpful your team was! - The lady I spoke to both times was so lovely, caring, and professional. I'm facing homelessness, there was no judging, and she explained every step to me.
DHI	Business Development	BD 1	Number of users logged into the on-line self-service system this quarter	High is good	10,000	11,000	Q1 22/23	- 11,424	Q2 22/23	- 9,958	Number	R	▼ Similar levels to previous periods. Replacement system project is about to commence, which will mean the PI needs to be reconsidered when in place.

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
	IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q1 22/23	957	Q2 22/23	861	Number	V	Change largely due to implementation of new email filtering software, which has resulted in less manual intervention being required.
	IT	ICT 2	Percentage of first time fixes	N/A	Volumetric	Volumetric	Q1 22/23	60.30	Q2 22/23	58.00	%	V	Slight reduction, but still around the same level as normally expected

Annual Measures

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status	Commentary
	Democratic Services	DEM 1	The number of individuals registered on the electoral register (local elections)	N/A	Volumetric	Volumetric	2020/21	68,203	2021/22	62,292	Number	V	Registration is expected to increase through monthly updates throughout the year, with more application expected around the May elections.

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PEFORMANCE SCRUTINY COMMITTEE

8 DECEMBER 2022

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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16 June 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
Strategic Risk Register – Quarterly Report Q3&4	Jaclyn Gibson/Colleen Warren	Quarterly Report Professional High Performing Services
Lincoln’s GEO – Sense Footfall Data	Graham Rose	Requested Report

4 August (moved from 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		
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
Council Tax Rebate Payments	Martin Walmsley	Requested Report

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)		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1 (moved from 18 August)	Colleen Warren	Quarterly Report Professional High Performing Services
Pre-Christmas Market 2022 verbal event report	Simon Colburn	Requested Lets Drive Economic Growth
Vision 2025 Annual Inclusive Economic Growth Report on Progress	Francesca Bell	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
Portfolio Under Scrutiny - Climate Change	Portfolio Holder for Remarkable Place	Annual Report
Annual Report for Remarkable Place V2025 Theme	Simon Walters	Annual Report
Portfolio Under Scrutiny Session – Customer Experience and Review	Portfolio Holder	Annual Session Vision 2020 (Mixed)

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
Portfolio Under Scrutiny Session – Reducing Inequality	Portfolio Holder	Annual Session Reducing Inequality

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
4 August 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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