



CITY OF
Lincoln
COUNCIL



Member Induction Pack

2014/15

Welcome to the City of Lincoln Council

Congratulations on your election to the City of Lincoln Council. As you will be aware, becoming a councillor brings significant responsibilities both as a decision-maker and as a representative for the people of the city. The Member Induction Pack is intended to act as an introductory guide to your new role. Given the number of responsibilities the Council has, it can sometimes be daunting trying to work out how to handle a particular issue and whether the Council is even the organisation which has responsibility for it.

Please don't worry if you have a problem but don't know where to start! The Democratic Services Team are here to offer guidance and help wherever possible, along with other officers and councillors. A number of the questions which are most frequently asked by new councillors are addressed with the induction pack, along with a few handy reference guides.

Table of Contents

STRUCTURE OF THE COUNCIL	3
COUNCILLOR ROLES	4
DECISION-MAKING COMMITTEES	5
SCRUTINY	6
THE CONSTITUTION	7
DECLARING INTERESTS	8
MOTIONS AND QUESTIONS.....	9
THE COUNCIL'S STRATEGIC PRIORITIES	10
WORKING WITH OFFICERS	11
MEMBER DEVELOPMENT	12
ENVIRONMENTAL SERVICES.....	13
HOUSING SERVICES.....	15
OTHER COUNCIL SERVICES	17
PLANNING	20
LINCOLNSHIRE COUNTY COUNCIL.....	22
USEFUL CONTACT DETAILS.....	23

This pack is best viewed on a computer or a tablet computer as it contains links to further information. If you need any assistance or have any suggestions for improvements to the pack for future years please contact Democratic Services.

Structure of the Council

Chief Executive & Town Clerk

Chief Executive/PA:	Andrew Taylor/Kate Fenn (873303)
AD - Corporate Review and Development:	Simon Walters (873865)

Directorate of Development & Environmental Services

Director/PA:	John Latham/Jude Smith (873830)
AD - Health and Environment Services:	Simon Colburn (873241)
AD - Planning and Regeneration:	Kate Ellis (873824)

Directorate of Housing & Community Services

Director/PA:	John Bibby/Jo Sedgwick (873201)
AD - Communities and Street Scene	Steve Bird (873421)
AD – Housing	Tim Whitworth (873734)

Directorate of Resources

Director/PA:	Angela Andrews/Lara Trickett (873292)
AD - Business Development & Finance	Jaclyn Gibson (873258)
AD - Legal and Corporate Support Services / Monitoring Officer	Carolyn Wheater (873323)
Head of Shared Revenues & Benefits	Martin Walmsley (873597)

Democratic Services

Principal Democratic Officer:	Steve Swain (873439)
Democratic Services Officers:	Ben Culling (873387) Wendy Greenwell/Claire Turner (863619) Alison Hewson (873370) Charlie Mason (873533)
Executive Officer to the Leader:	Sue Vickers (873461)

For more information please view the Council Guide by [clicking here](#). N.B. 'AD' stands for Assistant Director, which is the level of management immediately below a director.

Councillor Roles

Ward Councillors

All elected members have a responsibility for the residents and businesses in the ward they represent. This can include speaking as an advocate for residents at Planning Committee meetings and working to improve the lives of local individuals and communities. However, ward councillors also have a responsibility to the city and the Council as a whole, which can sometimes lead to councillors needing to balance competing priorities. The role is ultimately as varied as the personalities of councillors themselves, with each elected member bringing a different approach to the different demands of each area.

Portfolio Holders

The Leader of the Council is elected by the Council to serve a four-year term. The Leader is then able to appoint up to nine portfolio holders who take responsibility for particular areas of the Council's business. This can include leading on policy matters, offering guidance to officers, and communicating with the media. The portfolio roles for 2013/14 were as follows, although these roles can change:

- Corporate Management and Customer Services
- Environmental Services and Public Protection
- Housing
- Planning Policy and Economic Regeneration
- Social Inclusion and Community Cohesion
- Recreational Services and Health

Committee Chairs

Every committee has a chair who has responsibility for controlling and progressing the business of a meeting. The chair has considerable control in a meeting and also holds a casting vote in the event of a tied vote. Officers may also consult with committee chairs on business which is relevant to their committee or on the development of a meeting's agenda.

More Information

For more details of the specific responsibilities and expectations of different councillor roles, you can view the councillor role descriptions previously agreed by the Executive by [clicking here](#).

