



CITY OF
Lincoln
COUNCIL

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our remarkable
place

Portfolio Performance Overview

**Environmental Services
and Public Protection -
March 2018**

Pat Jukes, Business
Manager - Corporate Policy

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Environmental Services and Public Protection

This overview will cover:

- A look at relevant information provided by the ONS, City of Lincoln Council, Police UK, and LG Inform.
- Performance measures in the key basket of strategic measures



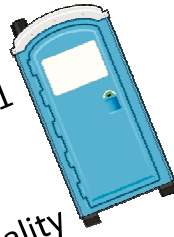
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Contextual information on Environmental Services & Public Protection

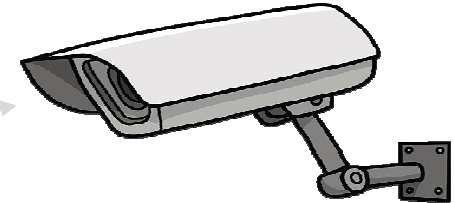
Lincoln has been awarded 3 Platinum, 1 Gold and 1 National Award for the cleanliness and quality of our Public Toilet facilities



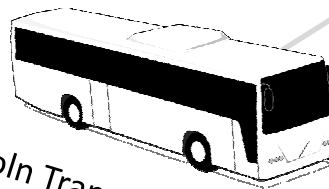
We have 2 Green Flag awards for Harstholme Country Park and the Arboretum



In Q3 2017/2018, our CCTV operators handled 3,374 incidents



Lincoln Transport Hub has the first public changing places facility in Lincoln!



53% of Citizens Panel respondents in the July 2017 survey said they felt safe in the city centre at night time



98% of food supplying premises are fully or broadly compliant with guidance



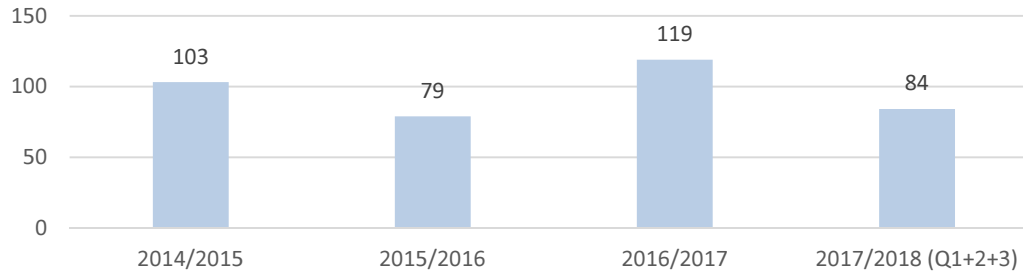
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Source : COLC (2016/2017/2018)

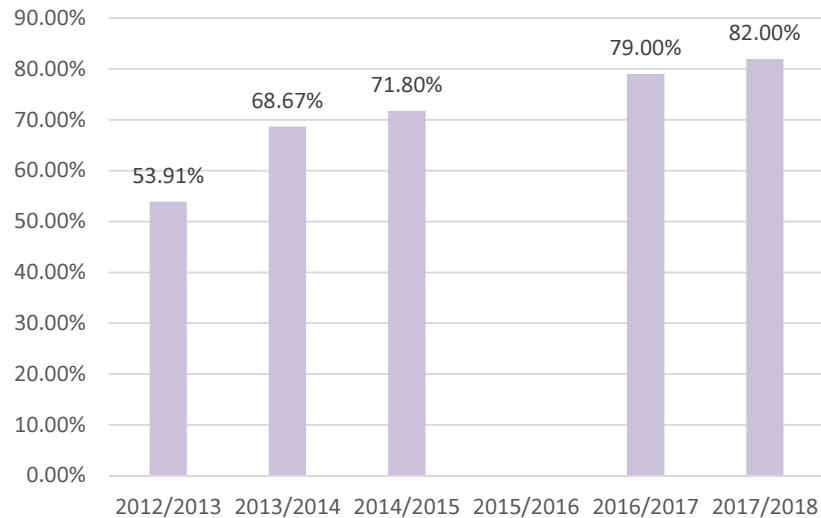
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Customer satisfaction measures over time

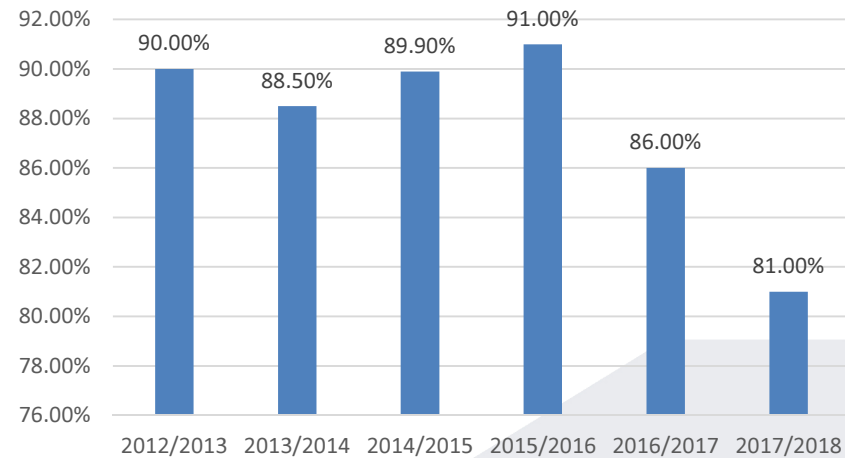
Number of complaints regarding overflowing bins



Percentage of citizens panel respondents who are aware of the Council's food hygiene rating scheme for food businesses



Percentage of citizens panel respondents who are satisfied with the standard of hygiene in restaurants / cafes / shops and takeaways in Lincoln



