



Q2 2019/2020 OPERATIONAL PERFORMANCE REPORT

Heather Grover – Principal Policy Officer

HOW TO READ THIS REPORT

Let's enhance
our remarkable
place

Measures belonging to Directorate for Communities and Environment under Remarkable Place

Let's deliver
quality
housing

Measures belonging to Directorate for Housing and Investment under Quality Housing

Let's reduce
inequality

Measures belonging to Chief Executives Directorate under Reducing Inequality

Professional,
high performing
service delivery

Corporate measures belonging to the authority under Professional, high performing services

Directorate for Major Developments doesn't monitor its performance through strategic measures, and instead is performance managed by the progress of the various projects DMD owns under "Driving Economic Growth".

The report details all measures by individual directorate grouping, with annual and quarterly measures split separately.

The report also includes data on our corporate measure categories:

- Sickness
- Corporate complaints including Ombudsman rulings
- Resource information

In addition, key headlines from operational measures collected and reported by directorates are summarised below and reported in full.

R

Below target

A

Acceptable performance - results are within target boundaries

G

At or above target

V

Volumetric/contextual measures that support targeted measures



Performance has improved since last quarter/year



Performance has deteriorated since last quarter/year



Performance has stayed the same since last quarter/year

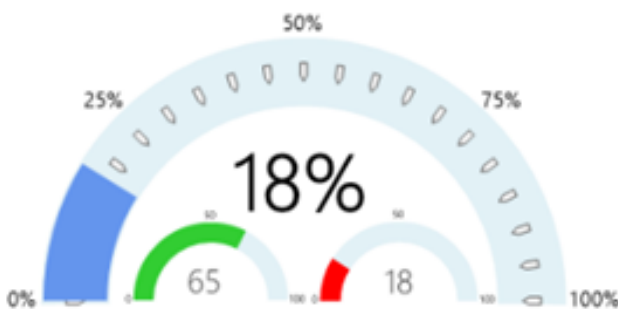
AUTHORITY WIDE SUMMARY

Q2 2019/2020

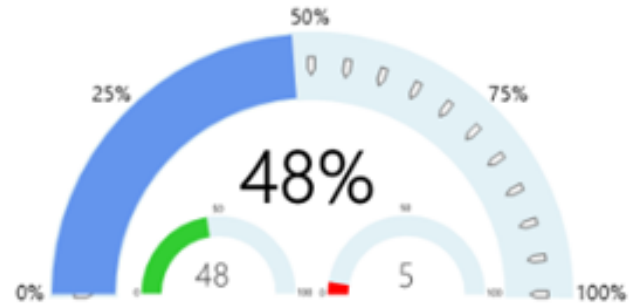
Below shows a summary of the performance measures statuses for each directorate and as an authority. The information is presented as a percentage based on the total number of measures for each directorate and the whole authority.

QUARTERLY

CX - 17 Measures



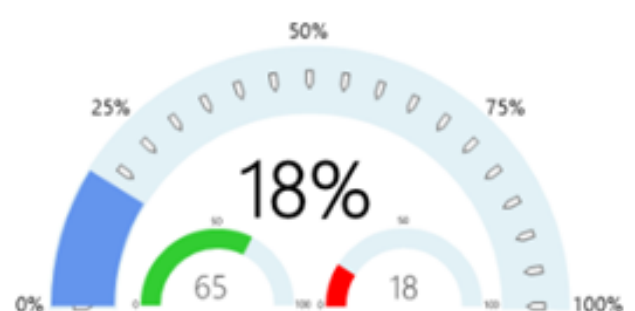
DCE - 21 Measures



DHI - 14 Measures



Authority Wide - 52 Measures



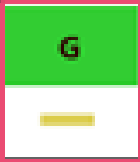
Directorate	Total number of FTE employees	Total sickness days per FTE	Average time in working days to respond to complaints
Authority Wide	562.7	2.48	7.1

CHIEF EXECUTIVE'S DIRECTORATE



Quarter two sees a long list of really positive results, with 65% of measures above their target. Just 18% of measures were below target in CX, and whilst some measures' negatively changed in direction (just five), the majority of these measures still remain above or within target, and have positively changed direction.

