

PERFORMANCE SCRUTINY COMMITTEE

Thursday, 15 February 2024
6.00 pm
**Committee Rooms 1 and 2,
City Hall, Beaumont Fee,
Lincoln, LN1 1DD**

Membership:	Councillors Gary Hewson (Chair), Martin Christopher, David Clarkson, Thomas Dyer, Lucinda Preston, Rachel Storer, Pat Vaughan (Vice-Chair), Joshua Wells and Loraine Woolley
Substitute member(s):	Councillors Liz Bushell, Natasha Chapman, Adrianna McNulty, Clare Smalley and Aiden Wells
Officers attending:	Nicola Collins, Democratic Services, Jaclyn Gibson, Emily Holmes, Graham Rose and Laura Shipley

A G E N D A

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2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Section 106 and CIL Contributions Update	17 - 24
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You are asked to resolve that the press and public be excluded from the meeting during the consideration of the following item(s) because it is likely that if members of the press or public were present, there would be

SECTION B

11. Strategic Risk Register - Quarterly Review

[Exempt Para(s) 3]

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

Apologies for Absence: Councillor Rachel Storer

57. Confirmation of Minutes - 7 December 2023

RESOLVED that the minutes of the meeting held on 7 December 2023 be confirmed and signed by the Chair as a true record.

58. Declarations of Interest

No declarations of interest were received.

59. Change to Order of Business

RESOLVED that the order of business be changed to allow the report entitled 'Fire Safety Update' to be considered as item number 3 on the agenda.

60. Fire Safety Update

Matthew Hillman, Assistant Director of Investment:

- a. presented an update on the City of Lincoln Council (CoLC) current position regarding Fire Safety to the housing stock including high rise tower blocks, supported housing schemes and low risk flats
- b. reported that all of the high-rise tower blocks had a type 4 survey and the supported housing schemes had a current Fire Risk Assessment (FRA)
- c. stated that all low-rise blocks have had a FRA in the last three years (review frequency every two years in low rise blocks), however those showing as not having a current FRA would be prioritised for review
- d. noted that all three tower blocks had been registered with the building safety regulator prior to the deadline date of 30 September 2023
- e. advised that work on the Building Safety case report was underway and would be completed by 1 April 2024
- f. explained that Lincolnshire Fire and Rescue had completed Fire Safety Visits at the three high rise tower blocks in February/March 2023 and a training exercise at Jarvis House had also been completed
- g. detailed the fire safety audits that had been completed at De Wint Court and the three high rise tower blocks which provided reassurance that the day-to-day fire safety was being managed at these locations
- h. invited questions and comments from Members of the Committee:

Question: Some residents of De Wint Court were taking their mobility scooters into their flats to charge them due to lack of storage space available. Was this a fire safety concern?

Response: From a building perspective if there was a fire in a flat the compartmentation system would work to contain the fire. This was not ideal from a tenant perspective but work was ongoing with Lincolnshire Fire and Rescue to educate customers on fire safety. The mobility scooter policy was currently under review to ensure that it was robust.

Question: How often did Lincolnshire Fire and Rescue visit the high rise tower blocks?

Response: Lincolnshire Fire and Rescue had been given additional powers and responsibilities under the Fire and Safety Act 2021. The Council worked closely with them and they could visit at any time. The Council had asked to be notified in advance of a visit so that some tenant engagement could be undertaken. It was expected that a visit would take place on an annual basis.

Question: How many fire doors had been tested to date?

Response: An answer would be provided following the meeting and the figure would be included in next years update report.

Question: Had the fire doors at Trent View been checked? There was a rush of airflow through the door which was different to the fire doors at Shuttleworth House.

Response: The fire doors at Trent View were notional and they had been inspected. The vent system was different at Trent View and Jarvis House compared to Shuttleworth House which affected the air flow. Work was ongoing with Lincolnshire Fire and Rescue to ensure that they were happy with the vent system in place.

Question: How did the Council safeguard itself if there was an incident relating to e-scooters being kept in flats?

Response: The mobility scooter Policy was currently being refreshed to ensure that it was robust. The Council could not stop tenants storing their e-scooters in their homes, but we would work alongside Lincolnshire Fire and Rescue to advise tenants against it. Going forward the Council would be engaging with tenants much more than in the past. We were looking at better and more effective ways of engaging for example short videos, QR codes and shorter, plain english documents.

Comment: Short videos were a good way to communicate with customers with whom English was not their first language. People could often speak English but could not read or write it.

Response: Going forward we would need to gather more information on tenants. Work was ongoing with customers services to ask certain questions of customers to gather information which would help to be able to provide a better service to customers.

Question: Could the Council work with Lincoln Embracing All Nations (LEAN) to engage with tenants?

Response: Yes, there were already good links with LEAN via the Neighbourhood Working Team.

Question: Could excess damage to timber framed buildings be prevented when putting out fires in future?

Response: We would inform Lincolnshire Fire and Rescue of which buildings were timber framed.

RESOLVED that the fire safety update of the Councils Housing Stock be noted.

61. Portfolio Holder under Scrutiny - Quality Housing

Councillor Donald Nannestad, Portfolio Holder for Quality Housing:

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

- Homelessness
- Tenancy Services
- Voids
- Housing Repairs
- Housing Investment
- New Build
- Decarbonisation
- Control Centre
- Private Sector Housing
- Health

b. suggested that in future this meeting be scheduled for one week later in the committee calendar due to the timescales and availability of the Quarter 3 data

c. invited questions and comments from Members of the Committee:

Question: Did the number of damp and mould issues that were reported relate to Council Housing Stock or Private Housing?

Response: It related to Council Housing Stock.

Question: Could damp and mould be caused by lack of ventilation at a property?

Response: Each case was considered on its own merit and information was provided to the tenant.

Question: Did the plaster have to be replaced in the properties that were affected by damp and mould?

Response: We would look at different ways of improving the situation for example fitting vents. Plaster was replaced if all other solutions had been exhausted.

Question: Where would the new builds referenced in the report be located?

Response: Goldsmith Walk.

Question: There had been reports of issues with kitchen fittings at De Wint Court. Was this an issue in other De Wint Court flats?

Response: There had been a number of issues at De Wint Court. The Contractor had visited the site and would be investigating and addressing the issues.

Comment: When a Councillor reported a repair on behalf of a tenant, we did not receive any feedback as to whether the repair had been completed or not.

Response: Councillors should receive a response. This would be discussed with the relevant team to ensure this happens in future.

Question: Lincoln scored low in the statistics for health within the county. The City of Lincoln Council (CoLC) needed to do more to address this. Could the Portfolio Holder for Housing attend the Health Scrutiny Committee at Lincolnshire County Council (LCC) instead of the Chair of Policy Scrutiny Committee?

Response: The representative on the Health Scrutiny Committee at LCC had to be a back bencher and could not be a Portfolio Holder. The member representing CoLC had the same rights on the committee as the other district councillors. The Portfolio Holder attended many meetings relating to health at LCC. The CoLC could improve the health within the city through other ways such as addressing issues within housing and employment.

Response: Suggested that at the next Scrutiny Chair meeting, consideration could be given to how the information from Health Scrutiny Committee could be reported back to CoLC members.

Question: The number of damp and mould reports had increased year on year and there had been issues raised at 772 properties this year to date. How much compensation had the Council paid in disrepair claims?

Response: This information would be provided following the meeting. There had been an uptake in disrepair compensation claims recently due to no win no fee solicitors advertising to tenants. The legislation needed to be changed to address this issue.

Comment: The Council should be more proactive at logging cases of damp and mould in council houses.

Response: Improvements had been made at logging this information.

Question: Could more context be provided on the Downsizing Policy?

Response: This policy would be presented to the next meeting of Housing Scrutiny Sub Committee. It was difficult to persuade people to move to a smaller property, but we considered ways to incentivise people to downsize.

Question: Would there be a significant cost to the Council due to the changes with the Social Housing Regulator?

Response: An annual fee would have to be paid to the Social Housing Regulator which would be based on the number of properties in the housing stock. It was currently under debate as to whether it was fair to pay for a service that was already provided.

Question: There was a large cost to the Council for temporary accommodation. There had been previous discussions about procuring a facility for temporary accommodation. Had this been secured?

Response: The proposed site for temporary accommodation was more expensive than expected and therefore was not progressed. Other solutions were being considered.

Question: Had the Council been notified of the Social Housing Regulator performance measures?

Response: The Social Housing Regulator had provided draft performance measures, of which some were already measured by the Council and some would be new measures.

Question: Why was the percentage of urgent repairs carried out within time limits (3 days) below target?

Response: Some repairs had been allocated incorrectly as urgent repairs when they should have been scheduled repairs. Once these were entered into the computer system they could not be changed. Staff from Hamilton House had listened to customer service calls to address the issue. There had also been an increase in the number of repairs reported due to the recent storms which had affected the figures.

Question: How often were the communal areas of flats cleaned? Was there an issue of items being left in communal areas which prevented cleaning?

Response: A new policy had been implemented recently and cleaning of the communal areas was on a 6 week cycle for low rise flats and the high rise flats had a dedicated caretaker. If there was an ongoing issue that a communal area could not be cleaned due to items left in the communal area, then this would be reported to the Housing Officer who would visit the tenant. It was not an issue that regularly occurred.

Question: Did Housing Officers receive regular training for example on safeguarding and domestic abuse?

Response: The Housing Department had an internal training co-ordinator who provided all the training for the Department. Domestic abuse and safeguarding had been completed and the training was being implemented as a number of safeguarding issues were reported.

Question: Why was there a number of gaps in the commentary of the performance indicators?

Response: This was due to the timing of the Quarter 3 data being available. The information would be included in the report when it was presented to Housing Scrutiny Sub Committee.

Question: There were issues with the Housing Department adhering to the Member Contact Protocol. What had been done to address this?

Response: This was an issue within the Department and the response times to members questions and complaints had been slow. Some of the delay is caused by the sheer volume of service requests coming in from a number of members. The issue would be reviewed and discussed with managers again. The appointment of the two new Assistant Directors would help to address this issue. A response on how improvements would be made would be circulated following the meeting.

Question: Contractors used by the Council sometimes sub-contracted work to contractors that the Council may not use. It was important to maintain standards and get best value for money. How many direct award contracts had been given for over £25K?

Response: Contractors did use sub contractors, however the contract requirements and service standards laid out in the contract remained relevant. The Council would ensure the main contractor delivered what was expected. Any issues relating to workmanship or service standard were for the main contractor to deal. The number of direct wards across the council was not a number we had to hand.

Question: When would the Housing IT Replacement Programme be implemented?

Response: The main areas would be implemented in May and some additional areas would be rolled out in September 2024. The new system would improve

customer service as it would send messages to tenants about appointments etc and request feedback.

Question: Could more information be provided on the strategy for garage sites?

Response: The Garage Strategy would be considered by Housing Scrutiny Sub Committee shortly. The strategy would set out the vision, goals and objectives. Once this was in place an operational policy would be produced which would include the details such the pricing structure etc.

Question: Could surplus University accommodation be used as temporary accommodation for homelessness?

Response: This was being considered and discussed with the University.

Question: With regards to decarbonisation, every property was heated by a gas boiler. Was there any plans to trial the installation of heat pumps?

Response: The 11 new properties at Hermit Street would have heat pumps installed so we would be able to learn from those. Consideration would be given to retrofit some heat pumps in older properties.

Question: With regards to the Lincare Housing Assistance service customer satisfaction, how many surveys were sent out?

Response: 105 surveys were sent out in Quarter 2 2023/24. 41 responses were returned of which 40 were satisfied (97.56%) with their new Lincare Housing Assistance service connection to the Control Centre.

Comment: The report gave a false impression of high customer satisfaction as it stated that only 1 person was dissatisfied with the service out of 41 responses, although less than half of the surveys were returned.

Question: How had the team progressed with gaining access to properties to undertake pre-void inspections?

Response: It was difficult to gain access to some properties as they became void due to the tenant passing away. We would aim to visit all properties annually so in future we would have better information on properties prior to them becoming void. Instruction videos had been produced to advise tenants on how a property should be left. We were also looking at the recharge mechanisms available to us for those tenants that left a property damaged or full of rubbish.

Question: An amendment to the Tenancy Agreement in relation to De Wint Court was referenced at a recent Audit Committee. It was stated that the amendment would not made until 2025. Why would this take so long to make the amendment?

Response: A answer would be provided following the meeting.

Question: There had been reports to Councillors of issues with utilities at De Wint Court. Were residents aware of what they were paying for as part of their management fee?

Response: All Tenants were given a breakdown of the service charge last year and would be given a new breakdown towards the end of March for next year's charge so they were fully aware what they are paying for. This was sent to all tenants, irrespective of whether they paid their own rent or were in receipt of any benefits.

Comment: There were a number of issues reported to Councillors regarding De Wint Court that needed addressing.

Response: Individual cases would need to be discussed outside of Performance Scrutiny Committee. Please provide a list of specific issues to the Director of Housing and they would be addressed.

RESOLVED that the annual report be noted.

62. Work Programme 2023/24

The Chair:

- a. presented the 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.

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Performance Scrutiny Committee – Member request monitoring table

Date of committee – 18 January 2024

Action No.	Name of committee report	Information requested / question asked	Member name	Officer responsible for providing response	Date response provided	Response/ Action
1	Fire Safety Update	How many fire doors had been tested to date?	Councillor Christopher	Matt Hillman		The figure to be included in next year's update report.
2 11	Portfolio Holder under Scrutiny – Quality Housing	The number of damp and mould reports had increased year on year and there had been issues raised at 772 properties this year to date. How much compensation had the Council paid in disrepair claims?	Councillor Hewson	Daren Turner	5 th February 2024	Based on financial year 2022/23, being the latest full year and the time lapse between claim date and settlement, the total cost of disrepairs settled to date in relation to claims received in 2022/23 is £168,476. A small number of claims for 2022/23 remain open at present so this figure could be subject to change pending any upheld claim.
3	Portfolio Holder under Scrutiny – Quality Housing	An amendment to the Tenancy Agreement in relation to De Wint Court was referenced at a recent Audit Committee. It was stated that the amendment would not made until 2025. Why would this take so long to make the amendment?	Councillor Clarkson	Daren Turner	24 January 2024	<i>The reason for the date being given as “sept 2025” is that this process would involve the complete review and re write of the Tenancy Agreement which is a generic agreement for all tenants in our stock. We do not have a specific agreement for De Wint Court. This is a huge task due to the complexity of the Tenancy Agreement and the level of</i>

						<i>statutory consultation required before a new Agreement passes through all of the councils constitutional processes. However, work is already underway to review our existing Tenancy Agreement. Specific resource has been allocated to deliver the project. As such we would hope to have this work done by the end of 2024.</i>
4	Portfolio Holder under Scrutiny – Quality Housing	There were issues with the Housing Department adhering to the Member Contact Protocol. What had been done to address this?	Councillor Christopher	Daren Turner/ Danielle Green	26 January 2024	A suggested revised process was circulated to all committee members on the 26/01/2024 at 16:19.

Economic Growth

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

Reducing Inequality

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

Quality Housing

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

Remarkable Place

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

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

Our People and Resources

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

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

Customer Experience and Review

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

SUBJECT:	SECTION 106 AND CIL CONTRIBUTIONS UPDATE
DIRECTORATE:	COMMUNITIES AND ENVIRONMENT
REPORT AUTHOR:	NICOLA COLLINS, HERITAGE & PLANNING ENFORCEMENT TEAM LEADER

1. Purpose of Report

- 1.1 To provide the annual update on section 106 agreements and Community Infrastructure Levy (CIL) that has been collected, secured and spent in the last 12 months to December 2023.

2. Executive Summary

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

3. Background

- 3.1 A report was last brought before this committee in February 2023 outlining the section 106 agreement amounts for the preceding year up to December 2022.
- 3.2 The administration of the section 106 process is strictly regulated by the Town and Country Planning Act 1990. The resulting section 106 agreements are retained securely by the City Council and officers ensure that payments are received in accordance with the terms in the agreement. Once the commuted sum is received it is the responsibility of the City Council to utilise the sum in accordance with the terms of the agreement.
- 3.3 In most cases, sums are requested for specific infrastructure because there are three tests that must be satisfied to collect developer contributions; they must be directly related to the development, fairly and reasonable related in scale and kind and necessary to make the development acceptable in planning terms. This often determines where the contributions are allocated to. Officers do not determine the allocation of these monies. The projects that the contributions go towards have been identified by and/or agreed with portfolio holders in line with relevant Vision 2025 objectives and initiatives.

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

4. Details

- 4.1 The following table illustrates section 106 contributions and CIL secured for 2023 up to and including December 2023 as a result of new planning applications submitted during that period. Where applicable, information is provided on what the contribution is being collected for, in accordance with local plan policies.

4.2 S106 and CIL Required from New Planning Applications Jan 2023 to Dec 2023

Site	Affordable Housing	Local Green Infrastructure	Playing Fields	Education	Highway Works	NHS	CIL
Tanners Lane				0	0	22,000.00 Heart of Lincoln or Brayford Medical	0
471-480 High Street Care Home	120,346.00	2,712.00	1,163.00	0	0	3,318.16 Portland, Brant Road or Springcliffe Medical	0
Former Wildlife PH Woodfield Avenue	0	8,293.00	3,211.00	0	0	10,617.75 Birchwood or Woodland Medical	0
Former Golden Cross PH High Street	0	0	0	0	0	12,925.00 Heart of Lincoln, Brayford, Springcliffe or Abbey Medical	0

Land at Hermit Street	0	0	0	0	0	6,957.50 Heart of Lincoln, Brayford, Springcliffe or Abbey Medical	0
Steep Hill	0	0	0	0	0	0	7910.94
Mill Road	0	0	0	0	0	0	3094.70
Yarborough Road	0	0	0	0	0	0	11,720.77
Longdales Road	0	0	0	0	0	0	2849.64
Wragby Road	0	0	0	0	0	0	9800.00
Yarborough Road	0	0	0	0	0	0	4338.26
Albion Crescent	0	0	0	0	0	0	4394.97
Castle Street	0	0	0	0	0	0	1185.22
Total	120,346.00	11,005.00	4,374.00	0	0	55,817.00	45,294.50

4.3 The table illustrates what developer contributions have been requested, in accordance with the 3 tests. Where the amount is unallocated, it must be spent within proximity to the site of the development, which will be informed using City Council play and playing field strategies. None of the major schemes proposed included qualifying development for the purposes of CIL, but 8 separate minor developments attracted a CIL charge, as shown above.

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

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

4.6 **S106 and CIL Contributions Received Jan 2023 to Dec 2023**

Site	Affordable Housing	Local Green Infrastructure	Playing Fields	Education	NHS	CIL
Greetwell Close	£0	£6,564.00	£2,542.00	£0	£6,380.00	N/A (apartments)
Hermit Street	100% on site	£0	£0	£0	£6,957.50	N/A (affordable housing)
Former Monson Arms Retail Unit	N/A	N/A	N/A	N/A	N/A	22,400.00
Queen Street Dwelling	N/A	N/A	N/A	N/A	N/A	790.50
Wragby Road Dwelling	N/A	N/A	N/A	N/A	N/A	9800.00

Longdales Road Dwelling	N/A	N/A	N/A	N/A	N/A	2849.64
Woodstock Street Dwelling	N/A	N/A	N/A	N/A	N/A	8754.00
Yarborough Road Dwelling	N/A	N/A	N/A	N/A	N/A	1100.00
Castle Street Dwelling	N/A	N/A	N/A	N/A	N/A	1185.22
Mill Road 2 Dwellings	N/A	N/A	N/A	N/A	N/A	3094.70
Total	0	£6,564.00	£2,542.00	0	£13,337.50	49,974.06

S106 Spend Breakdown During 2023.

- 4.7 There were no projects that had section 106 monies allocated to them during 2023. However, there is work ongoing to prepare potential schemes for the £76,076.00 in the pot for Local Green Infrastructure and £233,660.00 in the pot for Strategic Playing Fields. Projects must be allocated in the following way:

4.8

Site	Playing Fields	Local Green Infrastructure	Expenditure date	Allocation
Westbrooke Road	£24,824.00	£14,936.00	June 2028	Boultham Park or within 1 mile of site
Wolsey Way	£12,452.00	£8,734.00	March 2030	Spend within Glebe Ward
Romangate	£154,085	On site	March 2030	Spend within locality of site
Riseholme Road	£29,636.00	Spent	March 2030	Within COLC area
Rookery Lane	£12,662.00	Spent	March 2031	Within COLC area
Albion Close	Spent	£9,521.00	February 2026	Within COLC area
St Botolph's Crescent	Spent	£6,900	May 2027	Within COLC area
Rear of 40 High Street	Spent	£3,668.00	July 2028	Queens Park play area
Moorland Avenue	Spent	£32,317.00	June 2029	Within COLC area

- 4.9 Appended to this report is the section 106 group's Terms of Reference document that officers adhere to and the following is a link to the supplementary planning document that supports the developer contributions policies within the Central Lincolnshire Local Plan and determines when and what section 106 and CIL can be collected for [Supplementary Planning Documents and Guidance Notes | Central Lincolnshire \(n-kesteven.gov.uk\)](https://www.central-lincolnshire.gov.uk/Supplementary-Planning-Documents-and-Guidance-Notes/)

- 4.10 The next annual report will be presented to this committee in approximately 12 months.

5. Resource Implications

- 5.1 The financial implications are contained within this report.

5.2 Legal Implications including Procurement Rules

There are no direct legal implications as a result of this report.

5.3 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

This report has no direct effect on equality in itself, but through measurement of service performance we are constantly able to review the quality of services for all recipients.

6. Recommendation

6.1 That Members note the contents of the report

Is this a key decision? No

Do the exempt information categories apply? No

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

How many appendices does the report contain? 1

List of Background Papers: None

Lead Officer: Nicola Collins, Heritage and Planning Enforcement Team Leader
Nicola.collins@lincoln.gov.uk

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Appendix A

S106 MONITORING GROUP

Approved by V20/20 Group Remarkable Place – 03/07/2019

MISSION STATEMENT

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

TERMS OF REFERENCE

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

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

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

PERFORMANCE SCRUTINY COMMITTEE**15 FEBRUARY 2024****SUBJECT: FINANCIAL PERFORMANCE – QUARTERLY MONITORING****DIRECTORATE: CHIEF EXECUTIVE & TOWN CLERK****LEAD OFFICER: LAURA SHIPLEY, FINANCIAL SERVICES MANAGER****1. Purpose of Report**

1.1. To present to Performance Scrutiny Committee the third quarter's performance 2023/24 (up to 31st December), on the Council's:

- General Fund
- Housing Revenue Account
- Housing Repairs Service
- Capital Programmes

And to seek approval for changes to the capital programmes.

1.2. Financial Procedure Rules require members to receive, on a quarterly basis, a report prepared jointly by the Chief Finance Officer and Corporate Management Team commenting on financial performance to date. This report is designed to meet this requirement.

2. Executive Summary

2.1. This report covers the General Fund Revenue, Housing Revenue Account budgets and Investment Programmes for the current financial year.

2.2. While there are still a number of variables, which are subject to a level of uncertainty, based on the latest set of assumptions as at the end of the third quarter (up to 31st December) the forecast financial position of the Council for 2023/24 is:

Revenue Accounts	2023/24		
	Budget £'000	Forecast @ Q3 £'000	Variance @ Q3 £'000
General Fund – Contribution (to)/from balances	191	(98)	(290)
Housing Revenue Account – Contribution (to)/from balances	59	73	14
Housing Repairs Service – (surplus)/deficit	0	552	552*

*any HRS variance is repatriated to the HRA and as such included within the HRA balances above

Capital Programmes	2023/24		
	Budget following Q2 Report £'000	Revised Budget @ Q3 £'000	Movement @ Q3 £'000
General Investment Programme	24,784	15,334	(9,450)
Housing Investment Programme	16,862	16,120	(742)

Balances	2023/24		
	Budgeted Balance @ 31/03/24 £'000	Forecast Balance @ 31/03/24 £'000	Forecast Movement £'000
General Fund Balances	(2,229)	(2,518)	(290)
Housing Revenue Account Balances	(1,126)	(1,111)	14
Housing Repairs Service Balances	0	0	0

Reserves	2023/24		
	Opening Balance @ 01/04/23 £'000	Forecast Balance @ 31/03/24 £'000	Forecast Movement £'000
General Fund Earmarked Reserves	(7,040)	(7,489)	(449)
HRA Earmarked Reserves	(3,510)	(3,467)	43

- 2.3. The detailed financial position is shown in sections 3-7 and accompanying appendices.

3. General Fund Revenue Account

- 3.1. 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 (after allowing for the 2022/23 outturn position).
- 3.2. The General Fund Summary is currently projecting a forecast underspend of £289,602 (Appendix A provides a forecast General Fund Summary), resulting in general balance at the year-end of £2,518,341. This position maintains balances above the prudent minimum of c.£1.5-£2m.
- 3.3. There are a number of forecast year-end variations in income and expenditure against the approved budget, full details of the main variances are provided in Appendix B while the table below sets out the key variances:

General Fund	Forecast
Forecast year-end key variances:	£'000
National pay award settlement	440
Reduction in Housing Benefits overpayments, increased non-recoverable temporary accommodation costs & increased non recoverable supported accommodation.	285
Building Regulations, Land Charges & Development Control income pressures	220
Less:	
Investment Interest	(504)
Lincoln Properties - tenant profit share arising from arrangements related to CVA agreed during Covid-19 pandemic, along with in year rent reviews.	(143)
Additional Government grant for Land Drainage Levies	(142)
Net Car Parking Income surplus (gross surplus £332k)	(122)
Net other variances	(324)
Overall forecast budget deficit/(surplus)	(290)

3.4. The key variances are predominately driven by the impact of external economic factors e.g. inflation and interest rates, which far exceed the assumptions underpinning the MTFS, along with rising service demands.