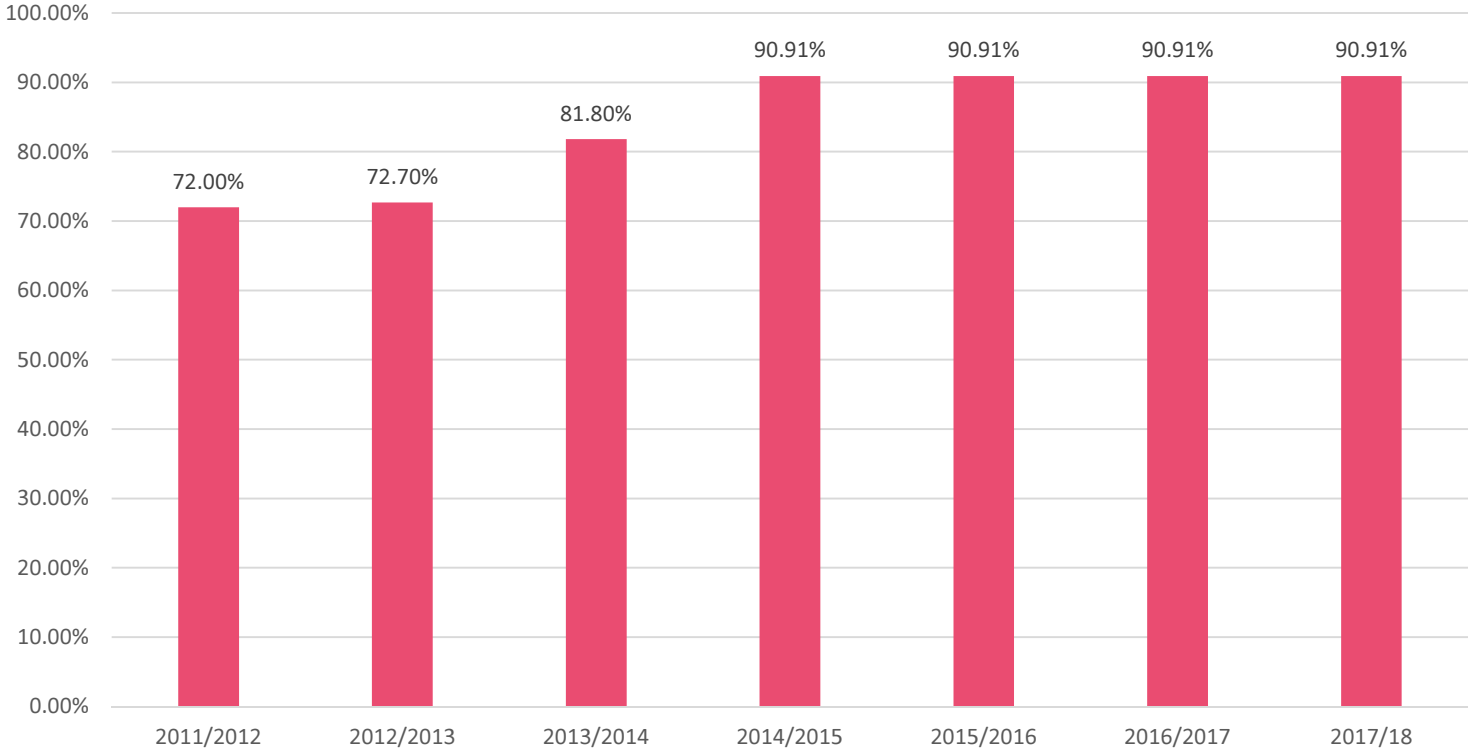
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Source : COLC (2017/2018)

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Percentage of NO2 diffusion tubes in Lincoln that are showing NO2 levels within the National Air Quality objective for 2017/2018



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Source : COLC (2017/2018)

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Household – Volume of Waste sent for Recycling Composting/Re-Use (2016/2017)

