

## PERFORMANCE SCRUTINY COMMITTEE

**Thursday, 7 December 2023**

**6.00 pm**

**Committee Rooms 1-2, City  
Hall**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Martin Christopher, David Clarkson, Thomas Dyer, Lucinda Preston, Rachel Storer, Joshua Wells and Loraine Woolley
Substitute member(s):	Councillors Liz Bushell, Natasha Chapman, Adrianna McNulty, Clare Smalley and Aiden Wells
Officers attending:	Kate Bell, Democratic Services, Emily Holmes, Michelle Hoyles and Simon Walters

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### A G E N D A

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**Present:** Councillors Councillor Gary Hewson (*in the Chair*), Martin Christopher, David Clarkson, Thomas Dyer, Rachel Storer, Pat Vaughan, Joshua Wells and Loraine Woolley

**Apologies for Absence:** Councillor Lucinda Preston

**Also in Attendance:** Councillor Sue Burke, Portfolio Holder for Reducing Inequality

**38. Confirmation of Minutes - 28 September 2023**

RESOLVED that the minutes of the meeting held on 28 September 2023 be confirmed and signed by the Chair.

**39. Matters Arising**

Councillor Clarkson referred to question 7 in the Member Request Monitoring Table and commented that the figures provided in the comparable footfall data for the city centre during the weekend of Lincoln Live 2023 showed a drop in footfall compared to the same time last year. However, the response provided stated that there had been an uplift in footfall.

Simon Walters, Director of Communities and Environment clarified that the data was from various sources and that the percentage showed an uplift in visitor numbers to the City in 2023 when compared to 2022.

Simon Colburn, Assistant Director (Health and Environmental Services) added that there may have been a formatting error in the report. It was a hyphen rather than a minus and did show an uplift in footfall. This would be confirmed following the meeting.

**40. Declarations of Interest**

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Portfolio Holder under Scrutiny - Reducing Inequality'. His daughter worked in Revenues and Benefits at the City of Lincoln Council.

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

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Treasury Management and Prudential Code Update Mid-Year Report - 30 September 2023'. His granddaughter worked in the Finance Department at City of Lincoln Council.

**41. Portfolio Holder under Scrutiny - Reducing Inequality**

Councillor Sue Burke Portfolio Holder for Reducing Inequality:

- a. presented a report to Performance Scrutiny Committee covering the following main areas:
- Welfare and Benefits Advice
  - Welfare Reform and Cost of Living Support
  - Housing Benefit/Council Tax Support
  - Discretionary Rate Relief Policy
  - Financial Inclusion
  - Safeguarding
  - Skills and Training
  - Allocations, Homelessness and Rough Sleeping
  - Asylum Seekers and Refugees
  - Neighbourhood Working
  - Equality and Diversity
  - Public Protection and Anti-Social Behaviour Team (PPASB)
  - CCTV Service
  - Lincoln Community Lottery
  - Lincoln Social Responsibility Charter
- b. invited members comments and questions.

The committee discussed the report in detail and asked the following questions, it was agreed that answers would be provided from the relevant officers following the meeting:

- How much did it cost to operate the Sincil Bank Community Hub in total?
- How much did it cost to operate the Sincil Bank Community Hub per visitor?
- How many of the visitors to the Sincil Bank Community Hub were unique? e.g. was it the same few people visiting regularly or a range of different people.
- Did the visitor numbers reported include people who visited partners at the Sincil Bank Community Hub or just Council staff?
- Was there data available to compare the footfall in the City over the weekend of the 9 and 10 December 2023 compared to the Christmas Market weekend in 2022?
- What area of Hartsholme Park was covered by CCTV cameras and did the cameras operate via WIFI?
- The number of evidence disks provided by CCTV to the Police had increased. Had this resulted in an increase in successful police prosecutions?
- Why had dog fouling been removed from the enforcement list?

Members of the committee asked the following questions and received relevant responses:

**Question:** According to the data why was the amount of formal enforcement action taken low?

**Response:** This figure was not an indication of low quality or low rates of enforcement. The Corporate Enforcement Policy was to apply a tiered approach to enforcement and the majority of people engaged at an early stage. Formal enforcement action was taken in a small proportion of cases once all other action had failed.

**Question:** Why did the Council not enforce fly tipping?

**Response:** Officers investigated every report of fly tipping, however, it was difficult to find enough evidence to prosecute.

**Comment:** In future could more background information and context be provided within the report on fly tipping to explain the reasons for the low enforcement rate.

**Question:** How would the new law regarding XL Bull dogs be enforced?

**Response:** The Police were the primary enforcers of the Dangerous Dog Act. Data was currently being gathered so that we were aware of where the dogs were being kept. The Council could only take action if an offence occurred in a public space.

**Question:** Was Lincoln Embracing All Nations (LEAN) only available for residents of Sincil Bank?

**Response:** LEAN was a city-wide service and supported groups outside of the Sincil Bank area.

**Question:** Could Councillors be briefed on the National Asylum Dispersal Scheme and the proposed site at RAF Scampton? Could this include the impact that the site would have on the City and the mitigation measures that would be put in place?

**Response:** This was a Home Office initiative and they had published some information fact sheets on their website. The City of Lincoln Council was engaging in conversations with the Home Office.

**Question:** Why had there been an increase in PPASB service requests from 3,205 in 2017/18 to 4,049 in 2022/23?

**Response:** An exact cause could not be pin pointed, however, officers felt that it was due to a number of reasons such as reduced tolerance of neighbours post covid and people being less respectful of their communities.

**Question:** Had the work at Hermit Street commenced?

**Response:** Yes, the work had started and was due to be completed by September 2024.

**Question:** Was the feasibility study to develop the area of land under Pelham Bridge on track to be submitted by November 2023?

**Response:** Yes, it was still on track.

**Question:** During a Member Development training session it was advised that noxious fumes would be added to PPASB enforcement, had this been implemented yet? If so, had any complaints been received?

**Response:** This had not been implemented yet however the team had been taking complaints for a number of years. It would be added to the system shortly so that data could be gathered and reported.

**Question:** Previously the PPASB Officers had specific roles and expertise within the team. Were these Officers being trained so that they could respond to any of the team's functions?

**Response:** Yes, a management of change process had facilitated all Technical Officers to work to the same job description. Training had been ongoing for some time and this would be continued in order to upskill the team.

**Question:** The data provided in the PPASB satisfaction surveys showed a 100% satisfaction rate. However, there was a low response rate to the surveys. In future could some context be provided in the report?

**Response:** We would work with the policy team to include some context to this measure in future.

**Question:** Why had there not been an increase in incidents recorded even though the CCTV service coverage had been extended?

**Response:** The majority of incidents recorded continued to relate to the city centre. In other areas of the City the cameras acted as more of a deterrent.

**Question:** What were your views on the withdrawal of the PCSO's in the City?

**Response:** PCSOs fulfil an important role in the city and their numbers had not been reduced by as many as feared. However, the loss of the Police ASB officer has had more of a significant impact. It was an important role within the City and we did not want to lose the officer from the PPASB team. Both the Council and the Police had put procedures in place to plug the gap but this would not be as effective as having an ASB police officer embedded within the team.

RESOLVED that the annual report be noted.

#### **42. Strategic Risk Register - Quarterly Review**

Jaclyn Gibson Chief Finance Officer:

- a. presented Performance Scrutiny Committee with a status report of the Strategic Risk Register as at the end of the second quarter 2023/24.
- b. reported that the strategic risk registers currently contained fourteen risks as follows:
  - 1) Failure to engage & influence effectively with the Council's strategic partners, council staff and all stakeholders to deliver against e.g., Council's Vision 2025.
  - 2) Failure to deliver a sustainable Medium-Term Financial Strategy (that supported delivery of Vision 2025).
  - 3) Failure to deliver the Towards Financial Sustainability Programme whilst ensuring the resilience of the Council.
  - 4) Failure to ensure compliance with existing and new statutory duties/functions.
  - 5) Failure to protect the local authority's long term vision due to changing structures and relationships in local government and impact on size, scale and scope of the Council.
  - 6) Unable to meet the emerging changes required in the Council's culture, behaviour and skills to support the delivery of the Council's Vision 2025 and the transformational journey to one Council approach and service delivery.
  - 7) Insufficient levels of resilience and capacity exist in order to deliver key strategic projects & services within the Council.

- 8) Decline in the economic prosperity within the City Centre.
- 9) Failure to deliver key strategic projects.
- 10) Failure of the Council's key contractors and partners to remain sustainable and continue to deliver value for money
- 11) Failure to protect the vulnerable in relation to the Council's PREVENT and compliance with safeguarding and domestic abuse duties.
- 12) Failure to mitigate against the risk of a successful cyber-attack against the Council.
- 13) Impacts of uncertainty of Government's migration policy on the Council's service delivery, capacity and MTFS as well as the impacts for the City as a whole.
- 14) Failure to deliver critical services in an emergency situation.

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2023/24 be noted.

#### **43. Financial Performance - Quarterly Monitoring**

Laura Shipley Financial Services Manager:

- a. presented a report to Performance Scrutiny Committee with a summary of the first quarter's performance (up to 30 September 2023), on the Council's
  - General Fund
  - Housing Revenue Account
  - Housing Repairs Service
  - Capital Programmes
- b. requested that Performance Scrutiny Committee note the changes to the capital programmes
- c. provided information on the following:
  - **General Fund Revenue Account** – for 2023/24 the Council's net General Fund Revenue Budget was set at £14,402,660, including a planned contribution from balances of £191,110 resulting in an estimated level of general balances at the year-end of £2,228,739 (Appendix A provided a forecast General Fund Summary). There were a number of forecast year-end variations in income and expenditure against the approved budget. Full details of the main variances were provided in Appendix B
  - **Housing Revenue Account** — for 2023/24 the Council's Housing Revenue Account (HRA) net revenue budget was set with a planned contribution from balances of £58,930, resulting in estimated general balances at year-end of £1,125,517, after

allowing for the 2022/23 outturn position (Appendix C provided a forecast Housing Revenue Account Summary) Although the forecast position was an underspend there was a number of significant variations in income and expenditure. Full details of the main variances were provided at Appendix D

- **Housing Repairs Service** – For 2023/24 the Council's Housing Repairs Service (HRS) net budget was set at zero, which reflected its full cost recovery nature. At quarter 1 the HRS was forecasting a deficit of £761,406 in 2023/24. Full details of the main variances were provided at Appendix F
- **General Investment Programme** – the revised General Investment Programme for 2023/24 amounted to £24.688m following the quarter 1 report. At quarter 2 the programme had been increased by £0.096m to £24.784m as shown at paragraph 7.2. The overall spending on the General Investment Programme for the second quarter of 23/24 was £4.4m, which was 22.6% of the 2023/24 budget as detailed in Appendix I
- **Housing Investment Programme** – the revised programme for 2023/24 amounted to £17.969m following the quarter 1 position. At quarter 2 the programme had been decreased by £1.107m to £16.862m as shown at paragraph 7.9 of the report. The overall expenditure on the Housing Investment Programme at the end of quarter 2 was £4.205m, which was 24.94% of the 2023/24 revised programme as detailed at Appendix J of the report. A further £0.649m had been spent as at the end of October 2023

d. invited members' comments and questions.

Members of the committee asked the following questions and received relevant responses from Officers:

**Question:** Who paid the £50,000 to support utility inflation pressures at Yarborough Leisure Centre?

**Response:** This was a provision made by the Council which could be drawn on if needed. The Council did not pay a management fee to Active Nation but were liable for a small percentage of any losses over the year.

**Question:** There was an £11,000 cost to deep clean the Central Car Park. Was this an additional cost to the regular deep clean?

**Response:** This referred to the regular deep clean and was not an additional cost. A deep clean was carried out as and when needed.

**Question:** Why had there been a reduced income at the Crematorium?

**Response:** There had been a lower death rate.

**Question:** Could more detail be provided on the £150k that would be spent on the Central Car Park lifts?

**Response:** There had been issues with the reliability of the lifts, particularly the 2 busiest lifts on the north side of the car park. Part of the controls in the lift would be replaced.

**Question:** What specifically was wrong with the lifts? Was it that they were not suitable for the car parks?



**Response:** A report was completed by specialist consultants who had identified that there was an issue with part of the lift controls and this mechanism needed replacing. Overall the lifts are of a high quality and perfectly safe to use, its just some small items of equipment that were proving problematic.

**Comment:** The lifts had been unreliable for some time, this was a standard piece of equipment that should be capable of serving customers.

**Response:** The Central Car Park had been exceptionally popular and had been more successful than it was envisaged in the business case. The £150k had been set aside as a provision of what would need to be spent, once procurement had taken place it could cost less.

**Question:** Referred to paragraph 7.12 of the report in relation to the financial changes approved by the Chief Finance Officer. What was the £41k in relation to Thurlby Crescent approved for?

**Response:** An answer would be provided following the meeting.

**Question:** Please clarify why there had been zero spend this year on the new build programme for the Western Growth Corridor, yet work was ongoing?

**Response:** This part of the report referred to the Housing Investment Programme (HIP), the actual expenditure to date was included in the General Investment Programme with the appropriate proportion recharged to the HIP at the end of the financial year.

RESOLVED that:

1. Relevant responses to questions raised by members be provided by officers following the meeting as requested.
2. The financial performance for the period 1 April to 30 September 2023 be noted.
3. The underlying impact of the pressures and underspends identified in paragraphs 3.3 (and Appendix B), 4.3 (and Appendix D), and 5.2 (and Appendix F) be noted.
4. The changes to the General Investment Programme and Housing Investment Programme as approved by the Chief Finance Officer as detailed in paragraphs 7.5 and 7.12 be noted.
5. The changes to the General Investment Programme and Housing Investment Programme as detailed in paragraphs 7.4, 7.10 and 7.11 be noted and be forwarded to Executive for approval.

**44. Treasury Management and Prudential Code Update Mid Year Report - 30 September 2023**

Laura Shipley Financial Services Manager:

- a. presented a report to Performance Scrutiny Committee on the Council's treasury management activity and the prudential indicators for the period 1 April 2023 to 30 September 2023
- b. advised that the Treasury Management Strategy for 2023/24 approved by Council on 28 February 2023 outlined the Council's capital investment

priorities as follows:

- Liquidity of investments
  - Security of capital/investments
  - Yield earned on investments
- c. gave an overview of the investment portfolio as detailed at paragraph 2 of the report and explained that the Council held £41.145m of investments as at 30 September 2023 and the investment profile was detailed at Appendix A of the report.
- d. advised that as at 30 September 2023 the Council held £114.35 million of external borrowing, of which 100% were fixed rate loans as detailed at paragraph 4 of the report
- e. explained that as at 30 September 2023, the average rate of interest paid during the first half of the year on external borrowing was 3.14%
- f. invited members' questions and comments.

**Question:** Did the re-profiling of expenditure and budget increases relate to grants for the Western Growth Corridor?

**Response:** The grant element related to the Better Care fund rather than grant funding for the Western Growth Corridor scheme.

RESOLVED that the Prudential and Local Indicators and the actual performance against Treasury Management Strategy 2023/24 for the half year ended 30 September 2023 be noted.

#### **45. Quarter 2 2023/24 Operational Performance Report**

Michelle Hoyles, Business Manager – Corporate Policy and Transformation:

- a. presented a report to Performance Scrutiny Committee with an outturn summary of the council's performance in Quarter 2 of 2023/24
- b. explained that the full report was attached as Appendix A of the report, with the full list of performance measure outturns and supporting performance commentary provided at Appendix B of the report
- c. invited members' comments and questions.

**Comment:** The performance of the Housing Department was concerning.

**Response:** The Portfolio Holder for Housing would be attending the Performance Scrutiny Committee in January 2024.

**Question:** The satisfaction rate for grounds maintenance and street cleansing showed as good, however there had been a low response rate from the Citizens Panel surveys. How was the recruitment to the Citizens Panel going and had there been more reliable responses received from the surveys?

**Response:** The number of people recruited to the citizens panel had increased to nearly 700, an exact figure would be circulated following the meeting. The first survey with the updated panel would be sent out shortly. The wording in the survey had been amended to reduce the amount of free text which would improve the responses and data returned.

**Question:** What enforcement action could be taken against tenants who left their property in a state that required significant cleansing which delayed the turnaround of void properties?

**Response:** A response would be provided following the meeting.

**Question:** Was the time frame for providing responses to stage 1 and stage 2 complaints measured in working days or calendar days? If these target days were not going to be met was a holding email sent to the complainant to make them aware that their complaint was still being processed?

**Response:** Each department did endeavour to respond to complaints within the target date. A further response would be provided from the Customer Services Manager following the meeting.

**Question:** Could an update be provided on measure SP3b in relation to Yarborough Leisure Centre?

**Response:** New management was in place at Yarborough and Birchwood Leisure Centres. A dip in the usage of the facilities was expected during the run up to Christmas, however there would be an increase in the number of new customers in January. The promoter scores were improving.

RESOLVED that:

1. Relevant responses to questions raised by members be provided by officers following the meeting as requested.
2. The report be noted and forwarded to Executive for approval.
3. The format of the performance report continued to meet the committee's requirements.

#### **46. Budget Review Process 2024/25**

Jaclyn Gibson, Chief Finance Officer:

- a. presented members with the process for scrutiny of the proposed budget and Council Tax for the 2024/25 financial year and the Medium Term Financial Strategy 2024-2029
- b. highlighted that it was proposed that the following governance arrangements should be in place for the Group;
  - The group would be made up of 9 non-Executive Members with a 5:3:1 proportionality share.
  - The Group would be a sub-group of the Performance Scrutiny Committee, although Members did not have to be Members of this Committee.
  - The Chair of the group would be the Chair of the Performance Scrutiny Committee.

- The Group would be the main mechanism by which the Executive would formally consult scrutiny on the consideration of their budget proposals.
- The meetings would be held in public and would be administered by Democratic Services.
- Specific Portfolio Holders and Directors (or Assistant Directors) would be invited to attend the meetings of the group or be requested to provide written responses if so required.
- Advice would be provided to the Group members by officers from the Council's Financial Services Team.
- The Chair of the Group shall be required to provide a report to the next full Performance Scrutiny Committee summarising the Groups findings and making recommendations to the Executive.

Councillors Clarkson, Dyer and R Storer wished it to be recorded that they did not support recommendation number 3 where it stated that the Vice Chair be recommended by the larger political group.

RESOLVED that:

1. The objectives and governance arrangements of the Budget Review Group for 2024/25 as set out in paragraphs 3.3 – 3.4 be noted.
2. The timetable for the Group as set out in paragraph 3.6 be noted.
3. nominations for membership of the Group from leaders of the respective political groups, including the Vice Chair to be recommended by the larger political group.

#### **47. Work Programme for 2023/24**

The Chair:

- a. presented the draft work programme for 2023/24 as detailed at Appendix A of the 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 2023/24.

RESOLVED that the work programme 2023/24 be agreed.

**48. Exclusion of Press and Public**

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

**49. Strategic Risk Register - Quarterly Review**

Jaclyn Gibson Chief Finance Officer:

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

RESOLVED that the Strategic Risk Register as at the end of the second quarter 2023/24 be noted.

