

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 19 January
2023

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, Pat Vaughan (Vice-Chair) and Donald Nannestad
Substitute members:	Councillors Liz Bushell, Martin Christopher and Joshua Wells
Officers attending:	Democratic Services, Simon Walters (Strategic Director of Communities and Environment), Daren Turner and Ben Jackson

AGENDA

SECTION A	Pages
1. Confirmation of Minutes - 8 December 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 - Quality Housing	17 - 32
4. Portfolio Under Scrutiny Session - Reducing Inequality	33 - 54
5. Work Programme for 2022/23	55 - 66

This page is intentionally blank.

Present: Councillor Pat Vaughan (*in the Chair*),
Councillor David Clarkson, Councillor
Rebecca Longbottom, Councillor Adrianna McNulty,
Councillor Lucinda Preston, Councillor Clare Smalley,
Councillor Loraine Woolley and Councillor Rachel Storer

Apologies for Absence: Councillor Gary Hewson and Councillor Thomas Dyer

46. Confirmation of Minutes - 17 November 2022

RESOLVED that the minutes of the meeting held on 17 November 2022 be confirmed.

47. Declarations of Interest

No declarations of interest were received.

48. Portfolio Holder under Scrutiny - Remarkable Place

Councillor Bob Bushell, Portfolio Holder for Remarkable Place:

a) presented a report to Performance Scrutiny Committee covering the following main areas:

- Parks and Open Spaces – General
- Allotments
- Equipped Play Areas
- The Arboretum
- Boutham Park
- Hartsholme Country Park and Camp Site
- Commons
- Hope Wood
- Dawber Charity Gardens
- Events and Activities
- Education
- Volunteering
- Arboriculture
- Travellers
- Street Scene
- Waste/Recycling
- Street Cleansing
- Graffiti
- Litter Policy
- Public Toilets
- Sport and Leisure
- Lincoln 10K
- Recreation Services
- Food, Healthy and Safety
- FSA Recovery Plan
- Local Air Quality Management
- Licensing

b) invited members' questions and comments.

Comment: Members commented that the work that had been carried out at Whitton's Park play area had been very well received by the public and the activities at Hartsholme Park had been good.

Question: Members asked if there were enough resources to look at more enforcement for allotment tenancies where the allotment site had not been well maintained.

Response: There was limited resource for allotment enforcement but where plots were clearly being neglected then resource will be managed to look at these sites as a priority. All enforcement action would be dealt with sensitively.

Question: Members asked what was going to be done to help tackle recycling contamination.

Response: Contamination is a work in progress and would hopefully improve when the way we recycle improves such as when the paper and card recycling came into force in Lincoln.

Question: Members commented that they had received comments from the public regarding the grass being too long on the corner of Birchwood Avenue and Fulmer Road and were concerned that the grass could become a fire risk due to the extreme heat we had in summer. Members asked if this could have wildflower seeds planted to make it look more attractive.

Response: This would certainly be an option but sometimes re-wilding didn't work due to weather conditions.

Question: Members asked if the outflow at Hartsholme Park had been improved within the dam wall works and whether the path and area of grass that had been destroyed due to the storage of equipment will be corrected.

Response: Contractors were coming back on site to resolve some snagging issues which would help address some of these points. The restriction was at the entry point of the dam which was improved and improved the outflow.

Question: Members asked whether green waste that is put in black bins damages the energy from waste plant equipment.

Response: This had never been an issue that had been raised at the Lincolnshire Waste Partnership meetings.

Question: Members asked if St Giles Community Centre would be sold or rented out.

Response: The Community centre would not be sold, and it would remain available for community use. This would potentially be a long-term lease with the YMCA but was dependant on the YMCA getting a grant and was in the early stages. Some elements of this lease would be for public use/Councillor Surgeries.

Question: Member mentioned that the Dawber Gardens were in desperate need of renovations and asked whether the Council had applied to the Dawber Charity Committee for a grant.

Response: There were strict restrictions in place as to what the Dawber charity monies could be used for or given to. If the charitable trust was set up, then they would be able to apply to the Dawber Charity Committee for funding.

Question: Members asked if CCTV could be put in at the Usher Art Gallery as there had been a lot of offensive graffiti.

Response: CCTV was being looked at for that area and offensive graffiti was removed within 24 hours.

Question: Members asked whether street bins could offer recycling.

Response: In an ideal world these bins would be offered to the city but one of the problems is the high contamination rate. The city did need these recycling bins and would look at these within the new contract.

RESOLVED that the annual report be noted.

49. Addressing the Challenge of Climate Change Vision 2025 Progress Report

Councillor Bob Bushell, Portfolio Holder for Remarkable Place:

- a) presented a report to Performance Scrutiny Committee with an update towards addressing the challenge of the Climate Change Strategy Priority contained in Vision 2025
- b) explained that Appendix A of the report provided an overview of the current and live projects for the strategic priority
- c) highlighted that there were 12 projects that were currently being monitored in the work programme for Climate Change and these were listed in paragraphs 4.3-4.4 of the report
- d) explained that Appendix B of the report contained a set of performance indicators that had been developed for the Climate Change strategic priority
- e) invited members comments and questions.

Question: Members asked if the number of electric fleet vehicles was to be increased.

Response: There was an aspiration to transfer to electric vehicles. Heavier more industrial vehicles were more expensive to replace. There was a long-term plan and a net zero carbon target had been set for 2030. Officers had been instructed to look at electric vehicles where possible. Electric vehicles were being looked at all the time, but these would only be moved to if it was cost effective to do so.

Question: Members asked what work was included in the £30k to improve the efficiency rating in council housing.

Response: This information would be fed back to the committee.

Question: Members asked how successful the engagement was in regard to single use plastics at the Lincoln 10K and Christmas Market.

Response: There was an Environmental Policy for events which included the use of single use plastics. Work had taken place with stall holder of the market and the use was improving. The Lincoln 10k had reduced the use of plastic bottles and used recyclable carton instead, but these were not a good way to get fluid into runners quickly. The giving out of t-shirts was also reduced with runners having to purchase the t-shirt if they so wished.

Question: Members asked why electric points had been placed in castle ward.

Response: It was thought that the Levi funding from Lincolnshire County Council was best placed here due to this area being terraced houses.

RESOLVED that:

1. information on what was included in the £30k to help improve council houses and make them be more efficient be fed back to the committee.
2. the progress of the Vision Group and Strategic Priority be considered.

50. Vision 2025 - Remarkable Place Progress Report

Simon Walters, Director of communities and Environment:

- a) provided Performance Scrutiny Committee with an update on the *Let's enhance our Remarkable Place* strategic Priority in Vision 2025
- b) explained what had been achieved over the last two years within the strategic priority and this was listed in paragraph 4.1 of the report
- c) highlighted the current schemes that were taking place within the strategic priority, and these could be found in paragraph 5 of the report
- d) invited members comments and questions

Question: Members asked if the restoration of the Harlequin building was going to be complicated due to the condition of the building.

Response: The building had not been well maintained and was in a poor state. The costs of the restoration were significant as it was a listed building. Heritage funding needed to be applied for as it was an iconic building in a prime location.

RESOLVED that the progress made under the Remarkable Place Vision Strategic Theme be considered.

51. Portfolio Under Scrutiny - Customer Experience and Review

Councillor Chris Burke, Portfolio Holder for Customer Experience and Review:

- a) presented a report to Performance Scrutiny Committee covering the following main areas:
 - Customer Services

- Audit Arrangements
- Democratic and Electoral Services
- Business Development and IT
- Performance Monitoring
- Target Setting
- Lincoln City Profile
- Project Management – The Lincoln Project Management Model (LPMM)

b) invited members' questions and comments.

Question: Members commented that it caused concern that 18k of the working population were students in the city and asked if this effected the resident population with regard to how many jobs were available. How did we compare to other university cities.

Response: This was viewed as a positive thing as students brought a lot of good qualities to the city. Comparison information was to be shared with the committee.

Question: Members raised concern regarding the Lincoln Project Management Model (LPMM) across the council and quoted extracts from Audit Committee on 19 July 2022 which stated that the LPMM was not being followed.

Response: The LPMM was scalable depending on the type of project that was taking place and was due for a refresh. The LPMM was being used and was currently being used for the Waste Recycling Project. The project boards need to make sure that the LPMM was being followed. Officers were to report back to the committee on this.

Question: Members were aware that there were staffing issues within the Customer Services Team and asked if other staff could be brought in to help.

Response: Call waiting times were improving. There were two new staff that had been recruited and a further one due to start shortly. Interviews were taking place soon to fill the last two posts and staff morale was slowly improving.

RESOLVED that:

1. Information regarding the working population and students be forwarded to the committee.
2. Officers were to report back to the Committee regarding the use of the LPMM.
3. The annual report be noted.

52. Work Programme for 2022/23

Clare Stait, 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 for 2022/23 be noted.

