

Appendix A – Position Statement

Delivering our strategic priority ‘Let’s Reduce Inequality’ is much more than delivering projects. The day-to-day work of everyone at the Council has an enormous impact, either directly or indirectly. This includes;

Universal Credit Support Team

- ✓ Providing daily **budgeting and digital support** for residents
- ✓ Working closely with tenancy services to help tenants **manage their rent arrears** and avoid falling into difficulty
- ✓ Arranging for **managed payments** in cases where tenants are struggling to manage their rent payments
- ✓ Working closely with partners such as the Department for Work and Pensions (DWP) to ensure a **reactive and agile service** across the Public Sector Hub

Customer Services

- ✓ Providing **benefits advice** and FCA regulated **money advice**
- ✓ Supporting DWP customers with **personal budgeting support**
- ✓ Holding weekly **advice sessions** in our **most deprived communities**
- ✓ Providing **foodbank vouchers** to enable our customers to access emergency food parcels
- ✓ Offering **free use of 20 public access PCs** alongside the DWP
- ✓ Managing the **Public Services Hub** at City Hall, which includes ourselves; the DWP Jobcentre; the DWP Medical Examination Centre; Lincoln Voluntary Centre Services; Lincolnshire Credit Union; and The Network
- ✓ Promoting **furniture recycling** charities to residents not entitled to free bulky waste collection

Revenues and Benefits

- ✓ Delivering **housing benefit and council tax support**
- ✓ Providing **discretionary housing payments** to give people extra help with rent or council tax in special circumstances
- ✓ Ensuring **fair debt collection**
- ✓ Responding to **Welfare Reform**

Housing

- ✓ **Preventing homelessness** by offering advice and support to enable people to stay in their homes
- ✓ **Redistributing abandoned furniture** to people who need it through our partners
- ✓ **Retaining good quality flooring** in council houses to reduce costs to new tenants
- ✓ **Signposting new tenants** to our own advice services along with other support agencies
- ✓ Providing Lincare remote monitoring: a low-cost rental service to **support vulnerable or disabled people living at home**

Corporately

- ✓ Working with Lincoln College and the Lincolnshire Health and Wellbeing Board to facilitate **employability courses** for up to 600 Lincoln and North Kesteven residents
- ✓ Hosting a website to support, promote, and **signpost to partners** that help us tackle poverty

- ✓ **Working regularly with partners** to drive forward existing and new initiatives to reduce inequality. This includes hosting:
 - The Growth Conference
 - The Tenants Panel
 - The Anti-Poverty Steering Group
 - The Lincoln Living Wage Forum

Human Resources and Work Based Learning

- ✓ Signpost staff in the Health and Wellbeing booklet ('Our Health Matters') on debt advice
- ✓ Delivering an **apprenticeship scheme** to build people's skills and experience
- ✓ Signposting to **Citizens Advice** on payslips
- ✓ Paying our own staff the **Living Wage**
- ✓ Monitoring and reporting on **recruitment and success** rates by all protected characteristics where we have data and report this annually to the Equality and Diversity Group

Community Services

- ✓ Offering a free **bulky waste collection** for residents with a disability; eligible for a state pension or pension credits; or in receipt of a means tested benefit
- ✓ Providing **assisted waste collection** to residents who do not have an able-bodied person living with them

Planning

- ✓ Enabling **sustainable communities** where people can thrive and access services

Recreational Services

- ✓ Providing access to **market stalls** that offer a variety of **affordable produce**

Leisure

- ✓ Ensuring access to our **two leisure centres** in an **affordable** and **accessible** way

Communications

- ✓ **Promoting partners** through our publications such as Home! Magazine and Your Lincoln
- ✓ Development of a **robust advertising policy** preventing payday lenders from advertising on council assets

I.T.

- ✓ **Blocking access to payday loan websites** on council computers, including the free public access computers

Civic and Leisure

- ✓ Supporting **Lincolnshire Children's University** by having both the Guildhall and Hartsholme Country Park accredited

Policy

- ✓ Working with partners to make Lincoln a **Child Friendly City**
- ✓ Supporting the city's **Fair Trade** status

- ✓ Supporting **blood and organ donation** campaigns
- ✓ Producing the **Lincoln City Profile**
- ✓ Supporting the **anti-poverty action plan**
- ✓ Supporting the **community cohesion action plan**

All service areas

- ✓ Delivering an equality action plan to ensure our services are **accessible** to everyone