

REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES**Report by Cllr R Kirk, Portfolio Holder for 'Reducing Inequality'****Introduction**

Over the past year my portfolio has changed significantly to incorporate a number of key service areas and projects, which together help the council to reduce inequality across the city.

The areas covered by my new portfolio responsibilities include Anti-Poverty, Corporate Social Responsibility, Social Value Policy, Community Cohesion Strategy, Community Strategies and Policies, Modern Day Slavery, Asylum Seekers and Refugees, Lincoln Community Lottery, Universal Credit, Welfare and Benefits Advice, Housing Benefit/Council Tax Support, Welfare Reform, Crime and Disorder, Equality and Diversity, Financial Inclusion, Skills and Training (including Adult Learning and The Network), Young People, Prevent, Public Protection and Domestic Violence.

In the following pages I have summarised the progress made across my portfolio over the past year.

Although there has been some key challenges, I continue to be proud of what has been achieved. These achievements include our shared Revenues and Benefits service with North Kesteven District Council winning a prestigious national award in mid-October for 'Excellence in Partnership Working', the success of World Hello Day 2017 at continuing to support resident integration in the city, the launch of the Lincoln Community Lottery and the launch of the Lincoln Social Responsibility Charter to name just a few.

To help measure progress across my portfolio, I am also pleased to report on a number of performance measures which I have provided on page 14 of this report.

Key achievements for 'Let's Reduce Inequality'

In early 2017 we launched Vision 2020, which is the council's three year strategic plan to 2020. A key facet to that plan is the priority Let's Reduce Inequality. Below I have highlighted the key achievements under this priority over the past year.

- We have a Universal Credit Support Team, which assisted 448 Lincoln residents with digital support, and 235 residents with budgeting support between 1st April and 31st August this year
- Community Leadership Scrutiny Committee undertook a review of Inclusive Growth to identify how the economy can provide high quality employment opportunities. The committee's recommendations have been to Executive and a work-plan will now be developed
- Our Social Value Policy has been adopted which embeds the council's commitment to social, environmental and economical sustainability through procurement processes
- The Lincoln Community Lottery was launched on 11th August, generating revenue to support local voluntary community organisations in the city and in nearby villages

- The Lincoln Social Responsibility Charter was also launched this year, which encourages organisations in the city to go the extra mile to support their employees and also communities in the city

Anti-Poverty Strategy

The council continues to lead the Lincoln Against Poverty Steering Group, which helps to steer and manage the Lincoln Against Poverty Strategy and Action Plan. I continue to be the chair of this group which meets biannually. Over 120 actions have been delivered to date as part of this strategy. The current 2018/19 plan includes 22 actions to be delivered by both the council and local partners. Of these actions, three have been completed, 13 are on target and six have not yet been started. The actions which have been completed so far include development of a useful contacts sheet showing details of a range of support agencies across the city, production of the Lincoln Poverty Profile and renewal of Lincoln's status as a Fairtrade City. Two key actions within the plan this year include roll out of the Lincoln Social Responsibility Charter and the ongoing promotion of the Lincoln Living Wage Campaign. I have provided further details on each of these actions below.

In addition to the above, the council continues to manage the Lincoln Against Poverty website (www.lincolnagainstopoverty.co.uk) together with the Lincoln Against Poverty Twitter page (@lincolnvpoverty). Both communication tools have proven to be successful at raising awareness of poverty related news stories and events across the city over the past year to both residents and service providers. To date we have 583 followers of the Lincoln Against Poverty Twitter account, with posts to this page regularly being retweeted wider amongst residents and support services.

Corporate Social Responsibility

Lincoln Living Wage Campaign

The Lincoln Living Wage Campaign is now in its fourth year. We have continued to actively promote the campaign to Lincoln businesses over the past twelve months. The real Living Wage rate for 2018/19, which is set annually by the Living Wage Foundation, is £8.75 per hour/£16,835 per annum, with this rate being introduced from 1st April 2018. To date 17 organisations have registered as Living Wage Employers in the city. Of the 967 employees within these organisations, 95 received a pay rise as a direct result of the campaign.

During Living Wage Week 2018 the Living Wage Foundation announced the new real Living Wage rate for 2019/20 as being £9.00 per hour/£17,316 per annum.