Performance Scrutiny Committee – Member request monitoring table

Date of committee – 8 December 2022

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response
1	Addressing the Challenge of Climate Change	Members asked what work was included in the £30k to improve the efficiency rating in council housing.	Cllr Clarkson	Kate Bell	9 Dec 2022	<p>£30k is the likely cost to upgrade a C or D rated home based on a review of costs provided by EQUANS, who have delivered the Social Housing Decarbonisation Scheme (SHDS) for Leeds City Council. In addition we now have a good understanding of energy efficiency costs as a result of the Home Energy Upgrade scheme which we are delivering in the private sector and has included several former council homes. Typical measures include external wall insulation, top up loft insulation and Solar PV which can raise the EPC to a B but at the moment are costing between £20-£30k. For a D and above rated property the SHDS will only cover 30% of total costs so the LA has to provide 70% match.</p> <p>The next step is to carry out a retrofit assessment of a sample of council homes to understand the exact measures and costs in more detail. Matt Hillman is dealing with this and I am available to offer any further support required.</p>

2	Portfolio Under Scrutiny: Customer Experience and Review	Members commented that it caused concern that 18k of the working population were students in the city and asked if this effected the resident population with regard to how many jobs were available. How did we compare to other university cities.	Cllr Clarkson	Simon Walters	12 Dec 2022	<p>As requested, please find attached spreadsheet which shows the breakdown of age population for 18-24 year olds (student population) and 18-65 year olds (working age population) for Lincoln compared to our CIPFA nearest neighbours that are classed as university cities together with the additions of Nottingham and Derby.</p> <p>Conclusions to be drawn from this data are as follows:</p> <p><u>18-24-year-olds (student population) – Please see first chart in the attached</u></p> <ul style="list-style-type: none"> Lincoln’s highest age group in this selection is 20 year olds making up 4.1% of the population (4,283 people) Lincoln’s lowest age group in this selection is 24 year olds making up 1.6% of the population (1,629 people) Nottingham has the highest figure in this selection with 4.4% of the population being made up of 19 year olds (14,134 people) Overall out of the 8 cities, Lincoln, Exeter and Nottingham are considered to have a higher student population. Student population in Norwich is lower than these 3 areas however sits above Worcester, Gloucester, Preston and Derby which all appear to have very low
---	--	--	---------------	---------------	-------------	--

11						<p>percentage levels of student age residents</p> <p><u>18–65-year-olds (working age population) – Please see second chart in the attached</u></p> <p>Due to the volume of data in this selection, it is difficult to plot this clearly however the chart does provide some useful visualisations of the key differences and similarities in the data.</p> <ul style="list-style-type: none"> • As shown in chart 1, the student age population in Lincoln, Exeter, Norwich and Nottingham is of a higher percentage than student age population in Worcester, Gloucester, Preston and Deby • Focusing on the full age range of 18-65, the ages 18-24 have a significantly higher percentage of residents than any other ages within this data set in the cities Lincoln, Exeter, Norwich and Nottingham • From the age 25 onwards across all 8 cities, the population levels in each age group appear to show a similar pattern
3	Portfolio Under Scrutiny: Customer Experience and Review	Members raised concern regarding the Lincoln Project Management Model (LPMM) across the council and quoted extracts from Audit Committee on 19 July 2022	Cllr Clarkson	Simon Walters	13 Dec 2022	<p>In response to these concerns I can confirm that :</p> <ol style="list-style-type: none"> a. The Vision 2025 Theme groups have been re-established and are monitoring the projects

which stated that the LPMM was not being followed.

within each theme group area, including ensuring compliance of the project managers with the LPMM. At the last two Performance Scrutiny Committee meetings, Members will have seen reports from the theme groups covering Economic Growth, Remarkable Place and Sustainability

- b. There has been, and continues to be, reduced corporate capacity to assist with the continued embedment of LPMM. The Policy unit, due to resignations and retirements, is currently operating well below usual staffing levels. A new Asst Director takes up her post in early January 2023 and a new Manager has been appointed and will be in post late winter/early Spring 2023. In addition, we will then be bringing a number of teams together to create a new effective single Policy team with the capacity to deliver a range of support functions across the council.
- c. We have a list of staff who require training on LPMM and this will be progressed in the new year. The training will emphasise the role of 'Agile' techniques within the overall LPMM model.

13						<p>d. Due to capacity issues, the project register is not being updated but as covered in (a) above, almost all projects are assigned to a Vision Group or a One Council theme group and hence there is visibility of the projects and their progress. This also assists with the final point raised above regarding alignment and efficiencies</p> <p>So overall, projects are managed consistently, and with the advent of the new Corporate Policy Team in the new year alongside additional training being rolled out on the LPMM, this will go some way to addressing the concerns raised in both Audit Committee and Performance Scrutiny Committee</p>
----	--	--	--	--	--	---

This page is intentionally blank.

71	0.8%	0.9%	0.8%	0.8%	0.7%	0.7%	0.6%	0.8%
72	0.8%	0.9%	0.9%	0.9%	0.8%	0.8%	0.6%	0.8%
73	0.8%	1.0%	0.9%	0.9%	0.8%	0.8%	0.6%	0.9%
74	0.8%	1.0%	0.9%	0.9%	0.8%	0.7%	0.6%	0.9%
75	0.6%	0.7%	0.7%	0.7%	0.6%	0.6%	0.5%	0.7%
76	0.6%	0.8%	0.7%	0.7%	0.6%	0.6%	0.5%	0.7%
77	0.6%	0.7%	0.6%	0.7%	0.6%	0.6%	0.4%	0.6%
78	0.5%	0.6%	0.6%	0.7%	0.5%	0.5%	0.4%	0.6%
79	0.4%	0.6%	0.6%	0.6%	0.5%	0.5%	0.4%	0.5%
80	0.4%	0.5%	0.5%	0.5%	0.4%	0.4%	0.3%	0.5%
81	0.4%	0.5%	0.5%	0.5%	0.4%	0.4%	0.3%	0.5%
82	0.4%	0.5%	0.5%	0.5%	0.4%	0.4%	0.3%	0.5%
83	0.4%	0.5%	0.4%	0.4%	0.4%	0.4%	0.3%	0.5%
84	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%
85	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%
86	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%
87	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%
88	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%
89	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
90	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%
91	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%
92	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
93	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
94	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
95	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%
96	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
97	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
98	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
99	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ages 100 and over	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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

This page is intentionally blank.

LANDLORD SERVICES – PERFORMANCE 2022/23

APPENDIX A

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 21/22	Target 2022/23	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	Status (R,A,G) *Blue = No target	Additional comments
Rents									
125B	% of rent collected as a percentage of rent due	100.18%	96.5%	98.60%	97.69% (96.80%)	100.46% (106.91%)			Rent collected £22,391,948.66
126	Arrears as a % of rent debit	3.63%	4.45%	4.16%	4.76%	3.33%			Rent arrears £1,012,039.01
Voids									
69	% of rent lost due to vacant dwellings	1.41%	1.00%	1.15%	1.42% (1.70%)	1.41% (1.10%)			
58	Average re-let period – All dwellings (excluding major works) – (days)	49.9 days	32 days	37.3 days	39.0 days (40.2)	43.3 days (50.5)			
61	Average re-let period – All dwellings (including major works) – (days)	63.1 days	38 days	50.7 days	50.3 days (50.0)	55.7 days (65.3)			
Allocations									
85A	% of offers accepted first time	80.09%	85%	89.81%	87.55% (85.82%)	88.78% (90.91%)			
Repairs (Housing Repairs Service)									
29A	% of all priority repairs carried out within time limits (1 day)	99.17%	99.5%	98.60%	99.47% (99.43%)	99.42% (99.33%)			
32	% of urgent repairs carried out within time limits (3 days)	90.69%	97.5%	96.05%	96.92% (97.10%)	95.03% (92.28%)			
33	Average time taken to complete urgent Repairs (3 days)	2.42 days	3 days	1.9 days	1.9 days (1.9)	2.1 days (2.4)			
34	Complete repairs right on first visit (priority and urgent repairs)	92.85%	92%	92.04%	91.23% (90.56%)	93.55% (96.94%)			
37	Repair appointments kept against appointments made (%) (priority and urgent repairs)	99.46%	97%	99.07%	98.76% (98.50%)	98.80% (98.87%)			Year to Date; Appointments Made – 5,509 Appointments Kept – 5,443
Repairs (Aaron Services)									
29B	% of all priority repairs carried out within time limits (1 day)	99.90%	99.5%	100%	99.85% (99.66%)	99.83% (99.81%)			

PI	Description	Actual 21/22	Target 2022/23	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	Status (R,A,G) *Blue = No target	Additional comments
Decent Homes									
50	% of non-decent homes	0.70%	0.80% (year-end target)	0.93%	1.60%	1.43%			
48	% of homes with valid gas safety certificate	99.19%	99.96%	98.89%	99.08% (99.20%)	99.06% (98.99%)			*Only until end of November 22 due to reporting timelines of contractor
Complaints									
22	% of complaints replied to within target time	66.90%	95%	76.92%	73.33% (67.06%)	63.32% (55.07%)			
	% of complaints replied to in line with Corporate policy	99.65%	-	100.00%	100.00%	100.00%			
ASB									
89	% of ASB cases closed that were resolved	99.03%	94%	100.00%	100.00%	99.45% (98.33%)			ASB cases closed YTD – 182
90	Average days to resolve ASB cases	46.9 days	70 days	34.8 days	39.8 days	40.5 days (41.9)			
Other									
	Expenditure against target set for year – responsive maintenance	84.8%	100% (year-end target)	7.96%	20.08%				Q3 not available at report deadline
	Expenditure against target set for year – capital programme	100.0%	100% (year-end target)	5.96%	19.41%				Q3 not available at report deadline

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

REPORT BY COUNCILLOR DONALD NANNESTAD, PORTFOLIO HOLDER FOR QUALITY HOUSING

INTRODUCTION

In this report I set out some of the performance data for service areas which come under my portfolio. In the main I have used data for Quarter 3 (to the end of 31st December 2022) but in some instances I only had data for Quarter 2 available to me. In addition, data on health is increasingly difficult to obtain. The annual Health Profile for Lincoln which were extremely useful, but often included data that was two or three years old, has not been produced by Public Health England in recent years. I have included some information from the Health Index scores produced by the Office for National Statistics (ONS) which is drawn from publicly available data and covers up to 2020. The Health Index scores come with a cautionary note as explained elsewhere in the report.