Service Area	Measure	Current Value	Status	Direction
Communications	Percentage of media enquiries responded to within four working hours	72.00	A	▲
Communications	Number of proactive communications issued that help maintain or enhance our reputation	38	A	▲
Work Based Learning	Percentage of apprentices completing their qualification on time	100.00	G	▬
Work Based Learning	Number of new starters on the apprenticeship scheme	8	A	▲
Work Based Learning	Percentage of apprentices moving into Education, Employment or Training	100.00	G	▬
Customer Services	Number of face to face enquiries in customer services	4,226	V	▬
Customer Services	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	28,477	V	▬
Customer Services	Average time taken to answer a call to customer services	197	R	▼
Customer Services	Average customer feedback score (face to face enquiries - score out of 10)	10	G	▲
Customer Services	Customer satisfaction with their phone call to Customer Services	98.00	G	▼
Accountancy	Average return on investment portfolio	0.86	G	▲
Accountancy	Average interest rate on external borrowing	3.38	G	▼
Revenues Administration	Council Tax - in year collection rate for Lincoln	52.87	G	▲
Revenues Administration	Business Rates - in year collection rate for Lincoln	59.58	R	▲
Revenues Administration	Number of outstanding customer changes in the Revenues team	1,177	R	▼
Housing Benefit Administration	Average (YTD) days to process new housing benefit claims from date received	23.42	G	▲
Housing Benefit Administration	Average (YTD) days to process housing benefit claim changes of circumstances from date received	4.88	G	▲
Housing Benefit Administration	Number of Housing Benefits / Council Tax support customers awaiting assessment	939	G	▼
Housing Benefit Administration	Percentage of risk-based quality checks made where Benefit entitlement is correct	95.57	G	▲
Housing Benefit Administration	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	96	V	▬



CUSTOMER SERVICES

In quarter two, Customer Services experienced less face to face enquiries in reception than last quarter and the same quarter last year, with a figure of 4,226. However, there has been an increase in the number of calls answered compared to the same time last year (reporting at 28,477 compared to 24,799 in 2018-2019). Customer Services are also answering Housing Solutions calls on a trial basis which has an impact on the waiting times (now at 197 seconds) and as mentioned above the increase in calls.

As explained in previous editions of this report, a number of factors that would contribute to an increase in answering time such as call complexity, average length of call and the increased need for call backs have all been experienced by our Customer Services team. As well as that, over the last year staff recruitment and training has led to an increase in the time taken for calls to be answered. During quarter two, five new members of staff with a wide range of skills have been recruited into the team and whilst these new members of staff are picking up their new roles quickly, it is expected to be quarter three before the effect of their presence is felt in the figures. It is pleasing to report however that whilst the time taken to answer these calls has increased, customer satisfaction with their phone calls was again above target with a figure of 98%. Out of the 429 surveys taken, 420 responses were categorised as 'happy'. It is also encouraging to see that for the second consecutive quarter, our average customer feedback score for face to face customers is above target with an unbeatable score of 10/10, an increase on the already impressive 9/10 achieved last quarter.



HOUSING BENEFIT ADMINISTRATION

In quarter two all targeted measures surpassed their targets. After a year of anticipated deterioration's, we are now comparing like with like and can see that progress is being made despite the challenging workload that Universal Credit continues to bring. The average time to process new housing benefit claims in quarter two was above target with a figure of 23.42 days (compared to 27.10 last quarter). Throughout quarter two, staff have monitored new claims to ensure prompt decision making, hence the further improvement in the time taken to process claims (both standard claims and change of circumstance). The average (YTD) days to process housing benefit claim changes of circumstances from date received has also improved, reporting at 4.88 days in quarter two, compared to the figure of 5.09 reported in quarter one.

In quarter two, the number of Housing Benefits/Council Tax support claimants awaiting assessment has improved dramatically compared to the quarter two 2018/19 figure of 1,491 with a figure of 939. Changes to procedures after Universal credit roll out in March 2018 and other Welfare reforms led to slower processing times and more outstanding work, as Benefit Officers worked through new legislation. We are now a year on and Benefit Officers are more familiar with the processes and legislation. Officers have also reviewed processes within the team and are managing workloads on a day to day basis, with weekly reviews of performance being undertaken with management. The percentage of risk based quality checks where benefit entitlement is correct, is above target at 95.57%. Changes introduced to the quality control procedure have increased the number of checks taking place.