The Lincoln Living Wage and Social Responsibility Forum, which is formed of representatives from Living Wage Employers across the city, continues to meet twice a year to identify new ways of raising awareness of the importance of paying the real Living Wage. I continue to support this group. Looking ahead this campaign will be supported by the new Lincoln Social Responsibility Charter.

Lincoln Social Responsibility Charter

With the assistance of key partners from across the city, the council has been working over the past year to develop the Lincoln Social Responsibility Charter. The aim of the

charter is to give recognition to those businesses which undertake a range of activities, above the statutory minimum, which benefit both their employees and the local community. A soft launch of the charter was undertaken at the Lincoln Growth Conference in March 2018, which resulted in an encouraging number of businesses expressing an interest in signing up. The formal launch of the charter took place during late September/early October 2018. This involved issuing a press release, direct contact to over 150 businesses and a social media campaign. To date 18 organisations have signed up to the charter. Signees include City of Lincoln Council, Development Plus, JW Ruddocks & Sons Ltd, Voluntary Centre Services, St Barnabas Hospice, Specialist Education Support Network, Wise Software (UK) Ltd, Epix Media Ltd, Optima, Lincoln Minster School, Linwave Technology Ltd, Saul Fairholm Chartered Accountants, Beneficial Trust & Will Co Ltd, Lincolnshire Credit Union, Ringrose Law, University of Lincoln, Lincolnshire Action Trust and LEAP. Work will continue to raise awareness of the charter and encourage further sign up over the next year. We are unaware of any similar initiative being launched and managed by local authorities across England.

Social Value Policy

The council has had in place for the last year a formal Social Value Policy, although it should be acknowledged that Social Value has always been included within procurement, where it was relevant and proportionate to do so. The policy details the important role Social Value can play in enabling sustainable development through the council's procurement activity. The policy identifies a number of key topics with social, economic and environmental impacts and details specific policy commitments. It is an evolving area where suppliers and officers alike are still developing best practice and therefore the policy will continue to be informed by best practice. The council is proposing the following as the Social Value position for the council:

“A process by which benefits can be made that will improve the quality of life & life chances of City of Lincoln residents and enhance our Civic pride in the City”

Since the formal adoption of the policy there has been no procurement exercises where it has been relevant and proportionate to include Social Value. However, the council has through its DHS contracts allocated a number of social value uplifts from its contractors during the past year.

Community Cohesion Strategy

The council has continued to support a number of Community Cohesion events in the city. The largest event supported by the council during November 2017 was World Hello Day. This annual event brings residents from different backgrounds and ethnicities together to say 'hello' and learn about different cultures. The 2017 event was supported by 15 organisations, which encouraged their employees and service users to say 'hello' to those they wouldn't normally. Key events which took place for World Hello Day 2017 included:

- Communication Across Culture Conference
- Web Walk starting from different areas of the city
- Big Coffee Morning at Queen's Park Community Hub

Following World Hello Day 2017 the council produced and shared an informative information leaflet which summarised all the key events which took place for the 2017 event.

Looking ahead, preparations are currently underway for World Hello Day 2018. The council will offer support to key partners in the city to ensure the 2018 event is also a success.

Over the past twelve months the council has also continued to support the Community Cohesion Steering Group. This group meets biannually to discuss community cohesion related issues in the city. In July the group met with the Lincoln Against Poverty Steering Group to receive a joint update on the new homelessness intervention project, with updates being provided from council representatives, Lincolnshire Police and P3. This meeting proved to be particularly effective at communicating our plans to key partners who regularly work with and support homeless people in the city. A second update session is planned for March 2019, which will be at the mid-point stage in the project. Both steering groups will be provided with interim updates as the project progresses.

As part of the work of supporting this group over the past year, myself and council officers have assisted with the development of a new Community Cohesion Framework. This new framework will help steer the work of the group over the next few years. The framework was presented to the Community Cohesion Steering Group in October 2018, where group members were supportive of this. I continue to be a member of this group, taking on the role as vice chair.

Community Strategies and Policies

Since my previous report to PSC in 2017, Neighbourhood Revitalisation (Sincil Bank) has now moved under the responsibility of the Portfolio Holder for Economic Growth, however I retain responsibility for Community Strategies and Policies.

Following the review of Neighbourhood Working, in November 2017 Urban Challenge and a consortium of charitable organisations were appointed to provide support to the new Neighbourhood Boards for a twelve month period.