Waste not sent
for recycling

23,490 tonnes

Total Household Waste

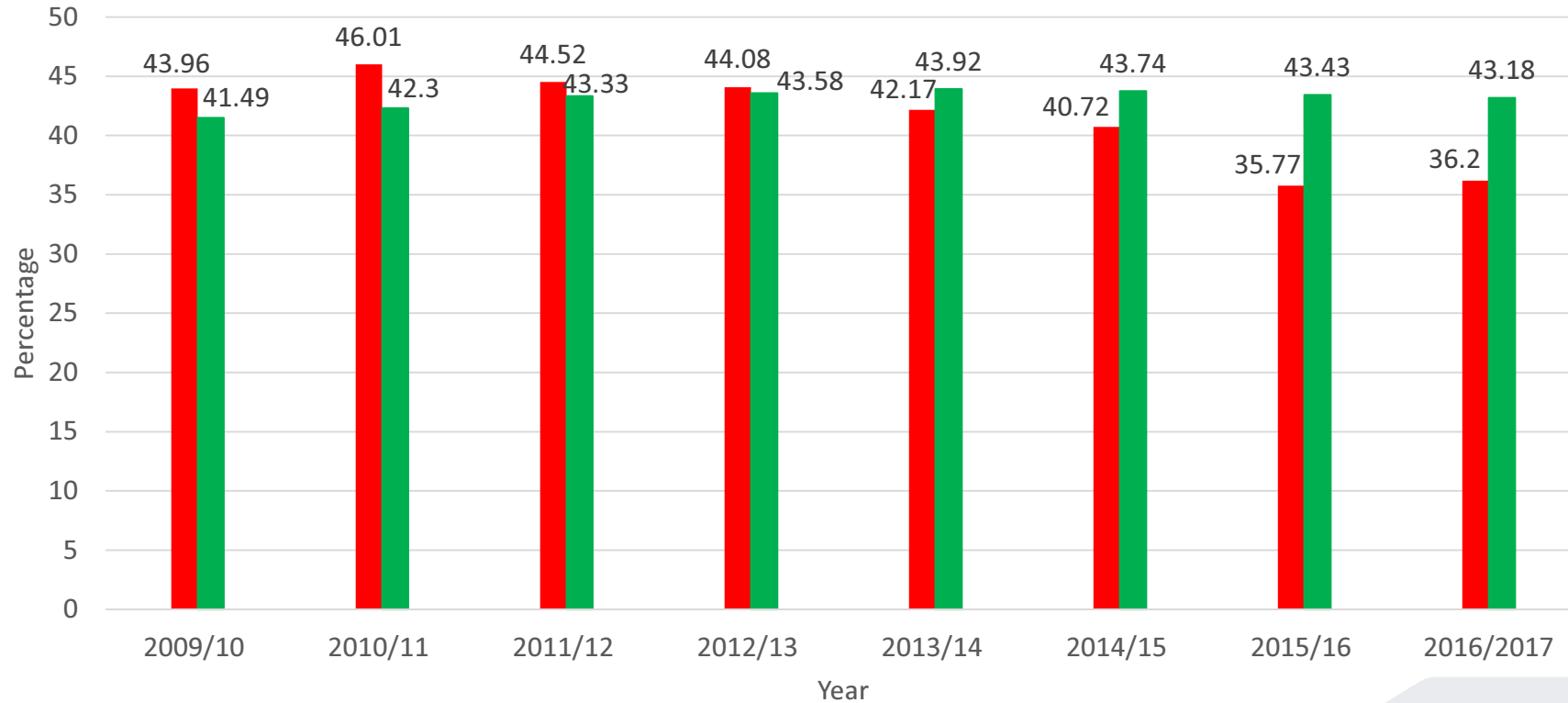
36,804 tonnes

Waste sent for
recycling/composting
/reuse

13,314 tonnes



Percentage of Household Waste Collected that was sent for Recycling/Composting/Re-Use Compared to the East Midlands



■ Lincoln ■ Mean for All local authority districts in East Midlands



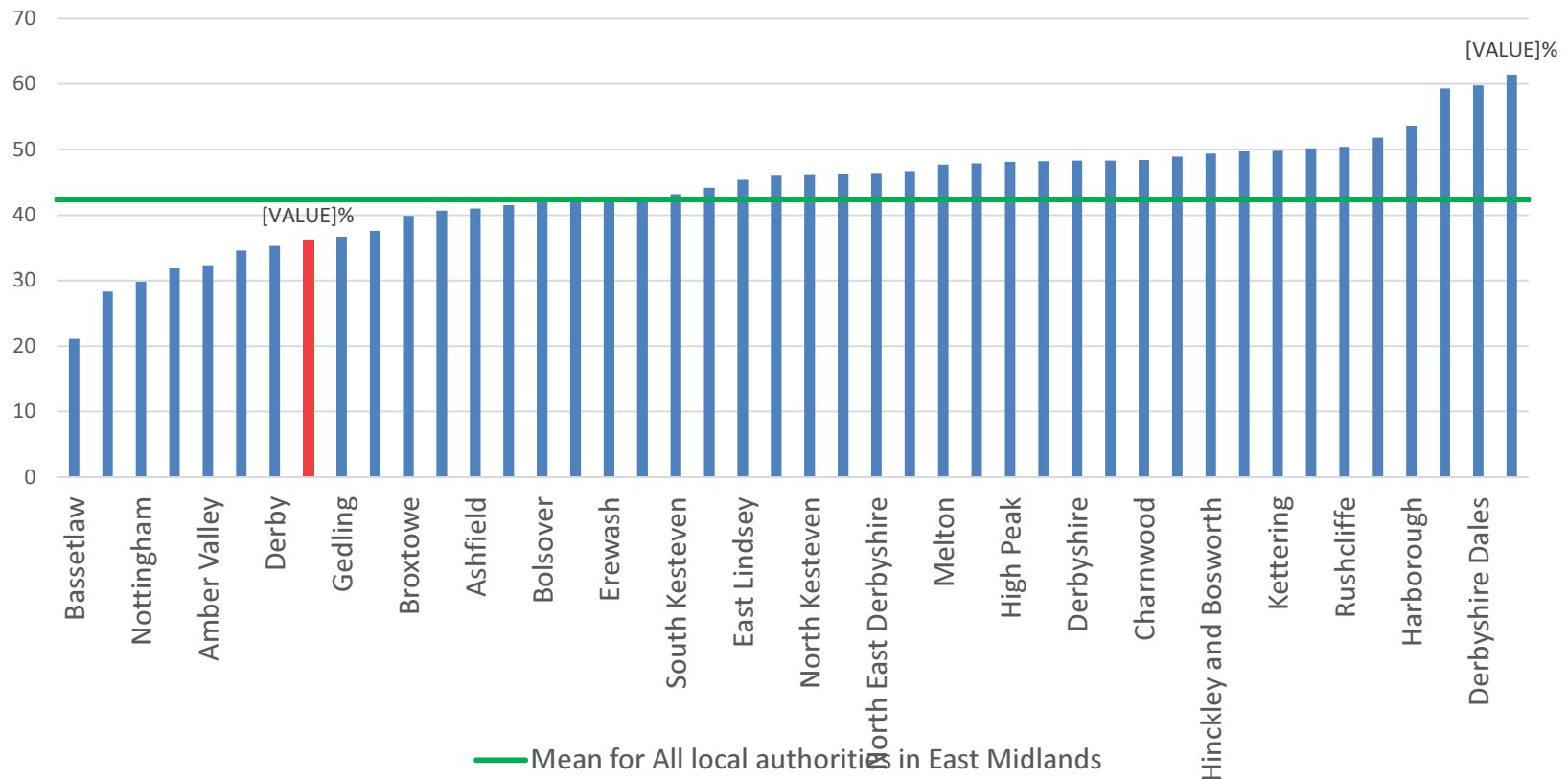
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Source : LGinform (2016/2017)