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# Performance Scrutiny Committee – Member request monitoring table

Date of committee – 16 November 2023

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response/ Action
1	Confirmation of Minutes 28 September 2023 and Member Request Monitoring Table	The figures provided in the comparable footfall data for the city centre during the weekend of Lincoln Live 2023 showed a drop in footfall compared to the same time last year. But it is stated that there is an uplift in footfall, please clarify?	Councillor Clarkson	Simon Colburn		To follow
2	Portfolio Holder under Scrutiny – Reducing Inequality	<u>Sincil Bank Community Hub</u> <ul style="list-style-type: none"> <li>• How much does it cost to operate in total?</li> <li>• How much does it cost to operate per visitor?</li> <li>• How many of the visitors are unique? e.g is it the same few people visiting regularly or a range of different people.</li> </ul>	Councillor Dyer	Paul Carrick	28 November 2023	<p>I have calculated the running costs for operating the Community Hub for the period April 2023 – September 2023. This totals £10,100.47.</p> <p>I have not included the costs of employing the Neighbourhood Manager and Community Connector as their principle role is on the development of the six key projects in the area. The advice we give is on top of the projects that we are supporting in the neighbourhood.</p>

16		<ul style="list-style-type: none"> <li>Does the visitor numbers include people who visit partners at the hub or just council staff?</li> </ul>				<p>This equates to £8 per interaction.</p> <p>The Hub has been invaluable in helping to build trust within the community and also acting as a focal point to provide residents with information.</p> <p>During this period, we attracted 1263 visitors to the Hub. This works</p> <p>The figures recorded are not unique individuals, we do have some people that attend on more than one occasion due to the support that they require.</p> <p>This figure also includes visitors who attend outreach surgeries delivered by Citizens Advice, this occurs each Thursday morning between the hours of 9am and 12pm</p>
3	Portfolio Holder under Scrutiny – Reducing Inequality	Is there data available to compare the footfall in the city over the weekend of the 9 <sup>th</sup> and 10 <sup>th</sup> December 2023 compared to the Christmas Market weekend in 2022?	Councillor Dyer	Simon Walters	23 November 2023	<p>Via our CCTV system we will collect data over the weekend of 9<sup>th</sup> and 10<sup>th</sup> Dec at key locations.</p> <p>We will not have comparable data with last year as CCTV images are not kept that long. However, we will be able to compare the 2023 data with other data sources that</p>



						<p>captured footfall over that weekend the previous year. This may well not be a statistically reliable comparison.</p> <p>However, Members will note that weekend in 2022 was hosting the Christmas market. The new events programme taking place over the weekend this year is not designed to attract the same level of visitors – the new programme over the full year needs to be evaluated in that respect.</p> <p>Therefore, any conclusions drawn from the statistical comparison will need to be within that context.</p>
174	Portfolio Holder under Scrutiny – Reducing Inequality	What area of Hartsholme Park was covered by CCTV cameras?	Councillor Clarkson	Simon Walters	20 <sup>th</sup> November 2023	<p>Coverage:</p> <ul style="list-style-type: none"> <li>• Campsite</li> <li>• Rear maintenance yard</li> <li>• Vehicle entrance to the park(access ramp)</li> <li>• Outside the toilets</li> <li>• Portacabin</li> </ul> <p>Cameras are connected to a Network Video Recorder that records at Hartsholme but sends live images to the Control Room via a broadband connection.</p>

5	Portfolio Holder under Scrutiny – Reducing Inequality	The number of evidence disks provided by CCTV to the Police had increased. Had this resulted in an increase in successful police prosecutions?	Councillor Clarkson	Simon Colburn		To follow
6	Portfolio Holder under Scrutiny – Reducing Inequality	Why had dog fouling been removed from the enforcement list?	Councillor Christopher	Simon Colburn		To follow
7 18	Financial Performance – Quarterly Monitoring	Referred to paragraph 7.12 of the report in relation to the financial changes approved by the Chief Finance Officer. What was the £41k in relation to Thurlby Crescent approved for?	Councillor J Wells	Laura Shipley	22 November 2023	An original budget for major works adaptations at 8 Thurlby Crescent was set at £80k based on initial estimates in 2022/23. Following a tender exercise this budget was further increased, by £41k, at Q2 23/24 as a result of increased construction costs.
8	Quarter 2 2023/24 Operational Performance Report	How many people had been recruited to the Citizens Panel?	Councillor Clarkson	Michelle Hoyles	23 November 2023	We currently have 660 members signed up. We are however continuing to steadily recruit more members to the panel via campaigns.
9	Quarter 2 2023/24 Operational Performance Report	What enforcement action could be taken against tenants who left their property in a state that required significant cleansing which delayed the turnaround of void properties?	Councillor Clarkson	Daren Turner/ Matt Hillman	22 November 2023	We would look to recharge the costs to the outgoing tenant if possible. This can be difficult when the tenants are determined to be vulnerable

10	Quarter 2 2023/24 Operational Performance Report	Was the time frame for providing responses to stage 1 and stage 2 complaints measured in working days or calendar days? If these target days were not going to be met was a holding email sent to the complainant to make them aware that their complaint was still being processed?	Councillor Clarkson	Jo Crookes	27 November 2023	The time for responding to claims is measured in working days. i.e. exclusive of weekends and bank holidays. Where the target of 10 days for level 1 and 20 days for level 2 complaints cannot be met our policy states that we will keep the complainant informed and that where possible we will advise of a date when a full response can be expected. We do not currently monitor whether this happens in every case. Under our new policy which is currently being developed for April 2024 onwards we will start to enforce and record this

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**Present:** Councillors Councillor Gary Hewson (*in the Chair*), Alan Briggs, Mark Storer, Pat Vaughan and Loraine Woolley

**Apologies for Absence:** Councillor Liz Bushell and Mike Asher

**Also in Attendance:** Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP)

**27. Confirmation of Minutes - 10 August 2023**

RESOLVED that:

1. the minutes of the meeting held on 10 August 2023 be confirmed as a true record.
2. answers from Members' questions, raised on 10 August 2023 would be circulated to Members further to the meeting.

**28. Declarations of Interest**

No declarations of interest were received.

**29. Lincoln Tenant's Panel Project Update**

Mick Barber, Chair of Lincoln Tenants Panel (LTP), provided a written report on the panel's continued work on a variety of projects with tenancy services, fire safety assurance, maintenance, business management and resident involvement teams. The briefing note, designed as a regular update to members of Housing Scrutiny Sub-Committee, covered the following areas:

- LTP continued to hold quarterly meetings with the Voids Team Leader to review void inspections and targets. The number of voids inspections had increased and all had surpassed standards. The completion of forms had moved to a digital format to enable the Voids Team Leader access information immediately. Further discussions would be held with the Voids Team Leader to establish how multiple void inspections could be conducted with limited disruption to the team.
- The Complaints Review Group continued to hold quarterly meetings. The Anti-Social Behaviour (ASB) Working group had recently reviewed and implemented recommendations. The City of Lincoln Council (CoLC) had been awarded the ASB accreditation.
- The Schedule of Repairs (SOR) Working Group had received positive information relating to performance with repair timescales. A detailed action plan to enhance and increase the SOR programme on Facebook had been rolled out. LTP had reviewed the kitchen and bathroom work programme, attended the final 30-year business plan and estate regeneration workshops. LTP worked with the Resident Involvement Manager to help in the creation of a set of questions to form part of the

tenant wide consultation delivered in August and reviewed responses/feedback.

- The Investment Working Group had reviewed the communal door replacement programme and were in the process of creating a satisfaction survey.
- LTP attended virtual training courses on the impact of the Tenant Satisfaction Measures, consumer standards and joined a virtual Council tenants forum.
- LTP continued to represent CoLC at Association of Retained Council Housing (ARCH) and Social Housing Quality Resident Panel.

Members discussed the content of the report, commented, asked questions and received relevant responses as follows:

**Question:** Could an update on the issue of Green Verges be provided?

**Response:** It was a difficult time of year as the weather resulted in mud being churned up. It was hoped that when the issue moved over to the Housing Revenue Account Business Plan, there would be improvement in the area. Modern houses often contained between 3-5 cars and the lack of availability of space was a continued difficulty. Work on the issue was ongoing.

**Comment:** The issue affected everyone and did not always affect only council housing tenants.

**Response:** There had been areas cordoned off to prevent vehicular access and there had been an increase in signage.

**Comment:** Prior to the commencement of development in the area, a trial had been conducted in Hermit Street. There had been work with parking enforcement and additional signage had been installed. In addition, enforcement was pursued for individuals that did not comply. The approach made a considerable difference however consideration to the ownership of land was important. Further to consultation with tenants, the issue of parking was considered a key concern.

**Comment:** The result of the consultation has not been viewed by Members

**Response:** The consultation paper was shown at a workshop however the results were not received until final drafting of the report. Policy colleagues were in the process of producing a report to collate the outcome of the review which could be presented to Housing Scrutiny Sub-Committee (HSSC) in the future, if requested.

**Comment:** The full detail of the consultation provided would not be contained within the 30-year plan, given the depth of the review. However, the overarching principles would be included. The concept of improvement of the estate areas included parking and vehicular access and were included in the plan.

**Comment:** LTP had viewed the results and the information could be distributed to Members.

**Question:** Further to the success of the additional signage, where had vehicles that had previously parked on grass verges, now moved to?

**Response:** It was difficult to have accurate knowledge of where vehicles had moved to however a number could be attributed to commuters that travelled in for work.

**Comment:** The cost of a dropped curb installation was high.

**Comment:** Local estate areas were built many years ago and at the time of build, the provision for cars was not as it has become in recent years. The issue was an inherent problem and a solution was needed.

**Comment:** The 30-year business plan was a revolving document.

**Comment:** Over 70% of the properties in the Hartsholme area were privately owned and therefore, enforcement was a difficult issue. Many residents complained that cars were parked incorrectly however a great number of tenants reported that there weren't enough car parking spaces.

RESOLVED that the content of the written update from the Chair of LTP be noted with thanks, to be continued as a regular agenda item.

### **30. Housing Revenue Account Business Plan 2024/54**

Daren Turner, Strategic Director of Housing and Investment:

- a) presented Housing Scrutiny Sub-Committee (HSSC) with a report which detailed the long-term Housing Revenue Account (HRA) Business Plan for 2024/54 which could be seen at Appendix A to the report
- b) added that HRA Business Plan built on the previous five-year plan, demonstrated the current situation and outlined the aims and objective for the 30 years from April 2024. In addition, the HRA Business Plan included financial assumptions and projections during the lifespan of the plan
- c) confirmed that the Council had a legal duty to ensure the account remained solvent and would review financials on a yearly basis
- d) reported that the Business Plan focussed on 4 key objectives:
  - a. Develop and Improve Core Housing Services
  - b. Delivering New Homes
  - c. Estate and Neighbourhood Regeneration
  - d. Addressing Climate Change
- e) added that extensive consultation had taken place in collaboration with LTP, Tenants and also included five Member workshops. A shorter synopsis of the Business Plan was expected to be made available to all Members.
- f) offered thanks to Members of LTP for their involvement and for the attendance to workshops of all elected Members
- g) invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

**Comment from Mick Barber, Chair of LTP:** The hard work of the officers involved in the creation of the plan and the commitment of LTP was valued.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** The dedication of officers for the vast amount of work that had been undertaken was recognised and appreciated. The document would be reviewed and amended over time as the situation would look very different in 30 years' time.

**Question:** Had the consultants work now been completed?

**Response:** The contract for the consultants was not for one specific part of the plan only. There would be a presentation by the consultants in the future.

**Question:** How many times throughout the year would consideration be given to the Housing Revenue Account (HRA)? Should HSSC decide how many times the HRA was reviewed per year?

**Response:** The financial performance of the HRA had not historically appeared as a regular agenda item for consideration by HSSC. Instead, it had been presented to Performance Scrutiny Committee. Review of the financials was conducted within the department on a quarterly basis.

**Comment:** It may prove beneficial for a financial update to be presented to HSSC on a bi-annual basis for scrutiny.

**Response:** It would be a matter for the Chief Finance Officer to present financial information and discussions with finance colleagues would take place further to the meeting. Democratic Services had already commenced enquiries for bi-annual presentation of financial information, prior to the meeting.

**Question:** Where did the money to support emergency accommodation in hotels come from? The General Fund Account or the Housing Revenue Account?

**Response:** The General Fund Account. The long-term aim was to secure individuals into our housing stock and to have long term secure accommodation. Once under tenancy services, individuals would still be provided with support to ensure that the tenancy was sustainable.

**Question:** Why had there been an option appraisal for only two of the three high-rise blocks?

**Response:** Shuttleworth House had benefitted from significant investment approximately 4-5 years ago and was in good condition. Shuttleworth House also benefitted from two stairwells at both the front and the back of the block. Therefore, it was very well equipped in respect of fire safety. The other two high-rise blocks only had one stairwell each.

**Question:** Had consideration been given to the improvement of energy efficiency for properties with an Energy Performance Certificate (EPC) band D or lower?

**Response:** We were committed to achieving an EPC Band C or above for all properties over the lifespan of the plan. Achievement was difficult for a range of reasons. Successfully gaining physical access to some properties was difficult and some tenants that had resided in their home for a number of years, opposed



modernisation of the property. Residents that allowed entry were considered within the plan and the total number of properties affected was now in single figures.

**Comment:** Changes contained within the Government's new Housing Bill which received Royal Assent on 20 July 2023, were required to be in place by 1 April 2024. Any organisation with over 1000 homes would be inspected once every four years to review compliance with the consumer standards. Social landlords would be required to collect and publish a range of 22 satisfaction measures and the City of Lincoln Council (CoLC) had a contract in place to provide that, as an external method to provide baselines and dashboards. The CoLC's performance as a landlord would be accessible by any person and provided a transparent view to the public and potential tenants.

**Question:** The Act contained a charter that laid out seven commitments that residents should expect from their landlord. Further to the tragic death in Boultham Ward, how were we going to ensure people were safe in their home?

**Response:** Incidents of that nature were handled on a case-by-case basis with consideration given to the nature of the incident. On some occasions, not always a serious case review was instigated and all public bodies involved in said case would be required to take part in a review of the response. If that occurred, reports would be published at a set time dependent on the nature of the enquiry which could take many months or years to complete.

**Question:** Was it possible to view the results of investigations, given the Council's role as landlord?

**Response:** It was not possible to comment on the processes of the Police, judiciary, and mental health services in connection with the tragic incident in Boultham Ward. Further to the incident, CoLC conducted an internal review of its own processes. A wider review had been commissioned, to be led by the Business Manager – Lincolnshire Safeguarding Adults Board. Reports would always be considered, and messages fed back. The decision to publicise records was not a CoLC decision.

**Comment:** Two senior officers conducted the internal review. Neither officer nor their department were involved in the case.

**Comment:** The Charter had proposed criteria for how inspection of registered providers would be implemented, but it had not been agreed. Agreement was likely to be after Christmas. The information from the consultation could still be viewed even though it was closed. The CoLC had considered the proposals as a guide to our current performance.

**Comment:** Transparency was important and the only way to assess the impact of policies was to have sight of them.

**Response:** Consideration had been given to internal mechanisms only. Any change to policy would require presentation to the Policy Scrutiny Committee to be scrutinised by elected members prior to approval of Executive. The review of the Boultham Ward incident concluded that the CoLC could not have done more.

**Comment:** It was important to understand what the regulator meant in regard to being safe in your home. When we talked about being safe in your home, we

considered health and safety risks, property condition and damp and mould. Anti-Social Behaviour was a strand of safety however that element of the Charter regarded the structure and property condition.

**Question:** There was to be a review in 'early 2024'. Had a date been received?

**Response:** The guidance from Government was expected imminently and it would be presented to HSSC once received.

**Question:** Would the 22 Tenant Satisfaction Measures be scrutinised?

**Response:** The Tenant Satisfaction Measures were standardised and it was not possible to shape the questions asked as the measures had been nationally agreed. The results would be publicly accessible.

**Question:** There would be a requirement for individuals at Scampton who passed refugee status to be housed. Did the Business Plan consider the long-term provision of housing?

**Response:** It was not possible to estimate the impact. As of the latest correspondence, the Home Office stated that the decision for those individuals to stay or not stay would not be made locally. The total number of 2000 would not have a decision made locally in West Lindsey. Individuals would be unable to use local connection to gain duty. Once given their decision, individuals would be transported to wherever in the Country they chose through a national dispersal arrangement according to the Home Office. We had a duty to provide housing to those that chose Lincoln.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** A number of individuals may request to go to cities, especially single people.

**Comment:** In terms of the 30-year Business Plan, the CoLC had to consider homelessness and temporary accommodation but it was for the General Fund Account, not the Housing Revenue Account to pick up the related costs. Under homelessness legislation, CoLC had a duty to assist an individual to find housing. It did not have to be from our own Council stock.

**Comment:** The provision of 1700 additional homes was in order to address the losses from Right to Buy. The Council had looked to be ambitious to close the gap created by the need in Band 1 of the housing register.

**Comment:** The Government added on white paper, the Right to Buy was to be encouraged which was a cause for concern in respect of housing provision.

**Question:** Under Welfare Reform, the Business Plan stated the rental profile of tenants. What percentage were under discretionary housing?

**Response:** As of 31 July 2023, 56 family homes that are currently under occupying were in receipt of discretionary housing payment. The number of council tenants in receipt of DHP was twice as high 18 months ago.

**Question:** Further to the Covid-19 pandemic, 'it is now much more difficult to recruit or retain staff...' Was this in relation to housing officers?

**Response:** The recruitment and retention of staff remained a challenge across all departments of the Council and across different employment sectors. The Council had not seen a large movement of construction workers from private sector

companies into the Council. That position may change as the effects of soaring inflation were felt. Consideration had been given to different forms of more regular recruitment exercises.

**Question:** There appeared to be a lack of trades staff specific for a job. Were trades staff employed as specific staff or multipurpose staff?

**Response:** There was a specific skill set however staff were also offered opportunities to enjoy a multiskilled role. Such roles enabled resources to be deployed more effectively. The availability of specific skill sets was a traditional approach and given the nature of modern education and training, prospective employees did not present in that way. The standard of workmanship had not been adversely affected.

**Question:** How did the Council intend to approach Lincoln's ageing population and encourage people to downsize in the future?

**Response:** Consideration was given to socioeconomic factors prior to development works commencing in order to identify the future housing needs for the city. Developments offered a range of property sizes and composition.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** Rookery Lane offered a wide range of properties which ranged from bungalows and flats to 4 bed properties.

**Comment:** Consideration was given to the internals of properties prior to build, to identify what design features were needed for now and in the future to provide homes that adapted along with the resident's needs. Some of the housing stock was ageing, not suitable for modern day living and needed to be rectified.

**Question:** What was the terminology used for rent payments?

**Response:** Local Housing Allowance.

**Question:** How many of the housing stock properties were above the Local Housing Allowance?

**Response:** Individuals who used their benefits to pay their rent would be able to access properties at Rookery Lane. It was important to have a variety of properties and to bridge the gap between social housing rent and private sector rent.

**Question:** Had the consultant's report considered this area?

**Response:** There were four areas of work which included a review of two of the high-rise blocks, a review of sheltered accommodation and estate regeneration and how they could be improved. Other pieces of work were mentioned in the documents and were reflected. There was a detailed financial model that we had committed to use which was specifically designed to manage the HRA and the 30-year plan.

**Question:** Referred to Table 1 on page 15 of the HRA Business Plan 2024/54. Under Band 1, March 2023, there were a total of 344 applicants on the housing register. What help was given to private renters? Did support come from the HRA?

**Response:** No. Support came from Homelessness Prevention under the General Fund.

**Question:** The HRA Business Plan detailed a variety of approaches to increase housing stock which included a review of existing assets. Could there be a review of empty garages that produced no rent and a breakdown, per ward of occupied and lost revenue per ward? It was important that the HRA generated as much revenue as possible.

**Response:** The use and management of garages had not been the focus for a number of years. Moving forward, we needed to consider them in a different way. Discussions had taken place with the Portfolio Holder for Quality Housing, to consider differential pricing strategies and use of the sites. It was important to recognise non-tenants who parked in garages. It was often the case that it was more cost effective for those individuals to rent a garage than park in Council car parks and pay the appropriate fee. The continuation of illegal access to properties via our garage sites was also an issue. There was currently approximately 60% occupied and 40% unoccupied.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** Consideration had been given to a varied charge for the use of garages, e.g. storing items inside would incur a higher fee and a non-Lincoln resident would incur higher charge.

**Question:** If there was rear access gained to a property, should the Council be paid?

**Response:** Yes.

**Comment:** When assets had not generated an income, it was important to consider what to do with them.

**Comment:** There had been fantastic levelling off work carried out in the Sincil Bank area, an excellent example of future proofing. In addition, great work had been carried out on Walnut Place and the Ermine which needed to be rolled out across the City. Many Council garages had been used to store items in which was not allowed.

**Question:** What would happen to the green space at Queen Elizabeth in the West?

**Response:** This had been factored in under the Local Plan. It would be developed upon.

**Question:** Bollards had been installed on the garage sites at Walnut Place. Was it possible to negotiate with tenants, that bollards would not be installed in front of gardens if the appropriate fee was paid?

**Response:** It was not possible to comment on illegal access to properties through Council land. The possession of an appropriate licence would make access, lawful behaviour.

RESOLVED that:

1. Additional information be provided by Officers in relation to:

- Confirmation of a bi-annual presentation of the Housing Revenue Account financial information to Housing Scrutiny Sub-Committee. The

Democratic Services Officer be tasked with the addition of the item to the Work Programme

- A figure, in monetary terms relating to lost revenue in respect of garages.

2. The HRA Business Plan 2024/54 be proceeded to Executive for formal approval.

**31. Performance Monitoring Report Quarter 2 2023/24**

Michelle Hoyles, Business Manager, Corporate Policy:

- a) presented Housing Scrutiny Sub-Committee with a verbal summary on performance indicators for the Directorate of Housing and Investment (DHI) for Quarter 2 of 2023/24 (July – September)
- b) added that regular monitoring of the Council's performance was a key component of the Local Performance Management Framework and supported its ongoing commitment to continuous improvement of Council services
- c) confirmed that there was a total of twenty-one performance indicators monitored by DHI. An overview of performance for the second quarter of 2023/24, against such indicators, was attached at Appendix A to the report.
- d) reported that of the 21 measures in total; eight had met or exceeded their agreed target, five had performed close to target and seven had performed below target. Three of the measures found to be performing close to target were 'year-end' measures and included two measures that cumulatively recorded expenditure in maintenance and capital works
- e) added the third and final year-end measure related to the proportion of homes not at 'decent homes standard'. Performance against this measure, whilst formally recorded at year end, had notable improvement since Quarter 1 and therefore had moved closer to target
- f) referred to Appendix A of the report which attempted to simplify the overall analysis by listing performance on a service functional basis (rents, repairs, etc) and then showing the source of the indicator (reason)
- g) confirmed that further, detailed information on the areas highlighted was provided within the report
- h) invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

**Question:** Was there a figure available for response in maintenance?

**Response:** A total of £2.2M had been spent, 28.75% of the budget.

**Question:** Referred to Appendix A of the report. The figure of closed Anti-Social Behaviour (ASB) cases had been listed within the appendix however the total number of opened cases was not present. It would be helpful to know how many cases were opened as a comparative tool.