Decision-Making Committees

Council

The Council comprises all elected members and is responsible for a significant number of decisions, including setting the budget and the strategic priorities of the Council. Council is also a key meeting for debates about the direction of the city and the local authority, with members able to put forward motions regarding relevant areas of business.

Executive

The Executive comprises members of Council who have been chosen by the Leader to act as portfolio holders for particular areas of business. The Executive takes many of the day-to-day decisions regarding the operation of the Council. However, all of its decisions must comply with the budget and policy framework set by the Council. In some circumstances it is possible for members to challenge a decision taken by the Executive using the 'call-in' process, details of which are highlighted with the Executive decision notices which are regularly circulated to all members. The Asset Management Group is a part of the Executive and meets to consider the Council's property holdings.

Shared Revenues & Benefits Joint Committee

The Council operates a shared revenues and benefits service with North Kesteven District Council. Executive members from each council direct the service via this joint committee which operates on a similar basis to the Executive.

Licensing Committee

The Licensing Committee is responsible for setting the Council's licensing policies for the wide variety of the activities which fall within its remit. A large number of decisions are delegated to officers and to specialist sub-committees. The Hackney Carriage and Private Hire Licensing Sub-Committee is responsible for considering taxi drivers' licences, while there are a number of sub-committees which meet to consider the licensing of establishments such as sexual entertainment venues, gambling premises, pubs, and clubs.

Planning Committee

The Planning Committee considers applications made for development within the city and is frequently required to make decisions to either approve or reject applications. As a result of this, the Planning Committee often attracts considerable public interest

Scrutiny

Introduction to Scrutiny

Non-Executive members can be appointed by Council to scrutinise the operation of different kinds of Council business through a number of committees. Broadly speaking, the responsibility of all these committees is to hold others to account for their actions and to ensure that the Council and its partners are operating effectively and efficiently.

Community Leadership Scrutiny Committee

While each of the other scrutiny committees principally focus upon the role of the Council, its officers and members, the Community Leadership Scrutiny Committee was established to provide improved external scrutiny. This involves considering matters which affect the broader community and require the input of external organisations.

Performance Scrutiny Committee

The Performance Scrutiny Committee acts as a counter-point to the Policy Scrutiny Committee and focuses upon monitoring the operation of the Council's services and finances. This includes taking in-detail looks at areas of particular concern to members, while searching for opportunities for service improvement or cost management. The Committee also receives regular reports from portfolio holders who are then held to account for performance within their area at regular portfolio under scrutiny sessions.

Policy Scrutiny Committee

Working in tandem with the Performance Scrutiny Committee, members of this committee consider the development and review of the Council's policies and strategies. This can include looking at the detailed reviews of Council services and staff structures.

Select Scrutiny Committee

The Select Scrutiny Committee has two main purposes. Its first is to consider any requests for the 'call-in' of an Executive decision, which happens when councillors have concerns about the process or rationale behind an Executive decision. The second purpose is to sit as the Council's crime and disorder committee which works alongside representatives from Lincolnshire Police to improve public safety within the city.

The Constitution

The Council has a written constitution which sets out how the Council operates, how decisions are made, and the procedures that are followed. Full copies of the Constitution are available online or in the Democratic Services office.

The Constitution is several hundred pages in length and updated regularly. It is divided into nine parts which are summarised below:

Summary and Explanation – A short introduction to the nature and purpose of the Constitution.

Articles – The articles of the Constitution set out a number of rights and powers held by different individuals and bodies, as well as the operation of the Constitution itself.

Responsibility for Functions – The scheme of delegations sets out which committees are responsible for each decision, as well as details of any delegations by committees to officers.

Procedural Rules – in particular, members should make themselves familiar with the Council Procedure Rules which cover their participation in Council and committee meetings.

Codes and Protocols – A number of guidelines covering behaviour in different circumstances exist, including the Member Code of Conduct, and the rules concerning participation in the Planning Committee.

Members' Allowance Scheme – The annually-agreed scheme setting out the basic allowance for councillors and any allowances for special responsibilities.

Member-Officer Protocol – A protocol setting out how members and officers should behave towards one another.

Petition Scheme – The scheme sets out rules for the submission of petitions and guidelines on the action to be taken if a certain number of signatures are reached.

Management Structure – A structure showing the departments and responsibilities of senior officers.