REVENUES ADMINISTRATION

Two of the three targeted measures within Revenues Administration have unfortunately reported as below target. The collection rate for council tax has however reported as above target, with a figure of 52.87% (compared to 52.80 in quarter two last year). Collection is above quarter two 2018/19 by 0.07% equating to £31,429. The net collectible debit has also increased by £2.955m.

The collection rate for Lincoln Business Rates is still reporting below its lower target of 59.77% with a figure of 59.58%. Collection is below that reported in quarter two 2018/19 by 0.99%. The team is currently down by one FTE (usually three) so is working with 33% less resource. The vacant role is now out for internal recruitment (expected to be completed during November), but this is of course having an impact on the team. It should be noted that all districts across the county are also seeing a reduction in business rates collection compared to the same position in 2018 – this is indicative of the current economic climate and the issues businesses are facing as a result of future business uncertainty. Although this reduction in collection equates to £446,555. However, our total net liability (the total amount of business rates all businesses are liable to pay) is above quarter two 2018/19 by £60,889.

The number of outstanding customer changes in the revenues team has increased since quarter one's figure of 616 to 1,177 in quarter two. This is an increase from quarter one, it should be noted that there have been 563 additional properties within the taxbase to maintain and administer alongside a temporary reduction in staffing with three positions currently vacant and an unusual increase in customer contact. Officers are currently recruiting into four vacant posts.

COMMUNITIES AND ENVIRONMENT

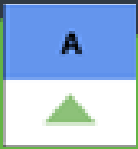


Quarter two sees a long list of really positive results, with 48% measures above their target. Just 5% of measures were below target in DCE, and whilst ten measures negatively changed in direction, most of these measures still remain above or within target.

Service Area	Measure	Current Value	Status	Direction
Food and Health & Safety Enforcement	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	98.20	G	▲
Food and Health & Safety Enforcement	Average time from actual date of inspection to achieving compliance	15.90	R	▼
Food and Health & Safety Enforcement	Percentage of food inspections that should have been completed and have been in that time period	88.00	A	▼
Development Management (Planning)	Number of applications in the quarter	249	V	▬
Development Management (Planning)	End to end time to determine a planning application (Days)	55.01	G	▲
Development Management (Planning)	Number of live planning applications open	84	G	▲
Development Management (Planning)	Percentage of applications approved	98.00	G	▲
Development Management (Planning)	Percentage of decisions on planning applications that are subsequently overturned on appeal	0.00	G	▲
Development Management (Planning)	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis	94.65	G	▼
Development Management (Planning)	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis	95.45	G	▼
Private Housing	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	21.00	A	▲
Private Housing	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Data Due	Data Due	▼
Private Housing	Number of empty homes brought back into use	17	A	▲
Public Protection and Anti-Social Behaviour Team	Number of cases received in the quarter (ASB)	854	V	▬
Public Protection and Anti-Social Behaviour Team	Number of cases closed in the quarter	676	V	▲
Public Protection and Anti-Social Behaviour Team	Number of live cases open at the end of the quarter	778	A	▼
Public Protection and Anti-Social Behaviour Team	Satisfaction of complainants relating to how the complaint was handled	83.30	A	▲
Sport & Leisure	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	247,189	G	▲
Sport & Leisure	Artificial Grass Pitch usage at Yarborough Leisure Centre (exp. to open July 19) & Birchwood Leisure Centre (exp. to open June 19)	555.00	A	▲
CCTV	Total number of incidents handled by CCTV operators	3,373	V	▬
Waste & Recycling	Percentage of waste recycled or composted	37.13	A	▲
Waste & Recycling	Contractor points achieved against target standards specified in contract - Waste Management	55	A	▲
Street Cleansing	Contractor points achieved against target standards specified in contract - Street Cleansing	85	A	▼
Grounds Maintenance	Contractor points achieved against target standards specified in contract - Grounds Maintenance	5	G	▲
Allotments	Percentage occupancy of allotment plots	89.00	G	▲
Parking Services	Overall percentage utilisation of all car parks	46.00	A	▼
Parking Services	Number of off street charged parking spaces	3,750	V	▬
Licensing	Total number of committee referrals (for all licensing functions)	4	V	▬
Licensing	Total number of enforcement actions (revocations, suspensions and prosecutions)	2	V	▼