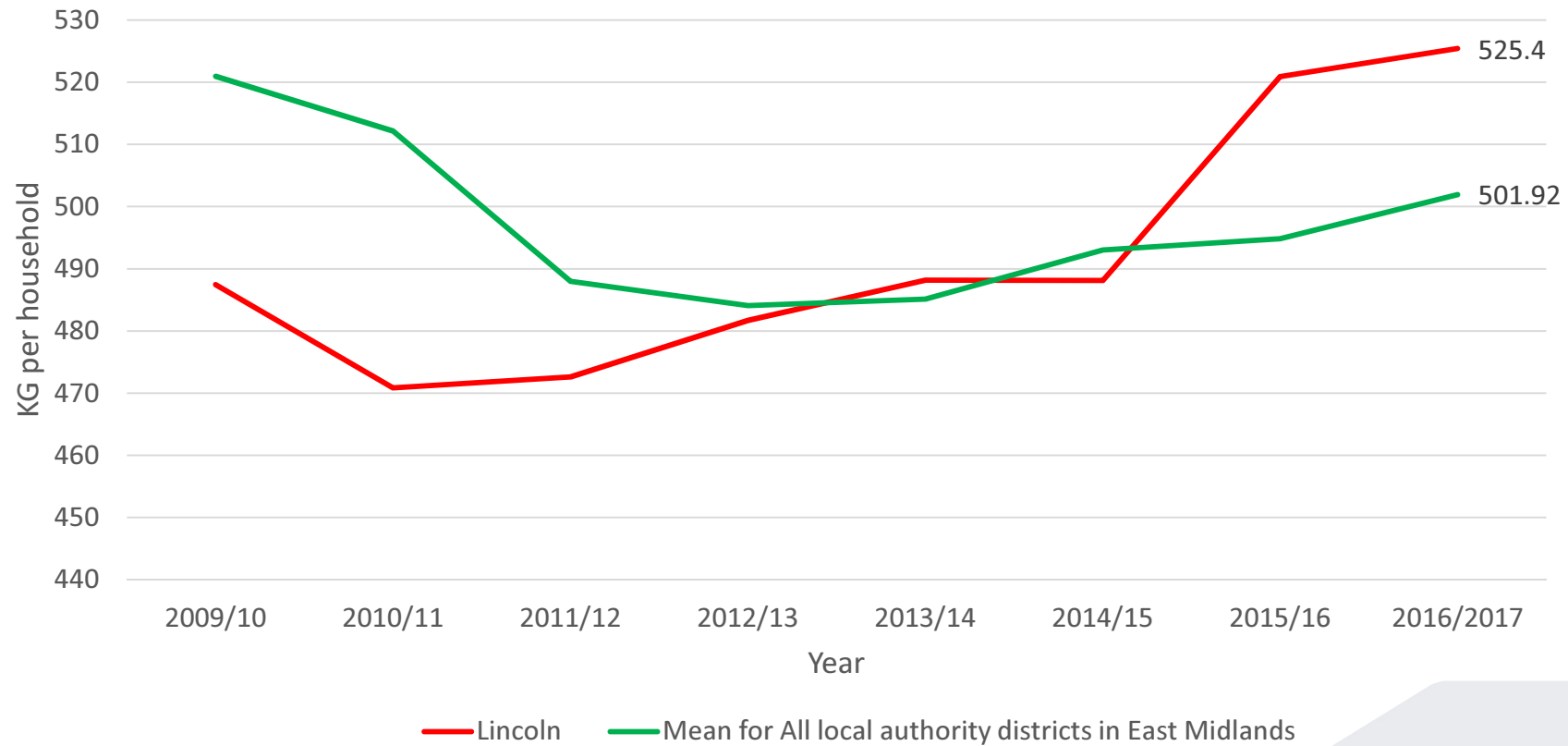
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Percentage of Household Waste Collected that was sent for Recycling/Composting/Re-Use Compared to all Local Authorities in East Midlands (2016/2017)



Source : LGinform (2016/2017)

Kilograms of Non Recycled Household Waste per Household Compared to the Mean for all Local Authority Districts in East Midlands over last 8 Years