3.5. The main variances, both positive and negative cover:

- Pay award inflation pressure - the 2023/24 pay offer, made by the National Employers for Local Government Services earlier this year, was accepted by the Trade Unions on 31st October and was paid in December. The award reflects the higher of either, a flat rate increase of £1,925, or 3.5-3.8% to all employees, equivalent to a 9.4% increase for the lowest paid members of staff and with the majority of officers receiving pay rises above 5% for a second consecutive year.
- Investment income – as a result of the rising Bank of England Base Rate, which has maintained at 5.25% during quarter three, the level of interest earned on the Council's cash balances has increased significantly. At present there has been a limited consequential impact on the cost of borrowing as all debt is at fixed rates and no new borrowing has been undertaken (one loan has been re-financed in year, but this was at a lower interest rate).
- Unrecoverable Housing Benefit - increased demand for temporary accommodation, coupled with a shortage in suitable accommodation, has increased the use of bed and breakfasts. Regardless of the actual cost of the accommodation the amount that can be reclaimed through the housing subsidy process is limited to the local housing allowance rate of £91.15 per week. Despite this rate being increased in the Autumn Budget, this does not apply to housing benefit so has no impact on the Council's costs. In addition, there has also been an increase in the level of claims in relation to supported accommodation, which do not attract 100% subsidy, increasing the cost to the Council.

- Reduced fees and charges income – 2023/24 continues to see a reduction in income from planning applications, land charges and building control, and whilst the position at quarter three has improved due to a couple of larger applications, the forecast outturn remains lower than budgeted as a result of pressures in the construction and housing market as the ongoing economic climate and cost-of-living crisis continue to impact on development within the city.

3.6. The cost pressures in relation to the pay award are unavoidable, and the levels of income in relation to development in the city and primarily driven by economic factors, both of which have required the resetting of budgets as part of the MTFS. However, in relation to the increasing cost of housing benefits that the Council is bearing, the Corporate Management Team have commissioned a range of responses, these will focus on both managing the demand for temporary accommodation as well as exploring options to increase the supply of suitable accommodation to reduce the reliance on costly bed and breakfast usage. In addition, careful review of all supported accommodation claims is in place to ensure the appropriate levels of housing benefit are awarded.

3.7. While the forecast outturn for the General Fund is a budget underspend, there still remains uncertainty in terms of service demands and income forecasts. As such the final outturn position for the year is still subject to further change and will continue to be carefully monitored. At this stage no additional mitigations, other than those currently being implemented in response to temporary and supported accommodation costs, are recommended. Strong budgetary control should continue to be a focus to ensure expenditure and income remain balanced within the budget, resulting in a positive contribution to reserves at outturn.

3.8. Earmarked Reserves

3.9. Carry Forward Requests

Financial Procedure Rules state that Assistant Directors are able to carry forward any budget provision not utilised during the financial year, to be used for the same purpose, in future years subject to their Directorate as a whole not being overspent. Based on the forecast outturn as at quarter three, and subject to the final cash limit outturn, for each Directorate in 2023/24 a list of requests (which will be transferred from the surplus to earmarked reserves for drawdown in future years) is shown below totalling £60,400:

Directorate	Reason for Carry Forward	Amount £
CX-CITYSOL	Corporate Training reserve – retain unutilised training budget to support ongoing training needs.	23,400
DHI	Homelessness Reserve – retain underspent core budget, as a result of increased grant allocation, to support ongoing Homelessness pressures.	37,000
Total carry forward requests:		60,400

These carry forward requests are included in the forecast outturn position.

3.10. Transfers to Reserves

In addition to the above carry forward requests, a number of requests for additional transfers to reserves have been made, whereby Directorates have requested a transfer to a new, or existing, reserve for a number of underspent budgets, to be used for alternative purposes or to mitigate risks, in future years subject to their Directorate as a whole not being overspent. Based on the forecast outturn as at quarter three, and subject to the final cash limit outturn for 2023/24, a list of requests is shown below totalling £126,650:

Directorate	Reason for Carry Forward	Amount
		£
CX-STRATDEV	IT Reserve – transfer proportion of directorate underspend to reserves to support V2025 IT Strategy	43,650
DMD	Climate Change Initiatives – transfer proportion of directorate underspend to reserves to support the Councils Climate Change initiatives	30,000
DMD	Central Market – transfer proportion of directorate underspend to support non-recurrent costs linked to launch of the new Central Market	15,000
DCE-Directorate wide	Income Volatility Reserve – transfer directorate underspend to Corporate Income Volatility reserve to mitigate income risks in future years	38,000
	Total carry forward requests:	126,650

These additional reserve contributions are included in the forecast outturn position.

3.11. Further details of the General Fund Earmarked Reserves are set out in paragraph 6 and Appendix G.

3.12. Towards Financial Sustainability Programme

The savings target included in the MTFS for 2023/24 was £185,210.

Progress against this target, based on quarter three performance, shows that secured savings total £126,080 for the General Fund, with a further £121,590 identified, resulting in an over-achievement of £62,460 in year.

A summary of the specific reviews that have contributed to this delivery are shown in Appendix K.

4. Housing Revenue Account

4.1. 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 an estimated level of general balances at the year-end of £1,125,517, after allowing for the 2022/23 outturn position.

- 4.2. The HRA is currently projecting a forecast overspend of £13,787, which would result in HRA balances of £1,111,730 as at the end of 2023/24, Appendix C of this report provides a forecast Housing Revenue Account Summary. This position maintains balances above the prudent minimum of c.£1m.
- 4.3. Although the forecast position is an overspend there are a number of significant variations in income and expenditure. Full details of the main variances are provided in the Appendix D, while the table below sets out the key variances:

Housing Revenue Account Forecast year-end key variances:	Forecast £'000
National Pay Award Settlement	126
Insurance Fund – Disrepairs Claims	148
Less:	
Increased Investment Interest	(791)
HRA Repairs Account	(298)
Additional Rental Income	(188)
<u>HRS Recharges:</u>	
Housing Repairs Service Overall Deficit Repatriation	552
HRS Repairs – increased Responsive and Aids & Adaptations jobs	524
HRS Repairs – reduced level of Voids and Cleansing jobs	(116)
Net Other Variances	16
Overall forecast deficit/(surplus)	14

- 4.4. In line with the General Fund, some of the key variances are predominately driven by the impact of external economic factors, which far exceed the assumptions underpinning the MTFS. However, in addition, the HRA and HRS continue to experience a number of other variances due to demand pressures and the ongoing recruitment and retention challenges.
- 4.5. The main variances, both positive and negative, cover:
- Pay award inflation pressure - the 2023/24 pay offer, made by the National Employers for Local Government Services earlier this year, was accepted by the Trade Unions on 31st October and was paid in December. The award reflects the higher of either, a flat rate increase of £1,925, or 3.5-3.8% to all employees, equivalent to a 9.4% increase for the lowest paid members of staff and with the majority of officers receiving pay rises above 5% for a second consecutive year.
 - Insurance Fund – claims currently not funded from the insurance reserve, subject to outturn, predominantly driven by increasing levels of Disrepair Claims. Contributions into the Insurance Fund have been increased in the new MTFS to reflect that increased level of claims seen over the last 3 years and work to manage claims continues via the Disrepairs Working Group.

- Investment income – as a result of the rising Bank of England Base Rate, which has maintained at 5.25% during quarter three, the level of interest earned on the Council's cash balances has increased significantly. At present there has been a limited consequential impact on the cost of borrowing as all debt is at fixed rates and no new borrowing has been undertaken (one loan has been re-financed in year, but this was at a lower interest rate).
 - HRA Repairs Account – repairs and maintenance costs across various contracts are underspent as a result some of the work being undertaken as part of the voids works programme, alongside fluctuations due to the cyclical nature of some jobs.
 - Rental income – income levels are higher than anticipated due to a higher than budgeted opening Housing stock at the start of the financial year, coupled with higher than expected occupancy, and rent levels, at the new Rookery Lane development.
 - Housing Repairs Services (HRS) – the service is currently reporting a forecast deficit, which is consequentially repatriated to the HRA, as a result of the issues set out in Section 5 below. In addition, demand for responsive housing repairs and aids and adaptations has significantly increased in year, though partially offset by a reduction in the level of voids repairs and cleansing works, resulting in a switch in the nature of HRS rechargeable works.
- 4.6. As outlined throughout this report, there still remains a number of variables in the forecast assumptions, and as such the final outturn position for the year is still subject to further change. At this stage no additional mitigations, other than those currently being implemented in response to the issues faced by the HRS and to the rising cost of Disrepair claims, are recommended. Strong budgetary control should continue to be a focus to ensure expenditure and income remain balanced within budget.
- 4.7. **HRA Earmarked Reserves**
- Details of the HRA Earmarked Reserves are set out in paragraph 6 and Appendix G.
- 5. Housing Repairs Service**
- 5.1. For 2023/24 the Council's Housing Repairs Service net revenue budget was set at zero, reflecting its full cost recovery nature.
- 5.2. At Quarter 3 the HRS are forecasting a deficit of £552,062 in 2023/24, Appendix E provides a forecast HRS Summary. Full details of the main variances are provided within Appendix F of this report, while the key variances are summarised below:

Housing Repairs Service Forecast year-end key variances:	Forecast £'000
Increased use of sub-contractors and increases in sub-contractor prices	1,585
Increase in materials usage and price	29
National Pay Award Settlement	125
Less:	
Staff vacancies due to recruitment and retention challenges	(662)
Increased income for HRS jobs for increased works	(567)
Net other variances	42
Overall forecast deficit/(surplus)	552

- 5.3. The main contributory factor to the deficit is the ongoing recruitment and retention challenges, which is being felt not just by the council but across the construction industry as a whole. This inability to attract and retain staff results in a greater reliance on the use of sub-contractors to ensure that service demands are met. The cost of using subcontractors is however more expensive than the HRS's own workforce, due to the ongoing impact of inflationary factors, a reduced national workforce and a reduced pool of contractors from which to secure services. These additional costs are therefore not fully offset by the vacancy savings achieved by not carrying out the work internally.
- 5.4. As the increased sub-contractor costs are not reflected in the service hourly rate and overhead recovery is not recouped on sub-contractors this results in an under recovery of full costs from the HRA.
- 5.5. Whilst last year high vacancy levels, and the use of sub-contractors rather than the Council's own workforce, resulted in an underspend on materials for the Council, this year higher than anticipated inflation levels, an industry wide issue, and an expected increase in repairs jobs has resulted an overspend on materials further compounding the HRS forecast position.
- 5.6. The forecast deficit also includes the impact of the national pay award, which is significantly over and above the assumptions included within the MTFS as outlined in both the General Fund and HRA variances. The 2023/24 pay offer, made by the National Employers for Local Government Services earlier this year, was accepted by the Trade Unions for both Red and Green Book employees and was subsequently paid in December. The award reflects the higher of either, a flat rate increase of £1,925, or 3.5-3.8% to all employees, equivalent to a 9.4% increase for the lowest paid members of staff and with the majority of staff receiving pay rises above 5% for a second consecutive year.
- 5.7. It should be noted that due to the interconnection of the HRS and HRA the consequential costs in the HRA are ordinarily reduced, and therefore offset any repatriated deficit. However due to the increased usage of more expensive sub-contractors and materials, and an increased volume of works, this is not the case this financial year, as detailed above, and there is a significant additional cost for

repairs and maintenance of the housing stock that is being incurred by the HRA. This additional cost is currently being offset against the overall HRA position as set out in section 4 above.

6. Earmarked Reserves

6.1. The Council holds a number of earmarked revenue reserves over both the General Fund and HRA. These reserves are sums set aside for specific purposes and to mitigate against potential future known or predicted liabilities. Key reserves include income volatility, business rates volatility, IT investment fund, asset sinking funds for future refurbishment etc. A number of these reserves are budgeted for use over the period of the MTFS.

6.2. The details of all the earmarked reserves and their forecast balance as at 31st March 2024 are attached in Appendix G, with further details in the MTFS 2023-2028. In summary:

Earmarked Reserves	Opening Balance 01/04/23 £'000	Increase £'000	Decrease £'000	Closing Balance 31/03/24 £'000
General Fund	7,040	2,322	(1,873)	7,489
Housing Revenue Account	3,510	137	(180)	3,467

7. Capital Programme

7.1. General Investment Programme

7.2. The revised General Investment Programme for 2023/24 amounted to £24.784m following the quarter 2 report. At quarter 3 the programme has reduced by £9.450m to £15.334m, as shown below:

General Investment Programme	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Budget following Q2 report	24,784	10,423	6,236	1,052	1,052
Budget changes for approval – Quarter 3	(9,450)	7,103	1,327	0	0
Revised Budget	15,334	17,526	7,563	1,052	1,052

7.3. All changes over delegated limits require approval by the Executive. The following schemes have been changed and require approval by the Executive.

Changes requiring approval by the Executive	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Skate Park – removal of budget and associated borrowing until specific scheme bought forward.	0	(183)	0	0	0
Green Homes Grant LAD3 – lower than anticipated number of households claimed within the grant period, therefore balance of grant is required to be repaid	(1,155)	0	0	0	0
Windmill View retaining wall repairs – final project costs have increased above original budget provision.	150	0	0	0	0
Total Schemes requiring approval by the Executive	(1,005)	(183)	0	0	0

In relation to Windmill View, the scheme was originally funded through prudential borrowing, in the absence of any alternative funding source. As a result of an increase in the costs to complete the works, an additional borrowing requirement of £150,000 is not required. The additional interest and MRP costs of c£10,950 p.a. will be provided for in the Medium Term Financial Strategy 2024-29.

- 7.4. All new projects are subject to Executive approval. The following schemes have been added to the GIP, and require approval by the Executive:

New Schemes requiring approval by the Executive / Delegated Portfolio Holder	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Western Growth Corridor - additional Phase 2 spend funded by Homes England grant	115	0	0	0	0
Total Schemes requiring approval by the Executive	115	0	0	0	0

- 7.5. In addition to the approval of the above new scheme, the following scheme has also been added to the GIP, having been approved at Executive during Quarter 3.

Approved by the Executive / Delegated Portfolio Holder	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Safer Streets 5 – new CCTV cameras (Executive 16th October 2023)	50	0	0	0	0
Total Schemes requiring approval by the Executive	50	0	0	0	0

- 7.6. The Chief Finance Officer has delegated authority to approve financial changes up to an approved limit, or to reprofile the budget, as set out under Financial Procedure Rules. The following changes and reprofiles were approved during Quarter 3:

GIP Movements Approved by the Chief Finance Officer:	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
The Terrace Heat Mitigation Work - reprofiled	(247)	247	0	0	0
Western Growth Corridor Phase 1a Housing Delivery - reprofiled	(1,756)	410	1,346	0	0
Western Growth Corridor Phase1a Shared Infrastructure - reprofiled	(931)	957	(26)	0	0
Planned Capitalised Work - reprofiled	(300)	300	0	0	0
Planned Capitalised Work – net movement	(15)	0	0	0	0
Stamp End Costs – scheme complete move back to Planned Capitalised Work	(3)	0	0	0	0
Greyfriars Roof – move back to Planned Capitalised Work	(4)	0	0	0	0
Bud Robinson CC Boiler work - budget from Planned Capitalised Work	28	0	0	0	0
City Hall Lightning Protection - move back to Planned Capitalised Work	(6)	0	0	0	0
Allotments Asbestos Sheds - reprofiled	(34)	34	0	0	0
Greyfriars – reprofiled	(852)	845	7	0	0
Boultham Park Lake Restoration – scheme complete remove from programme	(5)	0	0	0	0
HAZ Shopfronts scheme costs higher than expected – funded from HAZ revenue via DRF.	8	0	0	0	0
Better Care Fund - reprofiled	(1,508)	1,508	0	0	0
Housing Renewal Area Unallocated - reprofiled	(298)	298	0	0	0
Traveller Deterrent - reprofiled	(6)	6	0	0	0

Compulsory Purchase Orders - reprofiled	(233)	233	0	0	0
Towns Deal – Wigford Way - reprofiled	(245)	245	0	0	0
Towns Deal – Sincil Bank - reprofiled	(1,419)	1,419	0	0	0
Towns Deal – Tentercroft Street - reprofiled	(290)	290	0	0	0
Towns Deal – LSIP - reprofiled	(420)	420	0	0	0
IT Reserve - reprofiled	(74)	74	0	0	0
Total GIP Movements Approved by the CFO	(8,610)	7,286	1,327	0	0

Total GIP Delegated Approvals and Approvals by/for Executive	(9,450)	7,103	1,327	0	0
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- 7.7. The table below provides a summary of the projected outturn position for the General Investment Programme:

General Investment Programme - Projected Outturn	2023/24			
	Budget following Q2 Report	Revised Budget Q3	Forecast Outturn	Variance
	£'000	£'000	£'000	£'000
Active Programme				
Housing and Investment	298	0	0	0
Communities and Environment	3,071	1,761	1,761	0
Chief Executive	1,896	710	710	0
Major Developments	13,895	9,631	9,631	0
Total Active Schemes	19,160	12,102	12,102	0
Schemes on Hold/Contingencies	308	0	0	0
Externally Delivered Town Deal Schemes	5,316	3,232	3,232	0
Total Capital Programme	24,784	15,334	15,334	0

- 7.8. The overall spending on the General Investment Programme active schemes (excluding externally delivered schemes), for the third quarter of 23/24 is £8.2m, which is 67.57% of the budget. This is detailed further at Appendix I.

7.9. **Housing Investment Programme**

- 7.10. The revised Housing Investment Programme for 2023/24 amounted to £16.862m following the Quarter 2 position. At quarter 3 the programme has been decreased by £0.742m to £16.120m, as shown below:

Housing Investment Programme	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Revised Budget at Q2	16,862	19,175	15,515	14,289	14,307
Budget changes for approval – Quarter 3	(742)	1,868	440	545	548
Revised Budget	16,120	21,043	15,955	14,834	14,855

- 7.11. All changes over the approved limit require approval by the Executive. The following changes require Executive approval for Quarter 3:

Changes requiring Executive Approval:	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Budget Under/Overspends returned to available resources (major repairs reserves)					
Thermal Comfort Works	(151)	0	0	0	0
Kitchen Improvements	(400)	0	0	0	0
Increased budget allocations					
Void Capitalised Works - identified as part of MTFS process (funded from the major repairs reserve)	0	536	541	545	548
Property Acquisitions – this includes individual purchase and repair and LAHF acquisitions approved under officer delegations (funded from grant and 1-4-1 receipts with borrowing as match element).	955	0	0	0	0
Total changes requiring Executive Approval	404	536	541	545	548

- 7.12. All new projects are subject to Executive approval. There has been one new project in quarter 3, having been approved under delegation in accordance with the Virtual Asset Management Group, as follows:

Changes Approved by Executive/ under delegation	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Ermine Church Land acquisition, financed through DRF.	350	0	0	0	0
Total changes approved by Executive	350	0	0	0	0

- 7.13. The Chief Finance Officer has delegated authority to approve financial changes up to an approved limit as set out under Financial Procedure Rules. The following changes were approved during Quarter 3:

Changes approved by the Chief Finance Officer:	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000
Reprofiled Expenditure					
New Build – Hermit Street - reprofiled	(556)	556	0	0	0
Western Growth Corridor Phase 1a infrastructure - reprofiled	(675)	776	(101)	0	0
Budget Under/Overspends returned to available resources (major repairs reserve and DRF)					
Rewiring	(30)	0	0	0	0
Structural Defects	(75)	0	0	0	0
New Services	2	0	0	0	0
Over bath showers (10 year programme) – returned to available resources	(30)	0	0	0	0
Communal Electrics	(89)	0	0	0	0
Garages	(20)	0	0	0	0
Communal TV Aerials	(7)	0	0	0	0
Fire Doors	(61)	0	0	0	0
HRA Buildings	(91)	0	0	0	0
Increased budget allocations					
New Build – Rookery Lane (funded from DRF)	83	0	0	0	0
New Build – De Wint Court (funded from DRF)	53	0	0	0	0
Total Changes Approved by the Chief Finance Officer	(1,496)	1,332	(101)	0	0
Total HIP Delegated Approvals and Approvals by/for Executive	(742)	1,868	440	545	548

7.14. The table below provides a summary of the projected outturn position for the Housing Investment Programme:

Housing Investment Programme - Projected Outturn	2023/24			
	Q2 Budget	Revised Budget Q3	Forecast Outturn	Variance
	£'000	£'000	£'000	£'000
Decent Homes / Lincoln Standard	7,487	6,741	6,741	0
Health and Safety	673	673	673	0
Contingent Major Repairs / Works	0	0	0	0
New Build Programme	7,235	7,095	7,095	0
Other Schemes	962	1,105	1,105	0
Computer Fund / IT Schemes	506	506	506	0
Total Capital Programme	16,862	16,120	16,120	0

- 7.15. The overall expenditure on the Housing Investment Programme at the end of Q3 was £7.029m, which is 41.85% of the 2023/24 revised programme. This excludes expenditure relating to Western Growth Corridor, which is currently shown on the GIP, to be apportioned at year end (current forecast outturn £1.97m). This is detailed further at Appendix J.

A further £0.525m has been spent as at the end of January 2024, although this is still a low percentage of expenditure at this stage of the financial year, works have been constrained by the availability of contractors and materials however new contracts are in place and spend is expected to increase in by the end of the financial year. In addition, schemes such as Hermit Street have only recently commenced, and a number of the LAHF acquisitions are currently in progress but not yet complete.

8. Strategic Priorities

- 8.1. The MTFS underpins this policy and financial planning framework and set out the overall framework on which the Council plans and manages its financial resources to ensure that they fit with, and support, the direction of the Council's vision and strategic priorities. Vision 2025 identifies the Council's strategic priorities, setting the vision and direction for the council and the city for the next five years. The proposals in this report allow the Council to maintain a balanced budget position in 2023/24 in order that it can continue to deliver services in support of Vision 2025.

9. Resource Implications

- 9.1. The financial implications are contained throughout the report.

Under the Local Government Act 2003 the Chief Finance Officer (S151 Officer) is required to give Council an opinion on the robustness of the budget estimates and the adequacy of reserves. Although there remains some uncertainty around the latest budget estimates based on the information to date on income and expenditure, both the General Fund and HRA are forecasted to maintain balanced budget positions in the current financial year.

General Balances, on both the General Fund and HRA, are the only resource not ear-marked to a particular future need. The prudent minimum level of balance that should be maintained on the General Fund is between £1.5m-£2m and £1m-£1.5m on the HRA. Based on the latest forecasts of income and expenditure the level of balances in 2023/24 are estimated to be maintained, or above, these ranges. The close monitoring of the Council's overall financial position will remain critical over the course of this financial year, and as ever strong budgetary control will be required.

Although the primary focus of this report has been to set out the financial variances being faced in the current financial year, beyond 2023/24 the Council is set to face ongoing pressures as a result of increasing baseline costs due to inflationary impacts, escalating service demands and income pressures arising from the cost-of-living crisis. The Council will continue to face further financial challenges as it

responds to the impact of these issues and an increased need to deliver ongoing reductions in the net cost base, as set out in the MTFS 2024-2029, which is due to be presented for approval by Council on 27th February 2024.

9.2. Legal Implications Including Procurement Rules

There are no legal implications arising from this report.

9.3. 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.

Due to the nature of the report, there are no direct equality, diversity, or human rights implications.

10. Risk Implications

A full financial risk assessment is included in the MTFS, this is continually reviewed in light of changes in the underlying financial assumptions. There are currently a significant number of critical risk factors to the budget and MTFS, with further details provided within the new MTFS 2024-29.

11. Recommendations

Performance Scrutiny Committee are recommended to:

- 11.1. Note the financial performance for the period 1st April to 31st December 2023.
- 11.2. Assess 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).
- 11.3. Note the proposed carry forward requests and transfers to earmarked reserves detailed in paragraph 3.8 and 3.9.
- 11.4. Note the changes to the General Investment Programme and Housing Investment Programme as approved by the Chief Finance Officer as detailed in paragraphs 7.6 and 7.13.
- 11.5. Note the changes to the General Investment programme and the Housing Investment programme approved, or to be approved, by the Executive as detailed in paragraphs 7.3, 7.4, 7.5, 7.11 and 7.12.

- 11.6. Consider any specific recommendations to be referred to Executive relating to the contents of this report.

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
List of Background Papers:	Medium Term Financial Strategy 2023-2028
Lead Officer:	Laura Shipley, Financial Services Manager Laura.shipley@lincoln.gov.uk

GENERAL FUND SUMMARY – AS AT 31 DECEMBER 2023

Service Area	Ref	Revised Budget £'000	Projected Outturn £'000	Variance £'000
Strategic Development	A	2,167	2,140	(27)
Chief Finance Officer (S151)	B	(226)	(724)	(499)
City Solicitor	C	1,891	1,947	56
Revenues & Benefits	D	520	770	250
Housing	E	(6)	27	33
Director of Major Developments	F	779	795	16
Communities and Street Scene	G	8,329	8,375	46
Health and Environmental Services	H	1,349	1,221	(128)
Planning	I	(2,960)	(2,879)	81
		11,844	11,672	(172)
Corporate Expenditure	J	1,287	1,100	(187)
TOTAL SERVICE EXPENDITURE		13,131	12,772	(359)
Capital Accounting Adjustment	K	2,210	2,279	69
Specific Grants	L	(700)	(700)	0
Contingencies	M	(102)	80	181
Savings Targets	N	(59)	(122)	(62)
Earmarked Reserves	O	567	448	(118)
Insurance Reserve	P	(453)	(453)	0
TOTAL EXPENDITURE		14,594	14,304	(290)
CONTRIBUTION FROM BALANCES		(191)	98	290
NET REQUIREMENT		14,403	14,403	0
Retained Business Rates Income	Q	6,125	6,125	0
Collection Fund Surplus/(Deficit)	R	546	546	0
Revenue Support Grant	S	175	175	0
Council Tax	T	7,556	7,556	0
TOTAL RESOURCES		14,403	14,403	0

General Fund Forecast Variances – Quarter 3

Many items of income and expenditure are demand led and difficult to predict. Consequently, judgement has been applied in order to provide the most realistic indication of the financial position at the year-end. Figures in brackets indicate an underspend of expenditure or additional income.