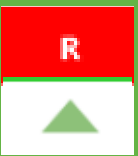
Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status
Grounds Maintenance	GM 2	Satisfaction with play areas, parks and open spaces (collected via Citizens' Panel)	High is good	85.00	90.00	2017/18	86.08	2018/19	87.00	%	A
Street Cleansing	SC 2	Satisfaction that public land and public highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	High is good	70.00	80.00	2018/19	66.89	2019/20	69.00	%	R

Please see Appendix B for full measure detail



WASTE AND RECYCLING

Note that the data presented here is as usual lagged and thus refers to quarter one 2019/20. The percentage of waste recycled or composted is slightly lower in quarter two this year with a figure of 37.13%, compared to 38.20% same quarter last year. This is however within target boundaries and is classed as acceptable performance. Acceptable performance is not usually reported on in this report, however, it has been almost a year (previous three quarters) since this measure has been above its lower target of 35%. 16.94% of waste was composted, and 20.19% of waste was recycled, equating to 37.13% of waste being composted or recycled. As reported previously, we are continuing to work with Lincolnshire County Council to encourage recycling, however the lower figures are not unique to Lincoln and reflects the national recycling rates, which are also (despite our increase this quarter) still falling.



STREET CLEANSING

Using the annual Citizen Panel survey data from June, the percentage of people that felt public land and highways were being kept clean has improved slightly this year, from 67% in 18/19 to 69% in 19/20. This is welcome, and although still just below the challenging target that has been set, does suggest that actions to improve standards are filtering through. This is especially encouraging given that it is not possible to invest further in these services beyond the existing budgets at this time.



FOOD HEALTH AND SAFETY

The percentage of premises fully or broadly compliant with Food Health & Safety inspection is above its target of 97% with a figure of 98.20% (which is also another increase on last quarters figure of 97.90%). The total number of registered food businesses is 1,036. 19 of those businesses are considered to be non compliant of which one has a zero food hygiene rating, seven one star rated and 14 are rated two. These are the businesses that we continue to work with to improve food hygiene and safety standards. Whilst there has been slight drop in the percentage of food inspections that should have been completed (decreasing only 0.3% from 88.30% in quarter one to 88% in quarter two), this is still within its target boundaries.

There are 63 inspections outstanding, with one being a high risk red. The remainder are three yellows (all evening economy businesses) and 59 greens. The average time taken from actual date of inspection to achieving compliance has increased from quarter ones figure of 13.50 to 15.90, which puts this measure below target. This measure continues to be affected by the time spent in the Private Sector Hosing Team by one of our Environmental Health Officers. The officer was initially delayed in carrying out revisits to the businesses that had been inspected prior to their secondment. Additionally, a business that has had long term monitoring following an infestation, was signed off as being compliant in this quarter.

DEVELOPMENT MANAGEMENT

Quarter two saw 249 planning applications submitted, an increase on last quarters figure of 223. Overall, the time taken to determine these applications has improved from 66.11 in quarter one to 55.01 in quarter two (an improvement 11.1 days). As well as that, we have only 84 planning applications still open. There has been a slight dip in the number of live applications, due to an unusually slower start to the financial year. This has decreased the number of complex applications submitted, meaning less complex applications are dealt with in a quicker time frame.

The key measures now required centrally are the percentage of non-major and major planning applications determined within the government target (70% in eight weeks and 60% in 13 weeks respectively measured on a two year rolling basis). These have maintained well since last quarter, and are still above target of 90%, at 94.65% and 95.45% respectively. The Development Management team continues to prioritise major developments and manages the timescales effectively with the applicant to ensure that this level of performance is maintained. This workload was completed against a background where 98% of planning applications were approved, with a 100% success rate at appeals.