**Response:** The number of closed ASB cases was 138. It would be difficult to expand on the data further, as the figures were compiled on a quarterly basis. Therefore, it may be the case that an ASB case was opened in one quarter and closed in another.

**Question:** Did the new system pick up online repairs? Concerns had been raised by Customer Services that online repair requests had not been actioned.

**Response:** It was not necessary to speak to Customer Services to report a repair using the online system. The online repair tool had worked well and repairs had been received through the system. Regular dialogue took place between Customer Service staff and resource planners at Hamilton House.

**Comment:** Members of LTP had worked with Officers regarding voids and things had progressed a long way.

**Note:** Councillor Alan Briggs wished his thanks be noted, on record, to Amy Larder, Interim Maintenance Manager for the improved planning at Hamilton House and her continued expertise.

**Comment:** When consideration was given to figures for Quarter 2, the arrears increase in monetary terms was £53,000 less than the same time last year. It was common in Quarter 2 for this target not to be met. During the two-week rent-free period in December, the target would shift to green and should remain in green for Quarter 3. It was common for the time of year.

**Question:** The achieved number for ASB cases was 42 days. Why had the ASB target remained on 70 days?

**Response:** It was important not to rush the closure of an ASB case as it could prove detrimental to the case.

**Comment:** Some ASB cases needed sound equipment etc and therefore could take longer than the 70 days to close.

**Comment:** Targets were considered in consultation with LTP and the Portfolio Holder, however targets were agreed by the Members of the HSSC.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** Some cases proceeded further than 46 days and therefore, the figure was an average.

**Comment:** Should the target be reduced to a very short amount of time; the onus would then be placed on officers. Therefore, a case may not be dealt with as effectively as it may have been with a longer time frame given. Consequently, it could result in a large number of ASB cases regarding one resident.

RESOLVED that the current performance outcomes during Quarter 2 of the financial year 2023/24 to date, be noted.

## 32. **Downsizing Policy Update (To Follow)**

Paula Burton, Housing Strategy & Investment Manager:

- a) presented Housing Scrutiny Sub-Committee (HSSC) with a verbal summary on the details of a Downsizing Incentive Scheme (DIS) for Housing Scrutiny Sub-Committee to review, prior to the introduction of a six month pilot.
- b) added that the option of a DIS was first discussed with HSSC in February 2023.
- c) confirmed that the scheme aimed to incentivise tenants to move to smaller accommodation more suited to the need and provide access to family housing for those registered on Lincs Homefinder.
- d) reported that the City of Lincoln Council had a statutory duty to assess and help those who qualified for housing assistance and demand continued to increase. The number of people registered for Lincs Homefinder for housing assistance for the past three years could be seen at paragraph 2.2 of the report.
- e) added that as of October 2023, over 500 secure tenants were deemed to be under occupying CoLC homes. The Council had collected household profile data and the figure was expected to increase.
- f) referred to Appendix A of the report which offered detailed information on the Downsizing Incentive Policy. This included eligibility for the scheme, policy statement, decision making and appeal process, relevant legislation, regulation or standards and the monitoring and evaluation of the downsizing scheme.
- g) requested HSSC review the DIS policy prior to the commencement of the six-month pilot. Following the six-month pilot, Post Implementation Review would be presented to HSSC to establish if the scheme had been a success and the next steps
- h) invited comments and questions from Members of the Committee.

Members discussed the content of the report, commented, asked questions and received relevant responses from Officers as follows:

**Comment:** Thanks offered to Paula Burton for an informative and well written report.

**Comment:** If a property was occupied by four tenants and the property was received back, the data may present as we had removed an individual from the waiting list four times. The policy seemed to give consideration to the number of bedrooms.

**Response:** The report confirmed at paragraph 4.3 that the benefits to the scheme included the reduction of the number of tenants under-occupying and subject to the 14% (one extra bedroom) or 25% (two or more extra bedrooms)

under occupancy charge. It was not concerning 4 individuals but was about one larger property potentially resulting in a number of lettings to fill that property (the other properties that are transferring into the larger one and cascading down).

**Comment:** The incentive was very positive. In real terms, on a three-bed property, the downsizing incentive worked out to be approximately £4300. In addition, an applicant may receive further assistance with downsizing. It was noted that many people did not wish to downsize however the incentive was considerable. It was hoped that the scheme would encourage people to move and free up family homes.

**Question:** Would prospective eligible tenants be approached or would the pilot be advertised?

**Response:** A communications strategy would be rolled out in collaboration with Communications colleagues. This was planned to be arranged in December 2023 and go live in January 2024.

**Comment:** Many tenants in larger homes were elderly and therefore, may not use the internet.

**Response:** The Council were aware of those who were under occupying and contact with those individuals would be made. The Council would approach those in receipt of discretionary housing payments (bedroom tax).

**Comment:** Compared to other Council's, the scheme was a very good one. Could HSSC receive an update in the next Quarter of the findings and progress of the scheme?

**Response:** Yes – an update would be brought to HSSC in the next Quarter.

**Comment:** Evidence showed around the Country, schemes such as the DIS needed considerable funding to get them off of the ground. Success was expected in small steps.

**Comment:** The DIS is a welcomed scheme that had been long awaited. With the data available, encouragement derived from connection. It was important to talk to individuals on ground level.

**Comment from Donald Nannestad, Portfolio Holder for Quality Housing:** It was important to recognise that individuals would use the scheme in a voluntary way. It was a big step for individuals to move home, especially those that downsized from a four-bedroom home to a one- or two-bedroom home.

**Comment:** Tenants were entitled to their lifetime tenancy and that would be respected.

**Question:** What would happen to the discretionary housing payment if a move was offered but declined?

**Response:** It would be considered during the yearly review of the DHP.

**Comment:** Gave thanks for an excellent report. Was there any data to analyse who and how many people lived within Council properties?

**Response:** It was difficult to understand exactly how many people were overprovided for within Council housing stock. Information from Council Tax and



Housing Benefit helped. Tenant knowledge needed to be improved and would be expected by the regulator from April 2024. From the new year, it would be important to review how often we visited properties within the Council's stock; a large job as the number of properties totalled 7,800. Tenant knowledge was especially important in high-rise blocks due to fire safety regulations. It was illegal to sub-let. Consideration was given to data that could be used legally and Customer Services conducted routine checks. Tenancy services planned to visit properties and it was hoped that the majority of properties would be visited within the year. It may be the case that targeted properties were visited more than once a year.

**Comment:** Tenant knowledge was important and it was vital to know who lived within Council properties.

**Response:** Further to the Charter, there was now an expectation to have knowledge about tenants that was not expected before. Consideration would be given to how the data was obtained.

RESOLVED that the content of the report be noted.

### **33. Work Programme 2023/24**

The Democratic Services Officer:

- a. presented the work programme for Housing Scrutiny Sub-Committee for 2023/24 as detailed at Appendix A of the report
- a. advised that this was an opportunity for Committee to suggest other items to be included on the work programme.

RESOLVED that:

1. Additional items be added to the work programme as follows:
  - Pet Policy Review – February 2024
  - Downsizing Policy – March 2024
2. The content of the Work Programme be noted.

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## Portfolio Holder Responsibilities

### **Economic Growth**

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

### **Reducing Inequality**

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

## **Portfolio Holder Responsibilities**

### **Quality Housing**

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

### **Remarkable Place**

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

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

### **Our People and Resources**

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

## **Portfolio Holder Responsibilities**

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

## **Customer Experience and Review**

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

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

**REPORT BY COUNCILLOR BOB BUSHELL – PORTFOLIO HOLDER FOR  
REMARKABLE PLACE**

**Introduction**

I am pleased to report that in general terms, despite a few ‘glitches’ at times in specific service areas, as is to be expected with such a complex range of services, the services provided by Community Services staff and associated contractors have remained at a good standard for the public over the last year.

My overall approach to the provision of street scene and open space services has remained the same throughout, in that I am keen we have a clear set of base standards set out in the contract specifications, and that these are the base from which other initiatives can then build.

As members will know, both from my report last year, and from the all-member workshops, the reletting of the Council’s street scene contracts is presently of the highest priority. Set-up times for contracts have lengthened considerably on the back of greatly extended vehicle procurement times. As a result, although the new contracts won’t start until September 2026, it is necessary to award them in 2024, or early 2025 at the very latest. Early letting not only assists with vehicle procurement, but of course also smooths the transition period, and permits better budget planning.

Full document reviews have now taken place for the waste/recycling management and street cleansing contract, and this is out to seek market interest now. After reviewing any potential bidders with due diligence checks, it is intended that tenders will be received and evaluated, with the intention of being in a position to let the contract formally by July next year.

The grounds maintenance contract documents are still in development phase, with an anticipated award date that will follow on, in early spring 2025 at the latest.

Outside of this considerable body of work, services under existing contracts have continued as usual, with several initiatives worthy of note.

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

In closing the introduction, I should make reference to the timing of this report. It is unfortunate that it falls towards the end of the year, not in the spring. Officers produce reports for me on certain aspects of service routinely, but several key aspects, such as the volunteer hours, events programme, and operation of the camp site, only have the end of year report published at the end of the calendar year for obvious reasons. This is not good timing for this report, and means that data is often partial, or lagged

by up to a year. The committee may wish to consider the timing their request for this report accordingly to see if moving the date of the next report to early spring 2025 would be helpful. It might also prove to be of assistance in terms of updating on reletting details for the street scene contracts.

## **Open Spaces.**

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

Lincoln has retained Green Flag Awards for its three main parks, along with an additional Green Heritage Award in Boultham Park. January is the annual submission time for Green Flag status, and this year we intend to add an extra submission for the City's new Hope Wood. This will add an extra challenge, but I am sure all members wish officers every success with gaining the recognition this exciting project, which will increase the areas identified as key parks, by one. The key parks now being Hartsholme Country park (and Swanholme Lakes), Arboretum, Boultham Park, Birchwood Nature Park and Hope Wood.

Before getting into detail, it is worth noting that Lincoln has continued its plan to established some 20Ha of land for rewilding. These are areas that are transitioning from regularly cut grass to a wildflower encouraging sward. These areas, many of which will now be in there third year of care in this way, can be identified by the length of the grass in the summer. They are allowed to grow up, developing flower and providing habitat, before the grass is cut late summer/autumn, and removed. This removal of the cut grass gradually impoverishes the fertility of the ground, and thereby reduces the ability of the more aggressive plants to smother out the more desirable wildflowers. It takes time, and not all areas are suitable, so some experimentation is required, but this initiative is proving successful in most areas, and is both welcomed and popular with the public generally. It is hoped to expand on this gradually as opportunities permit.

Linked to this, last year I made members aware of the potential impacts of the Environment Act with regards to open spaces, including the need for the Council to begin preparations for the development of Local Nature Recovery Strategies. Although formally vested in LCC as a statutory requirement, it is incumbent on CoLC to develop plans to feed into that, so as to make the plan robust and to ensure that any developer funding arising from Biodiversity Net Gain projects in the city has options to protect and enhance biodiversity within the city's boundaries wherever possible. This work is progressing well, and in partnership with Lincolnshire Wildlife Trust (who are developing a joined-up approach for Lincolnshire) I am pleased to say that we are as well prepared as any. That isn't to say considerable work is not still required, but there is reassurance in that we have a solid foundation with a trusted authoritative body, in readiness to meet our anticipated obligations.

This summer's Citizen Panel satisfaction survey showed satisfaction with general open spaces (very satisfied or just satisfied) at 83.5%. Of the sub sections satisfaction with our management of trees was the lowest score, but still a respectable 71.2% (see arboriculture section below).



The general score is up very slightly on last year (80%), but still down a little on the peak higher scores that we achieved a few years ago. This is encouraging in some ways, but disappointing in others. I feel in that it does not seem to reflect the vast amount of work done in all our open spaces, including at Hope Wood. I have therefore been keen to explore why this is in greater detail, and detailed assessment of individual comments received seem to suggest a perception that our contractor could perform better on our behalf, not least in how they present themselves. I have asked the Assistant Director to take this up with the contractor, and to develop a clear action plan. The requirement for this is highlighted by their contractual score so far this year.

#### Contractor performance YTD

Indicator	22/23 target	After Q2
Contractor performance points score	50- 150 points	Cumulative 125

We have also discussed the strategic direction of open spaces (see horizon scanning below), and the need for not only a clear plan for the future, but also how we better promote the work of the section and the value of the services. We have expanded our social media profile for parks and open spaces very recently, and need to build on that, and are looking at branding for specific sites and projects.

#### Key Location - The Arboretum.

Retaining the high standards of past years, it remains as a vital open space for many, especially those local to it in the east of the city. Its fantastic heritage as one of Lincoln's very oldest public spaces means development opportunities will always be restricted, but it remains a valuable asset, fulfilling the same objectives for local residents that parks were intended to do when they were first developed as a concept.

In my last report I noted that the Arboretum Advisory Group was struggling a little for membership/volunteers, and to some extent that is still the case, but there has been some greater interest of late, and whilst still weakened, I'm pleased to say that prospects look more promising than at this stage last year.

#### Key Location - Boultham Park

Last year I reported on closure of phase one of the Boultham Park project, and this year I'm equally pleased to report successful closure of phase two; the lake restoration. Whilst I am sad to see this project come to an end, the work it has delivered in terms of consolidating and transforming the park for the benefit of the wildlife in that area, and of course wider community, has been truly inspiring.

As a project that has received long term cross-party support, I think the Council as a whole can be genuinely proud of what has been achieved here, and I take this opportunity to thank all those who have supported the projects throughout, including

members, staff, formal partners such as Linkage Trust and Lincolnshire Wildlife Trust, as well as the Park Advisory Group, and all the very many volunteers that have made it such a success. Thanks to this collaborative effort it has been possible to sustain the energy necessary to make a wonderful thing happen which has changed lives already, and will continue to do so for many years to come. Long may that remain the case, and be a beacon to what can be achieved when we work this way.

### **Key Location - Hartsholme Country Park / Swanholme Lakes and the camp site**

Still the top-ranking park in terms of visitor numbers, the site continues to suffer from the pressures of high demand. This is evident from such as the widening of pathways, and the exposure of tree roots in pathways, simply due to wear. This is adding to pressures of work for the ranger service at the site, and adding a pressure to budgets which is being closely monitored.

2023 has seen major investment in the lake outlet. The need to expand the capacity for outflow was identified in the routine reservoir inspections, but the challenge has been how to do this reliably, at the lowest cost, and with the least disruption. Ultimately a suitable plan was developed which involved some significant engineering work. I am pleased to say that staff have project managed the contract for this work well, and the outcome has of course been tested recently in the wide spread flood events. The new outlet proved to work well, and while we cannot say that it will always prevent flooding of the area, we have met our statutory obligations, which should give local residents some comfort I hope.

However, our work relating to flooding in the park does not stop there, and on the back of the recent events we will be both looking at the flood plan we have, the communications we action surrounding that, and also at what else, if anything, we can do. Whilst we do not own all the land/water courses in the area, it is recognised that flood events are likely to become more prevalent in the future, and so we plan to map land ownerships, and seek co-operation to ensure that all dykes and ditches in the area are adequately maintained wherever possible.

I am pleased to report that this year Hartsholme has not been subjected to incursions by unauthorised encampments. Last year an additional automatic pop-up bollard was added to the existing ramp and CCTV cameras as an additional security measure. Whilst stopping such access into a public car park and camp site can never be stopped completely, it seems that the extra measures taken may have had a positive deterrent effect. Only time will tell.

Unfortunately, these deterrents do not cover the entrance close to the road, and so were of no effect in deterring two notable thefts of contractor vehicles while they were working on the installation of the new dam outflow. Whilst the loss of this plant/equipment was a setback, it did not prevent completion of the works close to programme, and so I can now confirm that not only has the outlet been expanded in line with the council's legal requirements to do so, as required by the reservoirs inspector, but we also have installed telemetry which will alert officers if water levels get so high as to pose a risk of flooding. This should in turn permit the council to warn local residences much more quickly than would have been the case previously, should

a flood risk event ever occur. I hope members will consider the investment in the expansion of the outlet and the early warning telemetry a wise investment given the effects of climate change now been seen in all walks of life.

The camp site operational have all but returned to normal now, post covid, but it seems from the annual camp site report, that last year actual usage was still recovering. Whilst up again on the previous year, we were still to see a recovery to pre-2019 levels, which represented our highest levels of use so far. We are presently at about 76% of 2019 in terms of income. However, things look positive, and anecdotal feedback on use in 2023 looks promising, dispute the prolonged periods of wet weather.

Some good note-worthy results have been seen in relation to the PODS on site, with usage up , and it has been pleasing to see satisfaction with those using the site being high. With respect to cleanliness, staff and value for money they all scored over 90%.

Also good to see is that 63% of users had been before, and 97% said they would stay at Hartsholme again in the future.

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

### **Key location - Commons**

This year has seen significant work take place on the commons; all of this being reported to the Commons Advisory Panel (CAP), as is normal practice. The commons continue to benefit from additional income derived from an agreement with LCFC for car parking on match days, with this income set aside for work on the commons. The CAP are routinely given options and have set priorities for the income, and this is aligned with the Commons Management Plan.

The work of Carholme Golf Club (CGC) operating as they do on West Common land, have been a subject of discussion at CAP as they have still to develop an Environmental Management Plan, as is required of them. Some members of CAP attended a CGC committee meeting to try and press home the importance of them progressing to a more sustainable form of course management. They have committed to abide by the terms of their lease, and I hope for an improved position over coming months.

### **Key location - Hope Wood**

This new site is progressing well as a key plank in the Council strategy to provide more natural habitat in the city. The accessible land can be visited off Newark Road, via the cycle way, and sits adjacent Boultham Park. The project is making use of Levelling Up parks funding and is seeing a 3.5Ha site of low lying poorly grazed grassland transformed into a nature reserve with tree and shrub planting.

Last year's tree planting formed phase 1, and is establishing well, and the area to be recovered and planted will be extended this year as a part of phase 2. Again, it will be volunteers who are doing the planting.

Additionally, some interpretation boards are being brought to site shortly, along with a new sign, based loosely on some of those seen in Boultham Park, giving the site its own clear identity.

It will take some years to establish, but the site is already taking on the look of an informal nature site and attracting visitors. This is another exciting development in support of the council's climate change aims.

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

### **Key locations - Allotments**

As at the end of September 2023 the council's allotments had an occupancy rate of 95%. Those not let are in low lying areas that cannot be gardened without significant investment in terms of drainage. This level of performance will not therefore be exceeded in the near future.

All plots that can be used are being used, or are in the process of reletting, and there continues to be a steady demand for allotment tenancies which is expected to increase if the cost-of-living crisis continues in the long-term.

Working with the North Lincoln Horticultural society we are to trial a revised letting process based on an 'open day' system. Traditionally we have stuck to a waiting list system, with those longest on the list getting priority. That won't change, but we will seek to accelerate the time taken for making a decision, as some who are given an option on a plot take a very long time to decide they don't want it. On such occasions the plot can become overgrown before it is let, making it unnecessarily harder for a new tenant, or even putting prospective tenants off.

Alongside this we are exploring use of volunteers to tidy plots, and/or assist those who are having trouble maintaining their plot. This initiative is in its infancy, but we hope it will develop into a self-help system for allotment communities.

Last year I reported that we would be tightening up on enforcing plot maintenance, post covid. We have done this gradually and continue to press on with this, incrementally tightening up the rules again. Few objections have been received so far, and it has been broadly welcomed.

### **Key locations - Equipped Play Areas**

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

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

The major refurbishment of Whitton's Park play area was competed, and declared a success, only for that acclaim to be dashed by faltering issues with the new zip wire. The result has been sporadic closure of parts of the equipment, leading to a robust exchange with the installation company. I am pleased to say that they have responded well now, and the outstanding issues have been addressed. No further problems are anticipated for this site.

### **Key location - John Dawber Gardens**

This important site, commemorating as it does some of the city's historic twinning links, has been in need of refurbishment. Last year I reported that we had been approached by a local group who are in the process of establishing a formal charitable trust with the aim of taking on and attracting funding for the site's rejuvenation.

I am pleased to say that this has come to fruition now as a partnership, and the group have agreed and taken up a management agreement for the site. We have been happy to work with them on formalising this, and with agreeing aspects of ongoing support. Their work is already clearly visible in the improvements on site, which are magnificent to see.

### **Events and Activities**

In 2023 from January to November a total of 11,000 individuals (approximately 4100 Park organised and 6900 self-led) attended events held at Hartsholme Country Park and Swanholme Lakes Local Nature Reserve, Boultham Park and the Arboretum. A total of 70 park-led events and 400 self-led events have been held to date.

The most well attended self-led events held at Hartsholme to present were the weekly walking groups which use the network of paths within the park and had 1700 individuals attend.