You can download the current version of the Council's constitution by [clicking here](#).

Declaring Interests

Register of Interests

All councillors are required by law to make a written declaration of any 'disclosable pecuniary interests' which they or their spouse have regarding the following topics:

- Employment, office, trade, profession
- Sponsorship
- Contracts
- Land
- Licences
- Corporate tenancies
- Securities

When you begin as a councillor, you will be given the relevant form and guidance which will allow you to complete it. It is important that the form is updated with any changes within 28 days of a change being made. The register is then published on our website and also available at City Hall, although it is possible to exclude any 'sensitive' interests with the approval of the Monitoring Officer.

Disclosable Pecuniary Interests (DPIs)

When at a meeting councillors must make a declaration if any item of business relates to their disclosable pecuniary interests. The councillor cannot then take part in that item of business at the meeting.

Dispensations

In certain circumstances, the Ethics & Engagement Committee is able to grant councillors dispensations to take part in the consideration of items in which they have a DPI. These can be granted if, for example, the political balance is likely to be distorted by the number of declarations being made or the meeting will become inquorate (meaning that insufficient members are in the meeting for it to take place or continue).

Personal and Pecuniary Interests

In addition to the nationally-set categories for DPIs, the Council has also agreed a number of additional interests which affect councillors' participation in meetings, including membership of certain types of bodies. These must also be declared in the register and at any relevant meetings.

Council Tax

Members should note it can be a criminal offence to vote on matters relating to setting the council tax if in arrears with your own payments. Please seek the guidance of the Monitoring Officer if in any doubt whatsoever as to whether you may be affected.

Motions and Questions

Motions

Motions give members the opportunity to put forward matters to be debated at a meeting regarding an area relevant to the Council or, if submitted to a committee, to the business of that committee. Motions of this kind are called 'motions on notice' and, as the name suggests, must be submitted in advance of a meeting in accordance with the rules set down in the Council Procedure Rules.

Motions must be submitted to the Chief Executive and Town Clerk or Democratic Services at least 7 working days before the meeting at which it is proposed to be considered. The motion must be signed by at least two councillors, who will then act as proposer and seconder. If a motion is similar in terms to one rejected in the previous six months, the motion must be signed by five councillors before it can be accepted.

Members are also able to move procedural motions at any meeting which relate to the proceedings of a meeting in progress, as specified in the Council Procedure Rules.

During the debate on a motion members are able to put forward amendments to the motion under discussion. The amendment cannot have the effect of simply reversing the original motion.

Procedural motions are, like amendments, made at the meeting without prior notice being required. These include closure motions and it is also possible for members to vote to adjourn a debate or the meeting itself.

Motions can also be used in other circumstances, such as moving to close a meeting or to suspend a particular Council Procedure Rule.

Member Questions

At meetings of Council, councillors also have the opportunity to put questions to portfolio holders or the chairs of committees. These questions have to be submitted by 10:00 at least two clear working days before the meeting is held. In practice, for a Council meeting on Tuesday this will mean a deadline of 10:00 on Friday. Any questions relating to urgent matters must be delivered to the Chief Executive by 10:00 on the day of the meeting.

The Council's Strategic Priorities

The Strategic Plan, 2012-2017

The Council regularly sets out a Strategic Plan which details its priorities and vision for the development of the city. The most recent Strategic Plan included the following five strategic priorities:

- Reduce poverty and disadvantage
- Seek to increase the supply of affordable housing
- Improve the council's housing landlord function
- Reduce Lincoln's carbon footprint
- Develop a fit for purpose council

While there is an intention to make significant progress against these priorities, the current financial challenges facing the Council mean that in the early years of the strategy a focus will be placed on the following three core areas:

- Growing the local economy - to do what the Council can to bring employment to the city and help people, particularly in deprived areas, gain employment in a very competitive labour market and hence help lift them out of a cycle of poverty and its associated negative impacts on health and well being
- Protect the poorest people in Lincoln - from the hardship effects of the current recession
- Increase the supply of affordable housing - to meet increasing demand

The Policy & Financial Framework

The Strategic Plan forms part of the Policy and Financial Framework, which is the sole responsibility of Council and must be complied with by the Executive in all but urgent circumstances. Each of the individual plans and strategies comprise the framework, with the documents considered and agreed by Council on a regular basis:

- Council Strategic Plan and delivery plan
- Strategic Plan Annual Report
- Crime and Disorder Reduction Strategy
- Licensing Authority Policy Statement
- Local Development Framework
- ICT/Transformation Strategy
- Workforce Development Strategy
- Equality Objectives and Action Plan
- Medium Term Financial Strategy
- Capital Strategy
- Asset Management Plan
- Treasury Management Strategy

Working with Officers

Member-Officer Protocol

All councillors and officers are subject to the Member-Officer Protocol. The protocol sets out detailed guidelines for the behaviour of members and officers towards one another. It must be observed at all times by officers and members and is contained within the Council's Constitution.