I highlight two issues facing us. Firstly, new Fire Safety regulations come into place later this month which is the outcome of Phase 1 of the Grenfell Tower Inquiry. The regulations apply to all buildings containing two or more sets of domestic premises which have common areas through which residents would have to evacuate in the event of an emergency. Buildings which are seven storeys or more are in a higher category. Shuttleworth House, Jarvis House and Trent View all fall into this category. We dedicated a small team to this issue, which has enabled us to respond to the changes to date. If resources allow, we will look to making this team permanent in the new financial year.

Secondly the issue of mould and damp. The Rochdale inquest held in November into the death of two year old Awaab Ishak and the Coroner's findings have highlighted the dangers presented by mould and damp. We have since received a significant increase in complaints about mould and damp both in our Council stock and in the private sector. During the current year we received an average of 8 inquiries a week up to the date of the inquest findings being published. In the two weeks after the Rochdale inquest was reported we received 95 inquiries and overall, in the period since the inquest we are averaging 33 inquiries a week. These figures refer to individual addresses. On many occasions more than one visit is needed and more than one repair is raised. In just one week in December 121 repairs were raised. We currently have a team of four operatives specifically dealing with mould and damp and if the current volume of repairs related to mould and damp continues, we will seek to make this team permanent in the new financial year. Some housing stock holders in other areas of the country have received mould and damp complaints from tenants living in newly built Passive Housing so it is not just about the age of properties. It is also not just an issue for Local Authority housing. The Council's private sector housing team is also receiving an increase in mould and damp issues being raised. The team received 10 complaints in November and 24 in December. The total mould and damp issues

raised with the private sector housing team for all of 2021-22 was 55 which equates to between four and five a month. It should be remembered that the initial complaint from private tenants is likely to go to their landlord and we do not have access to those numbers.

I finish this introduction with some thank yous. First of all, a big thank you to all members of the Council's staff working in the areas covered by my portfolio. They do an excellent job at a time when all local authorities are under increasing financial pressures. Secondly thank you to our Tenants Panel who have done some very valuable work during the last year.

HOMELESSNESS

Homelessness continues to be a significant issue. The number of people approaching the City Council as homeless up to the end of Quarter 3 was 967 which is an increase of 36.7% compared to a year ago when the number was 707. Homelessness applications are increasing nationally and the increase is in line with national averages.

The percentages of successful preventions and relief of homelessness against the total number approaching the Council as homeless decreased to 44.23% which is just below the 45% low target. However, it proved to be increasingly difficult to prevent or relieve homelessness during the quarter into anything other than council accommodation, as most of the council's applicants were not able to afford privately rented accommodation.

The number of people on the housing register at the end of Quarter 3 was 1,573 against a figure of 1,448 a year ago. This is an increase of 8.6%.

TENANCY SERVICES

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

Rent Collection has been maintained above the target figure up to the end of Quarter 3 which is testament to the work of tenancy services staff. The performance target is 96.4% rent collected of rent due. This continues to be a success story with the target exceeded in each of the first three quarters and in Quarter 3 106.91% was collected. Between 1 April and 31 December 2022 100.46% was collected which is an improvement on last year. Rent arrears as a percentage of rent debit was 3.33% at the end of Quarter 3 which is better than the target of 4.45%. In monetary terms the rent arrears at the end of Quarter 3 were £1.012 million which is a reduction of £40,000 on the same period last year and £118,000 less than at the end of Quarter 3 in 2020-21. These are excellent figures and have been achieved at a time when tenants, like all residents of the city, have been affected by cost of living issues. We can only wait and see if these improvements are maintained but a lot of work via the new tenancy

sustainability team and housing officers has gone into achieving these figures and this work will continue.

VOIDS

The three performance indicators covering voids remain in red but are showing improvement compared to 2021-22. The target remains at 32 days for properties needing minor works (keys handed in to keys going out to new tenant) and 38 days where major works are required. Currently performance is at 43.3 days and 55.7 days respectively. In both cases this is an improvement on 2021-22. The percentage of rent lost due to vacant dwellings up to the end of Quarter 3 was 1.41% which is the same as the year end figure for 2021-22. The positive news is that the Quarter 3 loss was 1.1% which means we are getting closer to the target of 1%. The improvement in performance needs to continue to improve. Since my last report we have taken on three private contractors to carry out voids work in place of the single contractor we had in the past and this should help us improve.

HOUSING REPAIRS

Out of the six performance indicators relating to housing repairs four are green, and two are amber. In relation to the two amber indicators both are showing an improvement on 2021-22. 99.42% of priority (one day) repairs were completed on time which is slightly below the 99.5% target. The percentage of urgent (three day) repairs completed on time was 95.03%. This was red at the time of my report last year when the figure was 90.69%. However, despite a significant improvement we are still below the target of 97.5%. 98.8% of repair appointments in the year to date were kept. 5,509 appointments were made with 5,443 kept.

HOUSING INVESTMENT

The performance measures in this service area both remain amber. The data I have is to the end of Quarter 2. The percentage of council properties that were not at the Decent Homes standard (excluding refusals) was 1.43%. This was just outside of the low target for this measure of 1.5%.

99.08% of properties have a valid gas certificate which is below the target of 99.96%. Cases where the tenant refuses access for the gas safety inspection are, as a matter of course, referred to legal services for the appropriate action to be taken to ensure we gain access. In instances where we go to court to obtain an order we obtain an order for the lifetime of the tenancy.

NEW BUILD

De Wint Court, our first extra care home, has opened since my last report to this committee adding 70 additional homes to our stock. As could be expected from a project such as this there have been some teething problems but things are now settling down.

Construction work is now close to completion of the Rookery Lane project which will add 42 new homes to our housing stock. It is anticipated these homes will be handed

over to us towards the end of March. Construction work on the first phase of the redevelopment of Hermit Street flats is anticipated to begin in late summer. This involves remodelling the existing properties with a number of additional new-build homes.

In addition, we are working with Barnardo's to provide supervised accommodation for care leavers. A site has been identified and is currently being investigated to ensure there are no issues with building. Barnardo's aim is to deliver this housing in 2024-25 provided everything goes to plan.

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

In the first nine months of this year 39 properties were sold through Right to Buy of which 19 are three-bed.

DECARBONISATION

We are committed to a policy that all Council new build homes commenced from the current financial year will be either net zero carbon or EPC A rated. We are also committed to raising the standard of all our housing stock to an average of EPC C rating

Recent new build projects such as the Markham House site and Rookery Lane have been low carbon and have EPC B ratings. Rookery Lane includes sustainable urban drainage. All recent new homes have been fitted with EV charging points.

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

How this work will be funded and a timetable will be included in the Housing Asset Management Strategy and the new 30 year Housing Business Plan which I aim to bring forward in July 2023.

The new vehicle fleet contract has now started. There is currently a crossover period with the old contract. The reason for this is that we are receiving the vehicles in a sporadic handover which is as and when they arrive. This is caused by the ongoing issues caused by Brexit and by supply issues regarding parts caused by the pandemic and the war in Ukraine.

PRIVATE SECTOR HOUSING

The private sector housing market has been undergoing changes not just in Lincoln but throughout the country. As a result of this we intend to produce a piece of research looking at issues such as supply and demand, rent rises and how any of these impact on the demand for Council housing.

Our role within the private rented market is a regulatory one but we also have the additional duty of carrying out checks on properties referred to us under the Homes for Ukraine scheme.

By mid-December, the Council's private sector housing team had received a total of 182 service requests in the current financial year. Of these 85 were for disrepair with a further six being complaints of illegal eviction. Other issues raised relate to houses in multiple occupation (HMOs) and overcrowding. The majority (61%) of private-rented accommodation complaints, as last year, are in two wards – Abbey and Park. These are areas where we have previously done a significant amount of work as part of the Rogue Landlord scheme during which our officers carried out house to house visits.

We continue to act against private landlords in cases of unlicensed HMOs (Houses in Multiple Occupation) and breach of HMO tenancy regulations. Several final Civil Penalty Notices (CPNs) have been issued with further investigations underway. In some cases, the CPNs have been paid and in other instances the landlord has appealed to the Regional Property Tribunal (RPT). Unfortunately, the RPT currently has a backlog of cases to deal with and this leaves these appeal cases unresolved. Our projected income from HMO licenses for 2022-23 is £76,180 which will surpass the budgeted projected income.