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

Again, this year we hosted several networking and picnic type of events held by the Ukrainian Culture Centre which have provided invaluable support for the community and the incoming families. Also, several events to increase a sense of wellbeing and mental health have taken place within the parks such as yoga, Sketching for wellbeing and silent discos.

The Park-led event participants most favoured in the annual events calendar to date was undoubtedly the easter egg hunt (780). Disappointingly the Halloween Trail was cancelled this year due to storm Babet rendering most of the footpaths unusable.

Other events with high attendance figures in the 2023 included Toddler Time (200), and several adult activities such as the History events, Easter Wreaths and Obelisk workshops, also attracted good attendance figures.

## **Education**

In total 1290 people to date (Ranger Led 590 and Self Led 700) attended an educational visit at Hartsholme Country Park and Swanholme Lakes Local Nature Reserve.

In total twelve groups came from a variety of sources which included several local and non-local schools and the Home Education network and Lincolnshire County Council.

Self-guided educational events which proved popular in 2023 had 700 individuals taking part in a wide range of activities including Shelter building, Orienteering and self-guided walks on various subjects.

The most popular Ranger led activity undertaken in 2023 was Terrific Trees and Mini Beast Hunt, followed equally by Shelter Building, and Woodland Art.

In 2023 a continuation of the already successful education program which took place at Hartsholme was expanded to Boultham Park. Thirty-six events (1080 individuals) to date have been programmed in and delivered within Boultham Park by the Education Ranger in partnership with the Boultham Park Restoration Project and a local school (Sir Francis Hill), and local Scout, Cub, and Beavers groups as part of the Outdoor Classroom Project.

## **Volunteering**

In more recent years all volunteering for open spaces has been co-ordinated through a single post, ensuring consistency of approach in-line with Council policies, and co-ordination of resources. The development of this role has been invaluable to the Council and it has grown over time, to the extent that it is now at capacity.

The Volunteer coordinator submits an annual update on performance/progress at the end of the year, so one has not been produced yet for 2023. However, I am pleased to report the outcomes in terms of volunteer hours from 2022 below. These are easy to capture when we have large groups for a fixed period, but less easy to measure when people give time in less structured ways, so we know for example that the efforts of the Park Advisory Groups are not always captured. For this reason these should be considered to be slightly low, but they remain a great indicator as to how important volunteers are, and how highly we value their engagement and support.

Boultham Park total volunteer hours=1246

Hartsholme Country Park total volunteer hours=2175

Birchwood Nature Park total volunteer hours=522

Swanholme Lakes total volunteer hours=420

Commons total volunteer hours=296

Total Hours for all sites 2022 = 4695

It has been especially pleasing this year to see, not just the long term established stalwarts at places like Hartsholme and Boultham fully finding their feet again after covid, but also new groups established and committed to sites like Hope Wood. Figures for them will of course come through in next year's report.

As is becoming customary now, through this report I would very much like to give my thanks to all those who willingly give their time in support of open spaces in the city. This may be by work as a member of a Park Advisory Group, or by direct action in delivery tasks on site with the Volunteer Co-Ordinator. It may even be by time they give to other organisations who do good works in the parks. All of them deserve recognition for helping to look after and maximise the benefits that can be derived from open spaces.

## **Arboriculture**

This last year has seen an increasing pressure on tree services, both in terms of advice and works.

The Council's two arboricultural officers have dealt with many requests (some of which are by necessity very detailed), in relation to planning applications and conservation area consents, as well as the wider and more general requests.

They have, so far this year, received 426 direct case requests/enquiries. They have also filed reports on 96 TPO cases. In addition they have addressed 19 other planning related enquiries.

This has resulted in the issue of 512 orders for works so far, all of which have to be monitored and assessed for accuracy/quality.

With regret, by necessity their work involves removing some trees for a wide range of reasons, but it also involves the planting of trees too, as required by Council policy.

Over winter 2022/23 I'm pleased to report that the Council planted 110 trees to replace losses from the 2022 year, and additionally, over 1000 new trees and shrubs were planted in the new park at Hope Wood.

This calendar year, the number of trees removed (including in schedules submitted to Planning Committee to 30th of November 2023) is 164 so far. Unfortunately the Sooty Bark Disease outbreak has compounded that number significantly, requiring another 98 trees to be removed, many of which were either dead or succumbing to the disease. This year's tree planting programme will, as usual, be no less than one tree for each tree removed.

Of special note this year, over and above routine works, we have addressed three important issues.

Firstly, members may be aware that our contractor was having difficulty resourcing arboricultural work, with the result that significant delays were being seen in waiting for works after orders were placed. Whilst sympathetic to any organisation who cannot find the necessary skilled staff to fulfil contractual obligations, the outcomes were not acceptable. This was raised at the highest levels with the contractor, who has drawn on wider resources, advertised more widely, and ultimately been able to develop a second tree works team. Delays for work are now back within tolerances, although still under strain, not least due to the pressure created by Sooty Bark Disease (see below).

Secondly, we have encountered a very problematic tree disease this year, which goes by what is perhaps the deceptively friendly name of Sooty Bark Disease (SBD). This disease, which is most prevalent in affecting the genus *Acer* (so includes such common trees as Sycamore and Norway maple) is increasingly common. However, it can be slow to emerge, and healthy trees are less susceptible than weakened one. Last year's long dry summer led to many trees being weakened, so the disease was able to overcome many trees and have a much bigger impact than would normally be the case. This was especially notable in areas where a high number of *Acers* are found, such as Hartsholme Country Park. Making the problem more pressing and complex was the need to handle the diseased trees and timber with special care, as the spores from the disease fungi can affect people if they are susceptible to respiratory issues.

A specific action plan was therefore drawn up and has been delivered. Replacement trees are being ordered to be planted this winter. *Acers* will of course be avoided.

Although some infected trees are still being identified, and will continue to be so indefinitely now, no further large scale clearances are expected.

The third point of note in this section is the progress made on proactive tree surveys. Usually reactive only, the Council now has a proactive tree survey budget, and it is the intention that all City Council owned trees (wherever the responsibility for the tree has not been vested in another body by way of lease or tenancy agreement) will receive a cyclic inspection. These are being documented, and all works recorded for future reference. Members will note the size and scale of the task, but it is hoped that with just a few years now the Council will have mapped and have data on all trees in the city, aiding us to improve their care, and so better protect them as an asset for future generations.



Finally, I would make members aware that whilst the council has a policy for open space and tree management, it has not been reviewed for some years. It is my intention that a dedicated policy for tree care be brought forwards this next year.

## **Travellers**

In recent years the council has suffered a number of unauthorised encampments by the traveller community. The numbers fluctuate. In 2021 we had four incursions, but in 2022 this fell to one, although a secondary attempt to access some land was thwarted. In 2023, up to the time of drafting, we have had no encampments.

In 2021 we began a programme of 'target hardening', in an attempt to make access by such encampments more difficult. This has included a new automated pop-up bollard in Hartsholme, and a new heavy weight height barrier at the entrance to Skellingthorpe Road playing fields. We are aware that one group tried to gain access to the Skellingthorpe Road field, but it seems the new barrier was a suitable deterrent, so they went elsewhere. The work to add further deterrents is continuing.

## **Local Landscapes, Hidden Histories**

I cannot close the open spaces section of my report relating to open spaces without updating members on an important new initiative; that of Local Landscapes, Hidden Histories (formerly called Lincoln's Green Museum). This project has arisen on the back of learning from the Arboretum restoration, and of course most recently Boultham Park's restoration. It also dovetails well with established history recording in Hartsholme Park.

In essence it is a three year project that seeks to engage the public in the important history of some of our key parks and open spaces, by imaginative means. It also has as a key objective, not only uncovering more of the history of the sites, but also recording them in a formal archive system. Key partners include Bishop Grosseteste University, Lincoln University, and a wider range of established heritage bodies in the city.

An events/activities programme for next year will be published shortly, and all members are of course welcome to engage and attend these.

This is a very exciting project for the city that will mean the Council can establish an accessible archive of all we know about our key parks and open spaces, but more than that, it offers a great opportunity to promote these sites and hopefully reach people who might not otherwise have used them. The benefits of using open spaces responsibly and respectfully do, as we all know, bring real and lasting benefits for both individuals and communities.

## **Horizon scanning**

Mindful of the pressures on our open spaces, and resources more generally, I have been discussing with officers the need for us to be able to take a longer term approach, so we can plan our resources as effectively as possible.

We have agreed that a high level overarching open spaces strategy would be helpful, but that, because of existing pressures on or resources, we cannot wait for that before putting other aspects of policy in place more quickly. So, although perhaps not coming forwards in the order I would have preferred, members will have seen that a policy for income generation for open spaces has already been consulted upon. A complex issue in itself given the range of possible sites, the options for use, and the potential 'customers', this first attempt at a policy will, I am sure, need further refining based on learning from its application. It is however, potentially, a catalyst for greater change if we can develop new income streams, large and small, in support of our parks and open spaces. Members are invited to note that any/all income achieved is ring-fenced for this purpose. Beyond the adoption of the income policy, an action plan is also required to ensure opportunities are properly developed.

I have also asked officers to draft a policy for tree care. Tree care is a hot topic currently, and a vital aspect of the Council's environmental ambitions. I feel it will be helpful to make transparent how we will be looking after this asset now, and for future generations.

### **Street Scene**

This section covers a wide range of services prominently, but not exclusively, associated with cleansing and waste management.

#### **Infrastructure.**

This includes the provision and maintenance of street name plates, art installations, and the maintenance of bus shelters. The city currently has 111 bus shelters (66 Adshell/ 45 City Council), and 29 pieces cared for as art installations, of varying sizes, spread across the city.

Historically there are two tiers of bus shelter provision. A contract for free provision of those where the advertising pays for the shelter, and those which the council has to manage and pay for. The budget for council-provided bus shelters was removed a number of years ago, when it was acknowledged that these should be a county highways function, and the city Council could no longer afford to maintain bus shelters. LCC has not adopted the shelters, so as a stop gap, shelters damaged beyond repair are removed, and we continue to seek imaginative way to maintain and protect what we can. Ultimately the second tier of bus shelters will be removed over time unless other funding sources can be found.

### **Waste/Recycling**

In terms of statistical performance of existing services, performance remains acceptable. Please note that data is always lagged. This report reflects data up to end of June 2023 (Q1).

Domestic general (residual) waste disposed of has reduced again, year on year. (this includes for growth in new properties). The winter season will be a slightly higher

volume, as is usual, but it is not expected to offset the fall, which is a trend expected to continue as a result of the financial climate.

Financial years

20/21	547.6 Kg /pa	136.9 Kg/hh av per Q
21/22	530 Kg/pa	132.5 kg/hh av per Q
22/23	507.5Kg/pa	126.89Kg/hh av per Q

Bucking the trend, the number of residents using the garden waste service has increased this year. There has been a gradual decline in numbers which is thought to have been as a result in a drop in disposable income, but this year has thrown up something of an anomaly. The marketing has been stronger this year, highlighting the benefits of the green bin scheme, and it might be that residents are now realising that the charge offers excellent value for money, compared with paying a contractor to dispose of the waste, or the time and effort required to take the waste to a HWRC. No increase in the charge is proposed for next year at this time.

Number of bins being emptied:

2017	18,241
2018	17,794
2019	17,405
2020	17,514
2021	17,744
2022	16,785
2023	18,559

The increased buy-in to the green waste service seen above (calendar year) has not yet been reflected in the data for tonnages collected (see below) which reflects April 22 to March 23.

Financial years

20/21	6231.28 Tonnes	16.17% of total waste stream
21/22	5787.32 Tonnes	15.65% of total waste stream
22/23	4740.00 Tonnes	13.68% of total waste stream

The fall last year is in line with the drop in customers to that point. As the general domestic waste tonnages are down, and so are recycling tonnages (see below), there are grounds to suggest that the vast majority of garden wastes is still going into HWRCs.

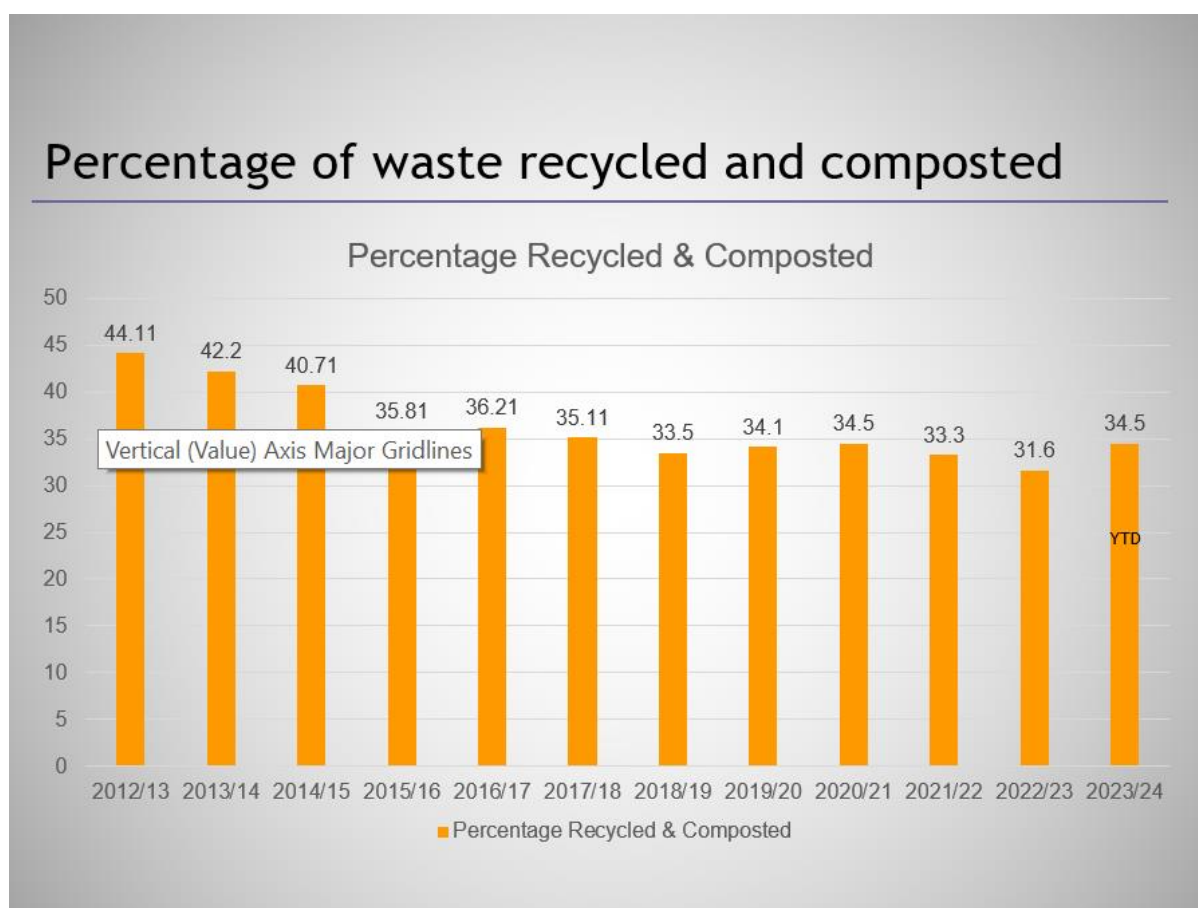
## Recycling tonnages

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

Financial years

20/21	7048.09 Tonnes	18.29%	of total waste stream
21/22	6543.86 Tonnes	17.70 %	of total waste stream
22/23	6193.00 Tonnes	17.88%	of total waste stream

The graph below shows combined performance and suggests that there has been a general levelling out of performance in the low to mid 30s. The final bar representing 2022/3 is not indicative of actual outturn for the year yet, as it only takes data to the end of June 2023.



Undesirable materials (contamination) are still being found in significant quantities in the MDR. LCC's data, which has traditionally been derived from the MDR processing contractor, has suggested this for some time. As government has now prescribed a national standard for the sampling method, LCC have moved to a new system of sampling. The early results seem to suggest that, whilst different to that reported by the contractor, there are still very high levels of 'contamination' being found, especially on certain days/rounds.

Joint comms teams continue to work on education programmes, and our own staff, working with the contractor, are escalating the numbers of bins being rejected due to contamination found within bins. Contamination is expensive for LCC to handle, so joint work, which will aid CoLC's recycling rate, and assist LCC's cost burden is of mutual benefit.

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

Indicator	Q1 outturn	(April – June)
Percentage of Waste Recycled /composted	(target)34% to 37%	35.54%
Contractor performance points score	50 to 150 points	(low is good) 125

### **Imminent changes.**

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

The plan is now due for refresh, but the main aims are unlikely to be changed greatly.

At the request of LCC districts have, over recent years, been looking at options for the introduction of separate paper and card collections. Often referred to as ‘twin stream’, these collections have a separate (purple-lidded bin), whose emptying alternates every fortnight with the collection of the mixed dry recyclate (MDR). So, for residents in a 240L standard wheeled bin area, this means weekly collections based on: week 1 - Residual waste. week 2- MDR week 3- Residual waste week 4 - Paper and card. The cycle then repeats.

This keeps paper and card cleaner, and so reduces contamination, which aids recycling rates. As the commodity is cleaner it gives the disposal authority (LCC) an income, rather than a disposal cost.

In Lincoln the collections are not as simple as for many neighbouring districts, as due to the urban compact nature of many of our streets, over a third of the city are on smaller bins with weekly collections. The usual system could not therefore be applied for these areas. Additionally, we have noted that LCC have asked for a number of additional conditions attached to the introduction of the extra purple-lidded bins, such as a strict enforcement code with supporting actions, to keep contamination low. This work, and other associated actions with having an extra 30,000 bins in circulation (IF we just did 240L areas), would require extra resources at a cost to CoLC. Given our budgetary constraints, taking on an additional cost burden at this time is not possible. We have therefore asked LCC what financial support they might make available, given that this work will cut their costs and bring them a new income stream. Positive discussions are ongoing.

Over and above the local action plan, we have of course been awaiting clarity on the implications arising from the Environment Act 2021, which proposed some fundamental changes in a few key areas of waste/recycling policy. Covid has delayed this, but the initial national consultation concluded, leading to an announcement in late October on a few key issues.

Things we already knew:

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

Important points of note about the above.

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

Point 2. Will be assessed, but the exact criteria remains unclear.

New information:

1. Food waste collections will be a statutory requirement for all households, and must be introduced by no later than April 2026
2. Free garden waste services will not be part of the legislation. All organic waste can go into the same collection. Garden waste services must be provided fortnightly (at least 26 per year).
3. There is a clear materials list that must be collected as recycling, but there is no requirement to separate these into different bins (as many Councils do). A MDR collection, as we have in Lincoln, is acceptable and no additional justification for this is required ( a TEEP assessment- see below).
4. Plastic film will be added to the list by no later than April 2027.

Important points of note about the above.

1. Food collections will be the biggest upheaval in our waste stream management for many years. It is about an extra 2.4 million collections each year. New burdens funding will be subject to the Council proving collections are “effective and efficient” but they haven’t said what that means yet.
2. No pressure for kerbside sortation (the way to get the highest recycling rates but at the highest cost). Removing the need for Councils to report why they collect the way they do under a Technical, Environmental, Economical Practicality (TEEP) assessment is helpful and gives us greater flexibility.
3. The recycling materials list is confirmed as the same as we understood it to be, so no change there for now, but the addition of taking plastic film from April 2027 is noted.

The impact of this, and the pressure that will be exerted on waste /recycling services in the next few years should not be underestimated. Not only are we in the process of reletting these contracts now, with a new contract starting September 2026, but before then, unless the legislation changes again to include for some greater flexibility, we will potentially need to implement food waste collections to every house, and, if ultimately LCC wish to fund paper and card collections, see if that can be adopted too.

Certainly, challenges lie ahead of us now, and this is without reference to any other initiatives we may wish to implement to try to improve our recycling rate, as the national challenge is still 55% by 2025 and 65% by 2035.

I wish to be active in pursuit of these challenging goals on behalf of the Council, but will have to be realistic about what can be achieved with the resources we have. This is the subject of ongoing planning discussions with senior officers.

Central to, and of course most important to us within the work on programming is the effect of the contract letting timetables, and it is not lost on me that we will now need to look at bringing in food waste collections before the end of the existing contract. I will not rehearse the difficulties of the predicament here, as most will be obvious, but I have asked officers to contact DEFRA to make them aware that this is troublesome, and potentially costly for us. It will also potentially impact our ability to be “effective and efficient” for the funding programme.

The response has been unequivocal that there will be no dispensation or transitional allowance for Lincoln, so we remain instructed to comply.

As a footnote to the new legislative requirements, I should make brief note of a new digital waste tracking system that is being implemented nationally, as a part of a program to tighten the issue of waste licenses/permitting.