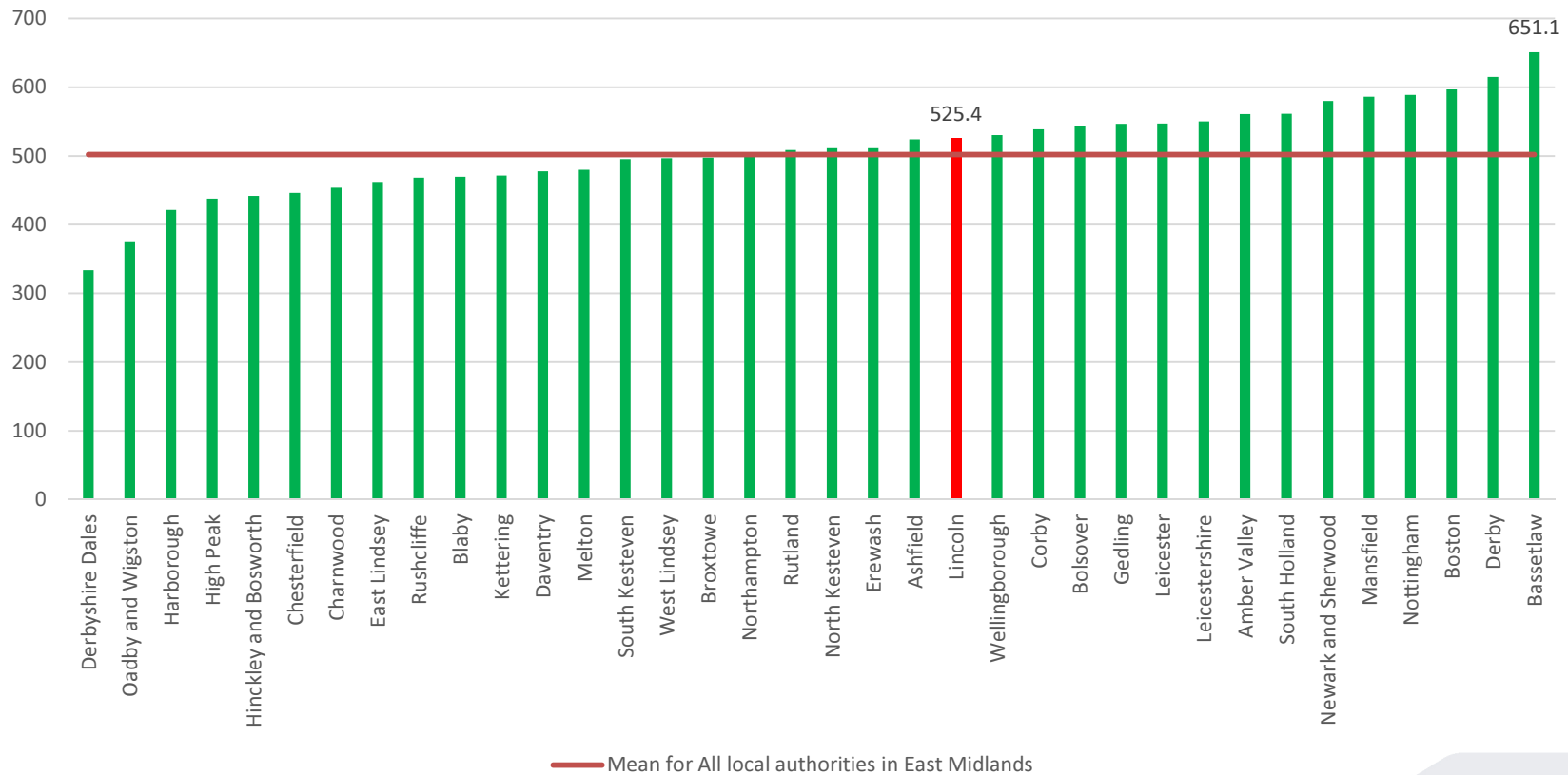
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Source : LG Inform (2016/2017)

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Kilograms of Non-Recycled Waste per Household Compared to all Local Authorities in the East Midlands in 2016/17



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Source : LG Inform (2016/2017)

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Decrease and Increases in the Numbers and Types of Crime in Lincoln

	31 March 2016	31 March 2017	Percentage Difference
All other theft offences	857	829	-3.27%
Bicycle theft	354	446	25.99%
Criminal damage and arson	1309	1211	-7.49%
Domestic burglary	427	340	-20.37%
Drug offences	370	350	-5.41%
Homicide	3	1	-66.67%
Miscellaneous crimes against society	148	211	42.57%
Non-domestic burglary	584	559	-4.28%
Possession of weapons offences	76	75	-1.32%
Public order offences	490	447	-8.78%
Robbery	64	80	25.00%
Sexual offences	229	268	17.03%
Shoplifting	1387	1534	10.60%
Theft from the person	116	103	-11.21%
Vehicle offences	709	737	3.95%
Violence with injury	896	936	4.46%
Violence without injury	867	887	2.31%
Total Crime	8886	9014	1.44%



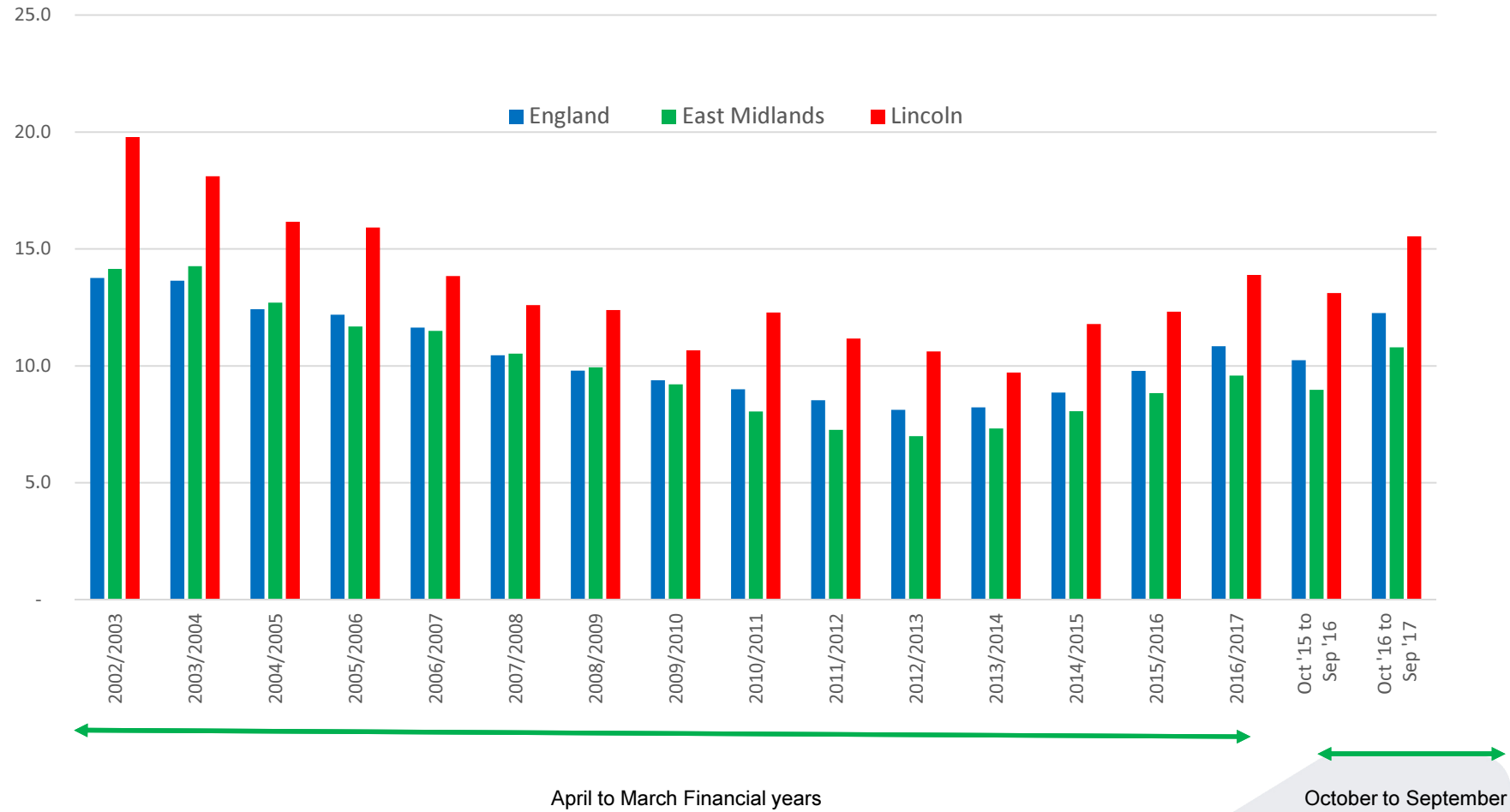
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Source :ONS(2016/2017)