Respect

The working relationship between officers and councillors has to be built upon mutual respect. It is also necessary that both officers and members have a clear idea of the differences between their respective roles. Councillors have a higher-level role than officers and determine the overall direction of the Council, but this does not give individual councillors an automatic right to overrule existing policies or to ignore professional advice and officer decisions.

Escalating concerns

Sometimes officers may be unable to help you in the way that you have requested. If you are concerned that an officer has misinterpreted a request or not provided the level of service you expect, you should explain this to them clearly and politely. If you are still concerned you should raise your issue through the officer's line management. There are likely to be occasions where officers will be limited in the assistance they can offer either by the law or policy. As ever, it is important to try to understand an issue from another person's angle and to always treat others with respect and courtesy.

Politics

Councillors are directly elected politicians and are inherently politically active. However, officers are considerably more limited in their political involvement. While most officers are able to engage in some forms of political activity outside their employment, there is a duty for officers to be impartial in their working life. Members should respect the limits placed upon officers and should not seek to pressure officers to act otherwise. Equally, councillors must ensure that they do not use Council equipment for political purposes.

Member Development

Personal Development Plans

When you first start as a councillor you will be given the chance to complete a Personal Development Plan. This will consist of a number of basic questions about your skills and experience, as well as offering topics which you may wish to consider developing.

Once completed, either with Democratic Services or a suitable member of a political group, this will guide officers in developing a suitable programme for your development. Councillors are also encouraged to use this system to monitor their progress and to have regular follow-up meetings to check for progress against the targets set.

'Mandatory' Training

Councillors have a right to take part in meetings to which they have been appointed by Council or where attending as a substitute for another member. However, Council has determined that members may not take part in meetings of the Planning Committee, Licensing Committee, or Licensing Sub-Committees if they have not undertaken the training provided for these meetings.

This training is provided as members of these committees are likely to be making highly personal and technical decisions in relation to individuals' applications. These decisions are also particularly susceptible to challenge by applicants and so the Council has a duty to ensure members are properly trained in reaching a legally-valid decision.

Feeding into the Member Development Programme

Democratic Services act as a first point of contact in arranging training and briefing for elected members. Progress in this area is regularly reported to the Ethics & Engagement Committee which oversees member development within the Council. However, contributions from members who do not sit on that committee are welcomed by officers. If you have any suggestions for additional training or improvements which can be made please contact Democratic Services.

Environmental Services

Anti-Social Behaviour – How can the Council assist me with an anti-social behaviour problem?

Where possible, it is recommended that neighbours should try first to resolve any problems with one another. If this does not work, the Anti-Social Behaviour Team can be contacted on 01522 873249. An online anti-social behaviour form is also available. The Council can then work with complainants to find a suitable solution to the problem.

Dogs – Who can I contact regarding an issue with dog fouling?

The Council's Animal Warden can advise on the areas listed below and can be contacted by emailing ppasb@lincoln.gov.uk or calling 01522 873729.

- Care of stray dogs
- Enforcement of Dog Control Legislation
- Enforcement of Dog Fouling Legislation
- Enforcement of the Environmental Protection Act 1990 (barking dogs, etc)
- Promotion of responsible dog ownership

Garden Waste – How do I arrange for my garden waste to be collected?

Residents can join the Council's green bin scheme by visiting www.lincoln.gov.uk/garden or calling 01522 873255. An annual charge of £25 is payable to take part in the green waste scheme, while bins can be ordered for £10.

Rubbish – How do I dispose of bulky waste?

A free collection service is available for residents who either:

- Have a disability
- Are eligible for a state pension/pension credits
- Are in receipt of a means tested benefit, such as Housing or Council Tax Support (excluding Child Tax Credits and Working Tax Credits).