## **Horizon scanning**

To a large extent the immediate future for these services has been prescribed by government. However, whilst the new policies set out what government will and will not mandate, they are not transparent on exactly how it expects each authority to reach the challenging national targets. So, looking beyond what is essential for us in terms of the drafting and letting of the new contracts, and the introduction of food waste collections (and other associated lesser changes required), we do need to retain a focus on reducing the volumes of waste produced, and contamination levels within what is produced. It is accepted that the Council is only one player in one makes up the complex waste production, collection, and processing stream, but none the less it has influence beyond just collecting the wastes, and I believe it must continue to show leadership in the promotion of waste reduction and recycling initiatives. I hope to be able to expand this work via various media sources in the next few years, to showcase our good work and ease the necessary transitions in services.

## **Street Cleansing**

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

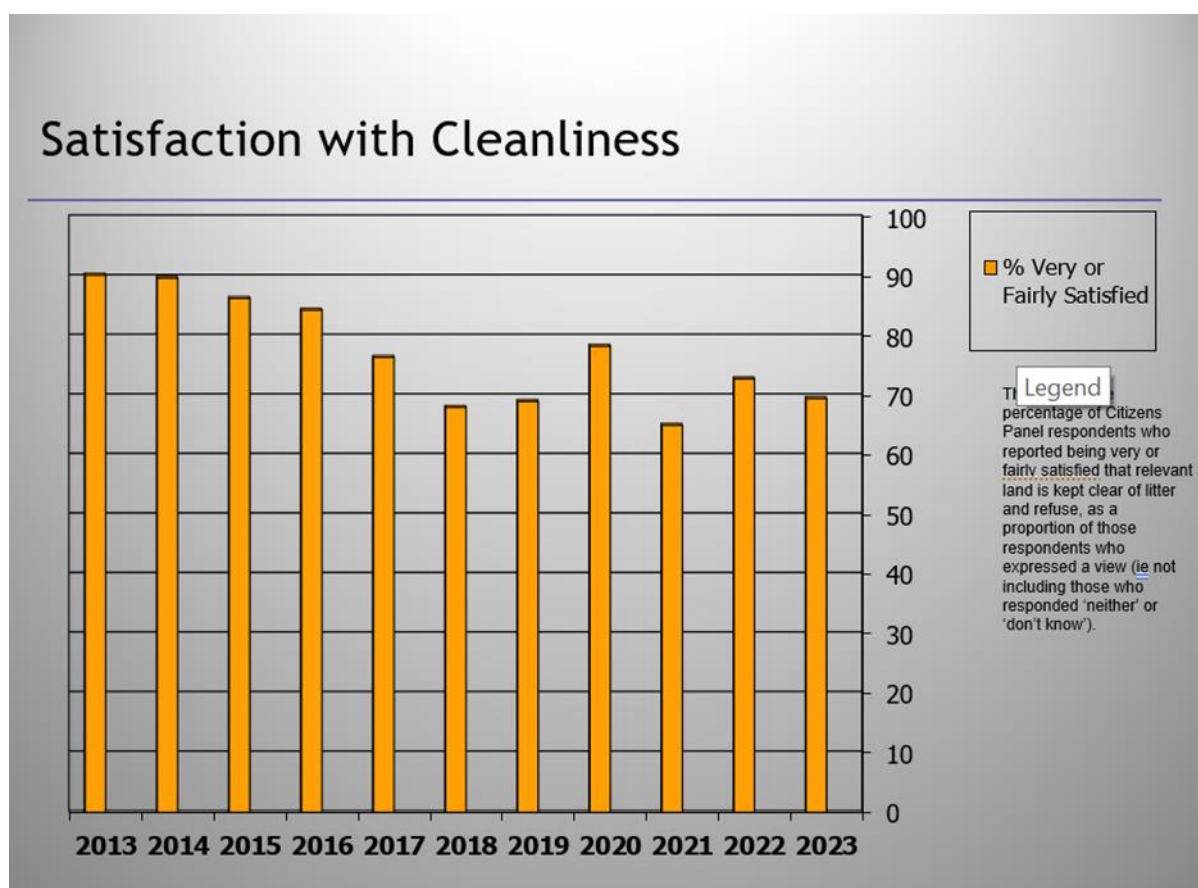
In the summer Citizens Panel survey 2023, 69.5% of respondents who expressed a view reported being very or fairly satisfied with the cleanliness of the city, a small fall

of 3.3% on last year, but last year was up a little on the year before, suggesting a norm around this level has been established.

I will be working closely with the staff and contractor to seek out further incremental improvements this next year. Assessment of the feedback provided means that the focus will continue to be on leaf clearance work, fly tipping, and graffiti.

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

Indicator	22/23 target	Latest recorded outturns (may not be full year)
Contractor performance points score	50 to 150 points	70 Q2
Satisfaction with cleansing services	68% to 78%	69.5%





## Graffiti

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

The below includes all graffiti removed (apart from utility boxes) so far this year. The figures are consistent with an average year.

2023 Non-Offensive Graffiti – 37 cases

2023 Offensive Graffiti – 9 cases

TOTAL = 46

This year has seen us trial some solar compactor bins. Six bins are now operating in the High Street, located where we are aware we get the most litter, and the highest number of complaints about overflowing litter bins. These bins use the electrical power harvested from the sun to drive a compacting arm within the bin, so they can take several times more material than a standard bin. This means that bins don't need emptying so often, and therefore remain accessible for longer.

These bins are more expensive to rent (but can be bought), but can be cost effective by reducing the amount of emptying required, and of course improving the quality of an area. Being a 'smart bin' means that it measures how full it is, and every time the doors are opened for emptying. This data is transmitted to staff, so they can see how each bin is performing, and when it needs emptying/attention.

We are working with Biffa to assess their viability, and expect to make a longer term decision on them later next year. To this point they have proven well used and popular.



## Horizon scanning.

As a part of the preparations for the new contracts I have considered at some length what we might face in the term of the next contract. Waste/recycling are fast changing areas of work, but less so street cleansing. However, that does not mean it won't be subject to change and new demands, as aspirations grow. I therefore think that the exploration of new ideas is wise, and the innovation offered by such as compactor bins has real potential.

I am also especially keen that we look at the disposal of litter wastes. At the moment we are unable to recycle these in any way, but I feel this is a lost opportunity, and whilst current cultures (not to mention disposal contracts) prevent it, I believe that it is something that will emerge in the next few years, and we would be well to be preparing for this.

Finally, I have asked officers to pay special attention to the rise in the number of shopping trolleys now blighting some areas of the city. Officers are exploring legal routes to recharge supermarkets for their return, as an incentive for the supermarkets to take action. I expect to be able to report positive progress on this in my next report.

## Public Toilets

Following the delivery of the required savings plan, as expected, resilience is now much depleted adding to the burdens on remaining staff. The cause has been the inability to recruit to a post, which despite numerous adverts, has not yet yielded a suitable candidate. We are hopeful that, with the changing jobs market, a high quality candidate can be secured soon.

Charges of 20p per use have been in operation at the Bus station, Castle Square and Tentercroft street since January 2017, and the table below shows the income received so far. It does not cover the cost of provision, but is of help to offset operating costs. Covid lockdowns affected income at times, as can clearly be seen below.

	Castle	Lucy Tower	Tentercroft Street	Bus Station	TOTAL
2016/17	£1,731.93	£988.20			£2,720.13
2017/18	£10,029.31	£4,588.02	£917.65	£3,115.35	£18,650.33
2018/19	£8,354.97	£2,278.05	£9,176.03	£17,843.46	£37,652.51
2019/20	£8,380.77	£172*	£9,207.88	£18,179.43	£35,940.08
2020/21	£6,134.30	£0	£77	£12,806.74	£19,018.04
2021/22	£9,587.07	£0	£8,504.37	£20,508.21	£38,599.65
2022/23	£5,530.17	£0	£7,134.45	£16,176.74	£28,841.36
2023/24 (end Oct)	£3,853.83	£0	£3,646.46	£8,753.09	£16,252.83

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

## Community Centres and Recreation Grounds.

### Recreation and Leisure Team

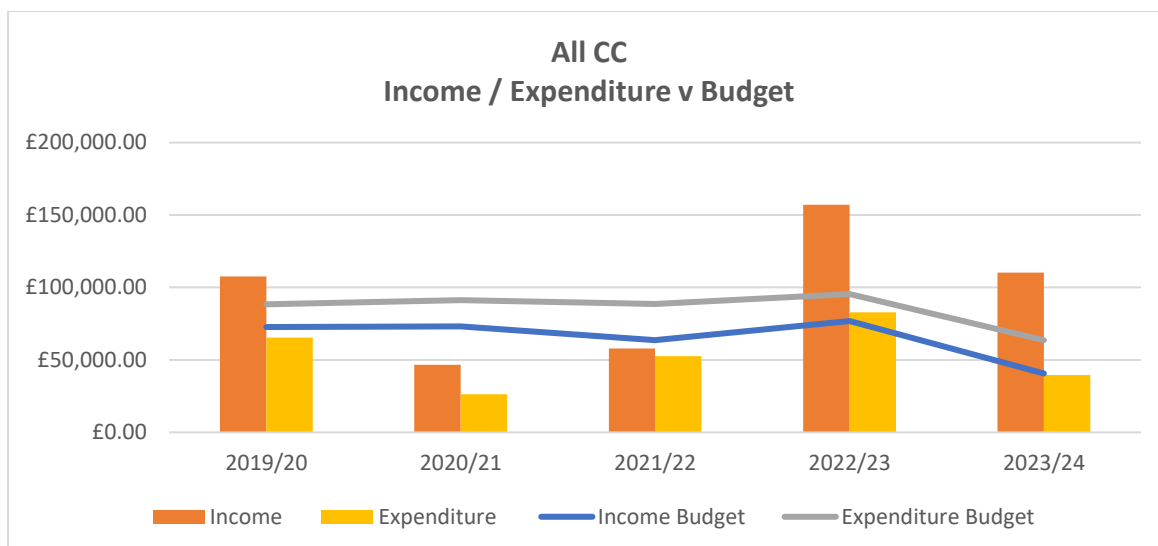
#### Community Centres

1. Since my report last year, the stock of Community Centres operated by the City Council has been reduced by one facility. A longterm lease was agreed with the YMCA for St Giles Community Centre from September 2023. St Giles CC will see a £1.5 million investment in the fabric of the building. The YMCA will supplement this capital investment with a comprehensive programme of activities particularly targeted at the young people in the area. We are hopeful that this work will be completed, and the newly refurbished St Giles re-opened by the end of 2024
2. The remaining Community Centres have experienced a continuing growth in their usage, footfall has increased at all Community Centres, particularly for use by community groups, health, sport, education, training, religion and party bookings.

<b>All CC Community Provision (Hourly Usage Q1 &amp; Q2)</b>			
	<b>2022-23</b>	<b>2023-24</b>	<b>% Increase</b>
<b>Community</b>	541.5	628.25	16%
<b>Health</b>	1159	2948.5	154%
<b>Sport</b>	671.25	709.25	6%
<b>Education</b>	19.5	83.5	328%
<b>Training</b>	60	384.25	540%
<b>Religion</b>	147	899.75	512%
<b>Environment</b>	0	0	0%
<b>Music</b>	255.25	243.75	-5%
<b>Party</b>	28	54	93%
<b>Total Hours Usage</b>	2881.5	5951.25	107%



3. All Community Centres now have Wi-Fi connections available to hirers, this has proved to be a popular addition for new and existing hirers.
4. The number of hirers undertaking keyholder training thus avoiding extra caretaker charges has also increased, thus reflecting this year-on-year increase in demand.



## Office Space within Community Centres

Local Community Centres are not solely available for the use of community groups, sport, training and religion. There is also the opportunity to use the facilities for office space within the local community.

City of Lincoln Council employees may benefit from having a local space available to meet with residents or an accessible area to complete work outside of City Hall. This provision would negate the time spent travelling between sites, City Hall and car parking provision.

Many companies have Head Offices based in larger cities and require an office to meet with Lincoln based employees, for appraisal, one to one meetings and disciplinary requirements.

The small meeting rooms at Bud Robinson, Sudbrooke Drive and Moorland Community Centres are ideal for this provision and now hirer Wi-Fi is available at all centres, upon request, the areas are very desirable.

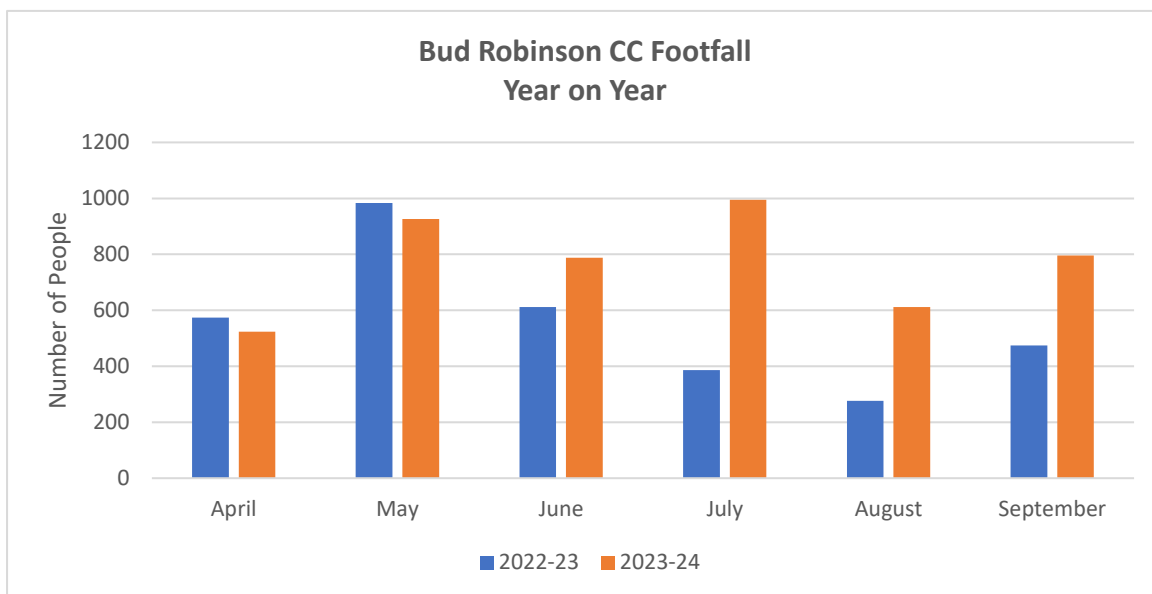
## Bud Robinson Community Centre

### Growth (new bookings)

The growth is in meeting room booking requests, the plus point to using the Bud Robinson CC is that a caretaker is not required between the hours of 8am and 5pm, this makes the charges competitive price to businesses.

Bud Robinson Community Centre is also used on a regular basis by community groups, such as the Alzheimer's Society and Forget Me Not Café who offer support and guidance to families and people living with dementia.

\*(other booking categories are shown in the overview of all centres later in the report).



## Grandstand Community Centre

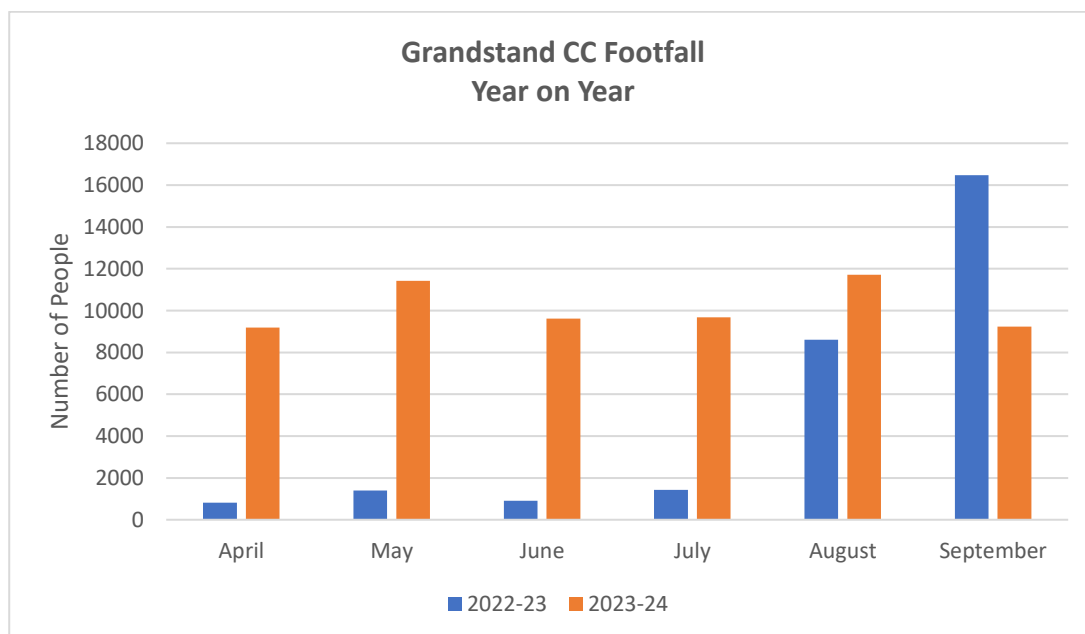
### Growth (new bookings)

One off bookings are rising as an example, AA Record Fairs – a commercial booking offering vinyl record sales, from national dealers, all in one room.

The continuation of existing groups such as Slimming World – promoting a healthy lifestyle to encourage weight loss.

The NHS Vaccination Centre is currently active with the Autumn COVID vaccination schedule. Bookings currently go up to the end of March 2024.

\*(other booking categories are shown in the overview of all centres later in the report).



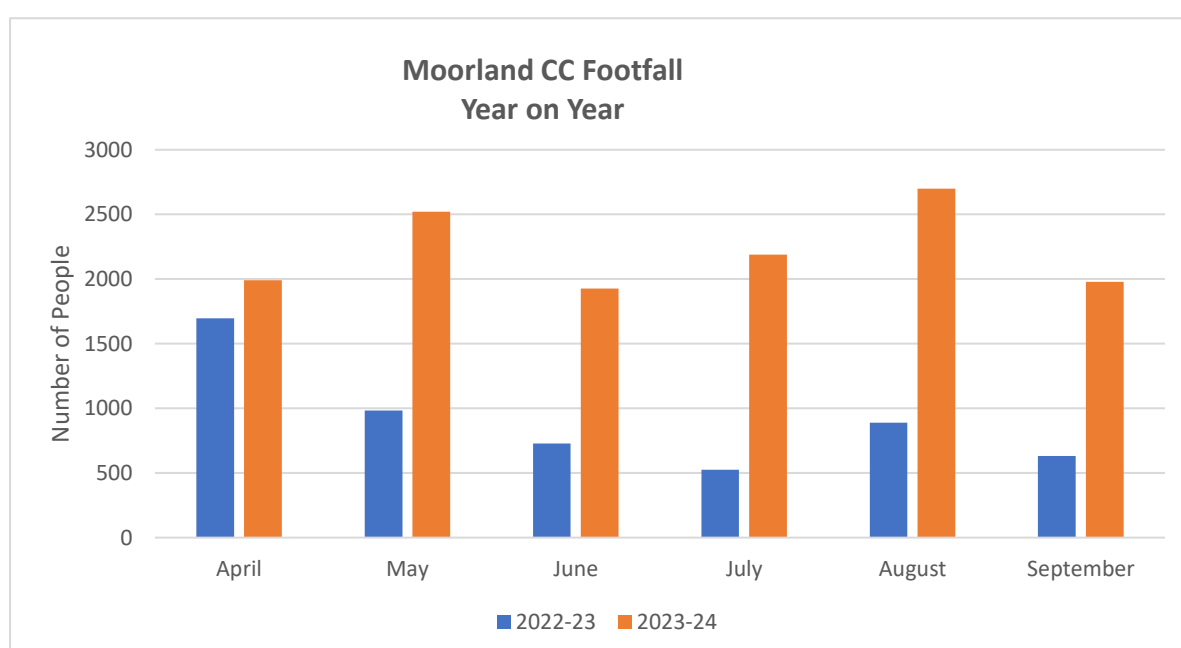
## Moorland Community Centre

### Growth (new bookings)

Positive Futures – From September 2023, offer a weekly, term time youth/sport provision.

A temporary booking from the Moorland Children's Centre after suffering a devastating blow to their usual venue when they experienced serious flooding. Temporarily their affected provision moved into Moorland Community Centre throughout Q1 and Q2 to ensure they were able to continue offering Early Year's children's services to the local area.

\*(other booking categories are shown in the overview of all centres later in the report).