Ref		£	
	<u>Increased Expenditure</u>		
B	Industrial Estates	96,750	Backdated rent review in relation to leased in industrial units.
B	Property Services	60,180	Local Government as a whole is experiencing a recruitment and retention crisis, this is being felt within a number of service areas in the Council. In these instances, and where it is not possible to absorb/stop the work of the vacant posts, overtime or agency staff have been procured or work has been externalised. This has resulted in cost pressures due to a higher cost of 'buying in' services.
C	Legal Services	105,380	
E	Control Centre	55,070	
E	Control Centre	49,810	Increase in annual maintenance contract, telephony and IT costs.
F	Central Market	62,000	Additional legal costs and website fees.
G	Waste	60,140	Additional contract management (£27k) and inflation (£33k) pressures over and above the MTFS assumptions, offset by reduced expenditure on Street Cleansing contract below (net pressure £20k).
I	Car Parks	216,670	Additional card payment fees due to a system upgrade (£45k), additional maintenance works required at Lucy Tower & Broadgate (£44k), additional utilities pressures over and above MTFS assumptions (£54k), deep clean at Central (£14k) & various other cost pressures relating to overtime, additional charges due to increase in pay by phone transaction, increased security costs (£59k), wholly offset by increased income below (net car parking surplus £122k).
M	Pay Award	440,371	Impact of National Employers pay award over and above budget assumptions.
M	Annual Vacancy Savings Target	177,670	Vacancy savings target, offset by savings in service areas.

Reduced Income

Ref		£	
D	Housing Benefits	152,630	Un-recoverable housing benefit costs in relation to increased B&B costs, as a result of disparity between Local Housing Allowance rates and rising demand and costs of accommodation.
D	Housing Benefits	54,730	Un-recoverable housing benefit costs in relation to increased costs of supported accommodation
D	Housing Benefits	77,200	Reduction in overpayments funded through housing subsidy due to overall reduction in overpayments raised and improved collection of arrears (£50k), plus a funding allocation shortfall (£27.2k).
F	Central Market	87,800	Reduced income due to revised re-opening date.
H	Yarborough Leisure Centre	50,000	Anticipated contribution to support Utility inflation pressures.
H	Crematorium	72,510	Reduced income as a result of lower than budgeted cremation levels, offset by savings on utilities and business rate costs, (net saving £55.2k).
I	Building Regulations	80,000	Anticipated reduction in income as a result of current economic conditions.
I	Land Charges	29,570	Anticipated reduction in income as a result of current economic conditions.
I	Development Control	110,000	Anticipated reduction in income as a result of current economic conditions.
<u>Reduced Expenditure</u>			
A	Corporate Policy	(117,250)	Vacancy savings pending recruitment, offset against Corporate vacancy savings target.
D	Revenues & Benefits Shared Service	(70,210)	Vacancy savings pending recruitment, offset against Corporate vacancy savings target.
F	Central Market	(54,580)	Reduced expenditure on staffing (£7k), utility costs (£21.7k) and business rates (£23.6k) due to revised re-opening date.
F	DMD Director	(55,560)	Vacancy savings pending recruitment, offset against Corporate vacancy savings target.
G	Street Cleansing	(52,750)	Reduction in contracted charges in relation to car parks (£40k) and other minor underspends, offsets waste contract overspends above (net pressure £20k).
H	Housing Regeneration	(86,530)	Vacancy savings pending recruitment, offset against Corporate vacancy savings target.

Ref		£	
H	Crematorium	(127,710)	Forecast underspend on utilities and business rates as a result of transitional discounts, partially offset by reduced income above (net saving £55.2k).
I	Development Control	(52,630)	Vacancy savings offset against corporate vacancy savings target.
N	Earmarked Reserves	(100,000)	Release of CX Capacity reserve to offset increased expenditure as a result of vacancy pressures above.

Increased Income

B	Industrial Estates	(46,590)	Increased income as a result of backdated rent reviews
B	Lincoln Properties	(142,530)	Tenant profit share as agreed in arrangements related to CVA agreed during Covid-19 pandemic, along with in year rent reviews.
B	Other Interest	(503,950)	Increased investment income as a result of higher interest rates and additional dividend income.
E	Housing Solutions Management	(25,000)	New Burdens grant income relating to staff time attributable to work on the Ukrainian Resettlement.
F	Major Developments Team	(49,670)	Admin grant funding for administration of UKSPF project.
H	Community Centres	(46,660)	Increased income levels, predominantly driven by ongoing contract at the Grandstand.
I	Car Parks	(332,000)	Increase in season ticket income & forecast increase in pay and display income (net car parking surplus £122k).
J	Land Drainage Levies	(141,930)	Additional government grant received to offset the increased cost of Internal Drainage Board Levies.

HOUSING REVENUE ACCOUNT FUND SUMMARY – AS AT 31 DECEMBER 2023

	Ref	Revised Budget £'000	Projected Outturn £'000	Variance £'000
Gross Rental Income	A	(32,643)	(32,833)	(189)
Charges for Services & Facilities	B	(554)	(636)	(83)
Contribution towards Expenditure	C	(50)	(13)	37
Repairs Account – Income	D1	0	(68)	(68)
Supervision & Management – General	D2	(664)	(683)	(19)
Supervision & Management – Special	D3	(66)	(80)	(14)
Repairs & Maintenance	E	10,834	10,944	110
Supervision & Management – General	F1	6,936	7,296	360
Supervision & Management – Special	F2	1,991	2,131	140
Rents, Rates and Other Premises	G	846	819	(26)
Increase in Bad Debt Provisions	H	250	250	0
Insurance Claims Contingency	I	174	322	148
Contingencies	J	114	53	(60)
Depreciation	K	7,750	8,199	449
Impairments	L	0	0	0
Debt Management Expenses	M	16	16	0
HRS Trading (Surplus) / Deficit	N	0	552	552
Net Cost of Service	O	(5,067)	(3,730)	1,337
Loan Charges Interest	P	2,356	2,316	(40)
Investment/Mortgage Interest	Q	(308)	(1,099)	(791)
Net Operating Inc/Exp	R	(3,020)	(2,513)	507
Major Repairs Reserve Adjustment	T	3,000	2,551	(449)
Transfers to/from reserves	U	79	35	(44)
(Surplus)/Deficit in Year	V	59	73	14

Housing Revenue Account Variances – Quarter 3

Many items of income and expenditure are demand led and difficult to predict. Consequently, judgement has been applied in order to provide the most realistic indication of the financial position at the year-end. Figures in brackets indicate an underspend of expenditure or additional income.

Ref		£	Reason for variance
<u>Reduced Income</u>			
C	Court Costs	37,000	Reduction in recovered income from court costs as less cases in year than anticipated.
<u>Increased Income</u>			
Q	Investment Interest	(790,570)	Increased investment income as a result of higher interest rates.
A	Gross Rental Income	(187,750)	Additional rental income as a result of reduced voids and higher rent levels at Rookery Lane development, plus higher than budgeted opening housing stock levels.
D1	Repairs Account	(67,860)	Additional income from rechargeable void works.
U	Transfers to/(from) Reserves	(44,100)	Contributions from reserves to offset expenditure as outlined below (further detail in appendix G).
<u>Reduced Expenditure</u>			
T	Major Repairs Reserve Adjustment/Direct Revenue Finance	(448,990)	Reduced contribution to Major Repairs Reserve to offset the increase in depreciation costs following revaluations of properties in year.
E	Repairs & Maintenance	(326,130)	Underspend on Repairs Account expenditure predominantly due to cyclical repair/replacement works
F	Supervision & Management	(296,320)	Reduced expenditure on Employee Costs due to staff vacancies, offset by agency costs below (excl. Pay Award below).
E	Repairs & Maintenance - HRS	(115,980)	Reduced HRS expenditure on Voids (£99k) and Cleansing (£17k), partially offsets increases on Responsive and Aids & Adaptations below (net overspend £408k).

Ref		£	Reason for variance
G/E	Rent, Rates & Other Premises	(55,650)	Underspend on Utility costs across the HRA excluding De Wint Court
P	Loan Charges Interest	(39,780)	Repayment of existing borrowing & re-borrowing at lower interest rate
<u>Increased Expenditure</u>			
N	HRS Surplus/Deficit	552,060	Estimated HRS deficit position (refer to HRS variances – Appendix F).
E	Repairs & Maintenance - HRS	523,940	Increased HRS expenditure on Responsive Repairs (£201k), and Aids & Adaptations (£323k) partially offset by underspend above (net overspend £408k).
K	Depreciation	448,990	Increase in depreciation costs following revaluation of housing stock, offset by a Major Repairs reserve reduction above.
F1	Supervision & Management – General	347,960	Cost of agency staff to cover staff vacancies within Supervision & Management, partially offset by Vacancy savings above.
F1	Supervision & Management – General	287,920	Increased expenditure due to consultancy costs on HRA Business Plan schemes (£106k), void work & garden/hedge/tree work costs (£101k) caretakers tipping (£46k), housing needs survey (£25k), additional consultancy costs (£35k), partially offset by increased call on reserves above.
I	Insurance Claims Contingency	148,150	Anticipated increase in disrepair claims, offset by increased call on Insurance reserve.
F	Supervision & Management	126,000	Impact of National Employers pay award over and above budgeted assumptions.

HOUSING REPAIRS SERVICE SUMMARY – AS AT 31 DECEMBER 2023

	Revised Budget	Forecast Outturn	Variance
	£'000	£'000	£'000
Employees	3,852	3,315	(537)
Premises	171	211	40
Transport	432	370	(62)
Materials	1,519	1,549	30
Sub-Contractors	2,154	3,739	1,585
Supplies & Services	333	397	64
Central Support Charges	586	586	0
Capital Charges	0	0	0
Total Expenditure	9,047	10,167	1,119
Income	(9,047)	(9,615)	(567)
(Surplus)/Deficit	0	552	552

Housing Repairs Service Variances – Quarter 3

Many items of income and expenditure are demand led and difficult to predict. Consequently, judgement has been applied in order to provide the most realistic indication of the financial position at the year-end. Figures in brackets indicate an underspend of expenditure or additional income.

	£	Reason for Variance
<u>Reduced Expenditure</u>		
Employee Costs	(662,367)	Vacancies within the Operative staff.
Fleet Charges	(62,120)	Reduction in lease costs due to delay in receiving new vehicles from supplier.
<u>Increased Expenditure</u>		
Employee Costs	125,230	Impact of National Employers pay award over and above budgeted assumptions.
Sub-Contractors	1,585,106	Increased use of sub-contractors to meet increased demand and cover vacancies within the operative team.
Direct Materials	29,319	Increased usage and rising material prices following end of fixed-term contract prices.
<u>Increased Income</u>		
Income	(567,268)	Increased income as a result of increase in number of jobs, offset by increased costs of sub-contractor spend above.

EARMARKED RESERVES – Q3 MONITORING 2023/24

	Revised Opening Balance	In Year Increase	In Year Decrease	Forecast Closing Balance
	01/04/2023 £'000	£'000	£'000	31/03/2024 £'000
General Fund				
Budget Carry Forwards	483	205	(166)	522
Grants & Contributions	1,445	117	(188)	1,374
Active Nation Bond	180	-	-	180
AGP Sinking Fund	52	50	-	102
Air Quality Initiatives	22	-	-	22
Birchwood Leisure Centre	86	20	-	106
Business Rates Volatility	434	1,163	(681)	916
Christmas Decorations	14	-	-	14
City Hall Improvement Works	50	-	-	50
City Hall Sinking Fund	60	-	-	60
Commons Parking	13	9	-	22
Corporate Maintenance	100	-	-	100
Corporate Training	60	-	13	47
Council Tax Hardship Fund	-	-	-	-
Covid19 Recovery	1,047	-	-	1,047
Covid19 Response	354	-	-	354
CX Capacity	100	-	(100)	-
Electric Van replacement	27	4	-	31
HiMO CPN Appeals	169	-	(57)	112
Income Volatility Reserve	320	-	-	320
Inflation Volatility Reserve	466	-	-	466
Invest to Save (GF)	37	400	(88)	349
IT Reserve	284	65	-	349
Lincoln Lottery	9	-	-	9
Mayoral Car	7	-	-	7
MSCP & Bus Station Sinking Fund	149	46	-	195
Private Sector Stock Condition Survey	51	-	(48)	3
Professional Trainee Scheme	90	-	-	90
Revenue & Benefits Community Fund	25	29	-	54
Section 106 Interest	32	-	-	32
Staff Wellbeing	28	-	-	28
Tank Memorial	10	-	-	10
Tree Risk Assessment	102	-	(40)	62
Unused DRF	199	155	(199)	155
Vision 2025/Vision 2030	533	58	(294)	297
	7,040	2,322	(1,873)	7,489

HRA

Capital Fees Equalisation	110	-	-	110
De Wint Court	73	-	-	73
De Wint Court Sinking Fund	10	85	-	95
Disrepairs Management	300	-	-	300
Housing Business Plan	177	-	(129)	48
Housing Repairs Service	137	-	-	137
HRA IT	135	35	-	170
HRA Repairs Account	1,351	-	-	1,351
Housing Strategic Priority	764	-	-	764
Invest to Save (HRA)	416	-	(51)	377
RSAP/NSAP Sinking Fund	9	9	-	18
Strategic Growth Reserve	5	-	-	5
Tenant Satisfaction Survey	23	8	-	31

3,510	137	(180)	3,467
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Total Earmarked Reserves

10,550	2,459	(2,053)	10,956
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CAPITAL RESOURCES – Q3 MONITORING 2023/24

	Opening balance	Contributions	Used in financing	Forecast balance 31/03/24
	£'000	£'000	£'000	£'000
Capital Grants/Contributions General Fund	1,432	17,294	(11,818)	6,908
Capital Grants/Contributions HRA	0	789	(789)	0
Capital receipts General Fund	13	1,650	0	1,663
Capital receipts HRA	2,660	1,044	(1,000)	2,704
Capital receipts 1-4-1	4,274	1,906	(1,379)	4,801
Major Repairs Reserve	12,432	8,199	(6,886)	13,745
GENF DRF	164	26	(69)	121
HRA DRF	10,200	3,000	(3,894)	9,306
Total Capital Resources	31,175	33,908	(25,835)	39,248

Currently the HIP has schemes planned to facilitate use of all 1:4:1 receipts with no repayment required in 23/24.

General Investment Programme – Summary of Expenditure as at 31st December 2023

GENERAL INVESTMENT PROGRAMME	Budget 2023/24 - Reported at Q2	Q3 Budget Increase / Decrease	2023/24 Revised Budget	2023/24 Total Spend	2023/24 % Spend to Revised Budget
Housing and Investment					
Housing Renewal Area Unallocated	298,152	(298,152)	0	0	0.00%
Housing and Investment Total	298,152	(298,152)	0	0	0.00%

DCE - Community and Environment					
Better Care Fund (was Disabled Facilities Grant)	2,358,356	(1,508,356)	850,000	554,180	65.20%
DCE - Community and Environment Total	2,358,356	(1,508,356)	850,000	554,180	65.20%

DCE - Community Services					
Boultham Park Lake Restoration	8,658	(5,083)	3,575	3,575	99.99%
Flood Alleviation Scheme - Hartsholme Park	4,530		4,530	4,530	100.00%
Hope Wood	35,553	(0)	35,553	1,727	4.86%
Safer Streets - CCTV Cameras	0	50,000	50,000	0	0.00%
Traveller deterrent	6,200	(6,200)	0	0	0.00%
DCE - Community Services Total	54,941	38,717	93,658	9,832	10.50%

DCE - Planning					
Car Parking Software	34,850		34,850	9,975	28.62%
HAZ - Shopfronts on a Framework	107,330	8,085	115,415	0	0.00%
St Mary le Wigford (HAZ)	10,000		10,000	5,565	55.65%
St Mary's Guildhall (HAZ)	67,000		67,000	(2,594)	-3.87%
Windmill View	439,339	150,000	589,339	562,996	95.53%
DCE - Planning Total	658,519	158,085	816,604	575,942	70.53%

Chief Executive Corporate Policy					
New Telephony System	8,758		8,758	0	0.00%
Chief Executive Corporate Policy Total	8,758		8,758	0	0.00%

GENERAL INVESTMENT PROGRAMME	Budget 2023/24 - Reported at Q2	Q3 Budget Increase / Decrease	2023/24 Revised Budget	2023/24 Total Spend	2023/24 % Spend to Revised Budget
Chief Executive Chief Finance Officer					
Allotments Asbestos Sheds	33,795	(33,795)	0	0	0.00%
Bud Robinson Community Centre	0	27,550	27,550	0	0.00%
City Hall Lightning Protection	6,104	(6,104)	0	0	0.00%
Crematorium Curtains	19,410		19,410	9,706	50.00%
Greyfriars - Phase 2 Delivery	1,232,410	(851,670)	380,740	75,395	19.80%
Greyfriars Roof Improvements	4,050	(4,050)	0	0	0.00%
Guildhall Works	17,630	330	17,960	17,960	100.00%
High Bridge Café	50,000		50,000	0	0.00%
Lincoln Central Lifts	150,000		150,000	0	0.00%
Planned Capitalised Works	373,396	(315,006)	58,390	0	0.00%
Stamp End Demolition	0	(2,720)	(2,720)	(2,720)	100.00%
Chief Executive Chief Finance Officer Total	1,886,795	(1,185,465)	701,330	100,340	14.31%

Major Developments					
Central Markets	2,000		2,000	196	9.80%
Central Markets (All Funding Streams)	3,604,271		3,604,271	3,134,858	86.98%
Electric Vehicle Charge Points - Phase 2	237,000		237,000	0	0.00%
HUG - Home Upgrade Grant	15,242	0	15,242	15,242	100.00%
LAD 3 - Green Homes Grant Local Authority Delivery Scheme BEIS	1,736,293	(1,155,490)	580,803	580,803	100.00%
Lincoln Transport HUB	0		0	(56,196)	0.00%
TD Tentercroft Street	290,000	(290,000)	0	0	0.00%
The Terrace Heat Mitigation Works	246,547	(246,547)	0	0	0.00%
Towns Deal Programme Management	75,260		75,260	20,822	27.67%
UKSPF (Shared Prosperity Fund)	122,801		122,801	0	0.00%
WGC Housing Delivery	2,034,010	(1,755,915)	278,095	138,730	49.89%
WGC Phase 1b Bridges	3,662,840		3,662,840	617,832	16.87%
WGC Phase 2 Homes England	0	115,000	115,000	37,928	32.98%
WGC Shared Infrastructure	1,868,599	(930,728)	937,871	2,446,420	260.85%

GENERAL INVESTMENT PROGRAMME	Budget 2023/24 - Reported at Q2	Q3 Budget Increase / Decrease	2023/24 Revised Budget	2023/24 Total Spend	2023/24 % Spend to Revised Budget
Major Developments Total	13,894,863	(4,263,679)	9,631,184	6,936,635	72.02%
TOTAL ACTIVE SCHEMES	19,160,384	(7,058,850)	12,101,534	8,176,929	67.57%
Schemes Currently Under Review					
Compulsory Purchase Orders	233,481	(233,481)	0	0	0.00%
IT Reserve	74,334	(74,334)	0	0	0.00%
Schemes Currently Under Review Total	307,815	(307,815)	0	0	0.00%
TOTAL CAPITAL PROGRAMME EXCLUDING EXTERNALLY DELIVERED SCHEMES	19,468,199	(7,366,665)	12,101,534	8,176,929	67.57%
Externally Delivered Town's Deal Schemes					
TD Barbican Production & Maker Hub	1,700,000		1,700,000	0	0.00%
TD Hospitality & Events & Tourism Institute	209,954	(0)	209,954	209,954	100.00%
TD Lincoln City FC and Foundation	814,122		814,122	814,122	100.00%
TD Lincoln Connected	462,108		462,108	105,108	22.75%
TD LSIP	420,000	(420,000)	0	0	0.00%
TD Sincil Bank	1,457,952	(1,418,662)	39,290	39,290	100.00%
TD Wigford Way	251,500	(244,708)	6,792	6,792	100.00%
Externally Delivered Town's Deal Schemes Total	5,315,636	(2,083,370)	3,232,266	1,175,266	36.36%
Grand Total	24,783,835	(9,450,035)	15,333,800	9,352,195	60.99%

Housing Investment Programme – Summary of Expenditure as at 31st December 2023

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2023/24 - Reported at Q2	Q3 Budget Increase / Decrease	2023/24 Revised Budget	2023/24 Total Spend	2023/24 % Spend to Revised Budget
<u>Contingency Schemes</u>					
Contingency Reserve	0	0	0	0	0
Contingency Schemes Total	0	0	0	0	0
<u>Decent Homes</u>					
Bathrooms & WC's	300,000	0	300,000	0	0.00%
DH Central Heating Upgrades	2,253,948	0	2,253,948	1,618,153	71.79%
Door Replacement	900,000	0	900,000	525,358	58.37%
Fire Compartment works	10,000	0	10,000	0	0.00%
Fire Doors	120,919	(60,919)	60,000	0	0.00%
Kitchen Improvements	1,100,000	(400,000)	700,000	388,725	55.53%
Lincoln Standard Windows Replacement	789,732	0	789,732	613,947	77.74%
New services	75,000	1,774	76,774	76,774	100.00%
Re-roofing	20,000	0	20,000	0	0.00%
Rewiring	50,000	(30,000)	20,000	0	0.00%
Structural Defects	85,448	(75,448)	10,000	0	0.00%
Thermal Comfort Works	181,250	(151,250)	30,000	9,659	32.20%
Void Capitalised Works	1,570,320	0	1,570,320	614,859	39.16%
Decent Homes Total	7,456,617	(715,843)	6,740,774	3,847,476	57.08%
<u>Health and Safety</u>					
Asbestos Removal	190,000	0	190,000	16,986	8.94%
Asbestos Surveys	129,000	0	129,000	30,975	24.01%
Fire Alarms	0	0	0	0	0.00%

<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2023/24 - Reported at Q2	Q3 Budget Increase / Decrease	2023/24 Revised Budget	2023/24 Total Spend	2023/24 % Spend to Revised Budget
Renew stair structure	40,000	0	40,000	0	0.00%
Replacement Door Entry Systems	313,757	0	313,757	168,487	53.70%
Health and Safety Total	672,757	0	672,757	216,448	32.17%
<u>IT/Infrastructure</u>					
Housing Support Services Computer Fund	319,743	0	319,743	346,660	108.42%
Infrastructure Upgrade	166,383	0	166,383	0	0.00%
Operation Rose	10,903	0	10,903	0	0.00%
Telephony	8,758	0	8,758	0	0.00%
IT/Infrastructure Total	505,786	0	505,786	346,660	68.54%
<u>Lincoln Standard</u>					
Over bath showers (10 year programme)	30,000	(30,000)	0	0	0.00%
Lincoln Standard Total	30,000	(30,000)	0	0	0.00%
<u>Other Current Developments</u>					
CCTV	0	0	0	0	0.00%
Communal Electrics	119,063	(89,063)	30,000	9,786	32.62%
Communal TV Aerials	10,000	(7,000)	3,000	1,734	57.80%
Environmental works	400,000	0	400,000	197,645	49.41%
Garages	50,000	(20,000)	30,000	0	0.00%
Eco Welfare Unit	24,324	405	24,729	24,729	100.00%
Hiab and Mule	122,330	0	122,330	0	0.00%
HRA Buildings	115,805	(90,805)	25,000	0	0.00%
Landscaping & Boundaries	0	0	0	0	0.00%
Thurlby Crescent	120,000	0	120,000	28,850	24.04%
Ermine Church Land	0	350,000	350,000	0	0.00%
Other Current Developments Total	961,522	143,537	1,105,059	262,744	23.78%

HOUSING INVESTMENT TOTAL	9,626,683	(602,306)	9,024,376	4,673,328	51.79%
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<u>HOUSING INVESTMENT PROGRAMME</u>	Budget 2023/24 - Reported at Q2	Q3 Budget Increase / Decrease	2023/24 Revised Budget	2023/24 Total Spend	2023/24 % Spend to Revised Budget
<u>HOUSING STRATEGY AND INVESTMENT</u>					
<u>New Build Programme</u>					
Property Acquisitions	2,024,278	1,459,050	3,483,328	1,763,643	50.63%
Hermit Street Regeneration	8,003	0	8,003	8,003	100.00%
New Build Capital Salaries	46,032	0	46,032	0	0.00%
New Build- De Wint Court	0	52,913	52,913	52,913	100.00%
New Build Programme	503,364	(503,364)	0	0	0.00%
New Build Programme (141 eligible)	0	0	0	0	0.00%
New Build Programme (Borrowing for 141 eligible)	0	0	0	0	0.00%
New Build Site – Hermit Street	1,968,464	(555,824)	1,412,640	406,998	28.81%
New Build Site - Queen Elizabeth Road	0	0	0	0	0.00%
New Build Site - Rookery Lane	40,804	82,965	123,768	123,768	100.00%
New Build Site - Searby Road	0	0	0	0	0.00%
Western Growth Corridor	2,644,051	(675,373)	1,968,678	0	0.00%
New Build Programme Total	7,234,996	(139,633)	7,095,362	2,355,325	30.31%
HOUSING STRATEGY AND INVESTMENT TOTAL	7,234,996	(139,633)	7,095,362	2,355,325	30.31%
TOTAL HOUSING INVESTMENT PROGRAMME	16,861,678	(741,939)	16,119,738	7,028,653	43.60%

TFS Phase7 programme: progress at Q3 - 2023/2024

Service	Summary of project	Dir.	Total savings in 2023/24	GF savings in 2023/24	HRA savings in 2023/24	Comments
			£000's	£000's	£000's	
ACTIONS COMPLETED AS OF END Q3 2023/24						
Major Developments	Capitalisation of salaries for WGC	DMD	56	56	-	Exec 20/02/23
Waste/Street Cleansing	Waste/Street Cleansing Contract Savings	DCE	60	60	-	Complete
Sport Development	Cycle Grand Prix Grant	DCE	4	4	-	Complete
Community Centres	St Giles Community Centre	DCE	6	6	-	Complete
TOTAL			126	126	-	

SUBJECT: TREASURY MANAGEMENT AND PRUDENTIAL CODE – QUARTERLY UPDATE

DIRECTORATE: CHIEF EXECUTIVE & TOWN CLERK

REPORT AUTHOR: LAURA SHIPLEY, FINANCIAL SERVICES MANAGER

1. Purpose of Report

- 1.1 The purpose of this report is to summarise and review the Council's treasury management activity and the prudential indicators at 31st December 2023.
- 1.2 CIPFA's new edition of the Code of Practice for Treasury Management (2021) recommends that Councillors should be informed of Treasury Management activities quarterly (previously twice a year). This report, therefore, ensures this Council is embracing best practice for the scrutiny of capital and investment activity in accordance with the Code of Practice (CIPFA).