The new Neighbourhood Boards are as follows:

- Abbey Forum
- Birchwood Neighbourhood Board
- Bracebridge and Manse Neighbourhood Board
- Ermine Community Action Group
- Moorland & Boutham Community Forum
- Sincil Bank Community Group
- St Giles & Nettleham Field Neighbourhood Board

During the final quarter of the contract, which will expire in November 2018, further support is being given to develop the structure of each of the boards. Further training is also being given on the following areas:

- Code of conduct
- Principles of good governance

- Problem solving

Following discussions between Urban Challenge, Neighbourhood Board members and the City of Lincoln Council, it has been identified that the most appropriate way forward beyond November 18 is to provide support to the boards at a citywide level through the development of the 'Lincoln Neighbourhoods Together Network'. The individual boards have developed to a point that less intensive support is required at an individual board level, however more strategic support is required to ensure the boards continue to receive the support required for them to continue to grow and develop. A bid has been submitted to the Big Lottery Fund to secure resources to enable the development of the network as:

- A forum to share ideas and best practice
- A place to help and support each other
- A central resource of information and resources
- A forum for shared training and skills development opportunities
- A mechanism for holding individual board budgets through a central bank account
- A means of communication and accountability across the Neighbourhood Boards
- A channel to enable specific support to individual boards as required
- A more formal link to the City of Lincoln Council
- A central place for raising funding
- A means of providing insurance for events
- A central forum for dealing with larger citywide issues such as homelessness, drug misuse, traffic and highways issues
- A forum for problem solving/resolve shared issues
- An opportunity to facilitate buddying/mentoring for new Chairs and Secretaries
- A more formal structure – with appointed reps from each individual board
- A means of support to implement effective performance management processes to ensure the boards can evidence the impact and the success of their work.

We expect a decision on the first stage application by late November 2018.

Modern Day Slavery

Modern Day Slavery is a broad term that can include forced labour, debt bondage or bonded labour, human trafficking, descent-based slavery, child slavery and forced and early marriage.

City of Lincoln Council continues to have a key role in helping to prevent Modern Day Slavery in our community. Actions undertaken by the council during the last year include:-

- Ensuring staff have a clear understanding of Modern Day Slavery and know how to recognise and report signs
- Communicating and promoting materials highlighting Modern Day Slavery as an issue within Lincolnshire
- Ensuring our procurement procedures are in line with the Modern Day Slavery Charter

- A Charter Against Modern Slavery was adopted by the council in September 2018, showing our ongoing commitment towards tackling Modern Slavery

The council will continue to help prevent Modern Day Slavery to both staff and residents over the coming year.

Asylum Seekers and Refugees

We have not received any asylum seekers or refugees into the city so far. Council officers have been monitoring the situation regarding Syrian refugees and an officer group has looked at the Vulnerable Persons Resettlement Scheme with a view to offering accommodation. However, without confirmed support from Lincolnshire County Council in relation to Education and Social Care, we have been unable to move forward to pledge an offer of accommodation to date.

In recent weeks this situation has progressed and we have received confirmation that Lincolnshire County Council is now willing to offer support to a limited number of families as part of the scheme. The council is working with colleagues from across the county to progress this forward.

Lincoln Community Lottery

In August 2018 the council launched the new Lincoln Community Lottery. The lottery aims to raise vital funding for good causes in and around the city. To date over 700 people have purchased tickets for the lottery, supporting 63 good causes in and around the city. Good causes supported so far include local charities, sports clubs, schools and scout groups. For every £1 ticket sold, 60 pence goes directly to support local good causes signed up to benefit from the lottery. Supporters of the lottery have the option of selecting the good cause they would like to support when purchasing their tickets, or alternatively supporting the Lincoln Community Lottery Community Fund.

A panel has been formed to consider where the funds raised within the Lincoln Community Lottery Community Fund pot will be allocated. I have taken on the role as chair for this panel, which is also supported by Cllr Donald Nannestad, Cllr Geoff Ellis and council officers. In addition to deciding upon where this fund is allocated, this panel has also been formed to make decisions on any applications to join the lottery which do not fully meet the approved criteria. It is currently estimated that the lottery could raise as much as £41k for good causes in its first year. Work will continue to promote the lottery to local good causes and potential supporters in the city over the coming year. As part of the development of the lottery the council has become a member of the Lotteries Council and has made a contribution to the Gamble Aware charity.