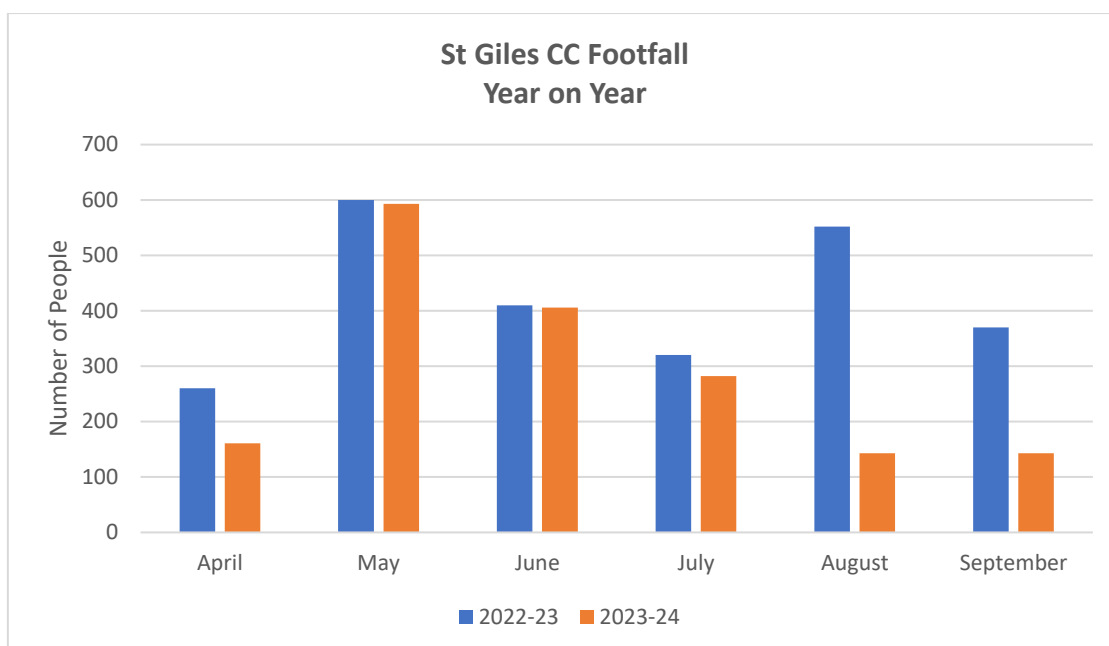
## St Giles Community Centre

### Use of the centre pre handover.

The transfer of St Giles Community Centre to the YMCA was officially completed on the 18<sup>th</sup> September 2023.

Regular bookings were offered available space at other community centres to continue their community provision with the closest being Sudbrooke Drive Community Centre. A number of these bookings, Ward Surgeries, Consilium Training, Positive Futures and LCC Youth Club, were unable to transfer due to funding constraints requiring them to remain on St Giles Estate.

Badminton bookings were successfully transferred to Sudbrooke Drive Community Centre.



## Sudbrooke Drive Community Centre

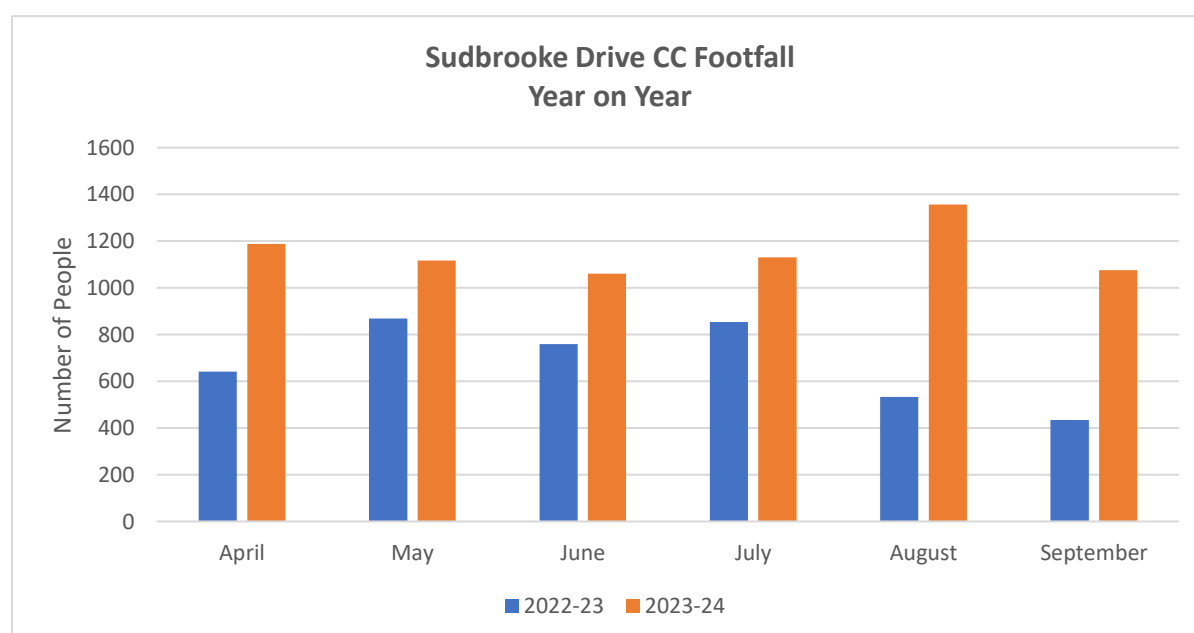
### Growth (new bookings)

Moksha Yoga – Promoting healthy lifestyle with Hatha and Vinyasa yoga designed to align, cleanse and calm body, mind and spirit. As they are currently offering classes on a ‘pay as you can afford’ basis, City of Lincoln Council are supporting their booking with a 3-month standard rate charge, dependant on pricing remaining the same, to aid establishment of group.

Lincoln Concert Orchestra – music rehearsals

Badminton – Increased usage by City of Lincoln Council staff who are offered historically a discounted a rate of 50% to promote both physical and mental, health and wellbeing within the workforce.

\*(other booking categories are shown in the overview of all centres later in the report).





## Recreation Grounds

### West Common Cricket Pitch and Pavilion

Successful season with 4 teams scheduling games, this is a slight decrease in income (-5%)

### Football Pitches – King George, Sudbrooke Drive, Skellingthorpe Road and Moorland

Currently mid-season with provision at all venues in use by 13 Adult and 13 Junior teams.

Lincoln Sunday League have 9 teams allocated to King George, Sudbrooke Drive and Skellingthorpe Road as their home venues.

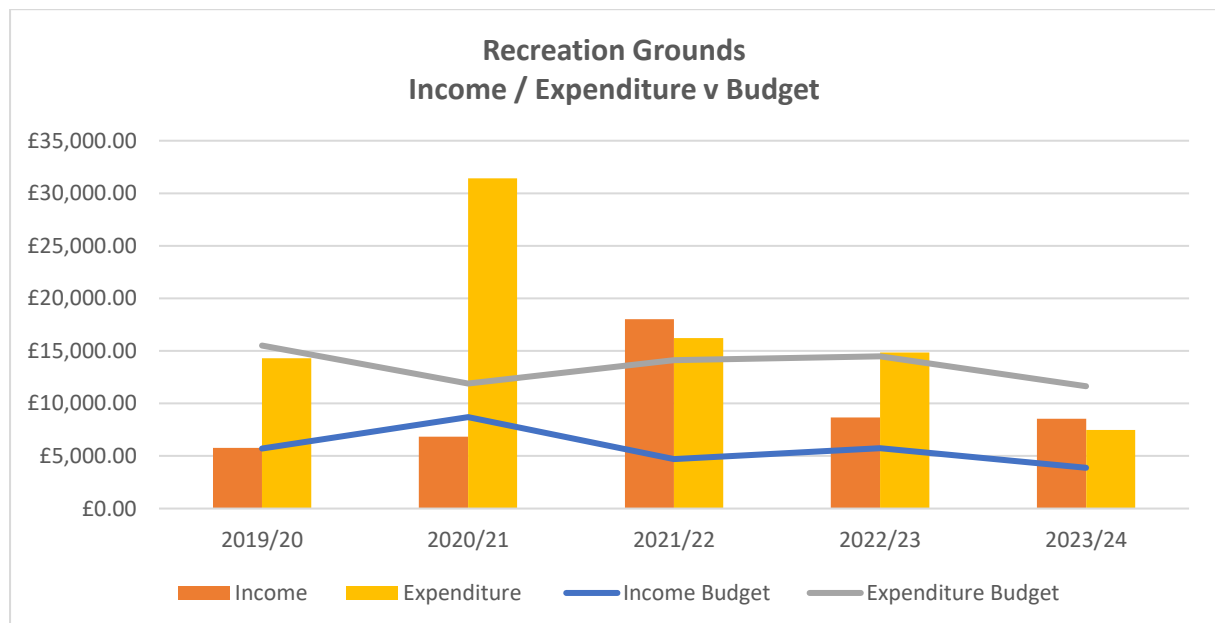
Lincoln Griffins Ladies have an adult team and 3 junior girls teams allocated to Moorland.

St Helens FC's ten junior teams regularly use Skellingthorpe Road pitches as their home venues.

University of Lincoln Men's Football have 3 teams using Skellingthorpe Road as their home venue.

Income currently a 17% increase on 2022-23 however this will increase as University of Lincoln book pitches on a game-by-game basis.

### Financial Information



## Physical Activity Strategy

*'To deliver, support, facilitate and above all inspire Lincoln residents to be more active, more often and make physical activity part of everyday life.'*

By providing a community space, facilitating the delivery of exercise classes and providing adequate space for health professionals and community groups to offer guidance and support for those living with health conditions, City of Lincoln Council Community Centres play an important role in the delivery of the Physical Activity Strategy.

The NHS Lincolnshire Integrated Care Board continue to deliver the vaccination hub at the Grandstand Community Centre, Weighing Rooms and are scheduled to attend until April 2024, providing a clinical environment, accessible, vital care to the local community.

Zumba, an exercise based, dance class has been a long running booking at the Grandstand Community Centre and the recent introduction of Yoga at Sudbrooke Drive Community Centre, offer an alternative to attending a gym facility for local communities looking at improving physical and mental wellbeing.

Badminton hire is available at both Moorland and Sudbrooke Drive Community Centres. Primarily used by Council employees, with a benefit of 50% discount, promoting physical wellbeing within the workplace. Regular weekly bookings are keyholder trained so a caretaker is not required, reducing barriers to the hirer.

The recent rise in popularity of Pickleball has resulted in enquiries for the hire of Badminton courts to facilitate games. The Recreation Officers have purchased Pickleball equipment to allow for newcomers to access the game within the centres. Pickleball is a sport that can be enjoyed by children and adults encouraging family activity.

Martial Arts groups continue to be regular hirers of the centres, offering weekly classes to both adults and children, promoting exercise, a healthy lifestyle and confidence building within a community setting. The number of groups has recently increased to four regular, weekly classes.

Lincoln City Foundation, a local charity dedicated to creating healthier, happier and inspired communities, offer Kurling and Carpet Bowls on a weekly basis at Moorland Community Centre. As a part of the EFL Trust, Extra Time initiative these activities are aimed at making a positive difference to the lives of retired and semi-retired people, providing them with the opportunity to meet like-minded people from the local area.

One You Lincolnshire currently provide a strength and balance programme, aimed at people over the age of 65 years, at Sudbrooke Drive Community Centre. By providing local, affordable rooms to facilitate these free services City of Lincoln Council aid people requiring support to make sustainable changes to improve their health and wellbeing and live a longer, happier life.

The Alzheimer's Society and Forget Me Not Café offer fortnightly sessions at Bud Robinson Community Centre to provide support and guidance for those people living with dementia and Alzheimer's, as well as their family and friends.

The Recreation Grounds are another area regularly used for seasonal, sporting activities. West Common Cricket Pitch continues to be used by the two main Cricket Clubs in Lincoln, Rustons and Carholme Cricket Clubs, as well as standalone clubs,

such as Monks Cricket Club. Skellingthorpe Road Playing Field, Sudbrooke Drive Playing Field, King George Playing Field and Moorland Backies are currently home grounds to 13 Adult and 13 Junior teams, including Lincoln Griffins, an all-girls team and the University of Lincoln Men's football. Working in partnership with the Lincoln Sunday League and University of Lincoln to offer regular football provision.

As detailed earlier in this report, statistics are being gathered monthly to establish the current offering of community provision, both in hourly usage and footfall, at the Community Centres. The data has been broken down into nine key areas, community, health, sport, education, training, religion, environment, music and party, to monitor usage and highlight areas requiring improvement, as well as those areas excelling.

## **Sport and Leisure**

1. This past year has been a challenging year for Sport and Leisure both locally and nationally. There has been a continuing slow recovery from the coronavirus pandemic which saw the sector significantly impacted as shown in the usage statistics. In addition to the slow return of customers exercising and working from home, the economic difficulties meant that some families were having to make hard choices for their household budgets which meant health and exercise costs were hard to justify. Part of the economic issue was caused by world events and has resulted in a huge exponential increase in utility costs (three to four times the cost of pre pandemic levels) which for leisure facilities with swimming pools has been very challenging.
2. Active Nation, our Leisure providers managing the Birchwood and Yarborough Leisure Centres have worked hard to manage this reduction in usage numbers and increase in utility costs. In partnership with the City Council, we have applied for over £1.5 million of swimming pool support funding from Sport England.
3. Locally the main swimming pool at Yarborough Leisure Centre was shut in January 2022 due to emergency repairs following a routine inspection of the ceiling and re-opened on January 3<sup>rd</sup>, 2023.
4. The City Council have met and continue to meet with senior members of the Active Nation management team to explore the many and various ways we can support them through these difficult times.

## Leisure Centre Stats

<b>Quarterly usage Yarborough</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Pre pandemic	188,529	190,051	174,255	169,64
2021/22	39,879	87,485	76,946	*66,896
2022/23	*51,958	*60,934	*57,864	73,612
2023/24	99,520	103,392		
*Main pool closed for ceiling works				
<b>Quarterly usage Birchwood</b>				
Pre pandemic	57,774	57,138	57,321	57,144
2021/22	20,230	34,549	33,393	39,613
2022/23	33,468	37,616	31,185	35,483
2023/24	38,209	42,118		
<b>AGP hours usage both sites</b>				
Pre pandemic	520	555	612	630
2021/22	895	790	806	775
2022/23	689	635	806	728
2023/24	761	663		

## **Lincoln 10k**

The Lincoln 10k Road Race took place on the 16th April 2023, with 3500 entries for the main race and 74 entries for the Junior Race.

The Team Challenge attracted 245 participants organisations, athletics clubs and the university.

Numbers dropped during the pandemic, however, are slowly rising and it is hoped a return to current levels will be achieved in coming years.

Participants were offered to opt for whether they wanted T-shirts and or Medals, as well as sugar cane goodie bags with cartons of water. Run For All has implemented these changes to help meet the Councils sustainability targets.

Next year's race is set for the 14th of April.

## **Crematorium**

1. The Crematorium experienced another busy year with over 1800 cremations taking place throughout the year. The Bereavement Service team also undertook 130 full body and 170 cremated remains burials, these being carried out throughout our various Lincoln cemeteries.
2. Most of our cemeteries are now full for new full burial graves apart from Long Leys Road, but we continue to carry out reopen burials and burials in pre-purchased graves in all our cemeteries.
3. Officers have been busy since the installation of the new cremators last year, there has been a number of staffing changes in the year. These new staff have

been brought in from outside the service area and have now been fully trained, all achieving their Cremator Technician Qualifications.

4. The installation of the new cremators last year replaced the old cremators that had been in place for almost 25 years. These new cremators are more efficient machines that also allow for larger coffins to be cremated. With the new cremators we have been looking at ways to use them in the most environmentally efficient way to reduce our carbon footprint, the staff are able to monitor the gas usage on each cremation and plan each day to reduce as much standing time between cremations.
5. In an attempt to improve the Crematoriums service to the public, the crematorium management team have been further analysing the service offered and as a direct consequence have made a number of improvements. New promotional and informational leaflets have been produced to ensure the public know about the services offered.
6. The team have also improved the signage around the grounds and buildings to make it easier for visitors to navigate the site and to ensure that they attend the correct service in the correct chapel. .
7. In addition, a new software system has been introduced to improve the booking procedures for funeral directors. This new system will in time also enable the public to view and search for the services they want without the need to call the office.

## **Licensing**

During the financial year 2022-2023, the licensing team have:

- Issued 409 Vehicle Licences
- Issued 688 Test Certificates
- Issued 3 Private Hire Operator Licences
- Issued 234 Private Hire (PH) Driver Licences
- Issued 21 Hackney Carriage (HC) Driver Licences
- Processed 183 Premises Licence Applications
- Processed 99 Personal Licence Applications

The above data shows the output of the Licensing team in relation to new applications received over the past year. It doesn't consider the management of the various categories of licences which are already in effect during the same period.

During the last year 13 drivers were referred through to the private hire and/or hackney carriage subcommittee. The breakdown of the outcomes of the 13 subcommittees is as followed:

- 9 Licences granted
- 2 Licences revoked
- 2 Licences Refused

The below table shows the number of licences that were active at the end of quarter 4 of the financial year 2022-2023:

Licence Type	Number of Licences
Premises	405
PH Drivers	409
PH Vehicles	290
PH Operator	22
HC Driver	33
HC Vehicles	31

The performance indicators for Licensing were refreshed at the end of 22/23. The comparison data for previous financial years is not available but will be included in future reports.

The financial year 22/23 saw Private Hire Vehicles and Drivers, that were registered in other areas, appearing in the City. This is currently being discussed at a national level due to the inability to effectively monitor the drivers when they are operating outside of their registered area. Private Hire Drivers that are registered with Lincoln and operate within the Lincoln are put at a disadvantage as they are subject to higher fees than those drivers that have registered at an authority such as Wolverhampton, which can offer considerably lower fees due to the significantly higher demand.

### **Food, Health and Safety Team Report 2023**

The Food, Health and Safety Team continue to prioritise protecting public health, taking a risk-based approach, in line with the Food Law Code of Practice. This allows the service to focus on those businesses that present the greatest risk to public health.

### **Food, Health & Safety Team Resources**

In terms of staff resources, the team currently consists of the Food, Health & Safety Team Leader, 2 Environmental Health Officers and 1 Food Safety Officer. There is currently a Food Safety Officer vacancy, however we have we are using a contractor to help fill this gap.

### **FSA Recovery Plan**

For the first 3 months of this year the team were operating in accordance with directions outlined in the Food Standards Agency's (FSA), Local Authority Recovery Plan, which was brought in during the Covid 19 pandemic. This required us to concentrate on the most non-compliant

business (FHRS 0, 1 or 2) and although this is how we were already working already, it did have an effect on the service and the delivery of official controls in lower risk businesses.

### **Post Pandemic**

Since 01 April 2023, we have reverted to operating in accordance with the Food Law Code of Practice, which has brought back into the inspection programme those low-risk businesses that were given a low priority during the pandemic.

At the end of March 2023, there were 200 overdue low risk businesses, most of which had been due to be inspected during the pandemic. These businesses are currently being contacted using an Alternative Enforcement Strategy (AES), which provides flexibility for dealing with lower risk establishments. This is helping to bring down the number of outstanding inspections.

The AES is detailed in the Food Law Code of Practice and permits us to alternate between physical inspections and remote assessments of low-risk businesses. Remote assessments are being carried out of these businesses but if they fail to complete the questionnaire that we send them or we are concerned about the answers given, then physical inspections will be carried out to ensure compliance.

### **Volume of Work – Food Safety and Public Health (01/11/22 – 31/10/23)**

Service Requests (e.g. Food and health & safety complaints, food hazard warnings and requests for advice on food safety , health & safety and public health related matters)	1337
Food Hygiene Inspections (Official Controls)	568 of which 49 were remote assessments as per the AES
New food business registered	222
Food and Environmental Samples Taken	125
Infectious Disease Notifications	15
Health & Safety Inspections where matters of evident concern found	2
Accident Notifications	44 of which 1 required investigation.

### **Official Food Controls Delivered**

Between 01 November 2022 and 31 October 2023, 519 physical inspections were carried out and 259 written warnings were issued.

## **Examples of Food Safety & Public Health Complex Cases**

During this period, the team have dealt with a number of complex cases with between 12-15 non-compliant businesses at any one time. Other complex cases include the following:

- A 5 rated food business allegedly sending food to online customers from a 0 rated food business. This was a joint investigation with Trading Standards.
- A recurring problem with flies in a national chain coffee shop that required working with their head office to find the source of the problem and rectify it
- Several complaints about rats and pigeons being in and around food businesses in the city centre
- Complex food complaints, for example a bolt in a quiche that has resulted in changes to the producer's food safety management system to prevent a reoccurrence from happening.
- Pest control issues regarding rats and cockroaches at a residential unit within Lincoln
- Working with other agencies i.e. Trading Standards, Police, NCA, Gangmaster etc. regarding illegal workers, modern day slavery, counterfeit alcohol and illegal tobacco etc.
- Investigation of a case of Ecoli in a 8 month old baby to establish how it was acquired and issues around getting suitable clearance for the baby to return to nursery setting
- There has been an increase nationally in Cryptosporidium cases and cases that we have had required enhanced surveillance

## **Examples of Health & Safety Complex Cases**

- A business was served with a Health & Safety Prohibition Notice due to employees and members of the public being exposed to Carbon Monoxide, a major investigation is ongoing.
- University of Lincoln Student's Unions hosted the first Tattoo Convention in the City over the weekend Saturday 21<sup>st</sup> and 22<sup>nd</sup> October, 45 tattoo artists from across the Country attended the event. A health and safety inspection was completed during the event but there no issues, the officer worked closely with the organisers to make sure that it was run safely. It is anticipated that this will become an annual event for the City.
- Cases of flooding and water ingress into businesses, causing health and safety concerns
- Complaints about invasive beauty treatments that had allegedly gone wrong, we are currently restricted on what we can do in terms of enforcement, but we are awaiting new powers so that we can require licensing of practitioners.