2. Executive Summary

- 2.1 The Treasury Management position and performance results for the 9 months ended 31st December 2023 are set out in the body of the report & Appendix A (prudential Indicators).
- 2.2 Approved limits - Officers can confirm that the approved limits within the Annual Treasury Management Strategy were not breached during the quarter ended 31st December 2023.

3. Background

- 3.1 The prudential system for capital expenditure is well established. One of the requirements of the Prudential Code is to ensure adequate monitoring of the capital expenditure plans, prudential indicators (PIs) and treasury management response to these plans. This report fulfils that requirement and includes a review of compliance with Treasury and Prudential Limits and the Prudential Indicators at 31st December 2023. The current Treasury Management Strategy and Prudential Indicators were approved by Council on 28th February 2023.
- 3.2 The Council has adopted the CIPFA Code of Practice for Treasury Management in the Public Sector and operates its treasury management service in compliance with this Code and the above requirements. These require that the prime objective of treasury management activity is the effective management of risk, and that its borrowing activities are undertaken in a prudent, affordable and sustainable basis.
- 3.3 This report highlights the changes to the key prudential indicators, to enable an overview of the current status of the capital expenditure plans. It incorporates any new or revised schemes previously reported to Members. Changes required to the

residual prudential indicators and other related treasury management issues are also included.

4. Treasury Management Update

4.1 Investment Portfolio

- 4.1.1 The Council held £28.315m of investments as at 31st December 2023 achieving an average interest rate of 5.64% (2.10% 22/23). Actual interest earned in the 9 months period to 31st December 2023 totalled £1.440m.
- 4.1.2 Due to increases in the Bank of England base rate since budget setting, forecast interest income for the year is £1.76m (£0.66m General Fund & £1.10m HRA), an overachievement of income of £1.29m against the £0.47m budget.
- 4.1.3 As at 31st December 2023, 89% of the council's investment portfolio was held in low risk specified investments, the requirement for the year being a minimum of 25% of the portfolio to be specified investments. The remaining 11% of the portfolio was held in non-specified investments (with other local authorities).
- 4.1.4 Where possible the council seeks sustainable investments and are working with our advisors on the best way to score banks and funds ESG ratings, whilst balancing this against generating returns that are in the best interest of the tax payer.
- 4.1.5 Liquidity – The Council seeks to maintain liquid short-term deposits of at least £5m available with a week's notice. During Q3 there was a short period where liquid funds dipped slightly below this level, no short term borrowing was necessary as fixed term investments were due to mature to bring liquidity back to normal operating levels. At 31st December 2023 the Council held liquid short term deposits of £11.315m.
- 4.1.6 Security - The Council's maximum security risk benchmark for the portfolio as at 31st December 2023 was 0.010%, based on the historic risk of default of the counterparties and types of accounts in which the council's funds are place – this equates to a potential loss of £0.003m on an investment portfolio of £28.315m. This represents a very low risk investment portfolio.
- 4.1.7 Yield – The Council achieved an average return of 4.98% on its investment portfolio for the 9 months ended 31st December 2023. This is comparable to the average SONIA rate for the quarter, of 4.88%.
- 4.1.8 The table below highlights the level of investment activity and the rates obtained as at 31st December 2023. Investments were made in line with Link's approved counterparty list.

INVESTMENTS	PRINCIPAL £	RATE %	PERIOD DAYS
Lloyds Bank Corporate Market - NRFB	3,000,000	5.78	184
Goldman Sachs	2,000,000	5.78	186
Goldman Sachs	3,000,000	5.92	183
Babergh District Council	3,000,000	5.75	364
SMBC Bank International Plc	2,000,000	5.70	182
Lloyds Bank Corporate Market - NRFB	2,000,000	5.61	182
Close Brothers	2,000,000	5.55	183
Total Fixed Short term Investments	17,000,000		
Aberdeen Standard Liquidity Fund	5,585,000	5.30	Call
Federated Short-Term Sterling Prime Fund	5,730,000	5.38	Call
Total Money Market Fund Investments	11,315,000		
Total Investments / Average Rate	28,315,000	5.64	

4.2 Borrowing

- 4.2.1 In accordance with the Local Government Act 2003, the Council has a statutory duty to determine and keep under review how much it can afford to borrow. Therefore, the Council establishes 'Affordable Borrowing Limits' (or Authorised Limit) as part of the Prudential Indicators within the approved treasury management strategy.
- 4.2.2 The 'authorised limit' and 'operational boundary' indicators govern the maximum level of external borrowing to fund the capital programme and short-term cash flow. See Appendix A.
- 4.2.3 At 31st December 2023 the Council held £109.243 million of external borrowing, of which 100% were fixed rate loans (See table below).

Borrowing Type	Lender	Outstanding Loans (£)	No Of Loans	Ave Rate %
PWLB	PWLB	95,742,569	32	3.55
LA Borrowing	North Kesteven District Council	2,000,000	1	2.05
Market Loans	Barclays	10,000,000	4	4.24
	Depfa	1,500,000	1	4.45
Total/ Ave Rate		109,242,569	38	3.61

4.3 Treasury Indicators

4.3.1

Maturity structure of fixed rate borrowing -	Upper Limit %	Lower Limit %	Actual %	Estimated position 31/03/24 £'000
Under 12 months	40%	0%	2%	2,225
12 months to 2 years	40%	0%	1%	1,128
2 years to 5 years	60%	0%	5%	5,723
5 years to 10 years	80%	0%	12%	13,184
10 years +	100%	10%	80%	86,983
Total				109,243

Limits for long-term treasury management investments £7m

4.3.2 As at 31st December 2023, the average rate of interest paid during the first 3 quarters of the year on external borrowing was 3.26%.

4.3.3 As part of the Treasury Management Strategy, the Council established a range of Prudential Indicators (in accordance with professional practice) to monitor both Treasury and Capital as the two are intrinsically linked. Details of the performance against the Prudential Indicators can be found at Appendix A. See comments below.

- i. Capital Expenditure – Appendix A shows the revised estimates for capital expenditure that have been approved by or are subject to approval since the Council approved the original budget in February 2023.
- ii. The Capital Financing Requirement (CFR) – Appendix A shows the Capital Financing Requirement, which is the Council's underlying need to borrow for a capital purpose. It also shows the expected debt position over the period (Operational Boundary).
- iii. Financing costs to net revenue stream – improved position anticipated due to increased interest rates generating higher returns.
- iv. Actual External Debt – Forecasting less than the original budget due to utilising internal resources and not undertaking borrowing while rates are high.

4.3.4 The Council is currently under-borrowed against the CFR, and whilst the Council has adequate cash balances it employs internal resources until cash flow forecasts indicates the need for additional borrowing or rates are available that reduce the cost of carrying debt. Whilst PWLB borrowing offers preferential rates compared with the market loans, with higher discounts for those with a Housing Revenue Account, rates have increased during the last couple of years and forecasts show that they will remain elevated from what we have seen in previous years for some time. £12.7m of borrowing has matured during 2023/24 which is not being replaced while interest rates remain high.

4.3.5 Following a demand for an increased rate, a LOBO loan of £4.5m was repaid during Q3. This was replaced in its entirety using preferential PWLB borrowing rates, lower than that of the original loan.

4.3.6 The HRA borrowing requirement is considered independently from that of the General Fund. Further borrowing is anticipated and will be reported as part of the MTFS and Treasury Management Strategy.

4.4 Economic Update

The current economic update from the Council's treasury advisors (LINK) can be found in Appendix B.

5. Strategic Priorities

5.1 One Council

Through its Treasury Management Strategy, the Council seeks to reduce the amount of interest it pays on its external borrowing and maximise the interest it achieves on its investments.

6. Organisational Impacts

6.1 Finance

The financial implications are covered in the main body of the report.

6.2 Legal Implications including Procurement Rules

The powers for a local authority to borrow and invest are governed by the Local Government Act 2003 (LGA 2003) and associated Regulations. A local authority may borrow or invest for any purpose relevant to its functions, under any enactment, or for the purpose of the prudent management of its financial affairs. The Regulations also specify that authorities should have regard to the CIPFA Treasury Management Code and the DLUCH Investment Guidance when carrying out their treasury management functions.

6.3 Equality, Diversity and Human Rights

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

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

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

Due to the nature of the report, there are no direct equality, diversity, or human rights implications.

7. Risk Implications

7.1 The Local Government Act 2003, the Prudential Code and the Treasury Management Code of Practice include a key principle that an organisations appetite for risk is included in their annual Treasury Management Strategy and this should include any

use of financial instruments for the prudent management of those risks, and should ensure that priority is given to security and liquidity when investing.

8. Recommendations

8.1 Members are asked to:

- a) note the Prudential and Treasury Indicators and the actual performance against the Treasury Management Strategy 2023/24 for the quarter ended 31st December 2023, and;
- b) consider any specific recommendations to be referred to the Executive relating to the contents of this report.

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?

No

How many appendices does the report contain?

Two

List of Background Papers:

Treasury Management Strategy 2023/24
(Approved by Council February 2023)

Lead Officer:

Laura Shipley, Financial Services Manager
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PRUDENTIAL INDICATORS

Indicator No.	Indicator	2023/24 Original Estimate (OE) £'000	2023/24 OE inc. Year End Adj 's £'000	2023/24 Q3 Revised Estimate £'000
1 & 2	Capital Expenditure - General Fund	14,114	21,252	15,333
1 & 2	Capital Expenditure - HRA	16,462	22,174	16,120
3 & 4	Capital Financing Requirement (CFR) - General Fund	74,148	74,308	71,461
3 & 4	Capital Financing Requirement (CFR) - HRA	78,803	78,803	79,395
5	Actual External Debt	109,897	109,897	109,242
6	Gross Debt and the CFR – Under Borrowing	43,054	43,214	41,614
7	Operational Boundary for External Debt	121,097	121,097	120,442
8	Authorised Limit for External Debt	125,642	125,530	125,039
9 & 10	Financing Costs to Net Revenue Stream - General Fund	14.35%		11.11%
9 & 10	Financing Costs to Net Revenue Stream - HRA	28.33%		26.21%
Local 5	Net Income from Commercial and Service Investments to Net Revenue Stream	10.82%		11.7%

Glossary Of Terms

The Authorised Limit – This represents the limit beyond which borrowing is prohibited and needs to be set and revised by members. It reflects the level of borrowing which, while not desired, could be afforded in the short term, but is not sustainable in the longer term. It is the expected maximum borrowing need with some headroom for unexpected movements. This is the statutory limit determined under section 3 (1) of the Local Government Act 2003.

The Operational Boundary – This indicator is based on the probable external debt during the course of the year; it is not a limit and actual borrowing could vary around this boundary for short times during the year. CIPFA anticipate that this should act as an indicator to ensure the authorised limit is not breached.

Economic Update from LINK (the Council's treasury advisors)

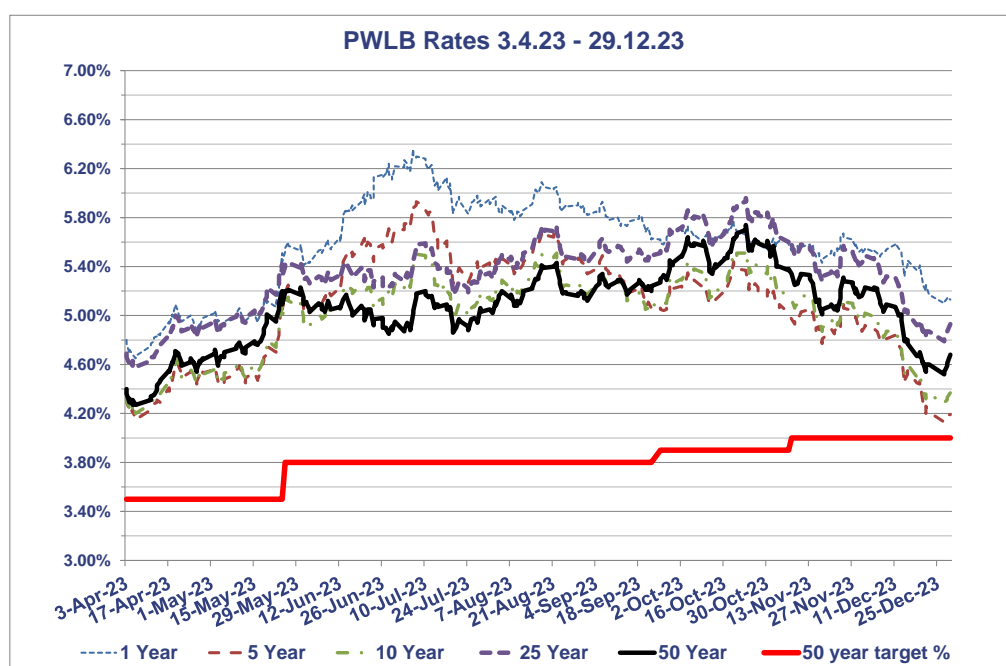
- The third quarter of 2023/24 saw:
 - A 0.3% m/m decline in real GDP in October, potentially partly due to unseasonably wet weather, but also due to the ongoing drag from higher interest rates. Growth for the second quarter, ending 30th September, was revised downwards to -0.1% and growth on an annual basis was also revised downwards, to 0.3%;
 - A sharp fall in wage growth, with the headline 3myy rate declining from 8.0% in September to 7.2% in October, although the ONS “experimental” rate of unemployment has remained low at 4.2%;
 - CPI inflation continuing on its downward trajectory, from 8.7% in April to 4.6% in October, then again to 3.9% in November;
 - Core CPI inflation decreasing from April and May’s 31 years’ high of 7.1% to 5.1% in November, the lowest rate since January 2022;
 - The Bank of England holding rates at 5.25% in November and December;
 - A steady fall in 10-year gilt yields as investors revised their interest rate expectations lower.
- The revision of GDP data in Q2 to a 0.1% q/q fall may mean the mildest of mild recessions has begun. Indeed, real GDP in October fell 0.3% m/m which does suggest that the economy may stagnate again in Q3. The weakness in October may partly be due to the unseasonably wet weather. That said, as the weakness was broad based it may also be the case that the ongoing drag from higher interest rates is more than offsetting any boost from the rise in real wages.
- However, the rise in the flash composite activity Purchasing Managers Index, from 50.7 in November to 51.7 in December, did increase the chances of the economy avoiding a contraction in Q3. The improvement was entirely driven by the increase in the services activity balance from 50.9 to 52.7. (Scores above 50 point to expansion in the economy, although only tepid in this instance.) The press release noted that this was primarily driven by a revival in consumer demand in the technological and financial services sectors. This chimes with the further improvement in the GfK measure of consumer confidence in December, from -24 to -22. The services PMI is now consistent with non-retail services output growing by 0.5% q/q in Q3, but this is in stark contrast to the manufacturing sector where the output balance slumped from 49.2 to 45.9 and, at face value, the output balance is consistent with a 1.5% q/q fall in manufacturing output in Q3.
- The 0.3% m/m fall in retail sales volumes in October means that after contracting by 1.0% q/q (which was downwardly revised from -0.8% q/q) in Q2, retail activity remained weak at the start of Q3. That suggests higher interest rates are taking a bigger toll on real consumer spending.
- Higher interest rates have filtered through the financial channels and weakened the housing market but, overall, it remains surprisingly resilient with only marginal falls showing year on year on the Halifax (-1%) and Nationwide (-1.8%) indices. However, the full weakness in real consumer spending and real business investment has yet to come as currently it is estimated that around two thirds to a half of the impact of higher interest rates on household interest payments has yet to be felt.

- Overall, we expect real GDP growth to remain subdued throughout 2024 as the drag from higher interest rates is protracted but a fading of the cost-of-living crisis and interest rate cuts in the second half of 2024 will support a recovery in GDP growth in 2025.
- The labour market remains tight by historical standards, but the sharp fall in wage growth seen in October will reinforce the growing belief in markets that interest rates will be cut mid-2024. Wage growth eased in October much faster than the consensus expected. Total earnings fell by 1.6% m/m, which meant the headline 3myy rate eased from 8.0% in September to 7.2% in October. This news will be welcomed by the Bank of England. Indeed, the timelier three-month annualised rate of average earnings growth fell from +2.4% to -1.2%. Excluding bonuses, it fell from 5.3% to 2.0%. Furthermore, one of the Bank's key barometers of inflation persistence, regular private sector pay growth, dropped from 7.9% 3myy to 7.3%, which leaves it comfortably on track to fall to 7.2% by December, as predicted by the Bank in November.
- The fall in wage growth occurred despite labour demand being stronger in October than expected. The three-month change in employment eased only a touch from +52,000 in September to +50,000 in October. But resilient labour demand was offset by a further 63,000 rise in the supply of workers in the three months to October. That meant labour supply exceeded its pre-pandemic level for the first time, and the unemployment rate remained at 4.2% in October. In the three months to November, the number of job vacancies fell for the 17th month in a row, from around 959,000 in October to around 949,000. That has reduced the vacancy to unemployment ratio as demand for labour eases relative to supply, which may support a further easing in wage growth in the coming months.
- CPI inflation fell from 6.7% in September to 4.6% in October, and then again to 3.9% in November. Both these falls were bigger than expected and there are clear signs of easing in domestic inflationary pressures. The fall in core CPI inflation from 5.7% to 5.1% in November was bigger than expected (consensus forecast 5.6%). That's the lowest rate since January 2022. Some of the decline in core inflation was due to the global influence of core goods inflation, which slowed from 4.3% to 3.3%. But some of it was due to services inflation falling from 6.6% to 6.3%. The Bank views the latter as a key barometer of the persistence of inflation and it came in further below the Bank's forecast of 6.9% in its November Monetary Policy Report. This will give the Bank more confidence that services inflation is now on a firmly downward path.
- The Bank of England sprung no surprises with its December monetary policy committee (MPC) meeting, leaving interest rates at 5.25% for the third time in a row and pushing back against the prospect of near-term interest rate cuts. The Bank continued to sound hawkish, with the MPC maintaining its tightening bias saying that "further tightening in monetary policy would be required if there were evidence of more persistent inflationary pressures". And it stuck to the familiar script, saying that policy will be "sufficiently restrictive for sufficiently long" and that "monetary policy is likely to need to be restrictive for an extended period of time". In other words, the message is that the MPC is not yet willing to endorse investors' expectations that rates will be cut as soon as May 2024.
- Looking ahead, our colleagues at Capital Economics forecast that the recent downward trends in CPI and core inflation will stall over the next few months before starting to decline more decisively again in February. That explains why we think the Bank of England won't feel comfortable cutting interest rates until H2 2024.

- The fall in UK market interest rate expectations in December has driven most of the decline in 10-year gilt yields, which have fallen in line with 10-year US Treasury and euro-zone yields. 10-year gilt yields have fallen from 4.68% in October 2023 to around 3.70% at the time of writing, with further declines likely if the falling inflation story is maintained.
- Investors' growing expectations that the Fed will cut interest rates soon has led to an improvement in risk sentiment, which has boosted the pound and other risky assets. In addition, the rise in the pound, from \$1.21 in November to \$1.27 now, has also been supported by the recent relative decline in UK wholesale gas prices.
- The further fall in 10-year real gilt yields in December has supported the recent rise in the FTSE 100. That said, the index remains 5% below its record high in February. This modest rise in equities appears to have been mostly driven by strong performances in the industrials and rate-sensitive technology sectors. But UK equities have continued to underperform US and euro-zone equities. The FTSE 100 has risen by 2.2% in December, while the S&P 500 has risen by 3.8%. This is partly due to lower energy prices, which have been a relatively bigger drag on the FTSE 100, due to the index's high concentration of energy companies.

In the chart below, the rise in gilt yields across the curve in the first half of 2023/24, and therein PWLB rates, is clear to see, prior to the end of year rally based on a mix of supportive domestic and international factors.

PWLB RATES 3.4.23 - 29.12.23



MPC meetings 2nd November and 14th December 2023

- On 2nd November, the Bank of England's Monetary Policy Committee (MPC) voted to keep Bank Rate on hold at 5.25%, and on 14th December reiterated that view. Both increases reflected a split vote, the latter by 6 votes to 3, with the minority grouping voting for an increase of 0.25% as concerns about "sticky" inflation remained in place.
- Nonetheless, with UK CPI inflation now at 3.9%, and core inflating beginning to moderate (5.1%), markets are voicing a view that rate cuts should begin in Q1 2024/25, some way

ahead of the indications from MPC members. Of course, the data will be the ultimate determinant, so upcoming publications of employment, wages and inflation numbers will be of particular importance, and on-going volatility in Bank Rate expectations and the gilt yield curve can be expected.

- In addition, what happens outside of the UK is also critical to movement in gilt yields. The US FOMC has kept short-term rates in the range of 5.25%-5.50%, whilst the ECB has moved its Deposit rate to a probable peak of 4%. Markets currently expect both central banks to start cutting rates in 2024.

Interest rate forecasts

The Council has appointed Link Group as its treasury advisors and part of their service is to assist the Council to formulate a view on interest rates. The PWLB rate forecasts below are based on the Certainty Rate (the standard rate minus 20 bps) which has been accessible to most authorities since 1st November 2012.

Link Group Interest Rate View 07.11.23													
	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26	Sep-26	Dec-26
BANK RATE	5.25	5.25	5.25	5.00	4.50	4.00	3.50	3.25	3.00	3.00	3.00	3.00	3.00
3 month ave earnings	5.30	5.30	5.30	5.00	4.50	4.00	3.50	3.30	3.00	3.00	3.00	3.00	3.00
6 month ave earnings	5.60	5.50	5.40	5.10	4.60	4.10	3.60	3.40	3.10	3.10	3.10	3.10	3.10
12 month ave earnings	5.80	5.70	5.50	5.20	4.70	4.20	3.70	3.50	3.30	3.30	3.30	3.30	3.30
5 yr PWLB	5.00	4.90	4.80	4.70	4.40	4.20	4.00	3.80	3.70	3.60	3.50	3.50	3.50
10 yr PWLB	5.10	5.00	4.80	4.70	4.40	4.20	4.00	3.80	3.70	3.70	3.60	3.60	3.50
25 yr PWLB	5.50	5.30	5.10	4.90	4.70	4.50	4.30	4.20	4.10	4.10	4.00	4.00	4.00
50 yr PWLB	5.30	5.10	4.90	4.70	4.50	4.30	4.10	4.00	3.90	3.90	3.80	3.80	3.80

- LIBOR and LIBID rates ceased at the end of 2021. In a continuation of previous views, money market yield forecasts are based on expected average earnings by local authorities for 3 to 12 months.
- The Link forecast for average earnings are averages i.e., rates offered by individual banks may differ significantly from these averages, reflecting their different needs for borrowing short-term cash at any one point in time.

A SUMMARY OVERVIEW OF THE FUTURE PATH OF BANK RATE

- Our central forecast for interest rates was previously updated on 7th November and reflected a view that the MPC would be keen to underpin its anti-inflation credentials by keeping Bank Rate at 5.25% until at least H2 2024. We expect rate cuts to start when both the CPI inflation and wage/employment data are unequivocally supportive of such a move, and that there is a strong likelihood of the overall economy enduring tepid growth (at best) or a mild recession (at worst) over the coming months.
- Naturally, timing on this matter will remain one of fine judgment: cut too soon, and inflationary pressures may well build up further; cut too late and any downturn or recession may be prolonged.
- In the upcoming months, our forecasts will be guided not only by economic data releases and clarifications from the MPC over its monetary policies and the Government over its fiscal policies, but also international factors such as policy development in the US and Europe, the provision of fresh support packages to support the faltering recovery in China as well as the on-going conflict between Russia and Ukraine, and Gaza and Israel.

- On the positive side, consumers are still anticipated to be sitting on some excess savings left over from the pandemic, which could cushion some of the impact of the above challenges and may be the reason why the economy is performing a little better at this stage of the economic cycle than may have been expected. Nonetheless, with approximately 400,000 households per quarter facing a mortgage interest reset at higher levels than their current rate, the economy will face on-going headwinds from that source, in addition to lower income households having to spend disproportionately on essentials such as food, energy and rent payments.

PWLB RATES

- As illustrated in the charts in section 1, gilt yields have endured a volatile nine months with yields rising significantly on the back of inflation concerns before retracing much of those increases in November and December. With the market now anticipating rate cuts by H2 2024, the short and medium parts of the curve are now close to where they started 2023/24, but the longer part of the curve is still a little higher. At the time of writing there is c50 basis points difference between the 5 and 50 year parts of the curve.

The balance of risks to the UK economy: -

- The overall balance of risks to economic growth in the UK is to the downside.

Downside risks to current forecasts for UK gilt yields and PWLB rates include: -

- Labour and supply shortages prove more enduring and disruptive and depress economic activity (accepting that in the near-term this is also an upside risk to inflation and, thus, could keep gilt yields high for longer).
- The Bank of England has increased Bank Rate too fast and too far over recent months, and subsequently brings about a deeper and longer UK recession than we currently anticipate.
- UK / EU trade arrangements – if there was a major impact on trade flows and financial services due to complications or lack of co-operation in sorting out significant remaining issues.
- Geopolitical risks, for example in Ukraine/Russia, the Middle East, China/Taiwan/US, Iran, and North Korea, which could lead to increasing safe-haven flows.