Our empty homes working group resumed meetings in the summer and is proving effective in bringing back into use some of the long-term empty properties in the private sector. At the end of Quarter 2 there were 449 private sector in the city that have been empty for six months or more including some that have been empty for many years. We have an annual target of returning 50 empty homes into use. 17 properties had been brought back into use by the end of October.

The private sector housing team has carried out checks on 73 properties referred to us under the Homes for Ukraine Scheme and have continued to do these within five days of these being referred to us. Four of the 73 were not approved these being due to space and over-crowding issues.

Disabled Facilities Grants (DFGs) and other Housing Assistance. DFGs are funded from Government grant money which is passported to the City Council by the County. The grants go towards adapting homes in the private sector to assist people to live in their own homes for as long as possible. The 2022/23 grant received by the City Council is £851,990.00 and we also have a significant carry over from previous years which is available to be spent. By mid-December, the amount spent was £413,000 with a further £303,800 approved. In addition, another £235,000 has been committed but awaiting approval. This means that 100% of the current year grant will be spent plus at least £100,000 of the money carried over.

The private sector housing team has been working with a shortage of staff which has caused extra pressures in relation to capacity. In addition, further work is likely to be generated if and when the Government brings in its proposed changes in private sector housing, the Renters Reform Bill. Consultation has already been carried out on introducing a decent homes standard for the private rented sector and the Government has also committed to banning section 21 no fault evictions.

The Council has obtained £2,203,194 to deliver the Sustainable Warmth Programme in the current financial year. This grant will fund the retro fitting of up to 300 private sector homes. So far 23,210 households have been contacted and 278 applications have been assessed and £946,000 has been spent to date. All installations are due to be completed by 31st March. Additional funding of £632,100 has been approved to extend the scheme to March 2025.

HEALTH

The annual health profiles for each local authority area are no longer produced by Public Health England. This was valuable information but often quite dated due to the delays in the publishing of data. In November 2022, the Office of National Statistics published the Health Index for England which is a comparative table. It must be viewed with some caution. The document sets this out as it states “The Health Index is currently an experimental statistic. It aims to summarise a selection of indicators into a single value for the health of an area which can be tracked over time. While data used to construct the Health Index are publicly available, the Index itself is still being tested and developed; so, users should exercise caution when drawing conclusions from the summarised data.”

Lincoln’s Health Index Score for 2020 is 84.8 – a significant improvement on 2019 when it was 78.8. However, our score is the second lowest in the East Midlands but the improvement was one of the highest of any local authority in England. There was a fall in the index scores for England in 2020 bringing the figure back to what it was in 2015. The scores are based on 100 being the average for England in 2015. Some of the data available for previous years was not published for 2020.

This link will take you to fuller details on the ONS data: [Health in England - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/health)

Donald Nannestad Portfolio Holder for Quality Housing

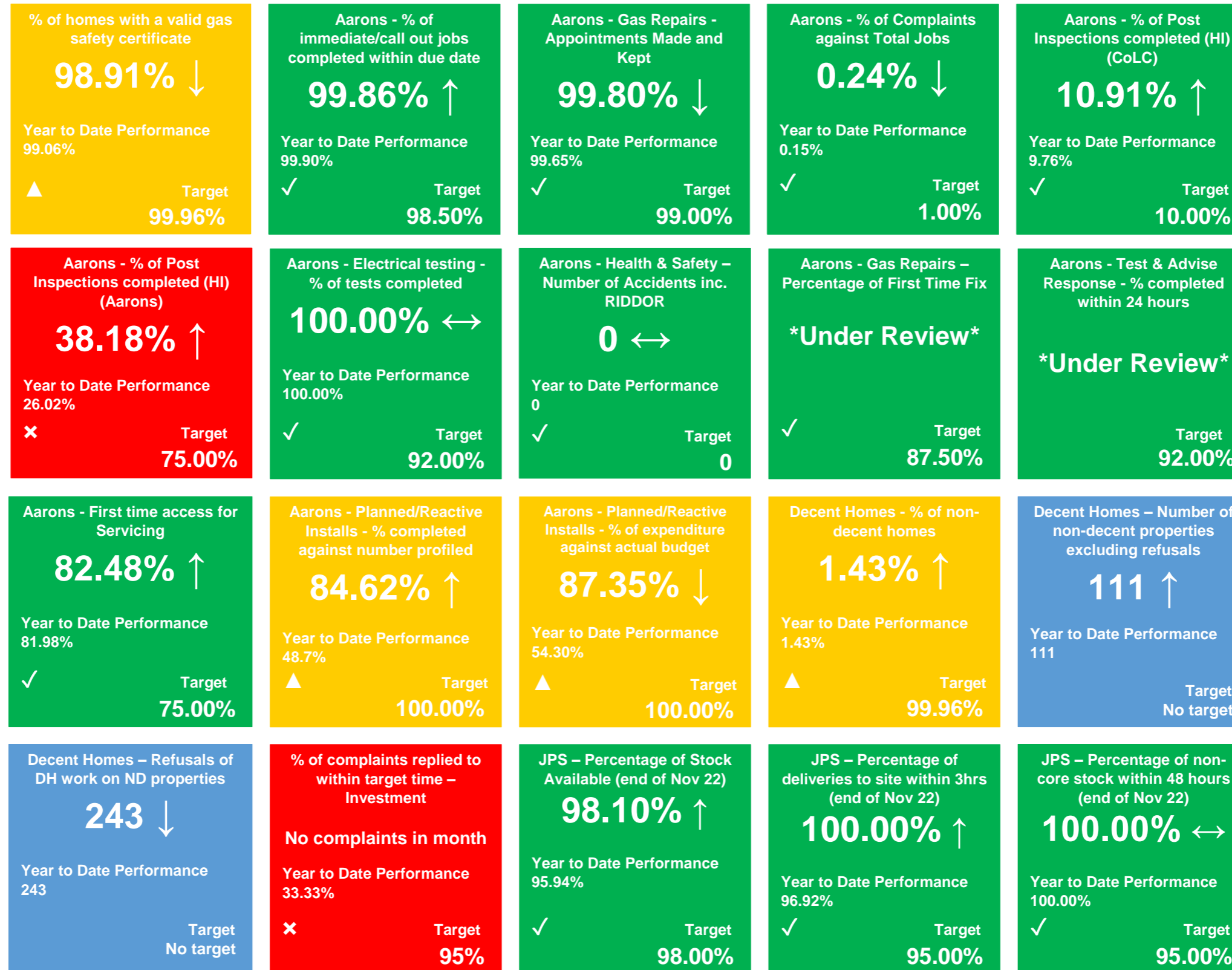
Maintenance and Investment Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)

Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

*Colour scale represents monthly performance

**Aaron Services measures are always a month behind (November 22)



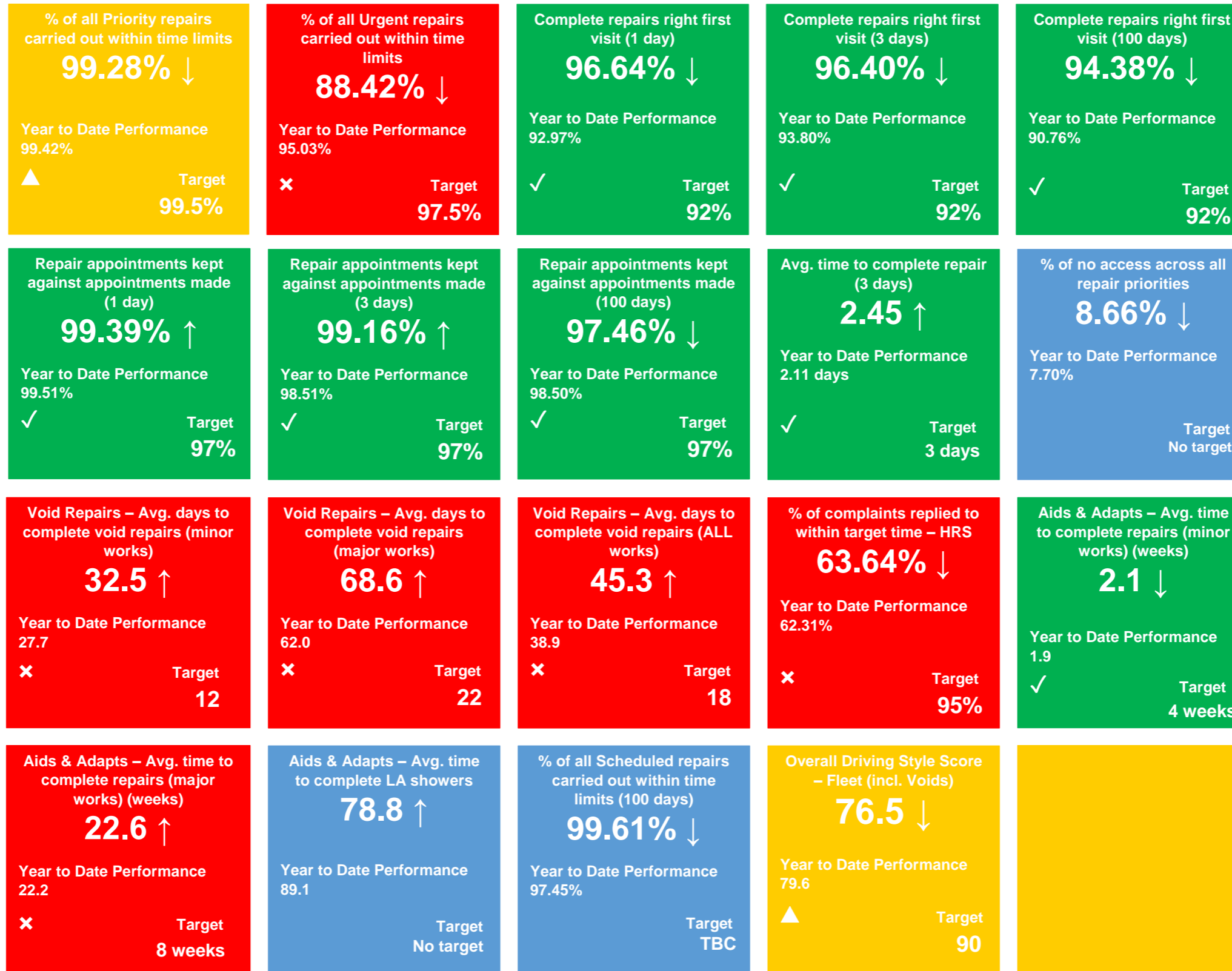
Maintenance and Investment Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)

Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

*Void Repairs time includes assigning/agreeing contractor time

*Colour scale represents monthly performance



Tenancy Services Performance Dashboard – December 2022

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target Cross/Red = Not on Target, Blue = No Target)
 Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Declined, ↔ = Remained the same)

<p>Current Rent Arrears as % of Rent Debit - OVERALL</p> <p style="text-align: center;">3.33% ↑</p> <p>November Performance 4.80%</p> <p>✓ Target 4.45%</p>	<p>Rent Collected as a % of Rent Due - OVERALL</p> <p style="text-align: center;">100.46% ↑</p> <p>December Performance 106.91%</p> <p>✓ Target 96.5%</p>	<p>ASB - Percentage of Resolved Cases - OVERALL</p> <p style="text-align: center;">99.92% ↓</p> <p>December Performance 93.75%</p> <p>✓ Target 94%</p>	<p>ASB - Avg. number of days to resolve case - OVERALL</p> <p style="text-align: center;">40.45 ↑</p> <p>December Performance 42.53</p> <p>✓ Target 70</p>	<p>ASB – % of new ASB cases risk assessed - OVERALL</p> <p style="text-align: center;">96.63% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>
<p>Current Rent Arrears as % of Rent Debit - CENTRAL</p> <p style="text-align: center;">3.37% ↑</p> <p>November Performance 4.76%</p> <p>✓ Target 4.45%</p>	<p>Rent Collected as a % of Rent Due - CENTRAL</p> <p style="text-align: center;">100.29% ↑</p> <p>December Performance 141.49%</p> <p>✓ Target 96.5%</p>	<p>ASB - Percentage of Resolved Cases - CENTRAL</p> <p style="text-align: center;">98.92% ↓</p> <p>December Performance 87.50%</p> <p>✓ Target 94%</p>	<p>ASB - Avg. number of days to resolve case - CENTRAL</p> <p style="text-align: center;">36.15 ↑</p> <p>December Performance 41.00</p> <p>✓ Target 70</p>	<p>ASB – % of new ASB cases risk assessed - CENTRAL</p> <p style="text-align: center;">98.21% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>
<p>Current Rent Arrears as % of Rent Debit - NORTH</p> <p style="text-align: center;">3.83% ↑</p> <p>November Performance 5.45%</p> <p>✓ Target 4.45%</p>	<p>Rent Collected as a % of Rent Due - NORTH</p> <p style="text-align: center;">100.15% ↑</p> <p>December Performance 144.95%</p> <p>✓ Target 96.5%</p>	<p>ASB - Percentage of Resolved Cases - NORTH</p> <p style="text-align: center;">100.00% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 94%</p>	<p>ASB - Avg. number of days to resolve case - NORTH</p> <p style="text-align: center;">39.29 ↑</p> <p>December Performance 11.75</p> <p>✓ Target 70</p>	<p>ASB – % of new ASB cases risk assessed - NORTH</p> <p style="text-align: center;">98.04% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>
<p>Current Rent Arrears as % of Rent Debit - SOUTH</p> <p style="text-align: center;">2.68% ↑</p> <p>November Performance 4.14%</p> <p>✓ Target 4.45%</p>	<p>Rent Collected as a % of Rent Due - SOUTH</p> <p style="text-align: center;">101.05% ↑</p> <p>December Performance 146.71%</p> <p>✓ Target 96.5%</p>	<p>ASB - Percentage of Resolved Cases - SOUTH</p> <p style="text-align: center;">100.00% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 94%</p>	<p>ASB - Avg. number of days to resolve case - SOUTH</p> <p style="text-align: center;">51.78 ↓</p> <p>December Performance 76.00</p> <p>✓ Target 70</p>	<p>ASB – % of new ASB cases risk assessed - SOUTH</p> <p style="text-align: center;">91.11% ↔</p> <p>December Performance 100.00%</p> <p>✓ Target 90%</p>

This page is intentionally blank.

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**REPORT BY COUNCILLOR S BURKE – PORTFOLIO HOLDER FOR REDUCING INEQUALITY**

I continue to be impressed by the dedication of council employees and elected members in helping to ensure our residents receive the support they need. This has been especially important over the past twelve months due to the continuing impacts of the pandemic and the evolving cost of living crisis. I would like to say a huge thank you to our staff and members for your effort and professionalism during this time of ongoing uncertainty.

I would also like to thank Lincoln's statutory, religious, and voluntary agencies who continue to work with the council and have contributed to mitigating some of these new challenges we have faced during the previous year. This support builds upon the vital support these agencies provided to our residents during the pandemic. Through effective partnership working we continue to find innovative ways of breaking down equality barriers and ensuring the most vulnerable in the city receive the support they need.

Included in my report below are updates on those council services under the responsibility of my portfolio. These updates focus on key achievements and success stories over the past twelve months. I have also provided the latest outturns for those performance measures linked to services under my portfolio in Appendix 1.

I would particularly like to thank council officers for their input in helping to produce this report.

Welfare and benefits advice

The Welfare team is a long-established element of the advice and support that the council provides for residents. The team specialise in assisting people to claim all forms of DWP benefits and statutory grants, HMRC tax credits and also discretionary awards, grants, and charitable payments. The team can advise on what is available to be claimed, assist with the application process, and provide help to challenge decisions where they consider a reconsideration or

appeal is merited.

In the financial year 2021/22, the team saw an increased number of enquiries, advising a total of 7,467 Lincoln residents compared to 6,830 in the previous year.

Additional benefits claimed by Lincoln residents who sought the advice and assistance of the Welfare Team in 2021/2022 totalled a weekly value of £22,623. Over the full year these additional benefits can be estimated to deliver new money to the value of £1,176,396. In addition to these benefits, in many cases customers had backdated awards or lump sum payments. In the last year the total value of backdated and lump sum payments amounted to £271,497.

To illustrate what these figures can mean to an individual, one very typical example of a resident helped was a disabled resident who previously had no success obtaining Personal Independence Payments (PIP) for himself. With advice and assistance his claim was successful, and he was awarded standard rate for both Daily Living and Mobility of £83.70 per week, with backdated arrears of £1,757.70. This gentleman reports that the advice of the team has "changed his life and made it worth living".

The money advice side of the team's work is performed under the regulations of the Financial Conduct Authority and is focussed on securing the best outcome for the client. The workload is picking up after a period of lower activity during the pandemic. Whilst we were in lockdown tenants were protected from eviction due to rent arrears and most creditors froze recovery action on outstanding debts. This meant that there was no demand for advice on how to respond to collection agents or letters threatening court action.

During the year the team assisted and advised 134 individuals with their debts, this compares to 66 in the previous 12 months. The team start by doing a full check of incomings and outgoings. An income maximisation process and an analysis of expenses forms the foundation before help is given to negotiate with creditors, set up affordable payment arrangements, and where appropriate, seek solutions such as debt relief orders.

Welfare Reform, Covid 19 and Cost of Living Support

Our Welfare Reform Support Team has continued to provide vital support to the residents of Lincoln. This support has included providing a proactive response to matters relating to not only welfare reforms and related benefits support, but also significant support over the last 2½ years in relation to Covid-19 and Cost of Living support.

In terms of the Test and Trace Support scheme, which ran from September 2020 to April 2022 delivering payments of £500 to those having to self-isolate due to Covid-19 and suffering financial hardship as a result, the team delivered £1,045,500 of these payments in Lincoln.

In respect of the first wave of Household Support Fund, the team made the following payments from December 2021 to March 2022:

Category	Food	Energy	Essentials linked to Energy & Water	Wider Essentials	
Number of families without children	628	401	39	223	
Number of families with children	953	606	84	532	
Total Amount of Award	£241,900	£97,742	£12,400	£75,500	Total Paid £427,542

The second round of Household Support Fund (HSF2) has also now been delivered. Working with foodbanks in Lincoln in August and September 2022, over £90,000 in HSF2 vouchers have been delivered to more than 700 households identified as in need of assistance through this fund. Also, 2,077 residents of pension age have received a HSF2 voucher of £110 each, during September 2022. A third wave of Household Support Fund has been announced and will run through to March 2023 - it is anticipated that this team will again deliver these vital monies to assist with food and energy costs.