Universal Credit

Universal Credit (UC) Full Service was introduced into Lincoln Jobcentre from 7th March this year, bringing in a whole host of new UC customers. Our UC Support Team provides an invaluable service to customers – particularly around Assisted Digital Support (ADS) and Personal Budgeting Support (PBS). Between 1st April and 31st August this year, our UC Support Team assisted 446 Lincoln residents with digital support and 235 with personal budgeting support – far outweighing Department for Work and Pensions' (DWP) forecasts. In addition to this, the team has achieved a

number of positive outcomes for residents, including foodbank vouchers, provided in a holistic, efficient and customer-focussed manner. Our shared Revenues and Benefits service with North Kesteven District Council won a prestigious national award in mid-October, for 'Excellence in Partnership Working' – a key part of which, relating to the work undertaken with DWP and a 'flagship' model of UC Support (as quoted by local DWP colleagues).

Welfare and benefits advice

The Welfare Team in Lincoln dealt with 4,382 customers in 2017/2018.

Additional benefits claimed by customers who sought the advice and assistance of the Welfare Team in 2017/18 totalled a weekly value of £34,076.12. Over the full year these additional benefits amounted to £1,771,958.24. In addition to these benefits, in many cases customers had backdated awards or lump-sum payments. In 2017/18 the total value of back-dated and lump sum payments amounted to £199,532.02.

A crucial service also offered by the team is the FCA regulated debt advice, which is the Money Advice caseworker support. 60% of the team are trained in debt casework and they offer a full service, starting with the preparation of the Standard Financial Statement (SFS). Customers' income and expenditure levels are explored to establish whether there are options to claim additional benefits or increase income in some other way.

In 2017-2018 the team received 123 referrals for Money Advice, of these 73 individuals were advised and assisted with their debts. The total debt managed was £399,104.41 for 73 City of Lincoln residents.

Housing Benefit/Council Tax Support

Although Universal Credit Full Service was rolled out for new claims in Lincoln Jobcentre Plus from March 2018, our Benefits Team still has significant Housing Benefit and Council Tax Support caseloads to administer – 7,063 and 8,784 respectively. The impact of Universal Credit on claims processing has been significant, with almost 9,000 additional Universal Credit related documents being received by the team between April and August 2018, which has impacted on average processing times and outstanding work levels. However, a plan is in place to address these matters.

Discretionary Rate Relief Policy

A 'Business Rates Growth Policy' was approved by Executive on 23rd July 2018, which aims to provide relief to new or growing businesses, subject to certain criteria, location in a strategic employment site, etc. Officers are currently in the process of implementing this policy.

Welfare Reform

As well as Universal Credit, our Benefits Team continues to administer a whole range of other welfare reforms – such as Localised Council Tax Support, Spare Room Subsidy ('bedroom tax'), Benefits Cap and Discretionary Housing Payments. Despite these challenges the team continues to perform well and provides vital support and advice to our customers.

Crime and disorder

Lincolnshire Safer Communities & Hate Crime

Representatives from the council continue to attend the Safer Communities Lincolnshire Hate Crime Delivery Group. As part of our membership to this group, the council actively promoted Hate Crime Awareness Week between 16th and 20th October. The council is also supporting a countywide Hate Crime survey, led by Lincolnshire County Council. In addition to raising awareness of Hate Crime, the council also continues to raise awareness of Mate Crime, which is becoming an increasing issue. Information posters and flyers on this type of crime were also distributed during Hate Crime Awareness Week. Raising Awareness of this type of crime is being co-ordinated by Safer Communities Lincolnshire.

I also continue to sit on the Safer Lincolnshire Partnership Overview & Scrutiny Board, together with the Lincolnshire Police and Crime Panel.

Equality and Diversity

Employer perspective

The council is proud to remain accredited with the Disability Confident Scheme, building on the 22 years the council held the Two Ticks disability symbol. The council has continued to promote this status to residents throughout the past year via the council's website and recruitment process.

New council employees continue to be required to complete Equality and Diversity training as part of their induction, and also periodically after. Throughout the year the council has also continued to actively promote Equality and Diversity training and events via the dedicated Equality and Diversity notice boards and via the council's intranet 'City People' and 'In Brief' newsletters.