Otherwise, large and bulky items can also be taken to the Household Waste Site at Great Northern Terrace or Whisby, where there is no charge for disposal. Cory Environmental can also be contacted by calling 01522 533488 for a no-obligation quote.

Rubbish – Who do I contact about a problem with my rubbish or recycling?

If a resident's bin or recycling has not been collected they should contact Customer Services by calling 01522 881188. Any concerns regarding neighbours' use of bins, including bins being left on streets after the collection date, can also be referred through Customer Services. Bin collection dates are provided on the Council's website.

Housing Services

Council Housing – How do I apply for a Council house?

The Council runs a joint choice-based lettings scheme to assist in finding a suitable home in Lincoln. The choice-based lettings scheme gives residents more choice in the area that they move to and the type of property that they would like to live in. Social housing across central Lincolnshire is first offered to families or individuals with the greatest housing need. Councillors and officers cannot directly influence the position of applicants on the waiting list, but can offer advice on ensuring that all of an applicant's personal circumstances, such as any medical conditions, are properly considered.

If residents want to apply for housing in Lincoln, North Kesteven or West Lindsey they need to register with [Lincs Homefinder](#). More information and advice can be given by the Council's Property Shop by emailing housingoptions@lincoln.gov.uk or calling 01522 873777.

Applicants must complete an application form, which, depending on their eligibility, will enable them to bid for a affordable homes in the location of their choice. Applicants are placed into one of four bands, with Band 1 being for those with highest priority and Band 4 being for those with the lowest. Guidance on the criteria applied to applicants can be found in the Choice-Based Lettings Scheme.

A successful applicant will be selected from those who have placed bids for a particular property and who meet the qualifying criteria. Selection will be based on the relevant needs band, followed by the length of time an applicant has been in a particular band. After a bid has been placed, feedback is provided to help unsuccessful applicants.

Council Housing Repairs – How do I book a repair for my council house?

The Council's repairs are coordinated by Customer Services and Resource Planners based at Hamilton House on Beever Street. Any repairs for Council tenants can then be arranged for completion by the in-house City Maintenance Services or one of the Council's contractors, which include Kier and Aaron Services.

Residents can report a repair by:

- Telephoning customer services on 01522 873333
- Visiting City Hall in person during normal office hours
- Emailing customer.services@lincoln.gov.uk or submitting an online form.

Emergency repairs can be reported by calling 01522 534747. If a resident is struggling to reach a satisfactory resolution to their housing repair request, it can be useful to discuss the problem with a Resource Planner. Alternatively, there is a Housing Appeals Panel which can consider housing complaints which have already exhausted the internal complaints procedures. The Panel comprises elected members who are able to consider and determine tenant complaints and issues.

Housing Benefit – How can I apply to the council for housing benefit?

Pending the planned changes through the 'Universal Credit' reforms, people can claim Housing and/or Council Tax Support if they:

- Work full or part-time and receive a low wage
- Receive Employment and Support Allowance, Jobseekers' Allowance or any other state benefit
- Have savings less than £16,000 (this does not apply if you receive Pension Guarantee Credit)
- Pay rent to a private landlord, Housing Association or Local Authority
- Pay Council Tax on their home

Initial applications for benefit support can be made via the Council's website.

Sheltered Housing – Who do I contact for advice about sheltered and group housing?

The Supported Housing Service is designed to help improve older tenants' quality of life. There are three types of service available:

- Sheltered housing with on-site support provides accommodation under one roof, with communal bathrooms and laundry facilities as well as common rooms, where residents can meet and take part in leisure activities.
- Grouped housing with on-site support comprises small blocks of one-bedroom flats or bungalows grouped around a community centre, where the residents can meet and take part in leisure activities.
- Dispersed alarms with floating support allow alarm equipment to be installed in tenants' homes, enabling them to call for help and assistance.

Applications for sheltered or grouped housing should be made through the Property Shop by emailing housingoptions@lincoln.gov.uk or calling 01522 873777. Applications for dispersed alarms can be made by contacting the Supported Housing Service on 01522 528752 or by emailing MobileWardenTeam@lincoln.gov.uk

Other Council Services

Allotments – Who do I need to contact about applying for an allotment?

Lincoln's residents are able to apply for allotment sites within the city. This can be done via the Council's website. Alternatively, enquiries can be made by calling 01522 873666. Rents for allotments vary according to the size of the plot. Charges range from £25.80 to £53.10 for the year. Each plot is also subject to a yearly water charge that is currently £16.50.