SPORT AND LEISURE

In comparison to quarter two last year, the total number of users across all of our health and recreation facilities has risen by 17,965, reaching an impressive 247,189 as of quarter two. We are now seeing regular increases in usage at both leisure centres due to effective marketing between Active Nation and the City of Lincoln Council, promoting the facilities much more. The improved facilities at Birchwood Leisure Centre (as part of its renovation in 2018) have undoubtedly increased the number of users, showing a 15% increase on last year.

Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre has reported at 555 hours. This is the first quarter of reporting figures for this measure, so cannot be compared to previous quarters. The target of 520 is based on an hour booking of either the full sized pitch, two halves or four quarters, which takes up the full playing surface. In following fiscal quarters, an average usage figure can be produced to provide an additional interpretation as some quarters will of course have more usage than others based on seasonal variations e.g. summer months.

HOUSING AND INVESTMENT



Quarter two sees a long list of really positive results, with 49% of measures above their target and 23% of measures below target in DHI. Whilst seven measures negatively changed in direction, 12 others remained at or above target

Service Area	Measure	Current Value	Status	Direction
Housing Investment	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	0.84	R	▼
Housing Investment	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	206	V	▬
Housing Investment	Percentage of dwellings with a valid gas safety certificate	99.89	A	▼
Control Centre	Percentage of Lincare Housing Assistance calls answered within 60 seconds	98.71	A	▼
Rent Collection	Rent collected as a proportion of rent owed	98.04	G	▼
Rent Collection	Current tenant arrears as a percentage of the annual rent debit	3.72	A	▼
Housing Solutions	The number of people currently on the housing list	1,342	V	▬
Housing Solutions	The number of people approaching the council as homeless	356	V	▬
Housing Solutions	Successful preventions against total number of homelessness approaches	290.00	A	▲
Housing Voids	Percentage of rent lost through dwelling being vacant	1.06	R	▲
Housing Voids	Average re-let time calendar days for all dwellings - standard re-lets	35.71	R	▲
Housing Voids	Average re-let time calendar days for all dwellings (including major works)	44.06	R	▼
Housing Maintenance	Percentage of reactive repairs completed within target time	98.26	G	▲
Housing Maintenance	Percentage of repairs fixed first time	95.04	G	▲
Housing Maintenance	Percentage of tenants satisfied with repairs and maintenance	98.72	G	▲
Housing Maintenance	Appointments kept as a percentage of appointments made	97.73	G	▲
Business Development	Number of users logged into the on-line self service system this quarter	8,427	G	▼
IT	Number of calls logged to IT helpdesk	1,087	V	▬
IT	Percentage of first time fixes	52.50	V	▲



RENT COLLECTION

At quarter two, the rent collection has decreased to 98.04%, which although slightly less than that achieved last quarter of 98.17%, is still above the recently increased target of 98%. Universal Credit continues to have an impact on our collection rates and at the last count, there were over 1,200 UC claimants, with a high percentage of claimants contributing to the total arrears.

Quarter two tenant arrears as a percentage of the annual rent debit has increased from 3.01% last quarter to 3.72% in quarter two – a sum of £1,044,000, an increase of £197,257 compared to the £846,743 in quarter one. With a target of 3.65%, this measure is close to being above target, and considering the impacts faced in other services within Housing and Investment its good to see that arrears (whilst slightly increasing again since last quarter) is remaining resilient and not seeing considerable deterioration.



HOUSING VOIDS

The average re-let time in calendar days for all dwellings (including major works) is below target and has increased again from last quarter's figure of 42.69 to 44.06 in quarter two. This figure puts the measure 13.6 days outside its lower target of 31. Whilst the average re-let time for standard re-lets has also reported below target, it has improved from last quarter's figure of 36.05 with a figure of 35.71 days with a new contractor now in place.

Consequently, the percentage of rent lost through dwellings being vacant has seen a small improvement, from 1.15% in quarter one to 1.06% in quarter two. As explained previously in quarter one, the increased re-let time in both standard re-lets and major works had caused a significant impact on the rent loss figure. As the re-let time is being seen as the predominant reason for the rise in rent loss, we hope to see much improved performance in our void turnaround time from October onwards which will be reported in quarter three.