Upside risks to current forecasts for UK gilt yields and PWLB rates: -

- Despite the recent tightening to 5.25%, the Bank of England proves too timid in its pace and strength of increases in Bank Rate and, therefore, allows inflationary pressures to remain elevated for a longer period within the UK economy, which then necessitates Bank Rate staying higher for longer than we currently project.
- The pound weakens because of a lack of confidence in the UK Government's pre-election fiscal policies, resulting in investors pricing in a risk premium for holding UK sovereign debt.
- Longer-term US treasury yields rise strongly if inflation remains more stubborn there than the market currently anticipates, consequently pulling gilt yields up higher.
- Projected gilt issuance, inclusive of natural maturities and Quantitative Tightening (QT), could be too much for the markets to comfortably digest without higher yields compensating.

SUBJECT:	QUARTER 3 2023/24 OPERATIONAL PERFORMANCE REPORT
DIRECTORATE:	CHIEF EXECUTIVE AND TOWN CLERK
REPORT AUTHORS:	GRAHAM ROSE – SENIOR STRATEGIC POLICY OFFICER SCOTT LEA – POLICY & PERFORMANCE OFFICER

1. Purpose of Report

- 1.1 To present to Performance Scrutiny Committee an outturn summary of the Council's performance in quarter 3 of 2023/24.

2. Executive Summary

- 2.1 At the end of quarter 3 2023/24 of the **85** performance measures across the directorates of Chief Executive's, Communities & Environment and Housing & Investment:

- **7** measures (**8.2%**) were Red (below lower target boundary)
- **25** measures (**29.4%**) were Blue (within target boundaries – acceptable)
- **33** measures (**38.8%**) were Green (meeting or exceeding the higher target)
- **20** measures (**23.5%**) were recorded as volumetric
- **0** measures (**0.0%**) were recorded as data not being available for this quarter

Out of the **85** performance measures monitored during the quarter **65** had targets allocated to them. Of these targeted measures **58 (89.2%)** were within or exceeding the targets set. This was an improvement of **8.6%** when compared to quarter 2 of 2023/24.

3. Background

- 3.1 Regular monitoring of the council's performance is a key component of the Local Performance Management Framework. This report covers the key strategic performance measures identified by members and CMT as of strategic importance.
- 3.2 Each targeted measure is monitored against a target boundary range.

If a performance measure outturn status is Blue (acceptable), the measure is seen as performing on track. If a performance measure outturn status is green, the measure is seen to be achieving or exceeding the aspirational target. If a performance measure outturn status is red, the measure is seen to be performing below target and should be an area of focus.

4. Performance Measures Performing Above / Below Target – Quarter 3 2023/24

- 4.1 The Quarter 3 2023/24 Operational Performance Report can be found at Appendix A. The report details those targeted measures with performance above or below target by directorate at the end of the second quarter of 2023/24 and the reasonings behind the performance outturns.

- 4.2 A count of the performance measure outturn statuses by directorate at quarter 3 2023/24 can be found on page 4 of Appendix A.
- 4.3 In addition to the directorate performance measures, the report also details the performance outturns for those corporate performance measures. These measures focus on the areas of resources, health & wellbeing, sickness, complaints (including Ombudsman rulings) and compliments.
- 4.4 To support the full operational performance report, a full list of all performance measure outturns and supporting performance commentary is provided at Appendix B. Within this supporting appendix, in addition to those measures performing above / below target, Appendix B also contains –
- those performance measures performing within target boundary at the end of the quarter (acceptable performance)
 - the outturns for all performance measures recorded as volumetric (untargeted)

5. Strategic Priorities

5.1 City of Lincoln Council's Vision 2025 priorities are:

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

The performance measures under each directorate predominantly link directly into one Vision 2025 strategic priority. These links are as follows:

- Chief Executive's Directorate – Let's reduce all kinds of inequality
- Directorate for Communities and Environment – Let's enhance our remarkable place
- Directorate for Housing and Investment - Let's deliver quality housing
- Directorate for Major Developments – Let's drive inclusive economic growth and Let's address the challenge of climate change

6. Organisational Impacts

6.1 Finance (including whole life costs where applicable)

There are no direct financial implications because of this report. Further details on the council's financial position can be found in the quarterly financial performance report.

6.2 Legal Implications including Procurement Rules

There are no direct legal implications as a result of this report.

6.3 Equality, Diversity and Human Rights

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

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

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

This report has no direct effect on equality in itself, but through measurement of service performance we are constantly able to review the quality of services for all recipients.

7. Risk Implications

7.1 (i) Options Explored – N/A

7.2 (ii) Key Risks Associated with the Preferred Approach – N/A

8. Recommendations

8.1 Performance Scrutiny Committee is asked to review and comment on the contents of the Quarter 3 2023/24 Operational Performance Report found at Appendix A ahead of the report being presented to Executive on 19 February 2024.

8.2 Performance Scrutiny Committee is asked to confirm that the format of the performance report continues to meet their requirements.

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?	Two (A and B)
List of Background Papers:	None
Lead Officers:	Graham Rose - Senior Strategic Policy Officer Graham.rose@lincoln.gov.uk Scott Lea – Policy & Performance Officer Scott.lea@lincoln.gov.uk

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Operational Performance Report – Quarter 3 2023/24



Graham Rose - Senior Strategic Policy Officer
Scott Lea – Policy and Performance Officer

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How to read this report

The performance measures within this report are split into two key areas:

- Performance measures specific to each directorate
- Corporate performance measures focusing on the whole authority

Directorate performance measures








Presented in this report are the quarter 3 2023/24 performance measure outturns for those performance measures under each council directorate.

The performance measures under each directorate predominantly link directly into one Vision 2025 strategic priority. These links are as follows;

- **Chief Executive's Directorate Measures (CX)** – predominantly covering “Reducing all kinds of inequality”
- **Directorate for Communities and Environment Measures (DCE)** - predominantly covering “Lets enhance our remarkable place”
- **Directorate for Housing and Investment Measures (DHI)** - predominantly covering “Lets deliver quality housing”

The Directorate for Major Developments (DMD) does not monitor performance through strategic measures. Instead performance is monitored by the progress of the various projects DMD is responsible for under the priorities "Driving Inclusive Economic Growth" and “Lets Address the Challenge of Climate Change”.

For all directorate performance measures, outturn data is presented using the following indicators:

	At or above target
	Acceptable performance - results are within target boundaries
	Below target
	Volumetric / contextual measures that support targeted measures
	Performance has improved since last quarter / year
	Performance has stayed the same since last quarter / year
	Performance has deteriorated since last quarter / year

Corporate performance measures

For the corporate performance measures the data is not specific to service area performance but focuses on the council's performance overall. These corporate performance measures are split into the following categories:

- Resource information
- Appraisals
- Health & wellbeing
- Sickness
- Corporate complaints including Ombudsman rulings
- Compliments

Executive summary

Within this quarter 3 2023/24 Operational Performance Report for the City of Lincoln Council, we are reporting on **77** quarterly performance measures and **8** annual performance measures. The **85** measures are split across the directorates of Chief Executive's (CX), Community and Environment (DCE) and Housing and Investment (DHI). Currently there are no performance measures for the Directorate for Major Developments.

The main format of this report is split into five parts -

1. Executive Summary
2. Chief Executive's Directorate performance
3. Directorate for Communities and Environment performance
4. Directorate for Housing and Investment performance
5. Corporate performance measures

The 2023/24 targets for each targeted performance measure were agreed with Performance Scrutiny Committee and Executive in March 2023.

Below provides a summary of the performance measure outturns by status and by direction of travel for each directorate as at the end of quarter 3 2023/24.

	Performance measure outturns by status					
Directorate	Below target	Acceptable	Above target	Volumetric	Data not available	Total
CX	2 (7.1%)	6 (21.4%)	12 (42.9%)	8 (28.6%)	0 (0.0%)	28
DCE	1 (2.6%)	15 (38.5%)	15 (38.5%)	8 (20.5%)	0 (0.0%)	39
DHI	4 (22.2%)	4 (22.2%)	6 (33.3%)	4 (22.2%)	0 (0.0%)	18
Total	7 (8.2%)	25 (29.4%)	33 (38.8%)	20 (23.5%)	0 (0.0%)	85

	Performance measures outturns by direction of travel					
Directorate	Deteriorating	No change	Improving	Volumetric	Data not available	Total
CX	10 (35.7%)	1 (3.6%)	9 (32.1%)	8 (28.6%)	0 (0.0%)	28
DCE	10 (25.6%)	3 (7.7%)	18 (46.2%)	8 (20.5%)	0 (0.0%)	39
DHI	6 (33.3%)	0 (0.0%)	8 (44.4%)	4 (22.2%)	0 (0.0%)	18
Total	26 (30.6%)	4 (4.7%)	35 (41.2%)	20 (23.5%)	0 (0.0%)	85

It is important to note that factors such as resource pressures, recruitment challenges and the ongoing cost of living challenges have continued to have an impact on performance in quarter 3 2023/24.



Quarterly Measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 3 2023/24 outturn	Status	
Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	%	High is good	95.00	100.00	50.00	R	▼
Work Based Learning	WBL 2	Percentage of apprentices moving into Education, Employment or Training	%	High is good	90.00	95.00	100.00	G	▲
Communications	COM 1	Percentage of media enquiries responded to within four working hours or within requested response time	%	High is good	78.00	90.00	67.00	R	▼
Customer Services	CS 1	Number of face to face enquiries in customer services	Number	N/A	Volumetric	Volumetric	9	V	
Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	Number	N/A	Volumetric	Volumetric	24,512	V	
Customer Services	CS 3	Average time taken to answer a call to customer services	Seconds	Low is good	600	300	471	A	▼
Customer Services	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	%	High is good	75.00	90.00	83.60	A	▲
IT	ICT 1	Number of calls logged to IT helpdesk	Number	N/A	Volumetric	Volumetric	907	V	
IT	ICT 2	Percentage of first time fixes	%	N/A	Volumetric	Volumetric	65.20	V	
Accountancy	ACC 1	Average return on investment portfolio	%	High is good	1.50	2.75	5.54	G	▲
Accountancy	ACC 2	Average interest rate on external borrowing	%	Low is good	5.25	3.75	3.26	G	▼
Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	%	High is good	95.00	97.00	96.42	A	▼
Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	%	High is good	60.00	70.00	78.00	G	▲

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 3 2023/24 outturn	Status	
Debtors & Creditors	DCT 3	Average number of days to pay invoices	Days	Low is good	20	15	18	A	▼
Housing Benefit Administration	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Days	Low is good	18.50	16.50	15.24	G	▲
Housing Benefit Administration	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Days	Low is good	7.50	6.00	5.52	G	▲
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Number	Low is good	1,650	1,500	1,481	G	▼
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)	%	High is good	90.00	93.00	92.29	A	▼
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Number	N/A	Volumetric	Volumetric	3,255	V	
Revenues Administration	REV 1	Council Tax – in year collection rate for Lincoln (cumulative)	%	High is good	75.00	77.00	76.11	A	▼
Revenues Administration	REV 2	Business Rates – in year collection rate for Lincoln (cumulative)	%	High is good	81.00	84.00	85.60	G	▲
Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues Team	Number	Low is good	1,100	1,000	907	G	▲
Revenues Administration	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Number	N/A	Volumetric	Volumetric	3,760	V	

Annual Measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	2023/24 outturn	Status	
Democratic Services	DEM 1	The number of individuals registered on the electoral	Number	N/A	Volumetric	Volumetric	62,045	V	

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	2023/24 outturn	Status	
		register as at 1st December (local elections)							
Procurement Services	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	%	High is good	20.00	45.00	50.25 (outturn for 2022/23)	G	▲
Procurement Services	PRO 2	Percentage value of the top 10 spend contracts that have been sub-contracted (wholly or partly) to "local" suppliers to deliver	%	N/A	Volumetric	Volumetric	31.30 (outturn for 2022/23)	V	
Procurement Services	PRO 3	Percentage of total contract spend that is with an SME	%	High is good	20.00	40.00	65.50 (outturn for 2022/23)	G	▲
Procurement Services	PRO 4	Percentage of total contract spend that is with an SME who meets the "local" definition	%	High is good	20.00	40.00	57.70 (outturn for 2022/23)	G	▼

Chief Executive's Directorate measures performing at or above target

G

WORK BASED LEARNING

WBL 2 - Percentage of apprentices moving into Education, Employment or Training

The percentage of apprentices moving into Education, Employment or Training during quarter 3 2023/24 was 100% (2 out of 2). This latest outturn was above the high target for the measure of 95% and was the 6th consecutive quarter this measure had performed at 100%. During quarter 3 2023/24 there were 2 new starters on the apprenticeship scheme.

ACCOUNTANCY

ACC 1 – Average return on investment portfolio

The average return on investment portfolio during quarter 3 2023/24 was 5.54%. This latest outturn was above the high target for the measure of 2.75% and was an increase of 0.4% when compared

to the previous quarter. The Bank of England base rate has remained at 5.25% during quarter 3 and subsequently yields on investments have continued to be strong.

ACC 2 – Average interest rate on external borrowing

The average interest rate on external borrowing at the end of quarter 3 2023/24 was 3.26%. This latest outturn performed better than the high target for the measure of 3.75% (low is good) and remained at a similar level to the first half of the year, increasing negligibly due to maturity / repayment of favourable rate loans.

DEBTORS & CREDITORS

DCT 2 – Percentage of invoices that have a Purchase Order completed

The percentage of invoices that had a Purchase Order completed in quarter 3 2023/24 was 78%. This latest outturn was above the high target of 70% and was an increase of 7% when compared to the previous quarter. The outturn of 78% equated to 2,016 of 2,576 invoices being linked to a purchase order number. It is important to note that utility bills where purchase orders are not required and supplier invoices where a purchase order would be unsuitable for processing have been excluded from these figures.

HOUSING BENEFIT ADMINISTRATION

BE 1 – Average days to process new housing benefit claims from date received (cumulative)

In quarter 3 2023/24 the cumulative average number of days to process new housing benefit claims from date received was 15.24 days. This latest outturn performed better than the high target for the quarter of 16.5 days (low is good). When compared to the previous quarter, together with the same quarter in 2022/23, this latest outturn was a small improvement in processing times. This improvement was as a result of the Housing Benefits Administration Team clearing older claims during the quarter, with the remaining outstanding claims relating to those received more recently.

BE 2 – Average days to process housing benefit claim changes of circumstances from date received (cumulative)

The cumulative average number of days to process housing benefit claim changes of circumstances from date received during quarter 3 2023/24 was 5.52 days. This latest outturn was lower than the high target for the measure of 6 days (low is good) and was an improvement in performance when compared to both the previous quarter's outturn, together with the outturn for the same quarter in 2022/23. Similar to measure BE 1, the improvement in performance during quarter 3 was as a result of the team being able to clear older claim changes of circumstances, with the remaining outstanding claims relating to those received more recently.

BE 3 – Number of Housing Benefits / Council Tax support customers awaiting assessment

At the end of the quarter 3 2023/24, 1,481 Housing Benefits / Council Tax support customers were awaiting assessment. Whilst this latest outturn performed just below the high target of 1,500 (low is good), the outturn was an increase of 325 customers awaiting assessment when compared to the end of the previous quarter where there were 1,156 customers awaiting assessment. The increase in outstanding customers awaiting assessment at the end of quarter 3 was as a result of there being an increase in documents received during November 2023 requiring processing. Of the 1,481 customers awaiting assessment at the end of quarter 3, 1,155 were awaiting a first contact from the council.

REVENUES ADMINISTRATION

REV 2 – Business Rates – in year collection rate for Lincoln (cumulative)

The cumulative Business Rates in year collection rate for Lincoln at the end of quarter 3 2023/24 was 85.6%. This latest outturn was above the high target for the measure of 84% and was the 7th consecutive quarter this measure had performed above its high target. It is important to note that Non Domestic Rates can increase and decrease each year depending on actions taken by the Valuation Office. Additionally, for the last 4 years there have been multiple changes to retail relief. Collectively these make performance comparisons to previous years difficult. However, when compared to the same quarter last year the collection rate is remaining steady with a 0.09% increase.

REV 3 – Number of outstanding customer changes in the Revenues Team

The number of outstanding customer changes in the Revenues Team at the end of quarter 3 2023/24 was 907. This latest outturn was below the high target for the measure of 1,000 (low is good). Of the 907 outstanding customer changes at the end of the quarter, 869 were in relation to documents within the Enterprise document management system for City of Lincoln Council customers. Additionally, there were also 38 e-mail changes awaiting processing at the end of the quarter relating to City of Lincoln customers. During quarter 3 some changes were made by the service to the handling of e-mails, which included ensuring e-mails are indexed before being actioned. This has helped to speed up the process of indexing and has allowed the service to better understand whether e-mails are in relation to Lincoln or North Kesteven customers. Additionally, this has allowed officers to easily see if there are multiple contacts regarding the same property and deal with these in a more efficient way. When comparing the latest outturn to the number of outstanding changes at the end of the previous quarter (1,120), this latest outturn was a reduction of 213 outstanding customer changes.

PROCUREMENT

Performance measures PRO 1, PRO 2, PRO 3 and PRO 4 are annually collected measures reported in quarter 3. The outturns for these measures are lagged by one year, with the latest outturns relating to the financial year 2022/23.

PRO 1 – Percentage spend on contracts that have been awarded to ‘local’ contractors (as the primary contractor)

In 2022/23 50.25% of contracts were awarded to local contractors (as the primary contractor). In monetary terms this equated to £24.8m spend with local suppliers out of a total spend of £49.5m. When comparing the outturn of 50.25% to the high target for this measure of 45%, this latest outturn was above the target by 5.25%. Additionally, this latest outturn was an increase of 6.1% when compared to the 2021/22 outturn.

PRO 3 – Percentage of total contract spend that is with an SME (Small and Medium-sized Enterprise)

In 2022/23 the percentage total contract spend that was with an SME was 65.5%. This latest outturn performed above the high target for the year of 40% and was an increase of 14.32% when compared to the 2021/22 outturn. In monetary terms, the 2022/23 outturn equated to contract spend of £49.5m of which £32.4m was with an SME.

PRO 4 – Percentage of total contract spend that is with an SME (Small and Medium-sized Enterprise) who meets the ‘local’ definition

The percentage of total contract spend that was with an SME who met the ‘local’ definition in 2022/23 was 57.7%. This latest outturn performed above the high target for the year of 40%, however, was a slight reduction of 1.1% when compared to the 2021/22 outturn. In monetary terms, during 2022/23 the total spend with SMEs was £32.4m of which £18.69m was with local SMEs.

Chief Executive’s Directorate measures performing below target

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WORK BASED LEARNING

WBL 1 – Percentage of apprentices completing their qualification on time

In quarter 3 2023/24, 50% of apprentices completed their qualification on time, which equated to 1 out of 2 learners. This latest outturn was below the low target for the measure of 95%. The individual not completing on time during this quarter decided to withdraw from the apprenticeship scheme. It is important to note that due to the low number of apprentices due to complete during the quarter, the impact on performance of 1 apprentice not completing on time was much larger.

COMMUNICATIONS

COM 1 – Percentage of media enquiries responded to within four working hours or within requested response time

In quarter 3 2023/24 the percentage of media enquiries responded to within four working hours or within the requested response time was 67%. Following positive performance of this measure during recent years, this latest outturn was below the low target for the measure of 78%.

The main reason for the drop in performance during this latest quarter was the county's Local Democracy Reporter service submitting more detailed and expansive requests for information. These multi-layered enquiries have, in turn, regularly required more officers to be involved in compiling the response(s). This has been more time consuming and more reliant on the varied diaries and priorities of officers. As a result some of the four hour targets were not achieved. Procedures to mitigate against these requests were put in place including, on occasion, agreeing slightly extended deadlines that fitted with the required timescales of both the media and officers.

Regarding the nature of the enquiries received during quarter 3, the Christmas Market was the main topic of enquiries received from local, regional and national media. In addition, the ongoing Gridline Racing investigation, the planned opening of the redeveloped Cornhill Market, the city's new Christmas lights and Lincoln Ice Trail all attracted multiple enquiries across the quarter.

As a result of the above impact on resource, a review of the appropriateness of this performance measure is currently underway as part of the annual performance measure review and target setting process.



Quarterly Measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Q3 2023/24 outturn	Status	
Affordable Housing	AH 1	Number of affordable homes delivered (cumulative)	Number	High is good	15	75	17	A	▲
Development Management (Planning)	DM 1	Number of applications in the quarter	Number	N/A	Volumetric	Volumetric	191	V	
Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Days	Low is good	85.00	65.00	73.96	A	▲
Development Management (Planning)	DM 3	Number of live planning applications open	Number	Low is good	180	120	115	G	▲
Development Management (Planning)	DM 4	Percentage of applications approved	%	High is good	85.00	97.00	93.00	A	▼
Development Management (Planning)	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	%	Low is good	10.00	5.00	0.00	G	▲
Development Management (Planning)	DM 5a	Number of decisions appealed in the quarter	Number	Low is good	5	1	2	A	▼
Development Management (Planning)	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Number	Low is good	5	1	0	G	■
Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)	%	High is good	70.00	90.00	85.00	A	▲
Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year	%	High is good	60.00	90.00	70.97	A	▼

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Q3 2023/24 outturn	Status	
		rolling basis (including extensions of time)							
Parking Services	PS 1	Overall percentage utilisation of all car parks	%	High is good	50.00	60.00	56.00	A	▲
Parking Services	PS 2	Sessional car parking income as a percentage of budget requirement	%	High is good	91.00	96.00	113.18	G	▲
Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	High is good	95.00	97.00	99.78	G	▼
Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Days	Low is good	20.00	10.00	6.20	G	▲
Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	High is good	85.00	97.00	94.24	A	▲
Licensing	LIC 1	Percentage of premises licences issued within 28 days of grant	%	High is good	80.00	100.00	94.44	A	▼
Licensing	LIC 2	Total number of active premises licences	Number	N/A	Volumetric	Volumetric	405	V	
Licensing	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Number	N/A	Volumetric	Volumetric	828	V	
Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Weeks	Low is good	26.00	19.00	36.00	R	▼
Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Weeks	Low is good	20.00	12.00	11.00	G	▲

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Q3 2023/24 outturn	Status	
Private Housing	PH 3	Number of empty homes brought back into use (cumulative)	Number	High is good	11	23	34	G	▲
Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	Number	N/A	Volumetric	Volumetric	111	V	
Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	Number	N/A	Volumetric	Volumetric	1,006	V	
Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Number	Low is good	240	200	226	A	▲
Public Protection and Anti-Social Behaviour Team	PPASB 4	Satisfaction of complainants relating to how their ASB complaint was handled	%	High is good	75.00	85.00	100.00	G	▬
Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Number	N/A	Volumetric	Volumetric	38,687	V	
Sport & Leisure	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Number	N/A	Volumetric	Volumetric	98,617	V	
Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Hours	High is good	520	700	858	G	▲
Sport & Leisure	SP 3a	Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0.00	2.00	11.00	G	▼
Sport & Leisure	SP 3b	Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0.00	2.00	5.30	G	▼
Allotments	AM 1	Percentage occupancy of allotment plots	%	High is good	86.00	94.00	95.00	G	▬

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Q3 2023/24 outturn	Status	
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	Number	N/A	Volumetric	Volumetric	2,887	V	
Grounds Maintenance	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Number	Low is good	150	50	85	A	▼
Street Cleansing	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Number	Low is good	150	50	60	A	▲
Waste & Recycling	WM 1	Percentage of waste recycled or composted (seasonal)	%	High is good	32.50	38.00	34.95	A	▲
Waste & Recycling	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Number	Low is good	150	50	40	G	▲

Annual measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	2023/24 outturn	Status	
Food and Health & Safety Enforcement	FHS 4	Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/shops and takeaways in Lincoln	%	High is good	80.00	85.00	90.70	G	▲
Waste & Recycling	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	%	High is good	85.00	95.00	94.80	A	▼
Waste & Recycling	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	%	High is good	85.00	95.00	94.10	A	▲

DEVELOPMENT MANAGEMENT (PLANNING)

DM 3 - Number of live planning applications open

The number of live planning applications open at the end of quarter 3 2023/24 was 115. This latest outturn was a decrease of 31 applications when compared to the previous quarter 2 2023/24 outturn of 146 and reported below the high target for this measure of 120 (low is good). Whilst partly due to fewer submissions in the quarter, the reduction in open applications is also due to the team's performance improving following vacant positions being filled. This has resulted in more throughput of applications as staff have gained momentum in their new roles.

DM 5 - Percentage of total decisions made in the quarter that have subsequently been overturned at appeal

The percentage of total decisions made in quarter 3 2023/24 that were subsequently overturned at appeal was 0%. This latest outturn was a decrease of 1.7% when compared to the previous quarter 2 2023/24 outturn and continued to report below the high target for this measure of 5 (low is good). This positive outturn continues to show the strong performance of the service at appeal and the robustness of the decision making process.

DM 5b - Number of appealed decisions in the quarter overturned by the inspectorate

There were 0 appealed decisions in quarter 3 2023/24 overturned by the inspectorate. This latest outturn reported the same as the previous quarter 2 2023/24 outturn of 0 and continued to report below the high target for this measure of 1 (low is good). The positive performance of this measure demonstrates both the quality of decisions made by the Development Management Team and also the proactive and positive approach of the team in negotiating acceptable outcomes during the process.

PARKING SERVICES

PS 2 - Sessional car parking income as a percentage of budget requirement

The sessional car parking income as a percentage of budget requirement at the end of quarter 3 2023/24 was 113.18%. This latest outturn was an increase of 6.77% on the previous quarter 2 2023/24 outturn and remained comfortably above the high target for this measure of 96%. The income for the quarter reported at £1,749,434.86 against a budget for the quarter of £1,545,721.00. December's income alone was £123,692.70 over budget, which was strong performance for a single month.

FOOD HEALTH & SAFETY

FHS 1 - Percentage of premises fully or broadly compliant with Food Health & Safety inspection

At the end of quarter 3 2023/24 the percentage of premises fully or broadly compliant with Food Health & Safety inspection was 98.78%. This latest outturn was a small decrease of 1.21% when compared to the previous quarter 2 2023/24 outturn of 99.99%, however still reported above the high target for this measure of 97%. At the end of the quarter there were 13 non-compliant businesses in the city. The team continues to prioritise these businesses as well as new businesses to get them to a level where they are at least broadly compliant and so protecting the health of residents and visitors. The number of businesses registered in the city at the end of the quarter was 1,064, however this continues to fluctuate daily.