Benefits – How do I apply to the council for benefits?

The Council has Benefits Advisors who are able to guide residents through the benefits to which they may be entitled. Not all benefits will be administered by the Council, including Job Seekers' Allowance which is processed by the Department for Work and Pensions. The Benefits Advice Team can be contacted by calling 01522 873382.

Council Tax - I need to speak to someone about my council tax, who do I contact?

The Council operates a shared revenues and benefits service with North Kesteven District Council. All enquiries regarding council tax can be sent via the City of Lincoln Council, although residents and councillors may receive a response from a member of the North Kesteven team. Enquiries can be made via Customer Services on 01522 881188.

Customer Services – What are the opening hours for City Hall?

City Hall and the main telephone line (01522 881188) are open from 09:00-16:30 from Monday-Friday, with exception of bank holidays. Members of the public attending a public committee meeting in the evening are able to access the committee rooms via the Orchard Street entrance.

Elections – How can I apply to vote in future elections?

Application forms can be obtained from the Elections Team (electoral@lincoln.gov.uk or 01522 873374) or downloaded from www.aboutmyvote.co.uk The registration system is scheduled to change in Summer 2014 to a system of individual electoral registration. Further details on this change will be available at the time of the switchover.

Highways – How do I resolve issues with the roads or pavements?

The majority of roads and pavements within Lincoln are the responsibility of the Highways Department at Lincolnshire County Council. Problems can be reported directly to the Lincoln department by calling 01522 782070 or emailing customerservices@lincolnshire.gov.uk

Neighbourhood Working – What is neighbourhood working?

The primary purpose of neighbourhood working is to work in partnership with residents, local businesses and organisations to deliver creative, innovative solutions to identified issues within that community. This is done by forming Neighbourhood Boards or forums where issues and ideas can be openly discussed. There are three Neighbourhood Teams that cover Lincoln:

- North (St Giles, Ermine East/West & Glebe) - 01522 544500
- Central (Bracebridge, Park & Abbey) - 01522 541470
- South (Birchwood & Moorland) - 01522 689986.

Parking – How can I get a residents parking permit?

The Resident's Parking Scheme is in force from Monday to Saturday from 8am to 6pm. During these times, a valid permit is required to be displayed. For areas of the city covered by a scheme, applications for permits can be made online at www.lincoln.gov.uk Alternatively, enquiries can be made via the Parking Services team by emailing city.services@lincoln.gov.uk or calling 01522 873497.

The schemes only apply in certain areas of the city. If a resident is interested in establishing another parking scheme they should first contact Lincolnshire County Council by calling 01522 782070 or emailing customerservices@lincolnshire.gov.uk

Safeguarding – How should I report a concern about the treatment of a child or vulnerable adult?

Any concerns should be submitted via the Council's intranet site at: <http://citypeople/corporate-essentials/safeguarding/> (you need to be logged into the Council's IT network to access this). If you are not able to complete the online form, please contact Customer Services on 01522 881188.

Taxi/Alcohol Licensing – How can I find out about the licences issued by the Council to local businesses and taxi drivers?

The Council's Licensing Team can take enquiries on a wide variety of licensing queries including hackney carriages, private hire vehicles, alcohol, temporary events, gambling, and sex establishments. This can include giving assistance to potential applicants or

guidance to residents and councillors on their rights to raise concerns about the conduct of a licensee. The Licensing Team can be contacted by emailing Licensing@lincoln.gov.uk or calling 01522 873373.

Planning

What kind of development would I require planning permission for?

Certain types of minor changes to your home without can be made without needing to apply for planning permission. These are called Permitted Development Rights. The [Planning Portal Interactive House](#) provides an idea as to whether planning permission may be required for a particular proposal.

However, not all properties have the benefit of Permitted Development Rights, including flats, houses with specific allocations (Conservation Areas, Listed Buildings or Article 4 Directions) or properties which have had their Permitted Development Rights removed. The Council's Development Team can confirm whether your property has had its permitted development rights removed by calling 01522 873474 or emailing developmentteam@lincoln.gov.uk

How do I apply for planning permission?