HOUSING INVESTMENT

The percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals) has increased from 0.72% in quarter one to 0.84% in quarter two. The increase in the percentage of homes failing to reach our strict standard follows on from the upgrade to our system which means additional work is now easier to identify and log. The majority of these new failures relate to doors, which have now been added to our improvement works programme. In September, a significant number of these 'non-decent' doors have already been replaced, resulting in a drop from 138 non-decent properties in August to just 65 in September. We expect this measure to improve in time for quarter three reporting.

HOUSING MAINTENANCE



Housing maintenance continues to see excellent performance, with all but one measure increasing since quarter one and all measures remaining above their recently revised targets.

The percentage of reactive repairs completed within the target time has increased very slightly since last quarter, maintaining very strong performance, with a figure of 98.26% which is above the recently increased target of 98%. With the new repair task codes implemented, along with making sure the team are identifying the repairs correctly at the first point of contact, it is allowing repairs to be completed in a more efficient time frame. The contracts team within HRS (Housing Repairs Service) are also concentrating on longer/planned repairs, allowing the reactive side of the service to solely focus on common short term repairs.

At the same time as seeing this excellent repairs performance we are also continuing to see improvements in both the percentage of repairs fixed first time – moving up from 94.85% to 95.04% along with appointments being kept as a percentage of appointments being made also increasing from 97.61% to 97.73%. Satisfaction with the repairs that have been carried out has also seen an increase since last quarter's figure of 98.62% with a figure of 98.72%, against a Service Level Agreement which requires at least 60 satisfaction surveys completed.

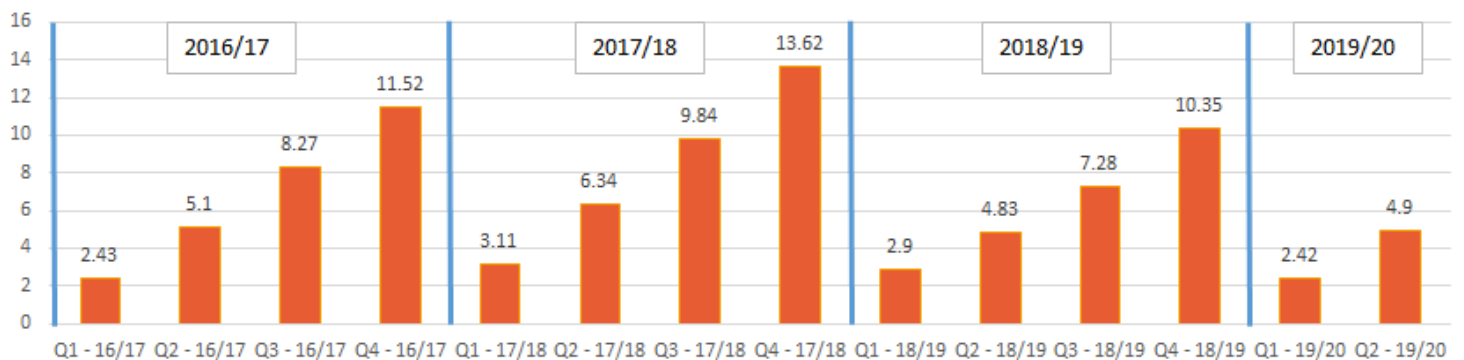
This area of performance has significantly improved from previous years. With better intelligence on the repairs before the visit and improved material/repair stock on the fleet has allowed us to complete repairs at the first visit without the need to return at a later date in order to mark a repair as complete.