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Crime Severity in England, East Midlands and Lincoln



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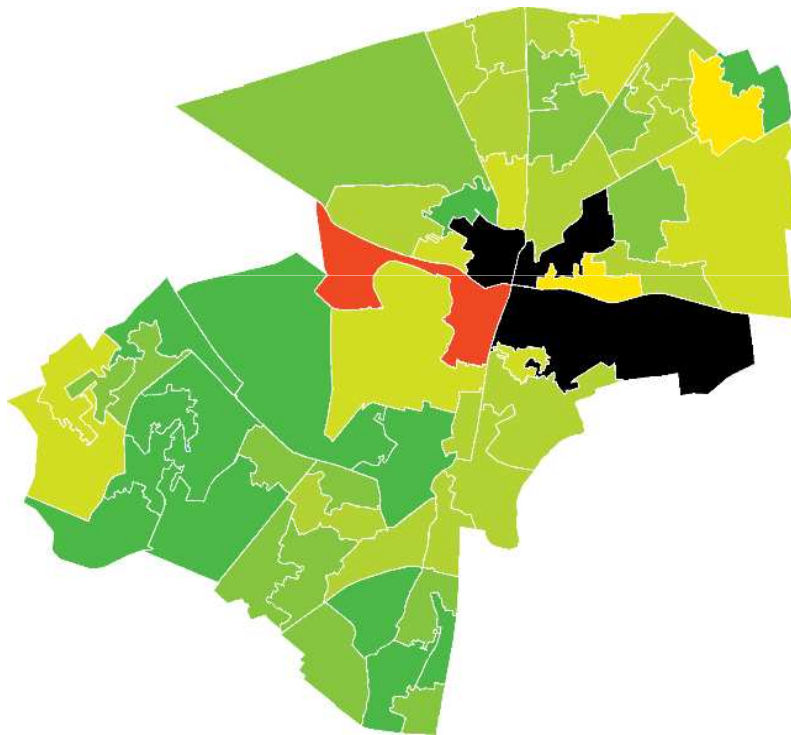


Source : ONS Offences (2017)

www.lincoln.gov.uk

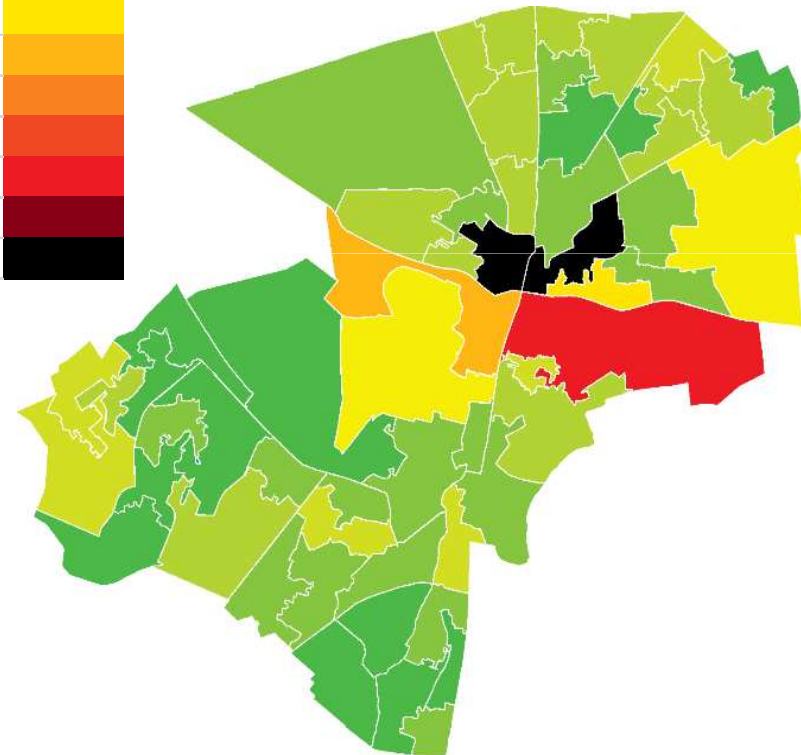
Reported ASB Incidents – Latest Full Year Figures Available

March 2015 - 2016



0-33	Green
34-67	Light Green
68-101	Yellow-Green
102-135	Yellow
136-169	Light Orange
170-203	Orange
204-237	Dark Orange
238-271	Red-Orange
272-305	Red
306-339	Dark Red
340-373	Black
374+	Black