The Council welcomes and strongly encourages discussions with homeowners or developers before submitting a planning application. This service is called the 'Pre-application Planning Advice'. And provides an opportunity to explore a proposal with planners. This can be arranged by calling 01522 873474 or emailing developmentteam@lincoln.gov.uk

Planning application can be submitted online through the [Planning Portal website](#). Alternatively application forms can be downloaded from the Council's website or collected from the fifth floor of City Hall in the Planning Reception Area.

Can a councillor speak to the Planning Committee regarding a planning application in their ward?

Councillors are able to speak to the Planning Committee as 'ward advocates' in relation to a planning application. This gives councillors the opportunity to speak for up to five minutes and can be in addition to the contributions of other councillors and public speakers. Any councillor wishing to speak must register to do so by 16:00 on the Tuesday immediately preceding the meeting. If a councillor is speaking as an advocate they should not take part in voting on that item if they are also acting as a member of the Planning Committee.

Who can offer advice on protecting, maintaining or removing trees?

Many trees can be maintained by their owner without requiring the involvement of the Council. If the tree is subject to a Tree Preservation Order special permission must be sought from the Council before carrying out any work. For any enquiries regarding either applying for or working with an existing Tree Preservation Order you should contact the Council's Arboricultural Officer by calling 01522 873411.

The Arboricultural Officer can also offer advice regarding any work required to trees owned by the Council. Lincolnshire County Council's Highways Department can contact property owners whose trees or plants are overhanging a pavement or highway.

Lincolnshire County Council

Lincolnshire operates a two-tier system of local government, meaning that responsibilities are split between district councils (lower tier) and the county council (upper tier). In other parts of the country, an individual local authority can take responsibility for all local government services. Unlike much of the rest of Lincolnshire, the City of Lincoln Council does not host any parish councils.

It can often be confusing trying to work out which services fall within the remit of each local authority, especially for residents who are unaware of the distinction. The table below provides a short guide to the different services provided at each level of local government. However, it should be stressed that councils have some freedom to develop services to benefit the community which could be undertaken at either level of local government; this can include services such as business development.

City of Lincoln Council	Lincolnshire County Council
Building control	Care of young, elderly, and disabled people
Car parks	County strategic planning
Council tax and housing benefits	Highways maintenance
Development control (planning)	Libraries and archives
Electoral registration and elections	Public transport
Environmental health	Registration of births, marriages, and deaths
Housing	Schools and other education
Leisure	Street lighting and furniture
Licensing	Traffic management and planning
Property and land searches	Water courses
Rubbish collections	

Within Lincoln there are 10 electoral divisions which each return one county councillor at its four-yearly elections. These divisions are often broadly similar to the city's wards, although the names and boundaries do vary. The next elections are scheduled to take place in May 2017.

Useful Contact Details

Council

Service	Telephone	Email
Anti-Social Behaviour	01522 87(3431)	anti-socialbehaviour@lincoln.gov.uk
Benefits Advice	01522 87(3382)	benefitsadvice@lincoln.gov.uk
Civic Office	01522 87(3303)	civic.twinning@lincoln.gov.uk
Communications	01522 87(3894)	communications@lincoln.gov.uk
Council Tax	01522 87(3355)	revenues@lincoln.gov.uk
Customer Services	01522 881188	customerservices@lincoln.gov.uk
Democratic Services	01522 87(3387)	democraticservices@lincoln.gov.uk
Elections	01522 87(3374)	elections@lincoln.gov.uk
Environmental Services	01522 87(3249)	environment@lincoln.gov.uk
Guildhall	01522 541727	civic.twinning@lincoln.gov.uk
Housing	01522 87(3333)	customer.services@lincoln.gov.uk
IT Helpdesk	01522 87(3327)	ithelpdesk@lincoln.gov.uk
Licensing	01522 87(3564)	licensing@lincoln.gov.uk
Out of Hours Housing Repairs	01522 534747	N/A
Planning	01522 87(3484)	developmentcontrol@lincoln.gov.uk
Property Shop	01522 87(3777)	customer.services@lincoln.gov.uk
Recycling and waste	01522 87(3423)	customer.services@lincoln.gov.uk

East Lindsey Council – 01507 601111

Lincolnshire Police – 532222

Lincoln BIG – 545233

Karl McCartney MP – 020 720 07221

Lincoln University – 882000

North Kesteven Council – 01529 414155

Lincolnshire County Council – 552222

South Kesteven Council – 01476 406080

Lincolnshire Highways – 782070

West Lindsey Council - 01427 676676