SICKNESS PERFORMANCE

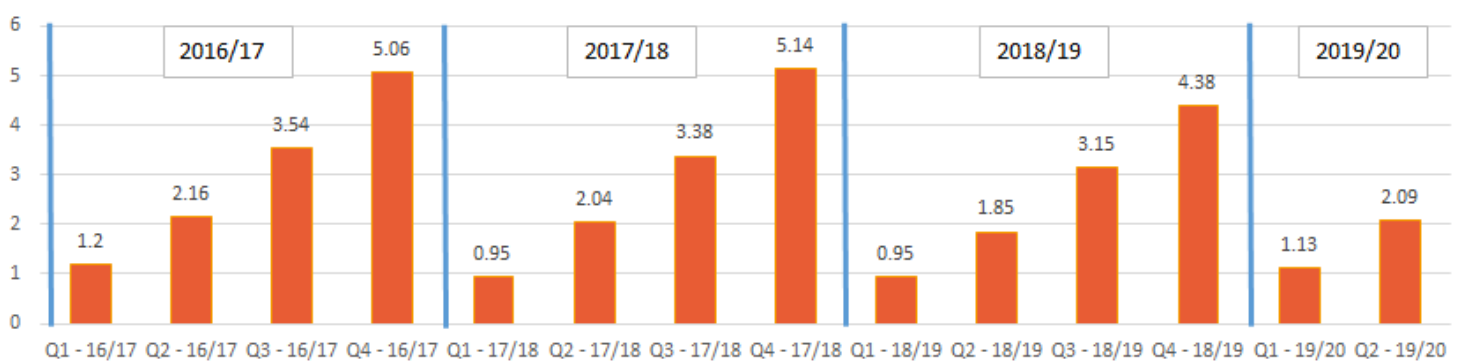
The cumulative sickness data at the end of quarter two is 4.9 days per FTE (excl. apprentices), which is only slightly higher than the 4.83 days per FTE last quarter two. During quarter two, the long term sickness (sickness over 14 days) per FTE stood at 2.81 days, slightly better than the 2.99 days in quarter two last year. Short term sickness stood at 2.09 days, which is 0.24 days per FTE higher than the same point last year.

Q2 2019/20 ONLY							
Directorate	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)	201	475	676	185.73	1.08	2.56	3.64
DCE	116	133	249	142.385	1.15	2.24	3.38
DMD	4	0	4	8.4	0.81	0.93	1.75
DHI	217	344	561	226.2	0.48	0.00	0.48
TOTAL (Excluding Apprentices)	538	952	1490	562.715	0.96	1.52	2.48
Apprentice Sickness	19.5	38	57.5	17	0.41	0.80	1.20