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

The average time from actual date of inspection to achieving compliance in quarter 3 2023/24 was 6.2 days. This latest outturn was a decrease of 2.06 days when compared to the previous quarter and continued to report below the high target for this measure of 10 days (low is good). There were 130 businesses inspected during quarter 3 2023/24, with an additional 23 low risk businesses being assessed in accordance with the Alternative Enforcement Strategy. An agency worker was employed during the quarter to cover current vacancies.

FHS 4 - Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants / cafes / shops and takeaways in Lincoln

Satisfaction with the standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln is an annual measure collected in quarter 3 from the November Lincoln Citizens' Panel survey. The latest outturn for 2023/24 showed 90.7% (392 respondents) to the survey were either 'very satisfied' or 'satisfied' with the standard of hygiene in restaurants, cafes, shops and takeaways in the city. This latest outturn continued to perform above the target for the measure of 85% and was an increase of 3.2% on the previous 2022/2023 outturn of 87.5%. The continued high level of customer satisfaction reflects the positive impact of the work undertaken by the Food Health & Safety Team within the city.

PRIVATE HOUSING

PH 2 - Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level

In quarter 3 2023/24 the average time from date of inspection of accommodation to removing a severe hazard to an acceptable level was 11 weeks. This latest outturn was a decrease of 10 weeks when compared to the previous quarter 2 2023/24 outturn of 21 weeks and reported just below the high target for this measure of 12 weeks (low is good). 20 cases were closed during the quarter 3 2023/24. 49 cases remained open at quarter end, of which 13 were awaiting allocation. It is important to note that the number of new cases received during the quarter was low, which

contributed to the positive performance of this measure. Park ward continued to have the highest number of properties that report complaints of disrepair.

PH 3 - Number of empty homes brought back into use (cumulative)

At the end of quarter 3 2023/24 the number of empty homes brought back into use in 2023/24 so far was 34. This latest outturn was an increase of 10 homes when compared to the same quarter in 2022/23 and reported above the high target for the quarter of 23 homes. From January 2023 the number of long term empty homes that have been empty for 5 or more years has decreased by 18%. However, the number of empty homes that have been empty for 2 years or more has increased by 15%. This increase is partly due to the Revenues Administration Team undertaking a review of empty homes subject to probate, which consequently makes them exempt being out of probate.

PUBLIC PROTECTION AND ANTI-SOCIAL BEHAVIOUR (PPASB)

PPASB 4 - Satisfaction of complainants relating to how their ASB complaint was handled

In quarter 3 2023/24 100% of complainants were happy with how their ASB complaint was handled. This latest outturn reported the same as the previous quarter 2 2023/24 outturn of 100% and remained above the high target for this measure of 85%. 19 satisfaction surveys were sent out during the quarter, with 2 responses received, both of which were very satisfied. Work will continue within the team to try and increase the number of responses being received to the survey. It is important to note this measure focuses on surveys sent to ASB complainants only, for example noise and nuisance complainants.

SPORT & LEISURE

SP 2 - Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre

The Artificial Grass Pitch usage at Yarborough Leisure Centre and Birchwood Leisure centre in quarter 3 2023/24 was 858 hours. This latest outturn was an increase of 195 hours when compared to the previous quarter 2 2023/24 outturn of 663 hours and reported above the high target for this measure of 700 hours. Birchwood Leisure Centre recorded 556 hours used during quarter 3 and Yarborough Leisure Centre recorded 302 hours used. It is important to note that usage was high due to the football season being in progress during the quarter.

SP 3a - Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England

In quarter 3 2023/24 the net promoter score for Birchwood Leisure Centre was 47. This score was 11 points above the average national benchmarking score for the period of 36. The outturn of 11 points above the national average was also above the high target for the measure of 2 points above the national average. A mixture of positive and negative feedback was received in the quarter. Positive feedback received focused on staffing and facilities provided for a party, together with class

instructors who were very motivating. Negative feedback received was in relation to the toilets, which users felt needed refurbishing.

SP 3b - Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England

In quarter 3 2023/24 the net promoter score for Yarborough Leisure Centre was 41.3. This score was 5.3 points above the average national benchmarking score for the period of 36. The outturn of 5.3 points above the national average was also above the high target for the measure of 2 points above the national average. Positive feedback received in the quarter focused on the poolside being a lot cleaner, praise for the service provided by staff and praise for the range of activities and classes provided. Negative feedback received in the quarter was in relation to a change in the classes provided following a quarterly review of attendance levels.

ALLOTMENTS

AM 1 - Percentage occupancy of allotment plots

At the end of quarter 3 2023/24 the percentage occupancy of allotment plots was 95%. This latest outturn reported the same as the previous quarter 2 2023/24 outturn and continued to report just above the high target for this measure of 94%. 1,063 plots of a total 1,178 were let at the end of the quarter. Of the 1,178 total plots, 1,124 plots were lettable at quarter end. The remaining plots were offered to prospective tenants at those sites that had waiting lists, and for other sites with no waiting list, these were offered on a first come first serve basis. There continues to be a high demand for allotment plots with 12 out of the 18 sites currently having waiting lists for plots. The Allotments Team is continuing to work hard to re-let the plots as quickly as possible.

WASTE & RECYCLING

WM 2 - Contractor points recorded against target standards specified in contract - Waste Management

Contractor points recorded against the target standards specified in the Waste Management contract in quarter 3 2023/24 was 40. This latest outturn was a significant improvement on the previous quarter 2 2023/24 outturn of 125 points (low is good) and reported below the high target for the measure of 50 points. Of the 40 points recorded, 10 points were recorded in October 23, 20 points recorded in November 23 and 10 points recorded in December 23. The majority of points recorded in the quarter were in relation to missed recycling collections.

PRIVATE HOUSING

PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a Disabled Facilities Grant (DFG) (all DFG's exc. extensions)

The average time in weeks from occupational therapy notification to completion of works on site for a DFG grant in quarter 3 2023/24 was 36 weeks. This latest outturn was an increase of 6.1 weeks when compared to the previous quarter 2 2023/24 outturn of 29.9 weeks and reported higher than the low target for this measure of 26 weeks (low is good). 40 adaptations were completed in the period, which was a very good output especially as the team usually process around 80 adaptations within a full year. During the quarter the team was tasked to reduce the backlog of cases, which had an impact on the existing resource within the team. This included clearing a number of long standing historical cases. At the end of quarter 3 there were 25 cases awaiting allocation with the oldest case being less than 3 months. To provide some additional context on processing times, once an application has reached the approved stage, which involves a contractor being appointed and the price of the works agreed, the time taken to complete the works was 12 weeks. The team is looking at redesigning the front end of the process to improve efficiency, which will require an additional admin resource. It is anticipated this process will commence in quarter 1 2024/25. The team is continuing to carry a Technical Officer vacancy, which is being actively recruited to.



Directorate for Housing and Investment

Quarterly Measures

Service Area	Measure ID	Measure	Unit	High or low in good	Low target	High target	Q3 2023/24 outturn	Status	
Control Centre	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	%	High is good	90.00	95.00	95.92	G	▼
Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	97.77	A	▲
Housing Solutions	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	1,998	V	
Housing Solutions	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	334	V	
Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	%	High is good	45.00	50.00	50.37%	G	▲
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	1.07	A	▼
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Days	Low is good	34.00	32.00	38.43	R	▲
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Days	Low is good	40.00	38.00	45.50	R	▲
Rent Collection	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	108.05	G	▲
Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	2.86	G	▲
Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	0.86	G	▲
Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	232	V	
Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	97.83	R	▼

Service Area	Measure ID	Measure	Unit	High or low in good	Low target	High target	Q3 2023/24 outturn	Status	
Housing Maintenance	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	%	High is good	98.50	99.50	99.04	A	▼
Housing Maintenance	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	83.28	R	▼
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	94.32	G	▲
Housing Maintenance	HM 3	Percentage of tenants satisfied with repairs and maintenance	%	N/A	90.00	95.00	83.95	V	
Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	%	High is good	95.00	97.00	96.24	A	▼

Amendments to outturns previously reported for performance measures HS 1, HS 2 & HS 3.

HS 1 – The number of people currently on the housing register

A filtering issue within the housing register report extracted from the Abritas housing system resulted in the quarter 2 2023/24 outturn being reported incorrectly for this measure within the quarter 2 report. This issue has now been rectified and the corrected outturn for quarter 2 is provided below.

Quarter	Previously reported incorrect outturn	Correct outturn
Quarter 2 2023/24	1,475	1,912

HS 2 - The number of people approaching the council as homeless &

HS 3 - Successful preventions and relief of homelessness against total number of homelessness approaches

Due to when the quarterly reports were run from the Abritas system for quarters 1 and 2, some homelessness cases were not captured in the original outturns reported for performance measures HS 2 & HS 3 – this was due to not all cases being live on the system at the time of reporting. An updated system report has now been created and the correct outturns for both measures are provided below. The service has revised when future reports will be run from the system for quarterly performance to ensure all cases are captured correctly.

HS 2 - The number of people approaching the council as homeless -

Quarter	Previously reported incorrect outturn	Correct outturn
Quarter 1 2023/24	329	365
Quarter 2 2023/24	299	378

HS 3 - Successful preventions and relief of homelessness against total number of homelessness approaches -

Quarter	Previously reported incorrect outturn	Correct outturn
Quarter 1 2023/24	38.12%	33.80%
Quarter 2 2023/24	35.90%	27.86%

Directorate for Housing and Investment measures performing at or above target

G

CONTROL CENTRE**CC 1 – Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre**

In quarter 3 2023/24 105 surveys were distributed to customers to ask how satisfied they were with their new Lincare Housing Assistance connection to the control centre. 49 surveys were returned (47%) and of these 95.92% (47) respondents were satisfied with their connection. This latest outturn was above the high target for the measure of 95%.

HOUSING SOLUTIONS**HS 3 – Successful preventions and relief of homelessness against total number of homelessness approaches**

Successful preventions and relief of homelessness against total number of homelessness approaches in quarter 3 2023/24 was 50.37%. This latest outturn was just above the high target for this measure of 50% and was an improvement in performance of 22.51% when compared to the previous quarter. During the quarter a number of changes were implemented by the service to further support residents to help prevent and relieve homelessness as far as possible. These changes included focusing some of the Housing Solutions Team to specifically work on preventions, introducing home visits for those being asked to leave by family or friends, and making amendments to the deposit guarantee / rent top scheme to make this a more suitable option. With these changes implemented, the service is now seeing an increase in the number of homelessness applications prevented and relieved, with a noticeable increase of these into the private sector. Prevention and

relief of homelessness continues to be extremely challenging for the service due to the current economic climate.

RENT COLLECTION

RC 1 - Rent collected as a proportion of rent owed

Rent collected as a proportion of rent owed in quarter 3 2023/24 was 108.05%. This latest outturn was above the high target for the measure of 97.5%. The positive performance during the quarter was as a result of the team proactively contacting tenants in rent arrears to encourage them to pay their rent on time. Additionally, quarter 3 also contained 2 weeks where rent was non-collectable and subsequently where further arrears did not accrue. Due to the ongoing impact of the cost of living on tenants, rent collection continues to be challenging for the team. However, when compared to quarter 2, which is always a difficult month for rent collection, this latest quarter 3 outturn was a positive improvement in performance, which the service had forecast. Rental income up to the end of quarter 3 stood at £24,244,929.28. This was slightly above target and means the year-to-date amount of rent collected is more than 100% of the amount owed.

RC 2 - Current tenant arrears as a percentage of the annual rent debit

The current tenant arrears as a percentage of the annual rent debit in quarter 3 2023/24 was 2.86%. This latest outturn was lower than the high target of 4% (low is good) and was an improvement in performance of 1.39% when compared to the previous quarter. As with measure RC 1, the positive performance during the quarter was also largely as a result of the continued proactive work of the team in encouraging tenants to pay their rent on time. Additionally, as a result of this proactive work, total rent arrears have now reduced to below £1 million.

HOUSING INVESTMENT

HI 1 – Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)

The percentage of council properties that were not at the 'Decent Homes' standard (excluding refusals) in quarter 3 was 0.86%. This latest outturn performed better than the high target of 1% (low is good) and was an improvement of 0.23% when compared to the previous quarter. The positive performance during the quarter was predominately due to the continued progress on the door replacement programme. Progress during December 2023 was limited both by the Christmas break, together with a suspension of the council's window programme following a Health & Safety incident. There was also a small increase on outstanding electrical tests. At the end of the quarter there were 68 failures - 11 doors, 31 windows and 26 electrics (1 property failed on two criteria). When compared to the same quarter in 2022/23 where there were 111 failures equating to 1.43% of council properties not meeting the 'Decent Homes' standard, this latest outturn was a notable improvement in performance.

HOUSING MAINTENANCE

HM 2 – Percentage of repairs fixed first time (priority and urgent repairs) – Housing Repairs Service only

In quarter 3 2023/24 the percentage of priority and urgent repairs fixed first time by the Housing Repairs Service was 94.32%. This latest outturn was above the high target for this measure of 92% and was an improvement on the quarter 2 2023/24 outturn of 93.52%. The Avail App, which will help to provide operatives with better impress stocks on their vehicles, is due to be rolled out in February 2024. It is expected the app will further improve the ability of the service to fix repairs on the first visit.

Directorate for Housing and Investment measures performing below target

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HOUSING VOIDS

HV 2 – Average relet time in calendar days for all dwellings – standard re-lets

In quarter 3 2023/24 the average relet time in calendar days for all dwellings, focusing on standard re-lets, was 38.43 days. This latest outturn was greater than the low target of 34 days (low is good). Despite being outside of the target, the outturn for this measure has seen an improving trend over the past 3 quarters, with the latest outturn being an improvement of 5.27 days when compared to the quarter 1 2023/24 outturn. The number of voids within the system has also continued to fall and is now at a level where they are more manageable. Areas still of concern for the service include the cleansing required in properties prior to repair works being able to start and property conditions at tenancy end. Yearly / 2 yearly inspections by Tenancy Services and Housing Officers will hopefully help to identify properties in poor condition and allow conversations to take place with tenants while they are still in their tenancy. The service is also producing video guides to help inform residents on how they should leave their property at tenancy end, together with carrying out further work to recharge tenants where their property requires additional cleansing. Collectively these activities should assist in reducing the poor condition of voids coming back into the system over time. Whilst the latest outturn was outside of its target, benchmarking data available to us shows Lincoln is performing well for this measure when compared to other local authorities and continues to perform within the upper quartile.

HV 3 – Average relet time in calendar days for all dwellings (including major works)

The average relet time in calendar days for all dwellings including major works in quarter 3 2023/24 was 45.5 days. This latest outturn was greater than the low target of 40 days (low is good). Whilst remaining outside of the target, the latest outturn was an improvement in performance of 4.11 calendar days when compared to the previous quarter. As per measure HV 2, the cleansing required prior to repair works being able to start and property conditions at tenancy end continue to be a concern.

In relation to measures HV 2 & HV 3, to help reduce relet times further, during the quarter the service relocated the Fire Safety Assurance Team to the same location as the Voids Support Team. This has assisted in communication and improved some processes, which the service is hopeful can be improved even further. Looking ahead, the service is also aiming to improve processes across all teams involved in the reletting cycle. One particular area of focus by the team currently is working with the Fire Safety Assurance Team and asbestos contractor to reduce asbestos removal delays where possible.

HOUSING INVESTMENT

HI 3 – Percentage of dwellings with a valid gas safety certificate

At the end of quarter 3 2023/24, 97.83% of council owned dwellings had a valid gas safety certificate. The latest outturn was just under the low target for the measure of 98.6% and a small decrease on the quarter 2 outturn of 98.54%. The council's annual gas servicing programme continually runs 12 months a year. During the quarter there was a slight increase in the number of tenants who would not allow access to the gas engineer prior to the deadline date of the service. This equated to between 10 and 15 addresses each month. The service continues to work hard to resolve access issues and ensure gas services are undertaken on time. The service has reported that no-access rates have increased since the covid-19 pandemic.

HOUSING MAINTENANCE

HM 1b – Percentage of reactive repairs completed within target time (urgent 3 day repairs only)

The percentage of reactive repairs completed within target time (urgent 3 day repairs only) in quarter 3 2023/24 was 83.28%. This latest outturn was below the low target for the measure of 95% and was a decrease on the previous quarter's outturn of 94.22%. However, during the quarter urgent repairs saw a significant increase, with 24% more urgent repairs being reported in quarter 3 than in quarter 2. The increased repairs in the quarter were predominantly storm related incidents throughout October and December 2023. Prior to this performance in quarter 2 had shown an improving picture for urgent repairs.

The service has recently had a positive recruitment drive for a further electrician after a long period and this is expected to increase capacity for works that are predominantly priority and urgent repair types due to their nature. Despite adverse weather events during the quarter and demand for priority and urgent repairs increasing, the Housing Repairs Service continued to work with Customer Services to improve how repairs are categorised. Restructuring of operative workload is continuing to help provide more resources to tackle urgent plumbing issues, and the service has also increased the amount of driver/labourers within the business in order to provide a more flexible service for paired work. This will give planners and customers service more appointment slots and help reduce sub-contractor use.

To provide additional context on the demand currently being place on the Housing Repairs Service, at the time of writing this report the service had made 8,275 priority and urgent repair appointments so far in 2023/24. In comparison, the number of appointments made over the same time frame in

2022/23 was 5,509. Urgent and priority repair appointments have therefore increased by 50% in just 12 months. Some of the reasons for this are:

- an increase in the number of repairs required to council properties as a result of recent storms
- The re-categorisation of repair priorities for certain repairs. As a result of the implementation of scheduled repairs it was agreed to increase priorities for certain repairs such as extractor fan repairs
- an increase in the number of damp and mould related repairs taking place – the service is taking a proactive approach and addressing all reports of damp and mould as an urgent repair inspection with a number of additional repairs following property inspections. These additional repairs range from fan installations to repointing brickwork and gutter repairs. These are repairs that are now being highlighted and that may not have been reported to the council previously.

The re-categorisations for repairs mean that the service is prepared and in a better position for the roll out of new repair categories that will be required as part of the Awaab's law, which is due to come into force later this year. Work is underway to identify trends and propose solutions to effectively manage these higher repair volumes including a project to monitor damp and mould in properties with new property tech.



Corporate Performance Measures

Resource Information

During quarter 3 2023/24 there were 15 leavers, which equated to a turnover figure of 2.5% (based upon employee headcount at the end of December 2023). This was a decrease of around 2% when compared to the previous quarter.

The vacancy figure at the end of quarter 3 2023/24 stood at 77 FTE. Please note that any posts with less than 37 hours per week vacant have been removed when calculating this figure. As at the end of December 2023 the council was actively recruiting to 39 FTE vacancies, which were at different stages of the recruitment process.

Directorate	CX	DCE	DMD	DHI	Total (Excluding Apprentices)
Number of FTE employees	176.71	123.48	18.20	206.14	524.53
Average number of apprentices (as at quarter end)	Authority Wide				6.88
Percentage of staff turnover	Authority Wide				2.5%
Active vacancies which are being recruited (FTE)	Authority Wide				39.00

Appraisals completed up to the end of quarter 3 2023/24 as recorded in ITrent

Directorate	Appraisals due in quarter 3 2023/24	Appraisals completed in quarter 3 2023/24	% of appraisals completed	Appraisals completed over the last 12 months *
CX	44	25	56.8%	72
DCE	32	17	53.1%	44
DMD	2	1	50.0%	2
DHI	49	27	55.1%	37
Authority Wide	127	70	55.1%	155

*Please note, if an employee has had two appraisals within the past year, this has only been recorded as one.

The council has changed how appraisals are completed, whereby appraisals are no longer completed between April and June annually but are now completed on the anniversary of the employee's start date. This is to effectively spread more evenly the demand on staff time to prepare, undertake and write up appraisals, whilst still ensuring everyone gets an annual review.

During quarter 3 2023/24 127 appraisals were due for completion. Of these 70 appraisals were recorded as being completed within the ITrent system (55.1%).

It should also be noted that the outturn above is based on those appraisals that have been formally recorded within the ITrent system. It is likely that additional appraisals were completed in the quarter, which had not formally been uploaded to the ITrent system at the time of writing this report.

Health & Wellbeing

During quarter 3 2023/24 an online financial wellbeing course and a planning for retirement course held at City Hall were provided to support financial education and wellbeing. Feedback was highly positive and further courses have been arranged for 2024.

To support physical wellbeing, during the quarter GP referral trained staff from Active Nation attended a 'Know Your Numbers' event held at City Hall, which was well attended. Those attending were able to check blood pressure, BMI and weight and benefit from advice on improving diet and lifestyle if requested. A further event will be held at Hamilton House in 2024.

Focusing on Mental Health, Andy's Man Club delivered a presentation at Hamilton House during the quarter raising awareness of men's mental health, breaking stigma around mental health and advising on local support available.

Sickness Performance

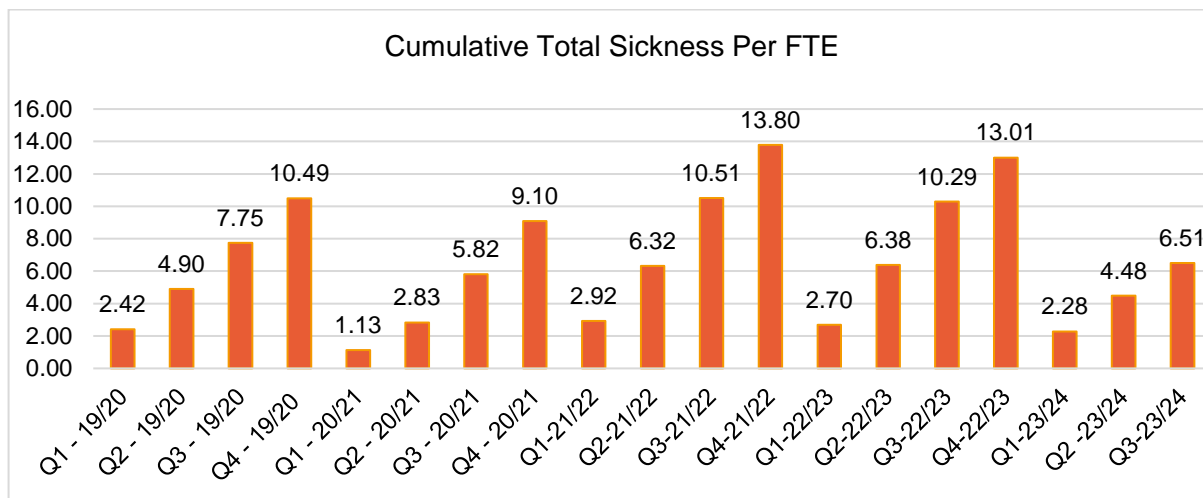
During quarter 3 2023/24 the total sickness levels for the council stood at 2.03 days lost per FTE. When compared to the previous quarter sickness levels have decreased (quarter 2 2023/24 figure stood at 2.20 days lost per FTE).

During quarter 3 2023/24 the highest number of days lost due to short term absence was as a result of Covid-19 and the highest number of days lost due to long term absence was as a result of Musculo Skeletal problems.

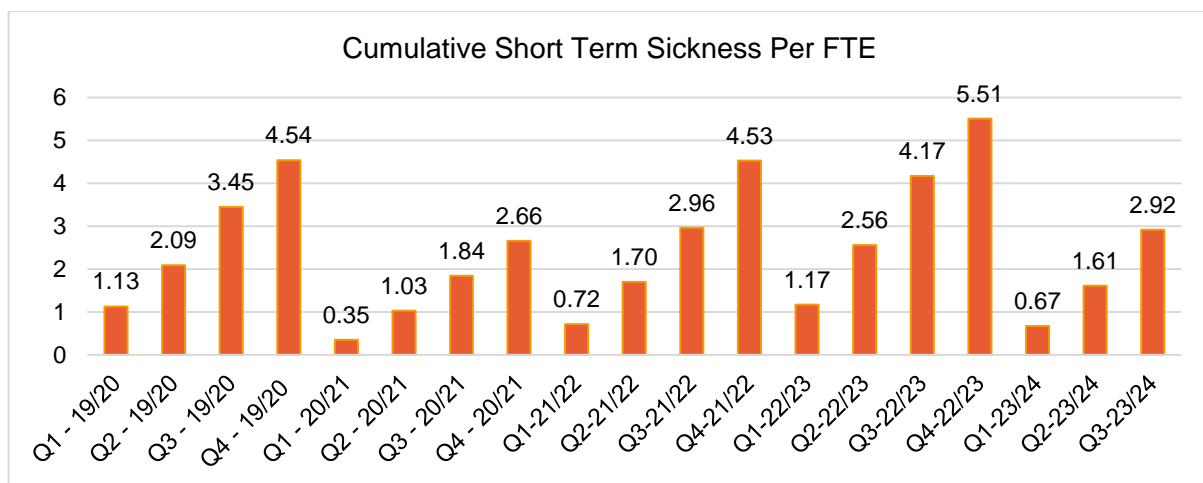
Quarter 3 2023/24 ONLY

	Short Term Days Lost	Long Term Days Lost	Total days lost	Number of FTE	Short Term Days lost per FTE	Long Term Days lost per FTE	Total Days lost per FTE
CX Excluding Apprentices	240.5	115	355.5	176.71	1.36	0.65	2.01
Apprentices	8	29	37	6.88	1.16	4.22	5.38
DCE	159.5	37	196.5	123.48	1.29	0.30	1.59
DMD	9.5	0	9.5	18.20	0.52	0.00	0.52
DHI	277	228	505	206.14	1.34	1.11	2.45
Total	694.5	409	1,103.5	531.41	1.31	0.77	2.08
Less Apprentices	686.5	380	1,066.5	524.53	1.31	0.72	2.03

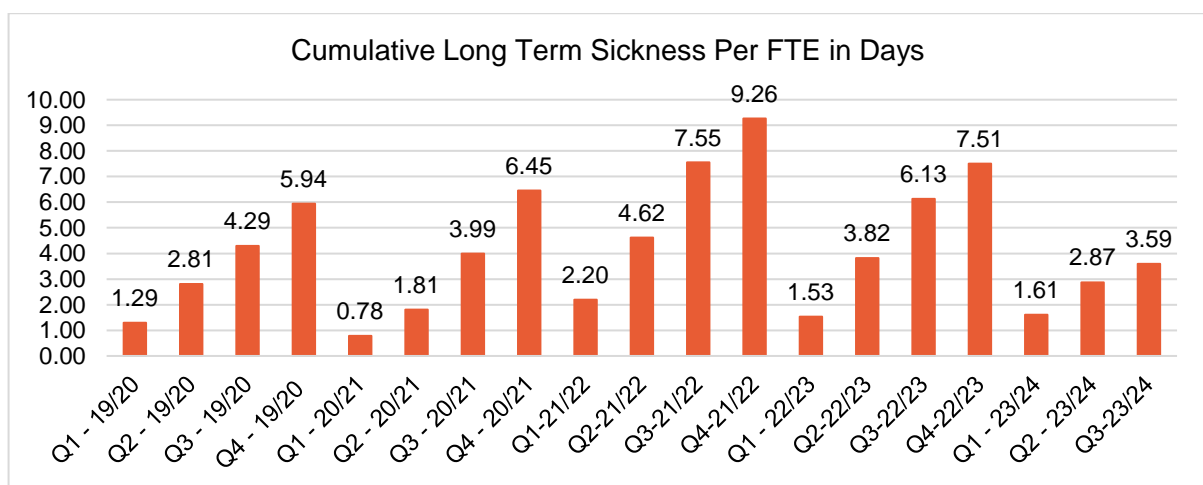
Cumulative total sickness per FTE in days (excluding apprentices)



Cumulative short-term sickness per FTE in days (excluding apprentices)



Cumulative long-term sickness per FTE in days (excluding apprentices)



Complaints Performance

In quarter 3 2023/24 there were 120 complaints dealt with across the council.