March 2016 – 2017



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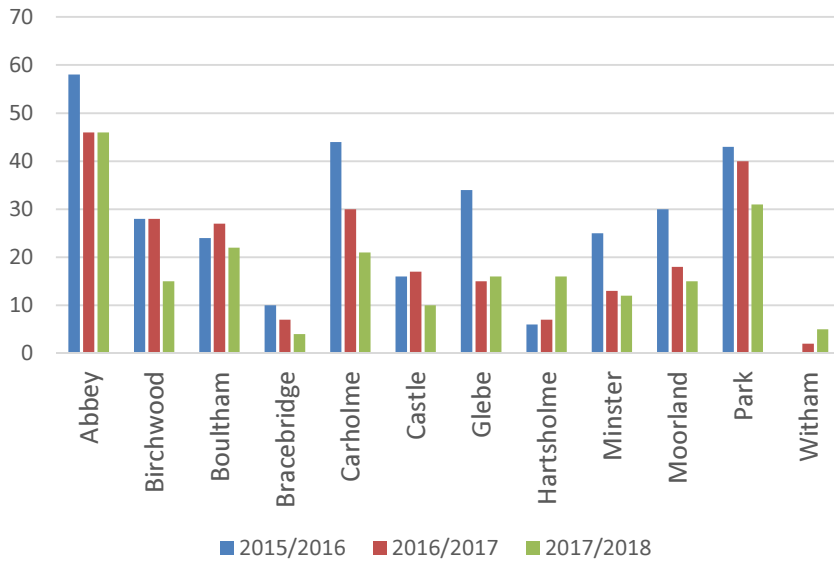


Source :Police UK (2016/2017)

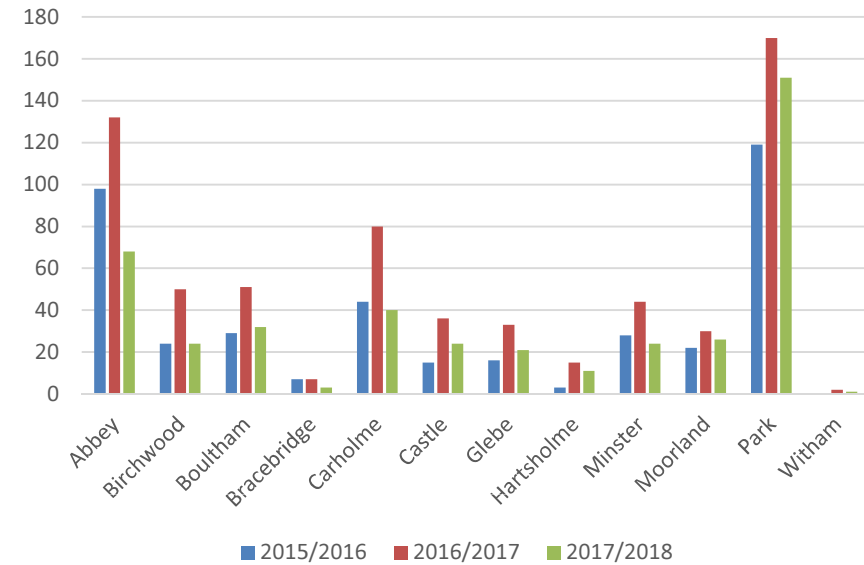
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Number of Customer Complaints – Split by Ward

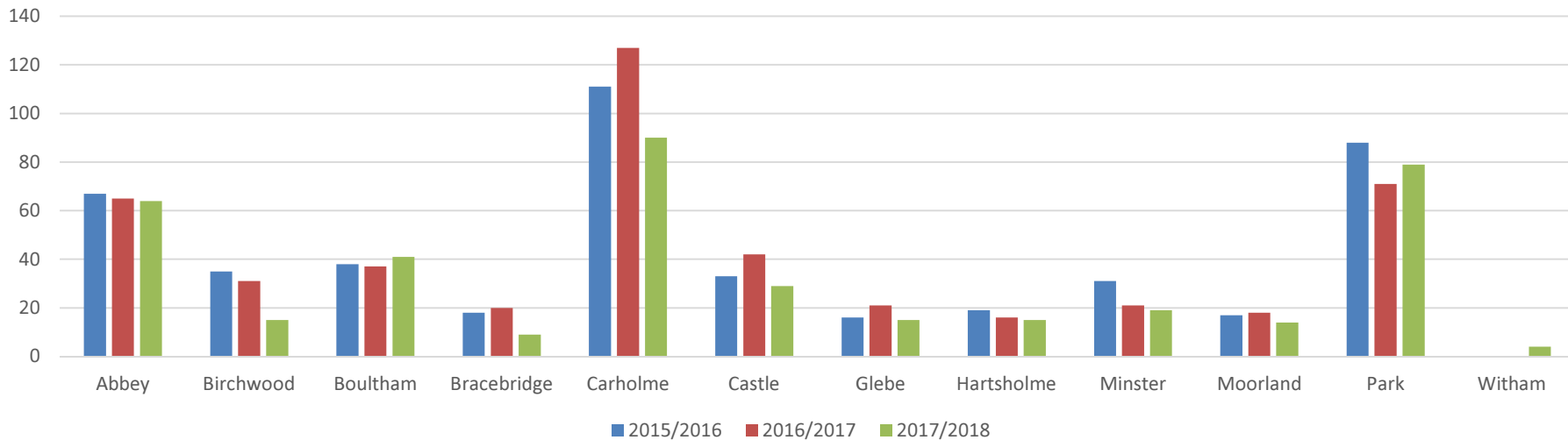
Number of ASB complaints made per ward over 3 years