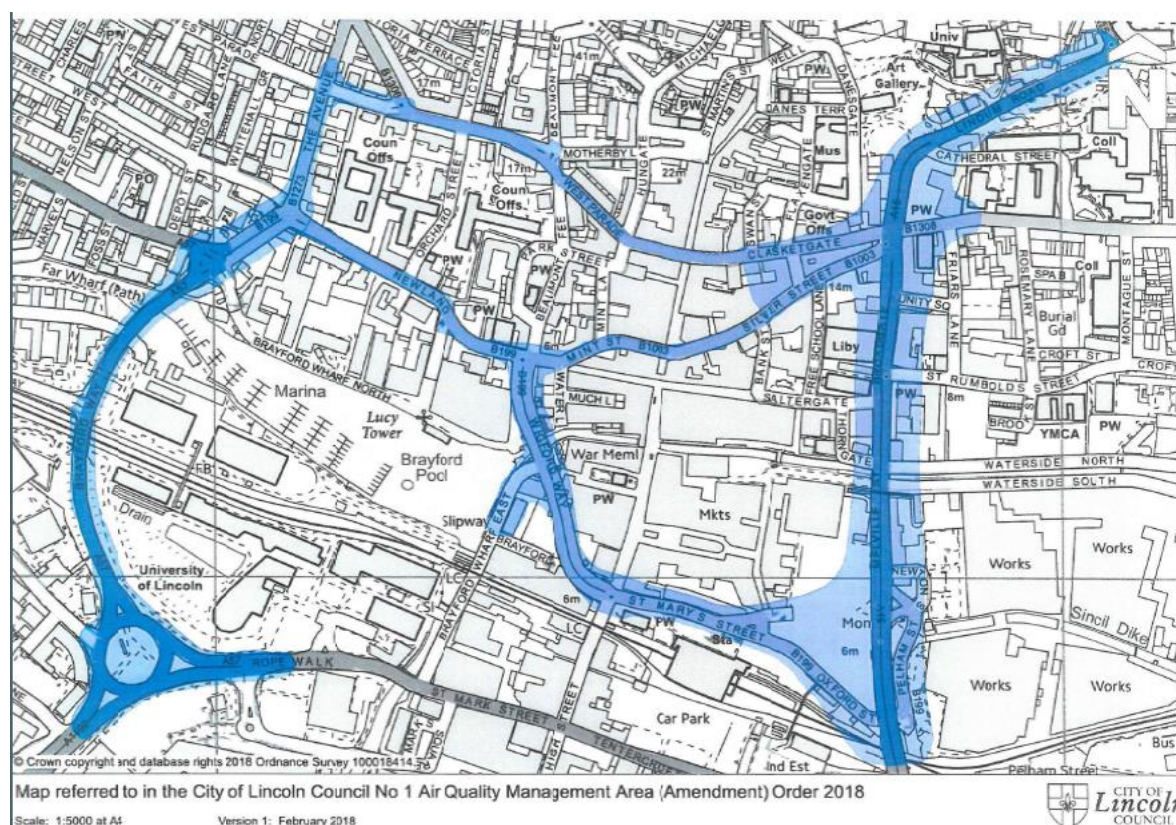
- We sought and were granted permission from the Secretary of State for Health to extend the skin piercing byelaws to include cosmetic piercing and semi-permanent skin colouring treatments
- Two Informal Notices were issued for matters of evident concern.

## Local Air Quality Management

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

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

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



Our monitoring network has not identified any likely exceedances of the national air quality objectives since 2018. No other monitoring location within the city has seen an exceedance of the air quality objectives since 2013. The most recent verified data (Annual Status Report 2023) was submitted to, and accepted by, Defra during the summer. I now propose to review and revoke Air Quality Management Area 1 and the

associated Air Quality Action Plan and have asked officers to consult with relevant agencies with a view to bringing a report back into the committee process.

**PERFORMANCE SCRUTINY COMMITTEE****7 DECEMBER 2023**

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

**DIRECTORATE: MAJOR DEVELOPMENTS**

**REPORT AUTHOR: KATE BELL, CLIMATE CHANGE MANAGER**

**1. Purpose of Report**

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

**2. Executive Summary**

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

**3. Background**

- 3.1 Vision 2025 contains five strategic priorities (Reduce Inequality; Economic Growth; Quality Housing; Remarkable Place; Climate Change) along with an important strand of work focusing on High Performing Services.
- 3.2 As part of the arrangements for managing and monitoring progress of Vision 2025, the Council established five Vision Groups along with a High Performing Services Board, each with a Corporate Management Team lead. Each Vision Group reports annually to Performance Scrutiny Committee on progress.
- 3.3 **The Climate Change Vision Group is leading on delivering the following Council aspirations under this priority:**
- Let's ensure our development approach reduces our carbon footprint
  - Let's set the Lincoln standard for sustainable zero carbon developments
  - Let's make walking, cycling and the use of public transport the best and favourite way to move around Lincoln.
  - Let's ensure the city's infrastructure is fully adaptable and resilient to the challenges of climate change.
  - Let's make our existing housing and business premises energy efficient.
- 3.4 In addition to all the 'day to day' services the Council offers which is central to the delivery of these aspirations, a programme of projects and initiatives has been developed for Vision 2025, to ensure the delivery of this strategic priority.

**4. Project Monitoring Table (Appendix A)**

- 4.1 The Project Monitoring Table provides an overview of the current and live projects for this strategic priority. This table is attached to this report as Appendix A.
- 4.2 There are 12 projects currently being monitored in the work programme for Climate Change. A summary of the position of these projects is included below. This is split by completed projects as blue (complete), projects flagged as green (meeting their milestones). There are no projects flagged as amber (monitored closely as a result of being impacted by a number of external factors) or red (not meeting their milestones).
- 4.3 **Completed projects – The following projects have been completed during the past 12 months:-**
- **Gain Environmental Accreditation.** The Council maintained its Environmental Accreditation for their Environmental Management System (EMS) following an external audit by Investors in the Environment in September 2023.
  - **City of Lincoln Council Travel Plan (2019-2024).** The Council have updated the Employee Travel Plan for 2023 and implementation of actions are underway.
  - **Work with partners on the Lincoln Climate Commission and deliver Lincoln Climate Action Plan.** Lincoln 2030 Climate Action Plan was published in 2022 and the council continue to work with our partners to deliver actions to address the challenges of climate change. The CAP and monitoring table are published on the council and climate commission websites.
  - **Net Zero Innovation programme – Biodiversity Net Gain** This project was completed in July 2023 and involved a prototype BNG mapping tool and Lincoln open spaced website.
  - **Central Lincolnshire Local Plan – Climate Policies.** The CLLP was approved by the Secretary of State in April 2023. ColC continue to work with the CL Local Plan Team to implement the new climate policies.
  - **Green Homes Grant Local Authority Delivery Scheme.** Phase 2 Green Homes Grant Local Authority Deliver Scheme was completed in September 2023, 134 homes receiving retrofit measures and lifting households out of fuel poverty.
  - **Stop using single-use plastics and encourage our partners to do the same.** The Council have a Single Use Plastic (SUP) Declaration, an up to date SUP Action Plan and SUP Audit. The Council continue to work with Plastic Free Lincoln to support the campaign and sign up of businesses.
- 4.4 **Projects flagged as green – The following projects are underway and meeting the set milestones.**
- **Electric Vehicle Infrastructure.** Following a successful grant application a further 21 electric vehicle charge points have been installed in 2023 in six Council car parks, of which 10 are now operational and the remaining 11 charging points are due to be operational by the end of the year.
  - **Make current and future business premises as energy efficient as possible.** A City of Lincoln Council Decarbonisation Strategy and Action Plan has been completed, outlining projects across 6 decarbonisation pathways. One major decarbonisation project is now complete and another

is currently underway and the Council are working to secure Public Sector Decarbonisation Funding to enable the delivery of future energy efficiency projects.

- **Climate conscious infrastructure projects developed as part of Town Fund Board vision**

Delivery of Town Fund projects are either complete or underway and CoLC are working with project leads to ensure all Towns Fund projects will include low carbon solutions as part of refurbishment plans and sustainable transport improvements as part of the road infrastructure projects.

- **Setting the Lincoln Standard for Zero Carbon Homes.** A task and finish group have completed a review of council housing stock and identified D rated properties and suitable measures to improve the energy efficiency of council homes. A programme to decarbonise social housing has been included in the Council's HRA 30 year business plan.
- **Air Quality Management Plan.** The Council have submitted an Air Quality Annual Status Report for 2023 to DEFRA and are awaiting approval.

4.5 Looking towards Lincoln 2030 the following new projects are either in the pipeline or are currently being set up:-

- Home Energy Advice Service – Funding secured by Central and South Lincolnshire councils to deliver an demonstrator energy advice and support service until 2025 and look to secure funding to extend the service if successful.
- Lincoln District Heat Networks - Working with key partners and private investors to undertake a feasibility study to establish a low carbon district heat network for new and existing homes, leisure and retail outlets.
- To co design and deliver a community engagement campaign #Climate Hope Lincoln with our partners.
- Secure funding to deliver a citywide Public Sector Decarbonisation programme with our public sector partners.
- Complete the actions in the Food for the Planet 'Every Mouthful Counts' Local Authority Toolkit.
- Support the Greater Lincolnshire Circular Economy objectives.
- Work with the Central Lincs Local Plan Scheme to set up a carbon offset fund.

## 5. Performance Indicators (APPENDIX B)

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

## 6. Strategic Priorities

### 6.1 Let's address the challenge of climate change

This report provides an update on the council's projects to deliver this priority.

## 7. Organisational Impacts

### 7.1 Finance

There are no financial implications arising from this report.

## **7.2 Legal Implications including Procurement Rules**

There are no legal implications arising from this report.

## **7.3 Equality, Diversity and Human Rights**

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

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

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

There are no E&D implications arising from this report, however E&D has and will be considered in each project as it progresses and where required an Equality Analysis has been prepared where decisions relate to changes in policy or new services introduced by the council.

## **7.4 Human Resources**

There are no HR implications arising from this report.

## **7.5 Land, Property and Accommodation**

There are no LPA implications arising from this report.

## **7.6 Significant Community Impact &/or Environmental Impact**

There are no community or environmental implications arising from this report.

## **7.7 Corporate Health and Safety implications**

## **8. Risk Implications**

### **8.1 (i) Options Explored**

Not Applicable

### **8.2 (ii) Key risks associated with the preferred approach**

Not applicable

## **9. Recommendation**

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

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	2
<b>List of Background Papers:</b>	Appendix A Project Monitoring Table Appendix B Performance Indicators
<b>Lead Officer:</b>	Kate Bell, Climate Change Manager Email: <a href="mailto:kate.bell@lincoln.gov.uk">kate.bell@lincoln.gov.uk</a>

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
Work with partners on the Lincoln Climate Commission and deliver Lincoln Climate Action Plan	Kate Bell	<p>Set up the Lincoln Climate Commission.</p> <p>Prepare and publish the Lincoln Roadmap to Net Zero</p> <p>Complete Climate Action Plan survey</p> <p>Organise a series of community engagement events.</p> <p>Prepare and maintain communications materials</p> <p>Complete the Lincoln 2030 Climate Action Plan.</p>	<p>Complete</p> <p>The <a href="#">Lincoln roadmap to net zero carbon.pdf - Google Drive</a> was published in December 2020 and provides a record of Lincoln's green house gas emissions, projections up to 2030 and key priority actions to achieve a net zero carbon target.</p> <p>Complete</p> <p>Initial engagement events complete in 2021 and ongoing (ie Great Big Green Week Spring 2023)</p> <p>The commission produced regular newsletters to help communicate Climate Action to a wider audience and the Lincoln Sustainability Toolkit. The commission also maintain a website and social media channels to improve community engagement. <a href="#">Lincoln Climate Commission  </a></p> <p>Completed and approved by the Lincoln Climate Commission in September 2022. Annual summary report and update to be published in Autumn.</p>	BLUE	£360 website hosting fee

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			A table of actions to accompany the document here <a href="#">‘Lincoln’s Journey to net zero’</a> This is a live document updated regularly.		
<b>Stop using single-use plastics and encourage our partners to do the same.</b>	Rebecca Taylor	<p>Establish a Single Use Plastic (SUP) steering group</p> <p>Plastic free Lincoln Declaration</p> <p>Undertake a single use plastic audit. Prepare sup action plan.</p> <p>Encourage new market stallholders to reduce or eliminate plastic use</p>	<p>Complete</p> <p>Full Council approved the Single Use Plastic Declaration on the 24<sup>th</sup> September 2019</p> <p>A SUP Action Plan and CoLC SUP Audit was prepared in April 2020 and is updated annually and published on the council’s website.</p> <p>New tenancy agreement includes a requirement for stall holders to not use SUPs. A new water fountain has been installed at the market to encourage people to refill water bottles.</p> <p>Removal of SUP is being included in Council contracts for events. Lincoln 10k RFQ requires contractor to propose alternatives and limit plastic waste wherever possible.</p>	Blue	<b>Covered in existing budgets</b>

# Climate Change Monitoring Table 2023/24

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Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
<b>Make current and future business premises as energy efficient as possible.</b>	Martin Kerrigan/Kate Bell	<p>Prepare a CoLC Decarbonisation Strategy and Action Plan.</p> <p>Secure Public Sector Decarbonisation Skills and Capital Funding</p>	<p>Complete and updated annually.</p> <p>Applications prepared and submitted to the skills and capital fund, Swimming Pool fund for decarbonisation plans and to deliver capital investment to decarbonise public sector buildings.</p>	Green	Covered in existing budgets
<b>Climate conscious infrastructure projects developed as part of Town Fund Board Vision</b>	Kate Bell	<p>Towns Fund Projects Business Plans to be finalised.</p> <p>Review project plans with project leads to identify opportunities for carbon mitigation and adaptation.</p>	<p><b>Central Market</b> – Due to be completed December 2023 and includes decarbonisation of the building.</p> <p><b>The Drill</b> – new energy efficiency measures complete.</p> <p><b>Re imagining Greyfriars</b> – Plans include Smart technology and low carbon energy solutions.</p> <p><b>Barbican</b> – Plans include low carbon heating and insulation measures. Additional funding required.</p> <p><b>Sincil Bank Regeneration</b> – Transport improvements for cycling and walking routes along Sincil Bank, environmental improvement and gateway projects. Community consultation currently underway and details design plans to be prepared early 2024.</p>	Green	Covered in existing TF budgets

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
			<p><b>Wigford Way</b> – Feasibility Study to improve cycle and pedestrian routes. Full details still to be determined.</p> <p><b>Store of Stories</b> – Refurbish and energy efficiency measures at Beaumont Manor complete.</p> <p>Discussions ongoing with Towns Fund project leads to determine carbon reduction opportunities for all projects.</p>		
<b>Gain environmental management accreditation</b>	Kate Bell	<p>Establish baseline year for 2019 and 2020 as first monitoring year.</p> <p>Submit evidence for 2020 environmental accreditation audit by investors in the Environment.</p> <p>Review recommendations and prepare for annual audits and accreditation.</p>	<p>Complete</p> <p>Audit information submitted in September 2020 and Silver award achieved.</p> <p>Environmental Performance report published on the council's website outlining ongoing progress and achievements.</p>	Blue	£1858 annual cost of external audit and accreditation scheme.
<b>Central Lincs Local Plan – Climate Policies</b>	Toby Forbes Turner	<p>Appoint Consultants</p> <p>Complete reports</p>	Climate policies updated and approved by the secretary of state, new CLLP adopted in April 2023.	Blue	Covered in CLLP budgets

# Climate Change Monitoring Table 2023/24

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
		Prepare draft climate policies Public Consultation Prepare final climate policies Local Plan to be submitted to the Secretary of State. Local Plan to be adopted following successful examination process.			
<b>City of Lincoln Council Travel Plan</b>	Maurice Souter	Spring 2021 Staff Travel Survey Summer 2021 Update Travel Plan Oct-March 2021 Implement TP incentive schemes for 2021/22 March 2022 Review TP targets	Staff travel survey and CoLC Travel Plan complete, updated annually and published on the council's website.	Blue	£0
<b>Electric Vehicle Infrastructure</b>	Lorraine Burrows	Jan 2021 review sites and secure On Street Residential Chargepoint Scheme (ORCS) funding Proceed with EV Installations	The Council's application to the On Street Electric Vehicle Scheme was successful again in 2023 for 21 new charge points to be installed at 6 sites. All installations complete, 10 are operational and 11 are awaiting electrical connection by the District Network Provider.	Blue	£140 625 grant secured and all monies due to be spent in 2023.

# Climate Change Monitoring Table 2023/24

Project name	Project manager	Milestones	CMT Champion update of progress against milestones	RAGB	Budget and spend to date
<b>Setting the Lincoln Standard for Zero Carbon Homes</b>	Matt Hilman	<p>Prepare a new specification for the council's new homes.</p> <p>Review existing housing stock and seek opportunities to decarbonise.</p>	<p>A task and finish group set up to review the Lincoln Standard and update. A specification for the council's new homes agreed for each new site.</p> <p>HRA 30 year Business Plan includes a commitment to work towards delivering the council's citywide ambition to achieve net zero by 2030 by improving all council to an Energy Performance Certificate C rating.</p> <p>Energy efficiency works on a range of D rated council homes commenced in 2023.</p>	Green	Covered in existing budgets
<b>Air Quality Management Plan</b>	Ian Wicks	Air Quality Annual Status Reports to be submitted to DEFRA.	Air Quality Annual Status report for 2023 submitted to DEFRA and awaiting approval. Once approved the report will be published on the council website <a href="#">Local Air Quality – City of Lincoln Council</a> .	Green	Covered in existing budgets
<b>Green Homes Grant Local Authority Delivery Scheme</b>	Kate Bell	Green Homes Grant Local Authority Delivery (GHG LAD) phase 2 allocation	<p><a href="#">Home Energy Upgrade Scheme</a> project completed in September 2023.</p> <p>203 households received measures for LAD3 (on Gas)</p> <p>5 households received measures for HUG1 (off gas)</p>	Blue	2022 – 2023 £2.7m funded by external grant

## Appendix B – Indicators 2021- 2022

Owner	Projects	Indicators	2020	2021	2022	2023	Comments
Kate Bell	Work with partners on the Lincoln Climate Commission and deliver Lincoln Climate Action Plan	Lincoln's area wide Carbon Dioxide (CO2) Emissions	371.6	358.8	315.2	353	CO2 emission reductions achieved across all sectors, with a 2 year time lag. The data released in 2022 is for 2020 and reflects an unusual drop in emissions as a result of the global pandemic and Uk lockdowns. <a href="#">2005-21-uk-local-authority-ghg-emissions-update-060723.xlsx (live.com)</a>  During Spring 2023 the city council joined forces with Local Motion to undertake the Lincoln Big conversation.  Community events either attended or organised by the LCC or CoLC
		Lincoln's per capita CO2 emissions	3.8	3.6	3.2	3.4	
		Commission Newsletters published <a href="#">Issue #4: Lincoln Climate Commission Newsletter   Lincoln Climate Commission</a>	0	2	4	6	
		Survey responses	334	399	NA	839	
		Community engagement events (actual/virtual)	3	9	12	26	
Rachel Taylor	Stop using single-use plastics and encourage our partners to do the same.	Number of businesses/organisations signed the plastic free pledge	11(over 2019 and 2020)	10	5	2	The target is 50 organisations and businesses to sign up to the SUP pledge, including 1 flagship employer.
Martin Kerrigan	Make current and future business premises as	City of Lincoln Council Carbon Dioxide (CO2) emissions	990 tCO <sup>2</sup>	785 tCO <sup>2</sup>	742 tCO <sup>2</sup>	732tCO <sup>2</sup>	Crematorium upgrade complete achieving an annual 30% reduction in CO <sup>2</sup> for the building as of April 2022.

Owner	Projects	Indicators	2020	2021	2022	2023	Comments
	energy efficient as possible.	Decarbonisation projects underway.	0	2	2	1	Low Carbon projects underway include Central Market.
Kate Bell	Climate conscious infrastructure projects developed as part of Town Fund Board Vision	No of projects which include low carbon solutions	NA	5	6	5	See Monitoring Table for project details. Since 2022 the Drill has been completed, the central Market is near completion and 4 projects have commenced and due to complete in 2024/25.
Kate Bell	Gain environmental management accreditation	Accreditation Score	74% Score  Silver Award	94% score  Green Award and Overall Outstanding Achiever Award 2021	85% score  Green Award		22/23 Annual Environmental Performance Report published on the Council's website.  Investors in the Environment have nominated the Council for an Outstanding Achiever Award.
Maurice Souter	City of Lincoln Council Travel Plan (2029-2024)	Responses to the Travel Survey	NA	234	NA	NA	Surveys took place in 2019 and 2021. Next survey due to take place in 2024 as part of the review and update of the Travel Plan.