The latest data provided by the council's ITrent system in September 2018 shows the council's workforce stood at 646 staff members, of which 298 were males and 348 were females. 35 members of the workforce declared a disability and 19 were from a black and ethnic minority group. The largest age group was 50 to 59 years of age, with 173 staff members in this age group.

The council also continues to provide a successful apprenticeship scheme. During 2017/18, 84 applications were made to join the council's scheme. Of those successful at gaining a place on the scheme, 19 were aged under 24 and eight had a learning difficulty or disability.

Service user perspective

The council has implemented an Equality Analysis Toolkit which assists in assessing the impact on equality of proposed changes to policies, procedures and services. This helps to ensure there is a minimal risk of discrimination when delivering our services to our residents. During 2017/18 equality analyses were undertaken on ten policies and projects as listed below.

- Redevelopment of Birchwood Leisure Centre and renegotiation of the Active Nation management fee

- Neighbourhood Working Review 2017
- Council Tax Support Scheme 2018-19
- Amendment to the Housing Assistance Policy – Re-introduction of Minor Works Grants
- Council Tax Support Scheme 2018-19
- Lincoln Community Lottery
- Choice Based Lettings Allocation Policy
- Lincoln Social Responsibility Charter
- Private Housing Health Assistance Policy 2018-22
- Empty Homes Strategy 2017-22

In addition, the following equality analyses have been undertaken on the following three policies and projects in 2018/19 so far;

- City Centre Intervention – Outreach and Enforcement
- Local Letting Plan – New Build Properties
- Scheme for Mandatory Licensing of Homes in Multiple Occupation 2018
- Council Tax Support Scheme 2019/20

To help ensure Equality and Diversity remains at the heart of the council, the Equality and Diversity Group continues to meet twice yearly to discuss Equality and Diversity both in the workplace and amongst our residents. I continue to be the vice-chair of this group.

Financial Inclusion

Officers continue to be proactively involved in the Lincolnshire Financial Inclusion Partnership (FIP), with the Head of Shared Revenues and Benefits being part of the FIP Steering Group, which aims to ensure that everyone has the capability and opportunity to access appropriate financial services and products needed to participate fully in society. FIP delivered a conference themed around ‘Financial Wellbeing for Working People’ which was well attended, with the Leader of our Council being one of the speakers at this event.

Skills and Training (including Adult Learning and The Network)

Officers continue to be involved in a number of projects and initiatives relating to providing skills and training to help increase residents’ employment prospects if out of work, as well as developing and progressing if already in employment. Working closely with a range of partners, including Lincoln College, The Network and Jobcentre Plus, a range of initiatives are in place which have resulted in successful outcomes as a result of funded training, development opportunities, as well as a range of advice for those in the NEET group.

Controlling Migration Fund Bid

An application has been submitted by the council to the Controlling Migration Fund. Key activities in this project should the funding be received include:

- Developing a Neighbourhood Boards Events Programme
- Developing welcome packs
- Tackling Rogue Landlords

- Steps Programme (project gives people an opportunity to explore possibilities, make informed choices & set a realistic action plan)
- Assisting low income households
- Volunteering support programme

It is expected that the results of the bid will be known by mid-December 2018.

Young people

City of Lincoln Council, with the support of the Children and Young People Advocate for Lincoln (Cllr Helena Mair), has continued to work with the School of Political Sciences at the University of Lincoln and other key partners in the city to progress the new Children of Lincoln project over the past year. The aspiration of the group is for the city to gain recognition by UNICEF as a Child Friendly City alongside a number of other cities in the UK. Following the launch event for the project, which took place on 4th November 2017 as part of a university led ESRC Festival of Social Science Family Fun Day, the group has been working to develop a framework for the project to help steer and progress this forward. To support this project, in May 2018 myself, the Children and Young People Advocate, and officers from the council and University of Lincoln visited Leeds to find out more about their leading Child Friendly Leeds project. This enabled us to gain some great new contacts and ideas, which will help to progress our own Children of Lincoln project over the coming months.

As part of our partnership working with the National Citizens Service, the council has also supported a number of workshops, each containing approximately 200 young adults over the summer holidays. This has involved a council officer working with them to think about issues in their local communities, and social action projects that they could develop and lead on to make real change in their neighbourhoods. Additionally, on 2nd November 2018, the Chief Executive, Leader, Director for Housing and Investment, and myself, undertook a Question Time and Dragons Den event with approximately 50 students from Lincoln College. This provided NCS participants with the opportunity to ask questions about the council and their local communities, and present social action projects that could be delivered in Lincoln over the coming months.