Number of Fly tipping and waste complaints per ward for 3 years

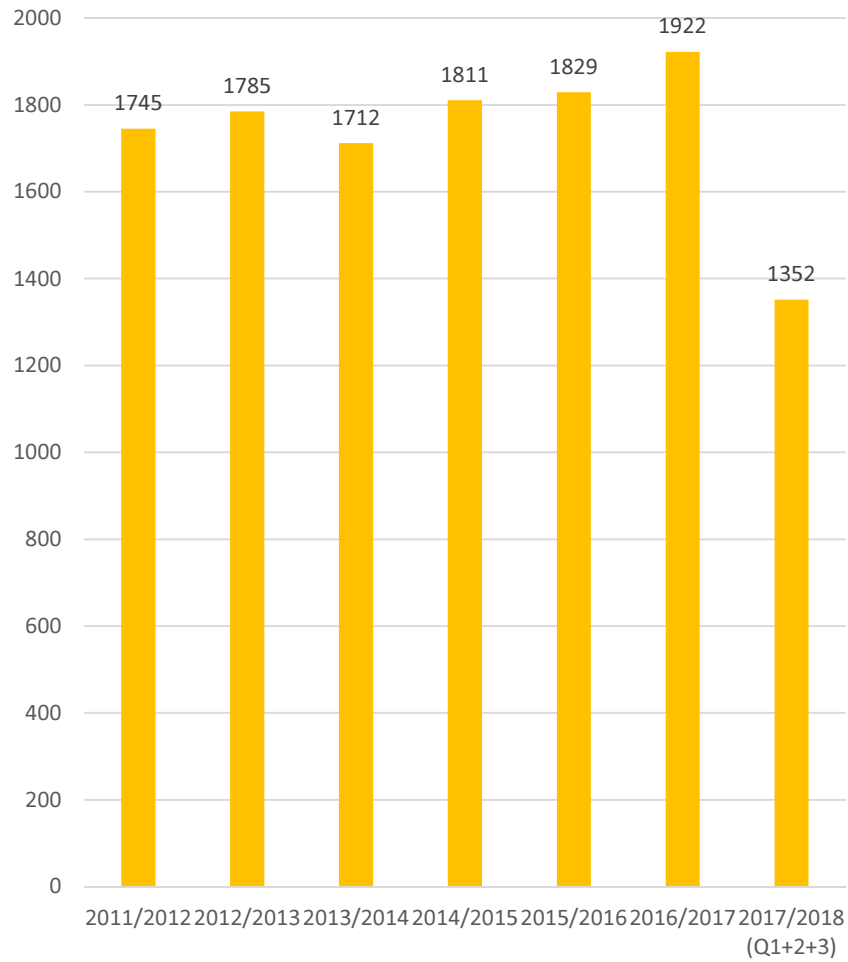


Number of Noise complaints per ward for 3 years

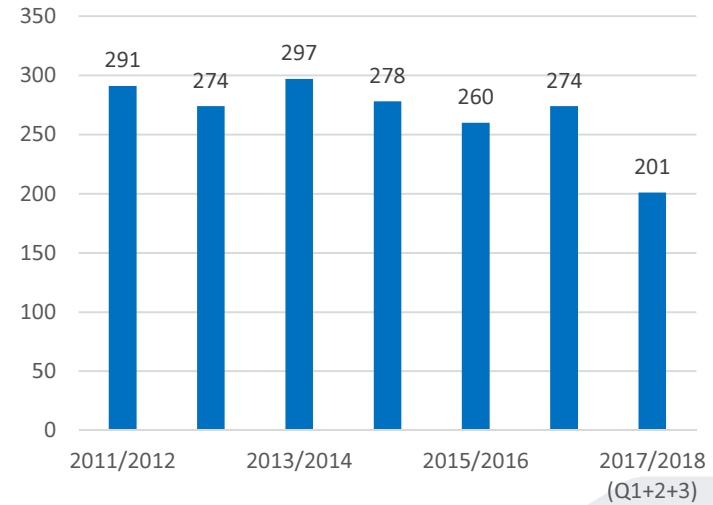


Source :CoLC (2017/2018)

Number of Cremations and Burials Carried out in Lincoln per Year



Number of cremations carried out per year



Number of burials carried out per year



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Source :CoLC (2017/2018)

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Quarterly Performance Measures – Over the Last Year

Measure		Q3 16/17	Q4 16/17	Q1/17/18	Q2 17/18	Q3 17/18	Status
CCTV 6	Total number of incidents handled by CCTV operators	3,314	3,130	3,452	3,519	3,374	Maintaining
WM 5	Percentage of waste recycled or composted	40.66%	34.19%	30.90%	39.90%	38.23%	Maintaining
AB 4	Number of service requests for Public Protection and ASB	895	1001	978	818	612	Improving
AB 5	Satisfaction of complainants relating to how the complaint was handled	90.90%	86.80%	88%	68%	89%	Improving
FHS 4	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	95.6%	95.8%	96.7%	97.8%	98.1%	Maintaining
FHS 5	Average time from actual date of inspection to achieving compliance	9	9.5	9	9.9	13.25	Deteriorating
FHS 6	Percentage of official controls that should have been completed and have been in that time period (cumulative data)	81%	88.7%	90.1%	81.1%	84.50%	Maintaining

Annual Satisfaction Measures – from Citizen’s Panel

Measure		2014/15	2014/15	2016/17	2017/2018	Status
WM 6	Satisfaction with refuse service	95.10%	97.80%	95.30%	93.85%	Maintaining
WM 7	Satisfaction with recycling service	94.80%	97.90%	95.70%	92.76%	Maintaining
SC 8	% satisfaction that public land and public highways are kept clear of litter and refuse	86.53%	82.80%	84.33%	76.41%	Deteriorating
GM 6	Satisfaction levels of parks and open spaces	88.90%	88%	87.90%	86.08%	Maintaining



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Source :CoLC (2017/2018)

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Key Points to Note

- The new Lincoln Transport Hub has the first public 'Changing Places' facility in Lincoln
- The percentage of household waste sent for recycling has stabilised over the last 2 years at around 36% – although at a lower rate than East Midlands
- In the crime summary for Lincoln, we see that there are 9 categories getting better and 8 getting worse – but overall, there is a slight increase in total crime numbers of 128 on the previous year
- We have seen a drop in all Lincoln wards for the number of complaints received on fly tipping incidents



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Our four strategic priorities

Let's drive
economic
growth

Let's reduce
inequality

Let's deliver
quality
housing

Let's enhance
our remarkable
place



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