It is important to note that the timeframe for providing a response to Stage 1 and Stage 2 complaints is as follows –

- Stage 1 - to be completed within 10 days.
- Stage 2 - to be completed within 20 days.

At the end of the quarter the percentage of formal complaints, which were responded to within their target time across all directorates year to date, was 68% (217). In quarter 3 2023/24, there were 0 Local Government Ombudsman (LGO) complaints decided and 0 Local Housing Ombudsman (LHO) complaints decided.

Quarter 3 2023/24

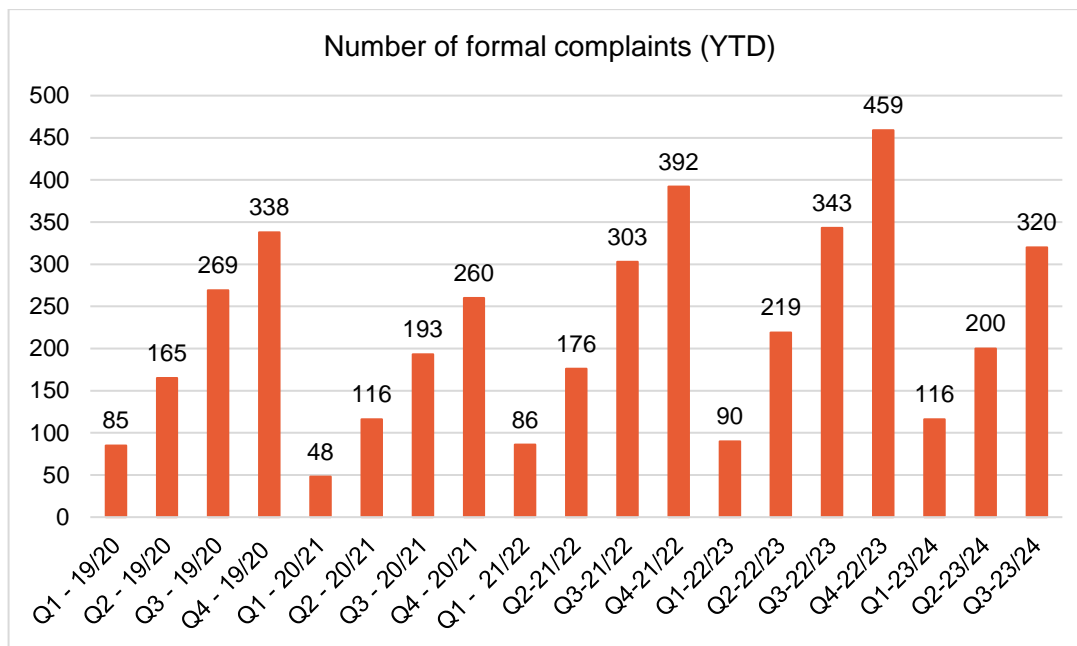
	CX	DCE	DHI	DMD	TOTAL
Number of formal complaints dealt with this quarter (Q3)	6	39	74	1	120
Number of formal complaints upheld this quarter (Q3)	4 (67%)	12 (31%)	46 (62%)	1 (100%)	63 (53%)
YTD total number of complaints investigated	25	108	184	3	320
YTD number of formal complaints Upheld	13 (52%)	38 (35%)	100 (54%)	3 (100%)	153 (48%)
No / % of responses within target time this quarter (Q3)	6 (100%)	38 (97%)	39 (53%)	1 (100%)	84 (70%)
No / % of responses within target time YTD	24 (96%)	104 (96%)	86 (47%)	3 (100%)	217 (68%)
LGO complaints decided (Q3)	0	0	0	0	0
LHO complaints decided (Q3)	0	0	0	0	0

In quarter 3 there was an increase in complaints responded to by DHI. This was largely as a result of the directorate taking action to deal with a backlog of outstanding complaints rather than a significant increase in the number received. Prioritising those complaints which had been waiting for a response means that DHI responded to 53% of complaints within their target time during quarter 3.

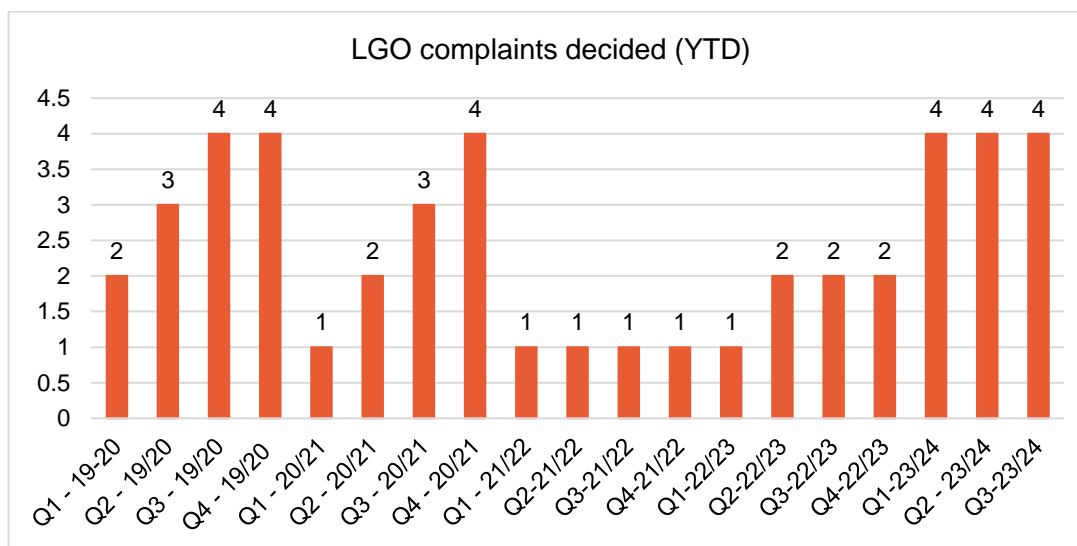
Within CX and DMD, all complaints received were responded to within the target time. In DCE, 97% of complaints were responded to on time, with just 1 complaint missing the target time.

In quarter 3 there were no Ombudsman decisions following investigation of complaints escalated to them.

Number of formal complaints decided (YTD)



Local Government Ombudsman complaints decided (YTD)



New Joint Complaint Handling Code

The proposed new Joint Complaint Handling Code from the Housing Ombudsman and Local Government and Social Care Ombudsman aims to set out the Gold Standard for Complaint Handling across the public sector. The new code was consulted on over the autumn, with the consultation closing on 23 November 2023. The council is currently awaiting the outcome of the consultation and the publication of the final code, which will become statutory from April 2024. In preparation for the new code, the council is working on a new corporate Complaints Policy and ensuring that it has the appropriate arrangements in place to enable the council to comply with the code. The finalised code is expected to be published in the coming weeks.

In summary the council is expecting the following:

- An end to two-tier systems where some authorities have split Housing complaints from Corporate complaints – All complaints must follow the same guidance.
- A clear single Corporate Complaints Policy with only 2 levels of complaint handling to be defined.
- Clear deadlines for responses to complaints - 10 days for level 1 and 20 days for level 2.
- Individuals to be allowed to complain in the way they wish. i.e. verbally, online or in writing.
- Learning from complaints and changes in process to be recorded and published.
- The abolition of any 'level 0' or concept of an 'informal complaint' – All expressions of customer and tenant dissatisfaction to be treated as a complaint.
- An appropriate system of remedies to 'Put things Right'
- Organisations must produce an annual complaints performance and service improvement report for scrutiny and challenge – which must be presented to members and published on the council's website.

As soon the final code is published a Member briefing will be prepared and work will take place to ensure all staff are aware of the complaints process and the importance of following the policy.

Compliments Performance

In quarter 3 2023/24 there were **30** compliments recorded across the council through the formal compliment recording process.

	CX	DCE	DHI	DMD	Growth Conference 2023	TOTAL
Number of compliments received	5	3	8	1	13	30

The table below shows the key areas the compliments were in relation to during the quarter for each directorate.

CX	Support from Revenues and Benefits staff members, support with green bin, support with interview preparation from the CX Business Management Team, housing appliance support from the Revenues & Benefits Team.
DCE	Support with paying for parking, support with a resident parking permit, assistance with rubbish collection from outside of a property.
DHI	Repair of a footpath, efficiency in resolving a customer's tenancy case, support for Ukrainian families, support with neighbour nuisance case, support with helping a tenant gain a council property.
DMD	Support from the team at Greetwell Place.

For each compliment received a letter is sent to the individual to thank them for taking the time to make the compliment. Some examples of the compliments received in each directorate during the quarter are provided below:

CX

Support from staff member

'I am just emailing to say a big thankyou to X in the Recovery Department. I know people don't give enough thank you. She has made the process of sorting things out easy and stress free.'

Support from Revenues & Benefits Team

'Thank you very much. I really appreciate it. Keep on doing what you do and you're doing a great job.'

DCE

Support with paying for parking

'Thank you so much for both a positive and very quick resolution to this issue. I am mightily impressed.'

Assistance with rubbish collection

'To the Public Protection and Anti-social Behaviour Team, thank you for sorting the rubbish from outside of my property, it is very much appreciated'.

DHI

Footpath repair

'Just a quick email to say thank you for getting this work completed quickly and to such a high standard. Mr X, who initially contacted me about the footpath, has also asked me to pass on his thanks to the council staff.'

Tenancy / Housing Solutions

'I just want to say a massive thank you to all the people who have worked our case. We appreciate how quickly and efficiently you have all got our case resolved. We think the area is lovely and it's perfectly for my two children with schools and shops close by. Myself and my partner really appreciate all of you and we wanted to say a massive thank you to all of you.'

DMD

Greetwell Place

'What an amazing job your team are doing. It has not been without its challenges with all the changes that have taken place and I am so grateful for the work that your staff undertake on a daily basis and go over and above. My clients who are often very unwell always receive such a warm

welcome. Without their amazing support I would not be able to offer the level of service I do. So thank you and your team.'

Growth Conference

In addition to the above compliments specific to directorates, a further 13 compliments were received in relation to the Growth Conference held in November 2023, which was supported by all directorates. Some examples of the compliments received are provided below:

'You did an amazing job - well done. I think it's the best organised conference that I've been to.'

'Thank you, you and the team did a fantastic job of organising the event, congratulations.'

'Absolutely brilliant event and meticulously planned by you and your team!!'

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Performance measure outturns - Quarter 3 2023/24

Key

G

At or above target

A

Acceptable performance - results are within target boundaries

R

Below target

V

Volumetric/contextual measures that support targeted measures

▲

Performance has improved since last quarter / year

▬

Performance has stayed the same since last quarter / year

▼

Performance has deteriorated since last quarter / year

Performance
Information
Management
System

Quarterly Measures

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
113	Carolyn Wheater – City Solicitor	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	%	High is good	95.00	100.00	Q2 - 23/24	67.00	50.00	R	▼	In Q3 23/24 the number of apprentices completing their apprenticeship on time was 50% (1/2). The individual not completing on time for this quarter decided to withdraw. It is important to note that due to the number of apprentices due to complete during the quarter, the impact on performance of 1 apprentice not completing on time was much larger.
		Work Based Learning	WBL 2	Percentage of apprentices moving into Education, Employment or Training	%	High is good	90.00	95.00	Q2 - 23/24	100.00	100.00	G	▬	In Q3 2023/24 100% (2/2) of apprentices on programme moved into Employment, Education or Training. There were 2 new starters on the apprenticeship scheme during Q3 2023/24.
	Emily Holmes - Assistant Director Transformation & Strategic Development	Communications	COM 1	Percentage of media enquiries responded to within four working hours or within requested response time	%	High is good	78.00	90.00	Q2 - 23/24	82.00	67.00	R	▼	<p>For the first time in a number of years, the target has not been achieved this quarter. The main factor in this is the county's Local Democracy Reporter service submitting more detailed and expansive requests for information. These multi-layered enquiries have, in turn, regularly required more officers to be involved in compiling the response(s). This is obviously more time consuming, and more reliant on the varied diaries and priorities of said officers.</p> <p>While this has resulted in some of the four hour targets not being attained, procedures to mitigate against this in the future were put in place including, on occasion, agreeing slightly extended deadlines that fitted with the required timescales of both the media and officers. On the back of this, a review of the appropriateness of this indicator going forward is currently under way.</p> <p>Regarding the nature of the enquiries, the Christmas Market was, perhaps unsurprisingly, the main topic of enquiries received from local, regional and national media. In addition, the ongoing Gridline Racing investigation, the planned opening of the redeveloped Cornhill Market, the city's new</p>

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status	Commentary
													Christmas lights and Lincoln Ice Trail all attracted multiple enquiries across the quarter.
		Customer Services	CS 1	Number of face to face enquiries in customer services	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	20	9	V	There were 71 pre-booked appointments - the majority were with the Welfare Team who saw 44 customers and 9 were assisted by Customer Services Advisors. There were 457 customers who came to reception without an appointment but who were seen by an officer of the council as a drop in customer. This drop in figure has increased slightly in quarter 3.
		Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	26,804	24,512	V	Very similar to the same quarter last year. We have answered 2,862 refuse / environmental calls, 3,332 for housing solutions / homelessness calls, 12,001 housing calls and 6,317 council tax / benefit calls. Most areas have fallen slightly over the first three quarters of the year, with the exception of housing calls, which have increased. We answered 60 other calls - 57 for garden waste and 3 for elections. We also received during this quarter 16,771 calls at switchboard.
		Customer Services	CS 3	Average time taken to answer a call to customer services	Seconds	Low is good	600.00	300.00	Q2 - 23/24	327.17	471.00	A	▼ The wait time is up on the previous two quarters but is similar to the same quarter last year. If we included the calls received at switchboard the average wait would drop to 242 seconds. The longest a customer waited before being answered was 4,109 seconds and the longest a customer waited before hanging up was 3,727 seconds. During this quarter our service has been interrupted by a power cut and four instances of issues with the phone system - all of these were resolved quickly, but they will have had an effect on wait times. This is because for some short periods we had customers waiting who we were unable to answer.
		Customer Services	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	%	High is good	75.00	90.00	Q2 - 23/24	82.06	83.60	A	▲ From 77 responses - a mixture of telephone and email responses, no face to face. The comments ranged from, "I don't find it easy to do emails, but I am so proud with how easy it was in the end. Thank you for getting my bin emptied after they forgot us", "Very efficient and prompt service. Very pleased with the outcome. Thank you!" to "The Customer Service Team deserve to receive a very satisfied response but the lower score is to take account of the Contractor who deserve a very dissatisfied response.", "yes would love for the work person to let the tenant know if they are going to be running late or not".

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
		IT	ICT 1	Number of calls logged to IT helpdesk	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	909	907	V		Little overall change between quarters. However, there were less quarantined emails - due to users being able to manage these themselves. However, there were some new issues arising from new software impacting on performance, which is now largely resolved.
		IT	ICT 2	Percentage of first time fixes	%	N/A	Volumetric	Volumetric	Q2 - 23/24	70.00	65.20	V		In the quarter 591 of 907 calls were answered first time - 65.2%. This is largely due to a reduction in quarantined emails with the installation of new software.
	Jaclyn Gibson - Chief Finance Officer	Accountancy	ACC 1	Average return on investment portfolio	%	High is good	1.50	2.75	Q2 - 23/24	5.14	5.54	G	▲	The Bank of England base rate has remained at 5.25% during Q3, with it, yields on investments have continued to be strong.
		Accountancy	ACC 2	Average interest rate on external borrowing	%	Low is good	5.25	3.75	Q2 - 23/24	3.20	3.26	G	▼	The average rate of interest on borrowing has remained similar to the first half of the year, increasing negligibly due to maturity / repayment of favourable rate loans.
		Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	%	High is good	95.00	97.00	Q2 - 23/24	96.58	96.42	A	▼	Figures are calculated on all supplier invoices and credit notes (not refunds or grants) paid 01/10/2023 - 31/12/2023. Figures are adjusted based on certain assumptions as below: - 1) No invoice collected for payment by supplier by direct debit or paid by standing order is assumed to be late. 2) No credit note taken by COLC outside of 30 days classified as late 3) 0.5% of those invoices paid over 30 days assumed to be in dispute at some point and hence paid late after dispute was resolved, therefore not classified as late 4) 1% of those invoices paid after 30 days assumed were held back from payment because the overall balance with the supplier was in credit.
		Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	%	High is good	60.00	70.00	Q2 - 23/24	71.00	78.00	G	▲	Based on supplier expenditure only (none supplier expenditure is excluded) Included: All invoices and credit notes dated between 01/10/2023 and 31/12/2023 Adjustments (excluded from figures) Utility bills (576) where purchase orders are not required and supplier invoices where a purchase order would be unsuitable for processing (250) Number of invoices included - 2,576 of which 2,016 were linked to either an Agresso or Universal Housing order number.
		Debtors & Creditors	DCT 3	Average number of days to pay invoices	Days	Low is good	20	15	Q2 - 23/24	13	18	A	▼	Figures calculated on all supplier invoices and credit notes paid between 01/10/2023 - 31/12/2023

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
	Martin Walmsley - Assistant Director of Shared Revenues and Benefits	Housing Benefit Administration	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Days	Low is good	18.50	16.50	Q3 - 22/23	15.97	15.24	G	▲	A slight improvement in processing times as older claims have been cleared. The outstanding claims remaining relate to those claims received more recently.
		Housing Benefit Administration	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Days	Low is good	7.50	6.00	Q3 - 22/23	5.76	5.52	G	▲	Performance has improved slightly during this quarter as older outstanding work has been cleared, and the date of the oldest work outstanding is less.
		Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Number	Low is good	1,650	1,500	Q3 - 22/23	1,413	1,481	G	▼	At the end of this quarter there are 1,481 customers awaiting an assessment, of these 1,155 are waiting a first contact . Outstanding work has increased slightly due to an increase in documents received in November.
		Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)	%	High is good	90.00	93.00	Q3 - 22/23	95.69	92.29	A	▼	Throughout quarter 3, the Benefits Team and Subsidy Team have carried out over 600 checks of Benefit Assessments. Therefore, the percentage of correct assessment has increased to 92.29%, which is higher than the previous months. The Subsidy Team have also carried out a lot more checks over the last quarter and found less errors than in previous quarters.
		Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	2,371	3,255	V		So far this year the team have processed 812 Housing Benefit claims and 2,443 claims for Council Tax Reduction.
		Revenues Administration	REV 1	Council Tax – in year collection rate for Lincoln (cumulative)	%	High is good	75.00	77.00	Q3 - 22/23	77.58	76.11	A	▼	This is 1.47% lower than the end of quarter 3 2022/23. This is a trend we are seeing across all the Lincolnshire Authorities (at the end of November only one of the Lincolnshire authorities was showing an increase). This is likely to be the cost of living challenges affecting the ability of some customers to pay. This is not expected to get better in the near future as for example the price cap on fuel has increased by 5% on 1.1.2024, potentially bringing further hardship to families.
		Revenues Administration	REV 2	Business Rates – in year collection rate for Lincoln (cumulative)	%	High is good	81.00	84.00	Q3 - 22/23	85.51	85.60	G	▲	Non Domestic Rates can go up and down depending on actions taken by the Valuation Office. These changes are different every year and in addition to this there have been multiple changes to retail relief for the last 4 years - therefore comparison to previous years is difficult as this is an apples

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
														to pears comparison. However, the collection rate is holding steady when compared to last year with a 0.09% increase.
		Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues Team	Number	Low is good	1,100	1,000	Q3 - 22/23	1,460	907	G	▲	At the end of quarter 3, there were 869 documents outstanding in the Enterprise document management system that relate to changes for City of Lincoln Council customers. We have made some changes in the handling of emails ensuring that these are indexed before being actioned - this speeds up the process of indexing and allows us a better understanding of whether emails are for Lincoln or North Kesteven. This also allows officers to easily see if there are multiple contacts regarding the same property and deal with these in a more efficient way.
		Revenues Administration	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	3,033	3,760	V		The number of customers who had registered on My Lincoln Accounts at 31.12.2023 was 3,760.
DCE	Kieron Manning - Assistant Director Development Management	Affordable Housing	AH 1	Number of affordable homes delivered (cumulative)	Number	High is good	15	75	Q3 - 22/23	10	17	A	▲	17 affordable homes have been delivered so far in 2023/24. There has been a recognised local, regional and national slowdown in the number of homes being built due to a combination of factors, most notably the increase in the cost of building materials, which is having a significant impact on the number of houses being built.
		Development Management (Planning)	DM 1	Number of applications in the quarter	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	224	191	V		The reduction in applications received in the quarter is due to the Christmas period being a quieter time for the development sector.
		Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Days	Low is good	85.00	65.00	Q2 - 23/24	74.67	73.96	A	▲	A marginal improvement in end to end times. This in isolation doesn't necessarily reflect the recent improvement in performance by the team due to the filling of vacancies late last year, as a number of applications run across the timescales of new staff starting.
		Development Management (Planning)	DM 3	Number of live planning applications open	Number	Low is good	180	120	Q2 - 23/24	146	115	G	▲	This reduction, whilst partly due to fewer submissions in the quarter, is also representative of the improved performance of the team as vacancies have now been filled and the new staff are beginning to gain momentum in their new roles, meaning more throughput of applications.
		Development Management (Planning)	DM 4	Percentage of applications approved	%	High is good	85.00	97.00	Q2 - 23/24	97.00	93.00	A	▼	This figure remains very high and way above a level that may warrant any concern. Additionally, this latest outturn still demonstrates that officers work very hard to shape proposals into a place where they can be approved.
		Development Management (Planning)	DM 5	Percentage of total decisions made in the quarter that have subsequently	%	Low is good	10.00	5.00	Q2 - 23/24	1.70	0.00	G	▲	There were no overturned appeal decisions from the Inspectorate received in quarter 3.