As well as support and advice in relation to Universal Credit, our Benefits Team continued to administer a whole range of other welfare reforms – such as Localised Council Tax Support, Spare Room Subsidy ('bedroom tax'), Benefits Cap and Discretionary Housing Payments (DHP). In 2021/22, the team paid out £195,454 to help our residents with their housing costs. Up to the end of Quarter 2 2021/22, the team had already paid out £832,886 in DHP, to 203 residents. This proactive approach aims to help residents mitigate impacts of welfare reforms.

The Council Tax Energy Rebate scheme has been a significant and resource-intensive scheme, with almost 38,000 payments of £150 per household being delivered over the first half of 2022/23. A Discretionary Council Tax Energy Rebate scheme is also in place, with a fund of £196,950 to be delivered by the end of November 2022.

The Cost of Living crisis is continuing to have a significant impact on many. To help our residents to navigate these impacts, the council has recently produced an extremely useful Cost of Living Support Guide. The guide provides details of the wide range of support currently available for residents, with a specific focus on the areas of –

- benefits
- energy saving
- financial
- food
- housing
- well-being & emotional support.

The guide can be found on the homepage of the council's website. Hard copies have also been shared with our key partners for further distribution to Lincoln's residents, and also placed within the council's community centres.

In addition, co-ordinated work throughout the City and County is taking place in relation to warm spaces, recognising the need to ensure a joined-up and clear response for our residents. A verbal update on the progress made on this area of support will be provided at Performance Scrutiny Committee on 17th November 2022.

Housing Benefit / Council Tax Support

Although Universal Credit Full Service was rolled out for new claims in Lincoln Jobcentre Plus from March 2018, our Benefits Team continued to administer a significant number of Housing Benefit and Council Tax Support caseloads – as at the end of August 2021 these figures were 4,256 and 8,463 respectively. Our Council Tax Support caseload rose sharply as a result of the initial Covid-19 lockdown. The caseload had plateaued somewhat before falling and returning back to pre-pandemic levels. However, with the ongoing cost of living pressures on residents there is the potential that the number of Council Tax Support claimants may begin to increase again.



Despite the challenges, pressures and demands on the Benefits Team, New Claims and Changes of Circumstance continue to be processed promptly, with positive average processing times being achieved – New Claims are currently being processed within an average of 16.41 days and Changes of Circumstance in 6.44 days (as at the end of Quarter 2 2022/23). When compared to national average processing times, new claims were nationally processed in an average of 22 days and Change of Circumstance in an average of 8 days (based on data released on 26th October 2022).

Discretionary Rate Relief Policy

A 'Business Rates Growth Policy' was approved by Executive on 23rd July 2018. The policy provides a time-limited rate relief discount to new and extended business premises within the city, in the interest of building the Business Rates base, supporting economic growth and job creation. Eligibility for this scheme is dependent on the extent of the business premises creation or extension, location and the impact of the new business or expansion plans on the local economy.

The impacts of Covid-19 meant applications under this policy understandably reduced. In 2021/22, a total of £19,337.95 was awarded under this policy, and to date in 2022/23 a total of £33,058.65 has been awarded.

The Business Rates Team has been instrumental in supporting businesses in 2021/22, awarding £9.5 million in Expanded Retail Discount. This team has also delivered the Covid Additional Relief Fund to eligible and applying businesses, to the value of £864,736.

Financial Inclusion

Financial inclusion continues to be a key objective and factor in many areas of our Revenues and Benefits Service's work. The Lincolnshire Financial Inclusion Partnership (FIP) is currently chaired by the Head of Shared Revenues and Benefits for City of Lincoln Council and North Kesteven District Council, which brings together organisations and partners to promote and raise the profile of financial inclusion across the county. FIP aims to ensure that everyone has the capability and opportunity to access appropriate financial services and products needed to participate fully in society.



FIP works to develop, implement and, when available, gain funding for positive solutions to improve financial inclusion for all people within Lincolnshire. The FIP also provides a forum for sharing good practice and information.

In terms of scope of activity, FIP works in partnership to coordinate the discussion, development and delivery of services and identify issues connected to the alleviation of financial exclusion in Lincolnshire. Areas of activity include but are not limited to:

- Banking Services
- Insurance and savings
- Financial capability
- Affordable and responsible credit
- Debt advice and emergency help
- Advice and support to access welfare benefits and entitlements

FIP is currently further developing an action plan relating to financial inclusion for Covid-19 recovery in Lincolnshire, which is managed and monitored through quarterly meetings of the FIP Steering Group and full FIP Group. The action plan specifically focuses on helping to reduce the current cost of living pressures on residents.

Skills and Training (including Adult Learning and The Network)

The Head of Shared Revenues and Benefits has key links into a number of employment and skills related schemes, including the Restart scheme, providing assistance and intelligence in relation to cohorts who may benefit under such a scheme as well as connecting key partners.

The Network

The Network project, which aims to provide careers and related advice to the Not in Education or Employment (NEET) group, proactively engages with young people to help them with a variety of issues and to provide positive outcomes for them in trying to find work and development opportunities.



Throughout the pandemic and since then, The Network has continued to find innovative solutions to engage with young people to ensure the service has been accessible to as many people as possible. This has meant implementing a mix of face to face, phone call and virtual options, including platforms such as Discord and WhatsApp.

City of Lincoln Council has continued to support this project, sitting on its Trustee and Management Board, as well as physically hosting The Network office on the ground floor of City Hall.

Gabby Wright, Project Co-ordinator at The Network, has provided the key statistics for this service below. The statistics are for the period October 2021 to October 2022.

The Network	
Clients total (all projects)	185
New clients	122
Appointments total approximately (virtual and in person, not including between session support)	809 attended
Projects / funding: CareerNet, Flexible Support Fund with Department for Work & Pensions, City of Lincoln Council room space	
Job Outcomes	25 confirmed
Kickstart	17 confirmed
Training	15 confirmed
Volunteering / work experience	11

Homelessness and Rough Sleeping

The volume of work in the Allocations, Homelessness and Rough Sleeping services continues to be extremely challenging. The teams have now settled into a blended working pattern with officers mixing working from home and in the office to ensure they are available to see members of the public in person as needed.

The team continues to receive extremely high numbers of homelessness enquiries, with around 260 cases usually open at any one time. The team is also seeing higher numbers of placements in temporary accommodation, although the length of stay is still within target. In addition, the team is also receiving high numbers of Housing Register applications. It is likely the high numbers are due to the current cost of living crisis, with many people trying to move into council accommodation, which tends to be cheaper than the private rented sector.

The team and I are delighted that the council has secured continued funding of around £1 million per year through the Rough Sleeping Initiative for a further 3 years to March 2025. Our Rough Sleeping Team continues to work with our most vulnerable clients to try to ensure that no-one has to spend any time living on the streets. The team undertake outreach throughout the week and the actual numbers out varies from around 2-8 at any one time. Of these there is a small core of people that the team is trying to engage with, whilst the others will generally be new to Lincoln.

Asylum Seekers and Refugees

Members will be aware that the council has been actively involved in the Vulnerable Persons Resettlement Scheme, having provided accommodation for families from Syria and Afghanistan.

Since the spring the council has also been a key partner in the response to the Ukrainian War Crisis. We have provided housing advice to those arriving under the Ukrainian Family Scheme and have also been working closely with Lincolnshire County Council, the other Lincolnshire districts, and other key partners to implement the Homes for Ukraine Scheme. Officers have undertaken property safety and suitability checks where local people have offered to be sponsors for those fleeing the war in Ukraine and are also administering the welcome guest payments and ongoing sponsor payments. In Lincoln we have now welcomed over 60



households into sponsor properties and continue to work to help the families settle into the community.

Neighbourhood Working



During the past twelve months the Neighbourhood Team has reverted back to solely focusing on interventions in the Sincil Bank area. This was following an absence of almost two years where the team was dedicated to supporting the council's efforts to help vulnerable members of our community during the pandemic.

In November 2021, Ward Councillors reported and gained approval to focus on the following physical improvements in the area:

- Hermit Street redevelopment
- Creating open / green spaces
- Residents parking
- Redesign of the highways infrastructure / urban design
- Cleaner Safer Streets
- Palmer Street garage site

All projects are progressing well. Highlights over the last twelve months include:

- The funding and installation of additional CCTV cameras covering many of the fly tipping hot spots in the area.
- A week of action aimed at encouraging reporting of fly tipping and informing the community of how to dispose of waste correctly.
- Lincolnshire County Council has progressed the Residents Parking Scheme with a final decision across the whole of the Sincil Bank area expected early in 2023.

Alongside these physical interventions, the team has worked hard to reconnect with the community following this two-year absence from the neighbourhood. Sincil Bank Community Hub is now back open five days a week providing invaluable support to members of our community. During the first quarter of 2022/23, 90 residents were supported. The support that is offered is extremely diverse and during the last year we continued to support many new comers to the city. This support can cover topics including housing, school admissions, welfare advice and employment.