Owner	Projects	Indicators	2020	2021	2022	2023	Comments
		Staff mode of travel Single Occupancy Car Drive to work with other/s Cycling Walking Bus Train Working from home (1-5 days)	2019 53% 14% 7% 14% 8% 1% 	2021 55% 10% 7% 18% 8% 3% 78%			
Lorraine Burrows	Electric Vehicle Infrastructure	No of Electric Vehicle Charge Points in Council Car Parks  No of public Electric Vehicle Charge Points per 100 000 population	11  37	19  60 (as of July 2021)	20 (37 chargers)  71 (as of July 22)	30 (57 chargers)  64 (July 2023)	According to Government statistics there as been a reduction in charge points in Lincoln since 2022, despite new charging infrastructure being installed at Coop retail sites nd Pennels which suggests an error in Government statistics.
Kate Bell	Green Homes Grant Local Authority Delivery Scheme Phase 2	Number of homes directly targeted  Number of applications approved  Number of homes/measures installed	NA  NA  NA	210  31  31	13 125  38  18	14 973  208  208	Target to retrofit 192 homes by has been met. Project completed in September 2023.



**SUBJECT: VISION 2025 – REMARKABLE PLACE PROGRESS REPORT**

**DIRECTORATE: COMMUNITIES AND ENVIRONMENT**

**REPORT AUTHOR: SIMON WALTERS, DIRECTOR OF COMMUNITIES AND ENVIRONMENT**

## **1. Purpose of Report**

- 1.1 To provide Performance Scrutiny Committee with an update on the *Let's enhance our remarkable place* strategic priority in Vision 2025. This strategic priority comes within the remit of two portfolios – Economic Development (Heritage and Culture) and Remarkable Place, so the report covers progress over the last year on projects spanning both areas. It also looks forward to detail how many of these projects will further develop over the year ahead. The report itself provides a brief overview of what's been achieved together with an updated status on projects currently within the programme.

## **2. Executive Summary**

- 2.1 This report focuses on progress made on the *Let's enhance our remarkable place* strategic priority, and covers those projects delivered/ being progressed as part of the delivery plan. It is a high-level summary, designed to give Members a quick overview of the entire programme. Further, more detailed information is reported through the annual report of each respective portfolio holder to both this committee and Full Council.

## **3. Background**

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

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

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

- 3.2 As part of the arrangements for managing and monitoring progress of the previous Vision 2020, the council established a Vision Group for each theme. These Groups have continued into Vision 2025, and each has a Corporate Management Team lead. The Remarkable Place Vision Group leads on delivering the council's

aspirations under the *Let's enhance our remarkable place* strategic priority. These aspirations are;

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

#### 4. Remarkable Place – key schemes of the programme

4.1 Assessing the achievements over the last year within this strategic priority, and looking forward over the year ahead, there are a number of key projects that the city council is progressing:

- **Emergence of an events programme for the city across the year:** over the last 9 months a new events programme has been developed to spread visitor numbers over a full year. Cost of the full programme is £250k pa. This programme is on- going as detailed in **Appendix A** and has achieved some very positive feedback and attendance figures.
- **Hope Wood:** successful establishment of a new woodland and grassed area adjacent to Boultham Park. First phase completed last winter and a second phase is due to be progressed further with more planting in early 2024. This is utilising external funding of £85k from the government's Levelling Up Fund which ends 1<sup>st</sup> April 2024.
- **Greening the city centre:** a multi-agency project still in its relative infancy, looking at four aspirational future projects to introduce more greenery into the city centre and hence making it more adaptable to climate change. This work will continue and merge into the much wider city centre master planning exercise scheduled to commence in 2024. No budget allocated to date for the greening work, and it is anticipated it will need to rely extensively on external funding.
- **Heritage Action Zone:** This four-year scheme (commenced April 2020) is bringing almost £2m of external government funding (via Historic England) and focusses on maintaining/protecting/restoring heritage assets within our city centre and lower High Street (which is within a conservation area). The scheme includes a number of elements including restoration of shop frontages, public realm improvements, work on Central Market and the renovation of the old Barbican hotel to develop a creative industry hub, plus a cultural programme (series of cultural events and a public art commission)

To date the city council has delivered 10 shopfronts, with one further shop front on-going. Central market still on track with internal fit out to follow after Christmas and work on St Mary's Guildhall is now complete for phase one. The wall around St Mary Le Wigford church has been completed, with just the renovation into a cultural hub of The Barbican on St Mary's Street remaining to be delivered over the year ahead.

In addition, a series of supporting HAZ cultural events have been delivered since 2021, as listed in **Appendix A**, and are monitored by Community Leadership Scrutiny Committee.

Historic England are now using the success of the programme in Lincoln as an exemplar for the HAZ programme, and we have hosted organisations such as the National Trust for them.

- **Leisure strategy work:** this comprehensive piece of strategic work is underway to explore refreshing all our key strategies in relation to leisure provision in the city, but on a wider footprint across Central Lincolnshire to maximise the use of the facilities available. This work will continue into 2024 with specialist studies to be commissioned.
- **Boultham Park Phase Two:** The focus has been intensive work on a second National Lottery Heritage Funded scheme to renovate the lake and surrounding banks/ footpaths. The full project included:
  - Improvements to water quality of the lake
  - Reinstatement works to lake banks
  - Creation of recreational activities on the lake
  - Some path remediation works
  - Creation of wildlife habitats
  - Extensive community engagement project over a three-year period to involve local people and build the on going sustainability of the park

In total the investment in Phase Two was circa £1.2m (of which £658k was from NLHF). The capital works were completed in March 2022, and the engagement works came to an end in July 2023. Together with the Phase One works these projects have transformed the park. This project may have ended 'on the ground', but still requires final closure with the National Lottery in terms of evaluation and accounts. This will be completed very shortly.

- **Branding green spaces:** The Council has an ambition of better promoting its green space assets. One element of the approach to doing this is the creation of a brand, so our parks and green spaces are easily identifiable through both overarching and individual branding. They will fall under the 'Lincoln Green Spaces' brand – with Boultham Park, Arboretum and Hartsholme Country Park having their own individual sub-brands that link, as they are some of our key products in terms of green spaces.

Everything should then be streamlined, and it means that if, for example, someone is scrolling through social media and they see something of interest to them, straight away they will know it is a city council green space.

Once this is established we will assess its success, and consider if it could be expanded to include for such as allotments and other green spaces in the city.

- **Preparations for new Refuse Collection, Street Cleansing and Grounds Maintenance service:** This is an extensive project and has taken a significant amount of officer time over the last year and will continue to do

so over the years ahead leading up to the end of the current contracts with BIFFA in September 2026. The city council is now in the procurement phase for waste collection and street cleansing - balancing the cost of provision with the changes required by the Environment Act 2021 (Food Waste collections from end of March 2026) and customer expectations regarding service standards. Grounds maintenance procurement work has started and will be progressed in Spring 2024.

- **Paper and card collections:** as per the detail in the portfolio holder's report on this agenda, officers continue to work on possible options and costs for the introduction of separate collections in the city, particularly the challenges posed by tight residential areas where space for storage receptacles is limited. Reports to Policy Scrutiny and Executive will follow in 2024 as this work unfolds and negotiation with the county council comes to a conclusion.
- **Biodiversity net gain:** officers continue to work with partners to promote city council sites, such as Hope Wood, for use as off-setting opportunities under the planning regulations being introduced in January 2024. There are strict criteria for sites to be considered and it work is progressing to promote Hope Wood, along with other sites in the city, to meet those criteria. Site listings will be confirmed in 2024, once all the guidance has been published and assessed.
- **St Giles Youth Centre:** A community asset transfer has now been completed for this centre, effectively creating a long-term lease to the YMCA. Through external grant funding of £1.5m from the Youth Investment Fund, the YMCA will now begin a programme of capital works to the building to enhance and improve it prior to once again making it available to the community, with a focus on engaging young people in the area.
- **Greyfriars:** Working in partnership with Heritage Lincolnshire, the project is to refurbish the grade 1 listed Greyfriars building and bring the Scheduled Ancient Monument back into use. Funded by the National Lottery Heritage Fund (NLHF), Towns Fund, Changing Places (DLUHC) and others, NLHF have recently confirmed their award for the delivery stage of the project to go-ahead, meaning all funding, totalling just over £3m, is now in place. Construction works are scheduled to commence spring 2024 with practical completion in 2025. Heritage Lincolnshire will lease the building for the purposes of flexible mixed-use education and event space on the first floor, alongside a ground floor café, with interpretation of the history of the building throughout.
- **Harlequin:** The Harlequin project comprises neighbouring 20-22 Steep Hill (name after the former Harlequin bookshop) and 40-42 Michaelgate. Again, working in partnership with Heritage Lincolnshire, phase one is funded by the Architectural Heritage Fund (AHF) and comprises the refurbishment and conversion of 40-42 Michaelgate into two holiday lets. This is scheduled to complete by summer 2024. Income from the holiday lets will be ring-fenced to contribute towards phase two which will be the more substantial refurbishment of 20-22 Steep Hill. Funding sources are currently being explored for phase two with the National Lottery Heritage Fund likely to be the primary source.

- **Local Landscapes, Hidden Histories (formerly called Lincoln's Green Museum):** A three-year project that has recently commenced and seeks to engage the public in the important history of some of our key parks and open spaces. An innovative events/activities programme for next year will be published shortly which will seek to engage some groups not traditionally interested in history, or perhaps open spaces. Overall, the project enables the Council to establish an accessible archive of all we know about our key parks and open spaces for posterity.

## 5. Recommendation

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

**Is this a key decision?** No

**Do the exempt information categories apply?** No

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

**How many appendices does the report contain?** One

**List of Background Papers:** None

**Lead Officer:** Simon Walters, Director of Communities and Environment  
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## Appendix A Remarkable Place Monitoring Table –November 2023

Project name	Project manager	Original Milestones	CMT Champion update of progress against milestones	RAGB
Heritage Action Zone  PH – Naomi Tweddle	Nicola Collins	<p>2023/2024 projects</p> <ol style="list-style-type: none"> <li>1. Central Market capital works – full renovation</li> <li>2. St Mary’s Guildhall capital works – stabilise building, make watertight and consider new use (feasibility business case appraisal)</li> <li>3. Shopfronts – final shopfront, St Mary’s Street.</li> <li>4. HAZ Cultural Engagement</li> </ol>	<p>All projects proceeding as planned.</p> <ol style="list-style-type: none"> <li>1. The HAZ funded elements of the Central market refurbishment are still on track for completion in Autumn 2023 with internal fit out to follow</li> <li>2. Works to make the structure safe and watertight are now complete and the study to assess options for future use has been received and being evaluated. This work has preserved one of our important historic buildings in the city.</li> <li>3. Three proposed shopfront renovations have sadly not come forward due to the uncertainty of the current economic climate. However, Historic England have permitted the grant to be carried forward into this financial year and a scheme is currently being costed up for a further property on St Mary’s Street.</li> <li>4. A wide range of cultural events have been delivered over the last three years to support the HAZ programme. Those in the final year of the programme include: <ul style="list-style-type: none"> <li>- Series of street theatre events</li> <li>- Two digital Heritage trails</li> <li>- Light installations at Christmas 2022</li> <li>- Events on the High Street by Mash Up</li> </ul> </li> </ol>	

## Appendix A Remarkable Place Monitoring Table –November 2023

Project name	Project manager	<u>Original</u> Milestones	CMT Champion update of progress against milestones	RAGB
		5. Barbican capital works – repairs  6. St Mary le Wigford works	<ul style="list-style-type: none"> <li>- Capacity building in the arts sector through “mash up”, a local arts organisation set up to support local artists</li> </ul> 5. Work progressing to bring building back into use as a Creative Hub. Work scheduled for completion March 2024.  6. Tree works to reduce the canopies was carried out in Jan/Feb 23, landscaping and wall work completed May 2023.	
Events programme for the City   PH – Naomi Tweddle	Claire McDowall	1. New programme of events for 2023	1. Programme for 2023 confirmed:  <ul style="list-style-type: none"> <li>- <b>BBC Introducing Live concert</b> – Sept 23 -completed. Uplift in footfall Saturday 3<sup>rd</sup> Sept +4.57% uplift, Sunday 4<sup>th</sup> Sept + 16.81% uplift. Positive visitor feedback. Overall cost less than £10k</li> <li>- <b>Monster invasion</b> – Oct 23 – completed. 10% uplift in parking, shops reported 10% and above increase in sales over same period last year, and social media reach in excess of 800k. Visitor survey feedback very positive. Footfall up 100% in Bailgate on Saturday 28<sup>th</sup> compared to 21<sup>st</sup> oct. and up 33% in city centre. Overall cost to the city council -£25k</li> <li>- <b>Ice trail</b> – scheduled for 9<sup>th</sup> and 10<sup>th</sup> Dec 23</li> <li>- <b>Refreshed Christmas lights and additional lighting installations</b> – from 23<sup>rd</sup> Nov 23</li> <li>- <b>series of live Christmas carol/brass band performances</b> -</li> </ul>	Green

## Appendix A Remarkable Place Monitoring Table –November 2023

[illegible]

## Appendix A Remarkable Place Monitoring Table –November 2023

Project name	Project manager	Original Milestones	CMT Champion update of progress against milestones	RAGB
Further develop Leisure strategy for the city  PH Bob Bushell/Donald Nannestad	Steve Lockwood	Overarching strategy to be supported through a 'wardrobe' of 4 policies/strategies:  1. Physical activity strategy  2. Play Strategy  3. Built facilities strategy.  4. Playing Pitch Strategy	Overarching strategy being explored with a range of partners to create a comprehensive strategy for the city over next 20 years – this could take a year to commission and deliver.  1. Engaging with Active Lincolnshire and Active Nation to help develop the Physical Activity strategy into a delivery plan for the city –delivery plan will be reviewed and refreshed alongside an update of strategy itself from Jan 24  2. The scope for a refresh has been revisited, engaging with Planning colleagues. Exploring options to do work across central Lincolnshire via Active Lincolnshire. Target for completion –Sept 24  3. In place - Update to this Strategy being considered as part of work across Central Lincs. Meetings with Active Lincs and Central Lincs Planning on going to develop a new updated strategy in 2024  4. In place - Active Lincolnshire and Central Lincs joint proposal to refresh on a county wide footprint from Jan 24	Amber
Preparations for new Refuse Collection, Street Cleansing and Grounds	Steve Bird	Accommodate changes within the Environment Act 2021  Prepare all docs for new contracts	Waste and cleansing service procurement has commenced with invitations to tender now issued to the market – w/c 27 <sup>th</sup> November Nov 23	Green

## Appendix A Remarkable Place Monitoring Table –November 2023

Project name	Project manager	<u>Original</u> Milestones	CMT Champion update of progress against milestones	RAGB
Maintenance contracts (incl accommodating national changes to waste services)  PH Bob Bushell		All elements on track as at Oct 23	Commencement with the procurement of grounds maintenance is scheduled for spring 2024  Award of waste and cleansing contract scheduled for July 2024 Award of grounds maintenance contract scheduled for February 2025 as this contract does not require such a long mobilisation period  Both contracts to start 1 <sup>st</sup> September 2026.	
Introduction of paper and card  PH Bob Bushell	Steve Bird/ Caroline Bird	Introduction of paper and card collections to the city in 2024	Work continues to assess the cost and impact of introducing a separate paper and card collection service in the city -similar to that being rolled out by the county council in other areas of the county. Reports will be brought forward to scrutiny and Executive in early 2024 on options relating to if and how this could be effectively rolled out.	Green
Biodiversity Net Gain - role of the city council in offsetting solution  PH Bob Bushell	Kieron Manning/TFT	Work to assess all city council suitable sites for enhancement through Bio Diversity Net Gain requirements within the Planning process	Meetings with Lincs Wildlife Trust and other county wide partners to incorporate sites within county plan. Focus for officer is to ensure the city has offsetting options recognised. Currently Hope Wood will be promoted as the first offsetting site in the city	Green

## Appendix A Remarkable Place Monitoring Table –November 2023

Project name	Project manager	Original Milestones	CMT Champion update of progress against milestones	RAGB
Greyfriars  PH Naomi Tweddle		Delivery of the renovation of a significant heritage asset in the city	This is the refurbishment and reuse of an internationally important, listed building and scheduled monument dating from the 13th century for use as a heritage attraction. This will include a mix of a digital and tactile, immersive interpretation scheme, temporary exhibitions, events, conferencing and educational activities. The works went out to tender in September 2023, and a start on site planned for February 2024. Construction works are due to be completed by February 2025 with the building open to the public by the end of April 2025.	Green
Harlequin/ Michaelgate  PH Naomi Tweddle		Substantial refurbishment of 20-22 Steep Hill – known as the Harlequin and neighbouring flats on Michaelgate	<ul style="list-style-type: none"> <li>Funding of Harlequin building will take some considerable time to source and so information boards are to be placed in the windows in Nov 23. These will tell the story of the history of the building.</li> <li>The refurbishment and conversion of 40-42 Michaelgate into two holiday lets. This is scheduled to complete by summer 2024. Income from the holiday lets will be ring-fenced to contribute towards phase two which will be the more substantial refurbishment of 20-22 Steep Hill</li> </ul>	Green
Green Museum	Steve Bird	<ol style="list-style-type: none"> <li>Permission to start granted, June 2023</li> <li>Activities start late summer 23</li> <li>Activities end July 26.</li> <li>Evaluation</li> </ol>	3 year project commenced at end of June 2023 and staff now in place. Activity plan being finalised. Good engagement with partners already being achieved.	Green

**PEFORMANCE SCRUTINY COMMITTEE****7 DECEMBER 2023**

**SUBJECT: WORK PROGRAMME 2023/24**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: CLAIRE TURNER, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

- 1.1 To present members with the Performance Scrutiny Committee work programme for 2023/24 (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:**

Claire Turner, Democratic Services Officer  
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**25 May 2023**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Financial Performance (Detailed): Outturn 2022/23 Quarter 4	Jaclyn Gibson/ Colleen Warren	Quarterly Report Professional High Performing Services
Treasury Management Stewardship and Actual Prudential Indicators Report 2022/23 (Outturn)	Jaclyn Gibson/Colleen Warren	Six Monthly Report Professional High Performing Services
Performance Monitoring Outturn 2022/23 Quarter 4	Graham Rose	Quarterly Report-Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 4	Jaclyn Gibson/Colleen Warren	Quarterly Report Professional High Performing Services

22 June 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Our People and Resources	Portfolio Holder	Annual Session  Professional High Performing Services
<b>Monitoring Item(s)</b>		
Review - Lincoln Citizen's Panel	Michelle Hoyles	Requested by the Committee

**13 July 2023 (*Monitoring Overview*) – CANCELLED**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
<b>Monitoring Items</b>		

## 17 August 2023 (Quarterly Monitoring)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 1	Laura Shipley	Quarterly Report Professional High Performing Services
Treasury Management – Quarter 1	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 1	Graham Rose	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 <i>Professional High Performing Services</i>

**28 September 2023 (*Thematic Reviews*)**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Inclusive Economic Growth	Portfolio Holder	Annual Session Lets Drive Economic Growth
Portfolio Under Scrutiny - Customer Experience and Review	Portfolio Holder	Annual Session
<b>Other Item(s)</b>		
Central Lincolnshire Local Plan Annual Report 2022/23 including Financial Update	Toby Forbes-Turner	Annual Report Lets Drive Economic Growth
Scrutiny Annual Report	Democratic Services	Annual Report Professional High Performing Services

16 November 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Reducing All Kinds of Inequality	Portfolio Holder	Annual Session Reducing Inequality
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 2	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 2	Graham Rose	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	Laura Shipley	Half Yearly Report Professional High Performing Services
<b>Other Items:</b>		
Budget Theme Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services

7 December 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Remarkable Place /Addressing the Challenge of Climate Change	Portfolio Holder	Annual Session Lets Enhance Our Remarkable Place
Portfolio Under Scrutiny - Climate Change	PH for Remarkable Place	Annual Report
Annual Report for Remarkable Place V2025 Theme	Simon Walters	Annual Report

18 January 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Portfolio Under Scrutiny Session – Quality Housing	Portfolio Holder	Annual Session Lets Deliver Quality Housing
<b>Monitoring Item(s)</b>		
Fire Safety Update	Matt Hillman	Annual Report



15 February 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Financial Performance (Detailed) – Quarterly Monitoring: Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Performance Quarterly Monitoring: Quarter 3	Graham Rose	Quarterly Report Professional High Performing Services
Treasury Management : Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Strategic Risk Register – Quarterly Report Quarter 3	Laura Shipley	Quarterly Report Professional High Performing Services
Feedback from Budget Review Group	Laura Shipley	Annual Report Professional High Performing Services
Section 106 Contributions Update	Nicola Collins	Annual Report Lets Drive Economic Growth

7 March 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Standard Items</b>		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
<b>Monitoring Items</b>		
Targets for 2024/25	Graham Rose	Annual Report
Performance Measure Proposals	Kate Ellis	Requested at meeting held on 28 September 2023.

### Portfolio Under Scrutiny Sessions

Date	Portfolio
22 June 2023	Our People and Resources
28 September 2023	Customer Experience and Review
28 September 2023	Economic Growth
16 November 2023	Reducing Inequality
7 December 2023	Remarkable Place
18 January 2024	Quality Housing



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