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
				been overturned at appeal										
		Development Management (Planning)	DM 5a	Number of decisions appealed in the quarter	Number	Low is good	5	1	Q2 - 23/24	1	2	A	▼	There was one planning committee decision and one delegated decision appealed in the quarter, however, this low number only represents approximately 1% of applications received in the quarter.
		Development Management (Planning)	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Number	Low is good	5	1	Q2 - 23/24	0	0	G	—	There were no appeals overturned by the Inspectorate during quarter 3.
		Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)	%	High is good	70.00	90.00	Q2 - 23/24	73.00	85.00	A	▲	This figure more accurately reflects the recent improvements in performance in the team with a significant increase since last quarter. This is directly associated with vacant posts being filled.
		Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis (including extensions of time)	%	High is good	60.00	90.00	Q2 - 23/24	100.00	70.97	A	▼	There were no major applications determined in Q3 so this figure is actually representative of a previous point in time due to the data being recorded on a 2 year rolling basis.
		Parking Services	PS 1	Overall percentage utilisation of all car parks	%	High is good	50.00	60.00	Q2 - 23/24	53.00	56.00	A	▲	This quarter includes the Christmas trade so utilisation is up on last quarter.
		Parking Services	PS 2	Sessional car parking income as a percentage of budget requirement	%	High is good	91.00	96.00	Q2 - 23/24	106.41	113.18	G	▲	Income for the quarter was £1,749,434.86 against a budget of £1,545,721.00 so income has surpassed budget. December's income alone was £123,692.70 over budget so a strong month.
	Simon Colburn - Assistant Director of	Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant	%	High is good	95.00	97.00	Q2 - 23/24	99.99	98.78	G	▼	The percentage of businesses that are Broadly or Fully Compliant with food safety requirements remains high. However, there has been a slight increase in the number of

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
	Health & Environmental Services			with Food Health & Safety inspection										<p>businesses that are non-compliant (13). We prioritise working with non-compliant businesses to get them to a level where they are at least broadly compliant and so protecting the public health of our residents and visitors.</p> <p>The number of businesses that are registered in the city is 1,064 although this fluctuates daily. We can report that we continue to prioritise less compliant businesses in the city as well as inspections of new businesses.</p>
		Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Days	Low is good	20.00	10.00	Q2 - 23/24	8.26	6.20	G	▲	<p>The time taken for businesses to comply with food safety requirements from the date of inspection has improved in this quarter and has been steadily improving in the last year. There were 130 businesses inspected during quarter 3, with an additional 23 low risk businesses being assessed in accordance with the Alternative Enforcement Strategy. An agency worker was employed during this quarter to cover current vacancies.</p>
		Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	High is good	85.00	97.00	Q2 - 23/24	80.00	94.24	A	▲	<p>There has been an improvement in the percentage of inspections undertaken during this quarter, as we catch up with inspections that were due of low risk businesses that weren't undertaken during the time when the FSA Recovery Plan was in place.</p> <p>The number of inspections that haven't been undertaken is 28 - this is made up of: 17 of our lowest risk, fully compliant (green priority) businesses, such as home caterers, businesses selling only confectionary and wet sales pubs. We are currently dealing with these businesses using an Alternative Enforcement Strategy (AES), which will bring down the number of outstanding inspections by the end of the coming year. The AES is detailed in the Food Law Code of Practice and permits us to alternate between physical inspections and remote assessments of these low risk businesses. Remote assessments will be carried out of these 17 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. Of the remaining 11 businesses, 10 were new businesses and 1 was an evening economy businesses.</p>
		Licensing	LIC 1	Percentage of premises licences issued within 28 days of grant	%	High is good	80.00	100.00	Q2 - 23/24	100.00	94.44	A	▼	<p>Two licences issued outside the selected timeframe during this quarter. Reason for this was due to a further amendment to each licence being received in the interim, therefore issuing of licences was put on hold. The figure for the current outturn includes any new applications, variations, transfers and other changes affecting the licences which would lead to a new premises licence being produced (physically). Depending on the type of application there are</p>

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status	Commentary
													different timeframes as to when the licence can be produced.
		Licensing	LIC 2	Total number of active premises licences	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	407	405	V	The total number of 'active' premises licences at end of quarter 3 was 405. This was a slight decrease from previous quarter due to more licences being surrendered than new ones granted.
		Licensing	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	811	828	V	The total number of active private hire/hackney carriage licences at the end of the quarter was 828. The breakdown was as follows: Private Hire Drivers - 434 Private Hire Vehicles - 307 Private Hire Operators - 20 Hackney Carriage Drivers - 36 Hackney Carriage Vehicles – 31.
		Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Weeks	Low is good	26.00	19.00	Q2 - 23/24	29.90	36.00	R	<p>40 adaptations were completed from October to December. This was a very good output especially as the team usually process around 80 adaptations within a full year. During the quarter the team was tasked with reducing the backlog of cases, which had an impact on the existing resource within the team. Reducing the backlog included clearing a number of long standing historical cases. The team also saw an increase in DFG cases coming in during quarter 3. At the end of the quarter we had 25 cases awaiting to be allocated and the oldest case was less than 3 months.</p> <p>To give some context on the work, once the application has reached the application approved stage (contractor appointed and price of works agreed) the time taken to complete the works is currently 12 weeks. We are looking to redesign the front end of the process, which will require an additional admin resource, which has been approved in principle. It is intended that this process will commence in the early part of Q1 2024. The team is still operating at a reduced capacity with a Technical Officer vacancy, which we are actively recruiting to.</p>
		Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Weeks	Low is good	20	12	Q2 - 23/24	21	11	G	20 cases were closed during this quarter. However, there are 49 open cases of which 13 are awaiting to be allocated. Park ward continues to have the highest number of properties that report complaints of disrepair. The number of new cases received during the quarter was low, which contributed to the positive performance of this measure in quarter 3.
		Private Housing	PH 3	Number of empty homes brought back into use (cumulative)	Number	High is good	11	23	Q3 - 22/23	24	34	G	The number of empty homes brought back into use so far this year is 34. From January 2023 the number of long term empty homes (5 plus years) has decreased by just over 18%, however the number of 2 plus years empty homes has increased by 15% from 109 to 126. This increase can be attributed in part to Council Tax undertaking a review in

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
														December 2023 of empty homes subject to probate, which makes them exempt being out of probate.
		Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	120	111	V		This is a 29.1% increase compared to the amount of ASB cases received in Q3 of 22/23. It is a decrease of 7.5% when compared with Q2 of 23/24.
		Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	964	1,006	V		This outturn is a 4.4% increase when compared with Q2 of 23/24 and a 13.7% increase when compared with Q3 of 22/23. This latest outturn is relatively stable but does demonstrate that the team are effectively monitoring and closing cases.
		Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Number	Low is good	240	200	Q2 - 23/24	240	226	A	▲	This outturn is a 6.2% decrease when compared with Q2 of 23/24 and an 11.9% increase when compared with Q3 of 22/23. This outturn falls between the low and high target for this measure.
		Public Protection and Anti-Social Behaviour Team	PPASB 4	Satisfaction of complainants relating to how their ASB complaint was handled	%	High is good	75.00	85.00	Q2 - 23/24	100.00	100.00	G	■	In quarter 3, 19 satisfaction surveys were sent out. 2 responses were received and both customers were very satisfied. Please note, this measure focuses on surveys sent to ASB complainants, for example, noise, nuisance etc.
		Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	42,118	38,687	V		In quarter 3 2023/24 there were 38,687 visits to Birchwood Leisure Centre. This number is still lower than pre-pandemic levels for Q3 2019/20 of 57,366 visits. However, quarter 3 visits are steadily increasing year on year since the pandemic. The economic climate is still challenging for most households and utilities are still high.
		Sport & Leisure	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	103,392	98,617	V		In quarter 3 2023/24 there were 98,617 visits to Yarborough Leisure Centre. This is still down on the quarter 3 2019/20 pre-pandemic level by 75,638 visits. However, visitor numbers are steadily rising year on year. Household budgets are still stretched and utility costs high, this is having an impact on numbers.
		Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Hours	High is good	520	700	Q2 - 23/24	663	858	G	▲	Quarter 3 2023/24 saw usage of the AGP's at: Birchwood Leisure Centre equated to approximately 556 hours used. This is up approximately 94 hours on the last quarter. Yarborough Leisure Centre equates to approximately 302 hours used. This is up approximately 100 hours on the last quarter. Usage is up as it is now football season, but usage is still up 52 hours on the previous year Q3. Please note the hours used are approximate figures. This is due to the pitches at each leisure centre being split into 4 and subsequently not all areas of the pitches are occupied all of the time. Hours used have also been rounded to the nearest full hour.

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
		Sport & Leisure	SP 3a	Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0.00	2.00	Q2 - 23/24	58.00	11.00	G	▼	For Quarter 3 2023/24, Birchwood Leisure Centre had an average net promotor score of 47 p/m, which was above the national average benchmarking score of 36 p/m. Positive feedback received during this quarter from users - positive party feedback regarding staff and facilities, classes have great instructors and are very motivating. Negative feedback received - the toilet facilities need refreshing/refurbishing.
		Sport & Leisure	SP 3b	Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0.00	2.00	Q2 - 23/24	17.00	5.30	G	▼	For Quarter 3 2023/24, Yarborough Leisure Centre's net promotor score was 41.3 average p/m. This was above the National Benchmark score of 36 p/m. Positive feedback was received during the quarter from users - poolside is a lot cleaner, praise for the service provided by named staff, praise for the range of activities and classes provided. Negative feedback was received regarding the change in classes offered following the quarterly review of attendance levels.
	Steve Bird - Assistant Director of Communities and Street Scene	Allotments	AM 1	Percentage occupancy of allotment plots	%	High is good	86.00	94.00	Q2 - 23/24	95.00	95.00	G	—	As at the end of December 2023, 1,063 plots of a total 1,178 were let. Of the 1,178 total plots, 1,124 plots are currently lettable. 1,063 occupied lettable plots equates to 95% occupancy rate, with the remaining being offered to prospective tenants on the waiting list (those sites that have them) and for other sites (where there is currently no waiting list) on a first come, first serve basis. There continues to be a steady demand for allotment tenancies. Most of the allotment sites (12 sites out of 18 sites) currently have waiting lists for plots, and when plots become available, we try to re-let the plots to those on the waiting lists as quickly as possible.
		CCTV	CCTV 1	Total number of incidents handled by CCTV operators	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	2,396	2,887	V		Incident numbers are up 17% from the previous quarter. A very busy December with shoplifting incidents doubling on the previous month and a near 30% increase in Public Order, although arrests remained constant through the quarter. These increases are in line with the national picture. Also, historically the run up to Christmas always sees an increase in incidents in these areas. Evidence discs to the police are consistent at around 60 a month and reviews at 50 per month.
		Grounds Maintenance	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Number	Low is good	150	50	Q2 - 23/24	70	85	A	▼	The collective points for the quarter totalled 85. This has been broken down into 60 in October 2023, 20 in November 2023 and 5 in December 2023. The majority of points in the quarter were recorded for incomplete work orders.
		Street Cleansing	SC 1	Contractor points recorded against	Number	Low is good	150	50	Q2 - 23/24	70	60	A	▲	60 points were awarded against the contractor in quarter 3. Of these points, 30 points were awarded in October 2023,

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status	Commentary
				target standards specified in contract - Street Cleansing									10 points awarded in November 2023 and 20 points awarded in December 2023. The majority of points in the quarter were recorded for full dog/litter bins.
		Waste & Recycling	WM 1	Percentage of waste recycled or composted (seasonal)	%	High is good	32.50	38.00	Q3 - 22/23	32.08	34.95	A	▲ This figure relates to quarter 2 (July 2023 - September 2023) as data received from Lincolnshire County Council is lagged. 15.41% has been recorded as waste being recycled, whereas 19.54% was recorded as waste being composted, equating to 34.95% being composted or recycled.
		Waste & Recycling	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Number	Low is good	150	50	Q2 - 23/24	125	40	G	▲ 40 points were recorded against the contractor during the quarter. Of these points, 10 points were recorded in October 2023, 20 points recorded in November 2023 and 10 points recorded in December 2023. The majority of points in the quarter were recorded for missed recycling collections.
DHI	Assistant Director of Housing	Control Centre	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	%	High is good	90.00	95.00	Q2 - 23/24	97.56	95.92	G	▼ YTD - 96.7%. 49 surveys were returned in quarter 3, of which 47 were either very or fairly satisfied. 105 surveys were sent out in quarter 3 equating to a 47% response rate.
		Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	Q2 - 23/24	97.33	97.77	A	▲ YTD - 97.59%. Performance is slightly below the high target of 98%, but above the low target of 97.5%. Performance, however, did improve month on month in the quarter, and had a slight improvement compared to quarter two. Investigations took place in the quarter with Jontek (system provider) and we're awaiting a response to see if there were any technical issues. We also received just over 1,000 more calls in quarter 3 compared to the previous quarter.
		Housing Solutions	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	1,912	1,998	V	Numbers on the housing register are slowly increasing. We are still awaiting our IT provider to complete an upgrade so we can properly undertake the annual review process. Numbers are likely to fall once we have this in place and remove those people who no longer need to be on the register.
		Housing Solutions	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	378	334	V	YTD - 1,077. The work undertaken to tackle the high numbers of homelessness applications continues and is evident with a further reduction in numbers from previous quarter. The number of homeless approaches by Q3 of last year (2022/23) was 911. We have seen an increase in approaches compared to this time last year as the service continues to be impacted by very high demand.

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
		Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	%	High is good	45.00	50.00	Q2 - 23/24	27.86%	50.37%	G	▲	YTD - 36.72%. With changes implemented, we are now seeing an increase in the number of homelessness applications prevented and relieved, with a noticeable increase of these into the private sector. Changes implemented include - Changing the focus for a few officers to work specifically on preventions, introducing home visits for those being asked to leave by family/friends and amending the deposit guarantee/rent top scheme to make this a more suitable option.
		Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	Q2 - 23/24	1.03	1.07	A	▼	YTD - 1.13%. Quarter 3 has seen a slight reduction in performance by 0.04% sitting between the low and high target. Work is ongoing to improve efficiencies through the process and the various teams involved to reduce this figure.
		Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Days	Low is good	34.00	32.00	Q2 - 23/24	40.48	38.43	R	▲	YTD - 41.10 days. Quarter 3 has seen this figure reduce by a further 2.05 days - a total of 5.27 days since quarter 1. The number of voids within the system has continued to fall in quarter 3, with levels of voids in the system being more stable and manageable. Cleansing required in properties prior to repair works starting is still a cause for concern along with property conditions at tenancy end. The housing inspections starting by the housing team should help to identify properties in poor condition and allow conversations to take place with tenants while still in tenancy, reducing the poor condition of voids coming back into the system over time.
		Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Days	Low is good	40.00	38.00	Q2 - 23/24	49.61	45.50	R	▲	YTD - 47.72 days. Although we are still above target, quarter 3 has seen a reduction by 4.11 days since quarter 2. Cleansing required in properties prior to repair works starting is still a cause for concern along with property condition. The housing inspections starting by the housing team should help to identify properties in poor condition and allow conversations to take place with tenants while still in tenancy, reducing the poor condition of voids coming back into the system over time. We are looking at improving processes across all teams involved, however one area we are currently working with is our Fire Safety Assurance Team and asbestos contractor to reduce delays by removals where possible. Relocation of the Fire Safety Assurance Team to the same location as Void Support Team and Repairs Team has assisted in communication and improved some processes. Work is ongoing to improve these further.
		Rent Collection	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	Q2 - 23/24	97.67	108.05	G	▲	Year to date collection of 100.46% is above target reflecting the focus the team have on proactively contacting tenants in rent arrears. This quarter does also contain 2 weeks where rent is non-collectable where further arrears will not accrue. The total amount of rent collected (YTD) is £24,244,929,28.

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status		Commentary
		Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	Q2 - 23/24	4.25	2.86	G	▲	Arrears as percentage of the debit as of the end of quarter 3 is 2.86%, compared to 4.25% in the previous quarter. This is an improvement of 1.39%. Total arrears are currently £933,515.17.
	Matt Hillman - Assistant Director Investment	Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	Q2 - 23/24	1.09	0.86	G	▲	The target of 1% is now being met. This is predominately due to continued progress on the door replacement programme. Progress in December was limited both by the Christmas break plus a suspension of our window programme following a H&S incident. There has also been a small increase on outstanding electrical tests. Failures are now due to 11 doors, 31 windows and 26 electrics (1 property fails on two criteria). If we compare to quarter 3 for the previous year, we had 111 failures, which equated to 1.43% non-decency.
		Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	Q2 - 23/24	237	232	V		The level of refusals is recorded but cannot be controlled by the council. We have had a decrease of 5 since the end of quarter 2.
		Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	Q2 - 23/24	98.54	97.83	R	▼	Year to date - 98.29%. Our annual gas servicing programme continually runs 12 months a year. In quarter 3 we have seen a slight increase in the number of tenants who do not allow access to the gas engineer prior to the deadline date of the service. The monthly number of failed access cases has been between 10 and 15 addresses each month. We continue to work hard to resolve these access issues. No-access rates have increased since the covid-19 pandemic.
		Housing Maintenance	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	%	High is good	98.50	99.50	Q2 - 23/24	99.75	99.04	A	▼	YTD - 99.45%. The current value and year to date value for priority repairs has dipped slightly below the high target but remains well above the low target. This has been predominantly affected by the severe weather seen since storm Babet at the end of October and further storms throughout December. We have seen a 22% increase since quarter 2 in reported priority repairs for this period. Due to these storms, this has significantly impacted resources. I'm hopeful that quarter 4 will see us return to normal service delivery and back above the high target figure.
		Housing Maintenance	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	Q2 - 23/24	94.22	83.28	R	▼	YTD - 89.49%. As with Priority repairs, quarter 3 also saw a significant increase in Urgent repairs being reported - 24% more Urgent repairs were reported than in quarter 2. These increases in repairs were predominantly storm related incidents throughout October and December. Prior to this, quarter 2 had shown a steadily improving picture for urgent performance moving towards being back within the low target. This has been hindered now with this increase in

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	Q3 2023/24 outturn	Status	Commentary
													demand to the service area. Quarter 4 should hopefully see a return to normal service demand levels. We have also recently had a positive recruitment drive for a further electrician to this team after a long period. This will increase capacity for those works that are predominantly priority and urgent repair types due to the nature enabling us to increase performance.
		Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	Q2 - 23/24	93.52	94.32	G	YTD - 93.40%. Our performance remains above the high target for completing the repairs within a first visit to the property. The avail app is due to be rolled out in February. This will provide operatives with better impress stocks on their vehicles and will improve the ability to fix more repairs within a first visit.
		Housing Maintenance	HM 3	Percentage of tenants satisfied with repairs and maintenance	%	High is good	Volumetric	Volumetric	Q2 - 23/24	78.69	83.95	V	YTD - 79.19%. 81 completed surveys in the quarter with 68 being either very or fairly satisfied with the repairs service. The number of surveys being returned remains lower than we would like to get a truly accurate reflection of tenant satisfaction, however we have seen a steady increase in satisfaction. We hope that with the introduction of the new Civica CX Housing IT system this will enable us to gather more results to get a fuller picture. This measure has temporarily become volumetric, following formal agreement from the Lincoln Tenants' Panel, and will revert to being a targeted measure when the new IT system is live.
		Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	%	High is good	95.00	97.00	Q2 - 23/24	96.60	96.24	A	YTD – 96.64% The outturn has remained steady since quarter 2 with both quarter 3 and year to date just slightly below the high target. We hope to see this figure finish within or above the high target at year-end. The successful recruitment to increase capacity for electrical repairs within the priority and urgent team should help resolve some of the capacity issues resulting in failed appointments. There has been a 50% increase in the number of priority and urgent repair appointments made within the last 12 months, from 5,509 in Q3 of 2022/23, to 8,275 this YTD.

Annual Measures

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	2023/24 outturn	Status	Commentary
CX	Carolyn Wheater – City Solicitor	Democratic Services	DEM 1	The number of individuals registered on the electoral register as at 1st	Number	N/A	Volumetric	Volumetric	2022/23	61,778	62,045	V	Electorate expected to increase through monthly updates, particularly in the run up to May Elections.

	Assistant Director	Service Area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Previous data period	Previous outturn	2023/24 outturn	Status		Commentary
				December (local elections)										
		Procurement Services	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	%	High is good	20.00	45.00	2022/23	44.15	50.25	G	▲	£24.8m spend with local suppliers out of a total spend of £49.5m, equating to 50.25%. This data relates to the financial year 2022-23.
		Procurement Services	PRO 2	Percentage value of the top 10 spend contracts that have been sub-contracted (wholly or partly) to "local" suppliers to deliver	%	N/A	Volumetric	Volumetric	2022/23	20.20	31.30	V		Total contract spend relating to the 10 suppliers was £28.3m and of this £8.8m related to sub-contractors. This data is in respect of the financial year 2022-23.
		Procurement Services	PRO 3	Percentage of total contract spend that is with an SME	%	High is good	20.00	40.00	2022/23	51.18	65.50	G	▲	Total contract spend of £49.5m with £32.4m spend with SMEs. These figures and data relate to the financial year 2022-23.
		Procurement Services	PRO 4	Percentage of total contract spend that is with an SME who meets the "local" definition	%	High is good	20.00	40.00	2022/23	58.80	57.70	G	▼	Total spend with SME's was £32.4m of which £18.69m was with local SMEs This data relates to the financial year 2022-23.
DCE	Simon Colburn - Assistant Director of Health & Environmental Services	Food and Health & Safety Enforcement	FHS 4	Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/shops and takeaways in Lincoln	%	High is good	80.00	85.00	2022/23	87.50	90.70	G	▲	90.7% (392 respondents) to the November 2023 Lincoln Citizens' Panel survey stated they were either 'satisfied' or 'very satisfied' with the standard of hygiene in restaurants / cafes / shops / takeaways in Lincoln.
	Steve Bird - Assistant Director of Communities and Street Scene	Waste & Recycling	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	%	High is good	85.00	95.00	2022/23	95.30	94.80	A	▼	94.8% (402 respondents) to the November 2023 Lincoln Citizens' Panel survey stated they were either 'satisfied' or 'very satisfied' with the refuse collection service provided by the council.
		Waste & Recycling	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	%	High is good	85.00	95.00	2022/23	93.60	94.10	A	▲	94.1% (395 respondents) to the November 2023 Lincoln Citizens' Panel survey stated they were either 'satisfied' or 'very satisfied' with the recycling collection service provided by the council.

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PEFORMANCE SCRUTINY COMMITTEE**15 FEBRUARY 2024**

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
 Email: claire.turner@lincoln.gov.uk

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25 May 2023

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
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
Standard Items		
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
Monitoring Item(s)		
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
Standard Items		
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
Monitoring Items		

17 August 2023 (Quarterly Monitoring)

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Confirmation of Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-24 - Update	Democratic Services	Regular Report
Monitoring Items		
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
Standard Items		
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
Other Item(s)		
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
Standard Items		
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
Monitoring Items		
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
Other Items:		
Budget Theme Group – Nominees	Jaclyn Gibson	Annual Appointment Professional High Performing Services

7 December 2023

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

15 February 2024

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Work Programme for 2023-2024	Democratic Services	Regular Report
Monitoring Items		
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
Standard Items		
Housing Scrutiny Sub-Committee Minutes	Democratic Services	Regular Report Lets Deliver Quality Housing
Draft Work Programme for 2024-2025	Democratic Services	Regular Report
Monitoring Items		
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

SUBJECT: STRATEGIC RISK REGISTER – QUARTERLY REVIEW

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

REPORT AUTHOR: JACLYN GIBSON, CHIEF FINANCE OFFICER

1. Purpose of Report

- 1.1 To provide Members with a status report of the revised Strategic Risk Register as at the end of the third quarter 2023/24.

2. Background

- 2.1 An update of the Strategic Risk Register, developed under the risk management approach of 'risk appetite,' was last presented Members in November 2023 and contained fourteen strategic risks.
- 2.2 Since reporting to Members in November, the Strategic Risk Register has been refreshed and updated by the Risk Owners and Corporate Management Team and has identified that there have been some positive movements in the Risk Register.
- 2.3 This updated register is contained with Part B of this agenda, it contains fourteen strategic risks which are listed below, along with details of relevant mitigations.

3. Strategic Risks

- 3.1 The Strategic Risk Register contains fourteen risks, as follows:
- 1) Failure to engage & influence effectively the Council's strategic partners, council staff and all stakeholders to deliver against e.g. Council's Vision 2025.
 - 2) Failure to deliver a sustainable Medium-Term Financial Strategy (that supports delivery of Vision 2025).
 - 3) Failure to deliver the Towards Financial Sustainability Programme whilst ensuring the resilience of the Council.
 - 4) Failure to ensure compliance with 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, transformational journey to one Council approach and service delivery.

- 7) Insufficient levels of resilience, capability 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 the 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.

3.2 Each risk includes a number of control measures in order to avoid, seek, modify, transfer or retain the risks, these include actions already in place and further actions required with the relevant timescales for implementation. These control actions continue to be implemented and the risks managed accordingly.

3.3 Each risk is evaluated in terms of the level of assessed risk (likelihood and impact), taking into consideration any changes in control measures and the wider environment in which the Council operates. There have been some positive movements in terms of the implementation of control measures, which has resulted in a change to the assessed levels of likelihood and/or impact of two of the risks, as follows:

- Risk 1 has decreased from Amber: Possible/Minor to Green: Hardly Ever/Minor.
- Risk 5 has decreased from Amber: Probable/Major to Amber: Possible/Major.

3.4 The assessed level of each of these fourteen risks is as follows:

Risk No.	Risk Rating	Likelihood	Impact
1.	Medium	Hardly Ever	Minor
2.	High	Almost Certain	Critical
3.	Medium	Probable	Major
4.	Medium	Probable	Major
5.	Medium	Possible	Major
6.	Medium	Possible	Major
7.	High	Almost Certain	Critical
8.	High	Almost Certain	Critical
9.	Medium	Probable	Major

10.	High	Almost Certain	Critical
11.	Medium	Possible	Critical
12.	High	Probable	Critical
13.	High	Almost Certain	Critical
14.	Medium	Probable	Major

3.5 The Strategic Risk Register is contained within Part B of this agenda.

4. Strategic Priorities

4.1 Sound risk management is one way in which the Council ensures that it discharges its functions in accordance with its expressed priorities, as set out in the Vision 2025, and that it does so in accordance with statutory requirements and within a balanced and sustainable budget and MTFS.

5. Organisational Impacts

5.1 Finance

There are no direct financial implications arising as a result of this report. The Council's Strategic Risk Register contains two specific risks in relation to the Medium Term Financial Strategy and the Towards Financial Sustainability Programme, the risk register that supports these are included within the Medium Term Financial Strategy and are reviewed as part of financial planning/management processes.

5.2 Legal Implications including Procurement Rules

The Council is required under the Accounts and Audit Regulations 2011 to have a sound system of Internal Control which facilitates the effective exercise of the Council's functions, and which includes arrangements for the management of risk. The maintenance of a Strategic Risk Register and the control actions which the Council undertakes are part of the way in which the Council fulfils this duty.

5.3 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.

Due to the nature of the report, no specific Equality Impact Analysis is required.

6. Risk Implications

- 6.1 The Strategic Risk Register contains the key strategic risks to the delivery of the Council's medium and longer term priorities. A failure to monitor the action that is being taken to manage these risks would undermine the Council's governance arrangements.

7. Recommendation

- 7.1 Members are asked to note and comment on the Council's strategic risks as at the end quarter 3 2023/24.

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? None

List of Background Papers: None

Lead Officer: Jaclyn Gibson, Chief Finance Officer
Jaclyn.gibson@lincoln.gov.uk

SUBJECT:	EXCLUSION OF THE PRESS & PUBLIC
DIRECTORATE:	CHIEF EXECUTIVE & TOWN CLERK
REPORT AUTHOR:	CAROLYN WHEATER, MONITORING OFFICER

1. Purpose of Report

- 1.1 To advise members that any agenda items following this report are considered to contain exempt or confidential information for the reasons specified on the front page of the agenda for this meeting.

2. Recommendation

- 2.1 It is recommended that the press and public be excluded from the meeting at this point as it is likely that if members of the press or public were present there would be disclosure to them of exempt or confidential information.

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