The team has also funded events to assist in bringing our communities together. The largest was an event to commemorate the Queen's Jubilee. It is estimated that this was attended by over 400 local residents. The team has also continued to administer the Community Chest, which is used to kickstart community activity in the area. This fund has seen the inception of a local football team and a gardening project that aims to significantly improve the physical appearance of Portland Street.

The need to support our culturally diverse communities is demonstrated to the team on a daily basis and the team has been instrumental in creating an organisation called the Lincoln Embracing All Nations (LEAN) to provide advice and guidance to these communities.

Equality and Diversity – Employer perspective

Over the past twelve months the Human Resources team has continued to offer support, advice and guidance on equality, diversity, and inclusion at the Council.

Line manager briefings have continued covering a wide range of topics. Over the last year focus has been on managing and supporting mental health in the workplace, with a number of face to face sessions provided by the HR team.

The Council successfully retained accreditations as a Mindful Employer, Disability Confident Employer, and retention of the Carers Quality Award. In addition the Council has been officially approved as a Foster Friendly Employer.

The Council's workforce as of 31st March 2022 stood at 612 staff members, of which 280 were males and 332 were females. 27 members of the workforce declared a disability and 19 were from a black and ethnic minority group. The largest age group was 50 to 59 years of age, with 185 staff members in this age group.

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

Equality and Diversity – Service user perspective

In 2020, to combat discrimination and other forms of injustice, the council adopted five Equality Objectives, which will be in place until 2024. These objectives are:

1. Our services are accessible and do not discriminate on any unjustifiable grounds.
2. Local communities, partners and stakeholders are empowered to influence the way our services are provided to them.
3. Equality and diversity is at the heart of decision making at all levels within the city council.
4. Our workforce at all levels reflects the makeup of the local community.
5. Equalities, Social Inclusion and Community Cohesion have all improved within our communities.

In my role as portfolio holder for reducing inequalities, I am also the vice chair for the Equality and Diversity Group, alongside Cllr Naomi Tweddle as chair of the group.

Supporting our equality objectives is the Equality and Diversity Action Plan, which is developed on an annual basis and monitored by the Equality and Diversity Advisory Panel. Each year the action plan includes a range of actions, which will be delivered within the financial year towards meeting the council's Equality Objectives. The action plan is developed as part of the service planning process. The council's progress towards these actions is highlighted within the annual Equality Journal.

At the end of the year 15 out of the 21 actions from the 2021/22 action plan had been completed. Six actions within the plan were not progressed within the year, which was either due to resource pressures or it not being possible to progress the actions due to other influencing factors. However, all actions not progressed within the 2021/22 have been carried forward into the 2022/23 action plan and will be progressed during 2022/23.

With regard to the current Equality Action Plan 2022/23. This latest plan contains a total of 25 actions. As at 27th October 22, two actions were completed, thirteen were on target and ten were to be started soon.

Managers continue to use the Equality Analysis Toolkit to consider any differential impact on those with protected characteristics and to ensure mitigating action is taken where it is appropriate to do so.

Public Protection and Anti-Social Behaviour (PPASB Team)

The PPASB team operates to protect individuals, the community, and the amenity of the City. The team operates over a broad range of areas, with the core services providing a combination of both proactive and reactive activities.

These areas include:

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



Service Demand

The table below shows the demand on the PPASB service over the past three and a half years.

	Q1	Q2	Q3	Q4	Total
2019	742	864	621	554	2,781
2020	556	711	575	681	2,523
2021	1,007	1,065	839	814	3,725
2022	1,092	1,134			2,226 (YTD)

The outbreak and recovery period of the COVID-19 pandemic resulted in a decrease in demand on the service throughout 2020. This was largely due to the national restrictions in place. The service saw an increase in demand during 2021 and the demand on the service has remained relatively high since, when compared to pre COVID-19 levels. Covid also accelerated the introduction of hybrid working within the team. This brought about many technological challenges and created new ways working, which the team is still working to stabilise and improve.

Formal enforcement action has remained relatively low across the team demonstrating that early informal intervention is successful. This approach has been key to achieving the PPASB team aims over the past 3 years. The Court system is still struggling with demand in the aftermath of Covid-19, therefore informal intervention is crucial to resolving cases and preventing court applications.

The table below shows PPASB Enforcement Action undertaken during 2020/21, 2021/22 and between 1st April 2022 and 27th September 2022 (Q1 + Q2 of 2022/23). It is important to note that prior to enforcement action being taken, a number of informal actions or warnings will normally take place. This table represents only the cases where we could not resolve informally or where an outright offence was evidenced.

Enforcement type	01/04/2020 - 01/03/2021	01/04/2021 - 31/03/2022	01/04/2022 - 27/09/2022
Environmental Issues			
Littering Fixed Penalty Notice	0	2	1
Dog Fouling Fixed Penalty Notice	0	0	0
Dog Straying Fixed Penalty Notice	0	0	0
Dog Straying Community Protection Notice	0	1	0
Fly Tipping Fixed Penalty Notice	2	7	4
Fly Tipping Prosecutions	0	1	0
Bins on streets Community Protection Notice	0	6	2
Fly tipping Community Protection Notice	13	14	1
Bonfire Abatement Notice	0	1	1
Noise Issues			
Noise Abatement Notices	15	12	5
Noise Abatement Notices - Dog	0	2	0
Noise Prosecutions	1	1	0
Noise Warrants	0	0	0
Noise Community Protection Notices	9	2	0
General ASB Issues			
ASB Community Protection Notices	19	6	0
Prosecutions	1	1	0
Injunctions	0	2	0
Criminal Behaviour Order	0	1	0
Closures	1	0	0
Condition of property related issues			
Prevention of Damage by Pests Notices	4	12	2
Condition of Garden or Property Notices, Inc F & V	1	4	6
Subsequent Fixed Penalty Notices	1	0	0
Other enforcements			

Prosecution for microchipping of dogs	0	0	0
Community Protection Notice for dog attack on person	0	0	1
Microchipping notice	0	1	0
Statutory Nuisance Notice (Light Nuisance)	2	2	0

Partnership working

University and Students Union

The service continues to build on its working relationship with the University of Lincoln. This involves maintaining strong links of communication between the two organisations to support students and communities to coexist. Proactive and early intervention is key when it comes to engaging with the student community within the city. The service focuses on education and support, whilst utilising enforcement tools where necessary. The University now have a full-time uniformed Police Officer fully dedicated to policing at the University and we are already making benefit of this resource. The Police Officer provides advice and guidance to students who may be victim to anti-social behaviour or crime. The PPASB team shares information of noise complaints received against students with the University. This approach allows support and guidance to be delivered with the intention of resolving the issue without the need for any formal enforcement action.

Police

The PPASB service has continued to work closely with both Neighbourhood Policing Teams across the past 12 months. The policing teams were based in the PPASB office at City Hall, but they have since been relocated to the Lincoln Central Emergency Services Hub. This has brought about the opportunity for the PPASB team, amongst other council service areas, to have access to the Emergency Services Hub, with the intention of further improving the working relationship between the teams. This process is currently ongoing and some council staff have already undergone vetting via Lincolnshire Police to allow access to the Hub. This working arrangement is due to go live at the end of 2022.

The two organisations are currently in the process of improving digital communication between the teams. This involves utilising the hybrid working equipment, with a particular emphasis on getting the most out of the Microsoft Teams system for information sharing.

Safer Lincolnshire Partnership

The Safer Lincolnshire partnership has continued to have strategic overview of three key areas. These areas are Anti-Social Behaviour (ASB), Serious and Organised Crime and Reducing Offending, with cross cutting themes of Mental Health and substance misuse. During the past year, City of Lincoln Council has continued to have representation on the Strategic Group and the ASB Core Priority Group.

Protecting Vulnerable People

The 'Protecting Vulnerable People' group was expanded over recent years to encompass Hate Crime, PREVENT, Domestic Abuse and Modern Slavery. This approach has ensured there has been a coordinated approach to a range of safeguarding issues and that training of staff and any materials that may be needed to protect vulnerable people have been centrally stored. The

group initially worked on a number of priorities that focus on training of staff and ensuring that reports are centrally stored and auditable. A brief update on each of the areas that encompasses the Protecting Vulnerable People agenda follows below.

Hate Crime

During the past year Council officers have continued to attend and support the Community Cohesion Steering Group.

PREVENT

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

Domestic Abuse

With the introduction of the Domestic Abuse Act 2021, which came into effect from April 2021, under the new act domestic abuse no longer sits under the Safer Lincolnshire Partnership and instead a new domestic abuse board has been established. The council has continued to support and attend the strategic board and the operational group.

Modern Slavery

The council has continued to have a Modern Slavery Statement in place and remains signed up to a Modern Slavery Charter. During the past year, staff have continued to be required to complete Modern Slavery Awareness Training at the required intervals. Information on the topic of modern slavery is available to all staff via the council's staff intranet.

Over the past few months, all identified front line staff, including the PPASB team, have attended a Modern Slavery awareness session. This awareness session was provided by a charity named 'Hope for Justice'. The session provided the attendees with an overview of what defines Modern Slavery, the indicators of Modern Slavery and details of the National Referral Mechanism.