Prevent

The council continues to support Prevent, which is a supportive framework to assist people at risk of radicalisation. All council staff have received Prevent training, either face to face or online, and are fully aware of the council's procedures to make referrals for people they are concerned about. The council is continuing, as part of a wider partnership across Lincolnshire, to look at new ways to raise the profile of Prevent in the community.

Public Protection

Anti-social behaviour

The PPASB team received in excess of 3,000 service requests in the 12 months to September 2018. Over 93% of service requests received were responded to within the target time of approximately three days. Over 60 Legal Notices have been served

across the team (excluding littering) and 575 fixed penalty notices have been served for littering. Service satisfaction over the previous 12 months averaged at 81.4%.

Noise Nuisance

Between 1st September 2017 and 31st August 2018 the council had 584 reports of noise nuisance into the PPASB team. Of these 584 complaints, 71 were about commercial premises and 513 about domestic noise.

The council specifically sees an increase in noise complaints during Fresher's Week. In response to this officers of the PPASB team worked a total of six nights over a two week period during September between 10pm and 4am in a bid to educate those who are noisy and to reduce future noise complaints about this demographic.

CCTV

During late summer/early autumn last year the new high definition cameras were coming on line, as part of the overall CCTV upgrade. The upgrade from the old analogue system to the new IP (Internet Protocol) network system has provided a significant improvement to the operational effectiveness of CCTV throughout the city centre. Over the past year council staff have been getting used to the new system and developing the operational processes. This has resulted in the council being able to continue to improve the capabilities of CCTV and associated technology.

The new system has provided significant improvement to the quality of the images recorded, which enables operators to determine what has occurred and who was involved. This is providing dividends in such areas as searches for high risk missing people and individuals threatening suicide or suffering from mental health issues. Statistics on reactive reviews of incidents provide another example of the massive improvements achieved through improved image quality and increased city centre camera coverage, with an increase in positive review outcomes from around a low 2% when looking at analogue data, to a figure close to 60% through the new system.

Domestic Violence

Within Lincolnshire Domestic Violence/Abuse prevention is led at a county level, and is a core priority of the Safer Lincolnshire Partnership.

City of Lincoln Council continues to contribute to delivering a range of actions as part of this partnership. These include but are not exclusive to;

- Target hardening - this is delivered by the council's housing services and can include additional security or the installation of panic alarms
- Domestic Abuse, Stalking and Harassment (DASH) Risk Assessments - these can be offered and completed by trained staff for those who wish to disclose domestic violence. A high risk score will be referred to the West Lincolnshire Multi Agency Risk Assessment Conference (MARAC) and an Independent Domestic Violence Advisor (IDVA) will be allocated to the victim
- Communications and publicity of how to report concerns or where to seek help if you are a victim of/or know a victim of Domestic Abuse

- City of Lincoln Council has a Domestic Abuse Policy covering our obligations to safeguard victims but also our obligations to employees who suffer Domestic Abuse
- All Staff receive training on Domestic Violence
 - The council remains compliant with the Domestic Abuse Charter, and continues to attend the Domestic Abuse Core Priority Group
 - To help increase staff knowledge and awareness of domestic abuse, the PPASB team continue to support staff across the authority in identifying victims of domestic abuse and providing access to DASH assessments
 - A quilt that has been produced by women who have been subject to domestic abuse has been displayed in City Hall in early 2018

All new starters at the council must complete Domestic Violence Awareness Training. The Housing Appeals Panel have also recently received training.

Programmes in place in Lincoln to tackle rough sleeping, addiction and ASB

There are currently four key projects being undertaken in the city to tackle rough sleeping, addiction and ASB. I have provided an overview of each of these projects below.

Action Lincs

The purpose of this project is to help long term rough sleepers across Lincolnshire who have multiple complex problems.

The project is funded by the Social Impact Bond and was launched in September 2017. The project will run until March 2021.

The project will support 120 clients across Lincolnshire with extremely complex needs. This project is not open to new referrals.

P3 Street Outreach Team

This team helps rough sleepers in Lincoln, with the aim of providing support and a route away from homelessness.

The team was commissioned by Lincolnshire County Council and is being co-ordinated by P3, working with district councils, Lincolnshire County Council, Police, multiple faith and community groups and other voluntary services.

Lincoln Rough Sleeping Project

The Lincoln Rough Sleeping project has been commissioned in response to the rise in rough sleeping in the city. The team consists of:

- 1 Rough Sleeping Coordinator
- 2 Housing Solutions Officers (Rough Sleeping)
- 1 Street Outreach Worker
- 1 Addiction Outreach Worker
- 1 Mental Health Outreach Worker

The purpose of the project is to engage with rough sleepers with a view to producing a personal plan for each individual, which will help them to leave the streets into

suitable, sustainable accommodation, together with starting the pathway to addressing any complex needs they may have.

In addition to the workers listed above, the council has received funding for 15 units of supported accommodation at The Cornerhouse, and to extend the opening hours of the Day Centre operated by YMCA.

The project is currently in its infancy and has funding until March 2019, with a further provisional allocation of funding until March 2020.

Lincoln Intervention Team

The Lincoln Intervention Team has been commissioned in response to the continued rise in on street ASB associated with homelessness, substance misuse and begging particularly in the city centre. The team consists of:

- 1 ASB Outreach Worker
- 1 Addiction Outreach Worker
- 1 Mental Health Outreach Worker
- 1 Outreach Co-ordinator

The purpose of the team is to holistically tackle the on street ASB with a combination of enforcement to deal with the immediate symptomatic ASB whilst offering support to try and identify and address the deeper rooted psychosocial aspects of the cause.

The team is currently in its infancy and has funding until October 2019.

Measuring Performance

Below shows the performance of a number of measures linked to reducing inequality. The data shown is the latest data for each measure.

| Strategic Performance Measures | | | | | | | |
|--|-------------------------|--------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Measure | High/Low is good | Trend | Q2 17/18 | Q3 17/18 | Q4 17/18 | Q1 18/19 | Q2 18/19 |
| Total number of incidents handled by CCTV operators | High is good | Quarterly | 3,519 | 3,374 | 3,380 | 3,191 | 4,068 |
| Number of service requests for Public Protection and ASB | Low is good | Seasonal | 818 | 612 | 587 | 817 | 904 |
| Satisfaction of complainants relating to how the complaint was handled | High is good | Quarterly | 68.00% | 89.00% | 87.00% | 80.00% | 80.30% |
| Average (YTD) days to process new housing benefit claims from date received | Low is good | Quarterly | 23.24 | 23.73 | 24.29 | 30.13 | 28.16 |
| Average (YTD) days to process housing benefit claims changes of circumstances from date received | Low is good | Seasonal | 7.62 | 7.93 | 4.00 | 4.72 | 8.09 |
| Number of Housing Benefits/Council Tax support customers awaiting assessment | Low is good | Seasonal | 810 | 556 | 696 | 1,312 | 1,491 |
| Percentage of risk-based quality checks made where benefit entitlement is correct | High is good | Quarterly | 91.0% | 91.0% | 92.0% | 87.5% | 84.0% |
| The number of new benefit claims year to date (Housing Benefits/Council Tax Support) | Low is good | Seasonal | 3,731 | 5,513 | 7,296 | 1,322 | 2,860 |

| Anti-poverty – Living Wage Campaign | | |
|--|----------------|----------------------|
| Measure | 2017/18 | 2018/19 (YTD) |
| Organisations accredited with the Lincoln Living Wage Campaign | 26 | 17 |
| Employees in Lincoln covered by the Lincoln Living Wage Campaign | 2,039 | 967 |
| Employees receiving a pay rise as a result of the Lincoln Living Wage Campaign | 220 | 95 |

| Young People | |
|---|----------------|
| Measure | 2017/18 |
| Number of young people actively engaged with by The Network | 312 |
| Face to face appointments where young people have visited The Network's office to receive careers advice and guidance | 147 |
| Percentage of young people seen for appointments by The Network moving into education, employment or training | 57% (84) |

| Adult Learning | |
|--|------------------------|
| Measure | Up to June 2018 |
| Number of people signed up to the 'Assisting low income households – 600 places available at Lincoln College' programme to support people into work and/or training (Cumulative) | 277 |
| The number of people moved into employment as a result of the above | 111 |