The council's Modern Slavery Statement can be viewed via the following link - <https://www.lincoln.gov.uk/policies-publications/information-policies-publications/4>

CCTV Service



Over the past 12 months the CCTV service has monitored over 10,000 incidents, processed 658 reviews, and produced 560 evidence discs for criminal prosecutions, as part of the council's ongoing support for the police and commitment to public safety. The council has continued to collaborate closely with our partners to support the day and night-time economy. Our aim to promote closer working relationships and present a transparent service has resulted in an increase in visits to the control room from stakeholders, community groups and recently elected councillors. A member of the CCTV team has qualified as a practitioner in trauma risk management (TRiM) and is now supporting operators who have been involved in monitoring traumatic incidents. The CCTV service has benefitted from a successful bid to the Safer Street Fund. This has enabled the council to upgrade our server room and install a total of 34 cameras in the Abbey, Carholme, Castle and Park wards. The aim of the project is to help provide safer routes for visitors, residents and students who choose to walk home after a night out in the city centre. The service delivered the project on time and the additional cameras have been in operation since March 2022. The service monitors various council sites including

City Hall and continues to support events hosted in the city such as football matches, the Lincoln 10k, cycling events, Lincoln Pride, Christmas Lights switch on and the Lincoln Christmas Market. More recently the CCTV team has monitored official sites following the death of her majesty the Queen as part of operation London Bridge.

Lincoln Community Lottery

Lincoln Community Lottery has continued to raise additional funds for local good causes in and around the City of Lincoln since its launch in 2018. To date over £165,000 has been raised by the lottery, with 85 local good causes currently using the lottery to raise additional funds to support the work of their cause.



For every one-pound ticket sold, 10 pence directly supports the community fund, and a further 50 pence goes directly to the supporter's chosen good cause. Supporters also have the option of selecting the community fund as their preferred good cause, and in these cases, the full 60 pence supports the community fund.

During 2020/21, £10,500 raised in the community fund was successfully allocated to the following causes in November 2021, following an application and selection process.

- **Active Arena CIC** - Awarded £2,500 to help create a multi-purpose well-being and sensory garden on an unused green space area.
- **Development Plus** - Awarded £2,000 to help create an art club specifically for adults of all abilities who enjoy making, creating, and sharing their skills with each other.
- **Busydays Day Care** - Awarded £1,500 to help deliver yoga and dance courses with the aim of improving the mental health of those attending.
- **Rhubarb Theatre** – Awarded £2,000 to help deliver six weeks of interactive storytelling sessions in three Lincoln based children's centres.
- **Building Resilience in Communities** - Awarded £2,500 to assist with the development of a Kids Patch and Community Garden in the St Giles area of Lincoln.

Focusing on 2021/22 (August 21 to August 22), £10,000 was raised within the Lincoln Lottery Community Fund. This was a great achievement, especially during such a difficult year where ticket sales across lotteries have generally seen a decline due to the cost of living crisis.

Work is currently taking place with the support of Voluntary Centre Services to allocate these funds, which will involve local good causes being invited to apply for a share of this funding to support the delivery of a specific project or activity to benefit the residents of Lincoln.

Lincoln Social Responsibility Charter

Launched in 2018, the Lincoln Social Responsibility Charter has continued to grow from strength to strength with 104 local organisations now signing up to the principles of the charter and gaining accreditation as socially responsible organisations.



The charter welcomes all sizes and types of organisations from across a wide range of sectors, with the aim of encouraging organisations in and around the City of Lincoln to undertake a range of socially responsible activities above the statutory minimum to support their employees and the local community. To ensure accreditation is fair, organisations are required to demonstrate that they are undertaking the required number of activities to support their employees and the local community. This criteria differs depending on the number of employees the organisation has. In return to help raise awareness of those organisations gaining accreditation to the charter,

the council has continued to promote signees via a range of routes, including via social media, press releases, promotional videos, online directory, video case studies, promotion on the bus station screen and more.

Annual contact is made with all signees to the charter to ensure they continue to meet the criteria to retain accreditation, and also to find out about the great socially responsible activities they have undertaken over the previous year.

Over the year ahead the council will be working with the University of Lincoln to undertake research into the real positive impact of undertaking socially responsible activities on employees and the local community in the City of Lincoln.

To find out more about the charter and to view the online directory of signees, please visit www.lincoln.gov.uk/socialresponsibility.

Holocaust Memorial Day



HOLOCAUST
MEMORIAL
DAY TRUST

For 2022 Holocaust Memorial Day took place on Thursday 27th January 2022. The theme of the day for 2022 set by the Holocaust Memorial Day Trust was 'One Day' - working towards One Day without genocide, racism, or hatred.

To raise awareness of Holocaust Memorial Day within Lincoln, working with the council's Communications Team, myself as the Portfolio Holder for Reducing Inequalities, alongside the Mayor Councillor Jackie Kirk and the Leader Councillor Ric Metcalfe, produced a series of short videos raising awareness of the holocaust and the importance of marking Holocaust Memorial Day each year. The video was communicated to staff and residents via the council's intranet and social media channels.

Holocaust Memorial Day 2023 will take place on Friday 27th January 2022. The theme for the day will be 'Ordinary People' and the council will work again to raise awareness of the importance of the day via its channels.

Looking ahead to 2022

Over the next year I look forward to working closely with our staff and members as we continue to provide vital support to those most in need, whilst also continuing to drive forward the reducing inequality agenda across the council and the city. Due to the ongoing cost of living crisis and the continuing impacts of the pandemic, it is expected this support will be relied upon by our residents more than ever before.

Cllr Sue Burke
Portfolio Holder for Reducing Inequality

APPENDIX 1 - Performance Monitoring

Below provides the latest performance measure outturns linked to those services under my portfolio.

Status Key



Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary	
Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	20.00	18.50	Q2 21/22	- 17.50	Q2 22/23	- 16.41	Days	G	▲	Slight improvement in performance as levels of outstanding work decrease.
Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Low is good	9.00	7.00	Q2 21/22	- 5.49	Q2 22/23	- 6.44	Days	G	▼	There has been a slight increase in the number of days to process housing benefit claim changes of circumstances. This was due to the amount of outstanding work within the team being slightly higher than at the same time last year.
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	2,000	1,800	Q2 21/22	- 1,411	Q2 22/23	- 1,502	Number	G	▼	1,502 customers awaiting assessment, of which 1,169 are waiting a first contact from the council. Outstanding work has decreased within the team as annual up ratings and rent increases have been dealt with.

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	88.00	91.00	Q2 21/22	- 95.26	Q2 22/23	- 95.56	%	G	Large amount of Quality Checks have been done over the last quarter.
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q1 22/23	- 1,056	Q2 22/23	- 2,251	Number	V	499 Housing Benefit and 1,752 Council Tax reduction new claims have been received so far in 2022.
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q1 22/23	- 2,628	Q2 22/23	- 2,462	Number	V	The number of cameras operated by the service has risen to 522. The increase is the result of an upgrade at Trent View & Jarvis House flats. The aim to present the CCTV department as an open and transparent service has been successful with numerous visits by various organisations. With regard to incidents, public order, shoplifting, and mental health continue to produce the highest incident numbers.
Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	N/A	Volumetric	Volumetric	Q1 22/23	- 128	Q2 22/23	- 133	Number	V	This is a 51.14% increase compared to the amount of ASB cases received in Q2 of 21/22. It is comparable with the Q1 figure for 22/23 but will need to be monitored over the second half of 22/23.

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	N/A	Volumetric	Volumetric	Q1 22/23	- 953	Q2 22/23	- 1,036	Number	V	This figure is up 22% compared with Q2 of 21/22. The team has received 1,134 cases in this quarter (Q2 of 22/23), which is up 6.47% compared with the Q2 figure of 21/22.
Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Low is good	260	220	Q1 22/23	- 282	Q2 22/23	- 208	Number	G	▲ This is a 26.24% decrease compared to Q1 of 22/23 and a 10.05% increase when compared to Q2 of 21/22. The decrease from Q1 22/23 is positive and demonstrates that the team is managing the incoming cases effectively. The team has been short staffed and missing both the Team Leader and Service Manager for a large section of Q2 22/23. The Team Leader is going to work closely with the team to ensure that all cases are reviewed regularly.
Public Protection and Anti-Social Behaviour Team	PPASB 4	Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)	High is good	75.00	85.00	Q1 22/23	- 0.00	Q2 22/23	-	%	Data not available	Satisfaction surveys have not been being sent to customers. The trial was unsuccessful due to satisfaction surveys being sent to all customer who contacted the PPASB team, regardless of their query or whether or not the PPASB team handed the complaint to another team (for example housing cases). This needs some work to agree on which pool of customers are sent satisfaction surveys and how the system can accommodate. The new Service

52

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
												Manager and Team leader will aim to progress this.

Source – COLC Performance Information Management System (PIMS)

This page is intentionally blank.

PEFORMANCE SCRUTINY COMMITTEE

19 JANUARY 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

This page is intentionally blank.

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)		
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
Work Programme for 2021-22 - Update	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
Fire Safety Update	Matt Hillman	Annual Report

2 March 2023

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		
Targets for 2022/23	Graham Rose	Annual Report
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services

65

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

This page is intentionally blank.