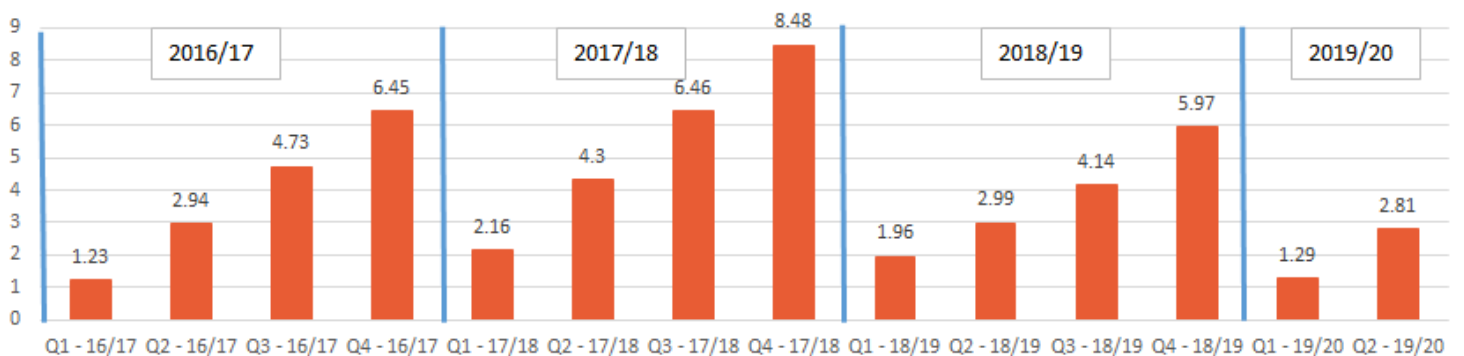
Cumulative Total Sickness Per FTE



Cumulative Short Term Sickness Per FTE



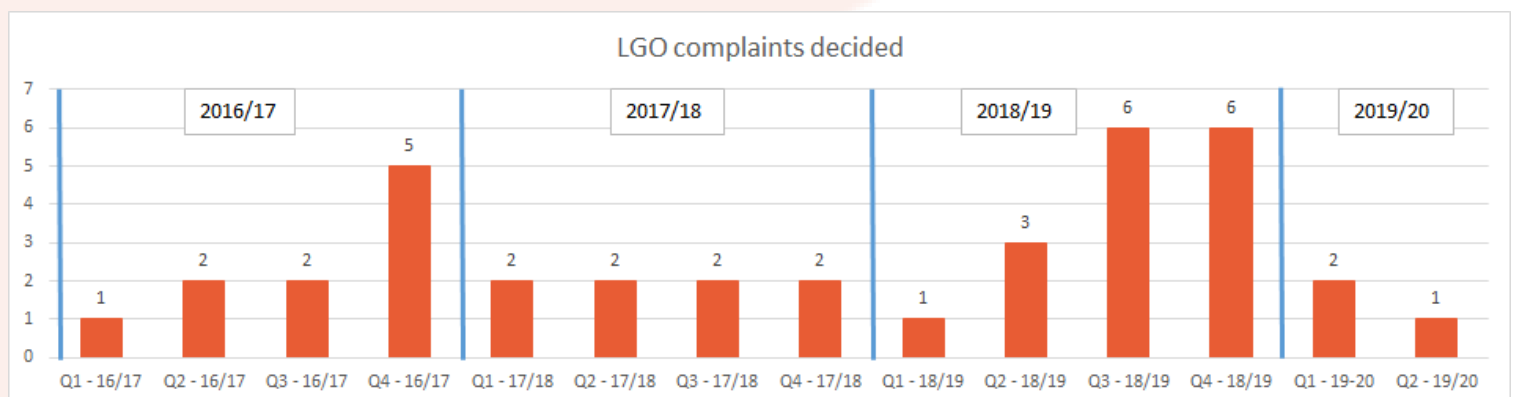
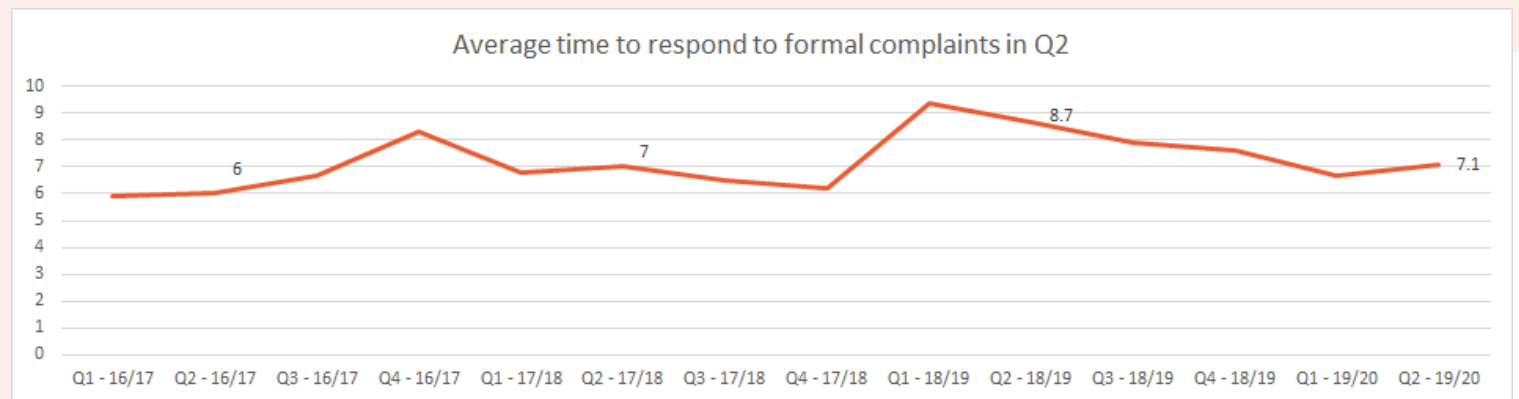
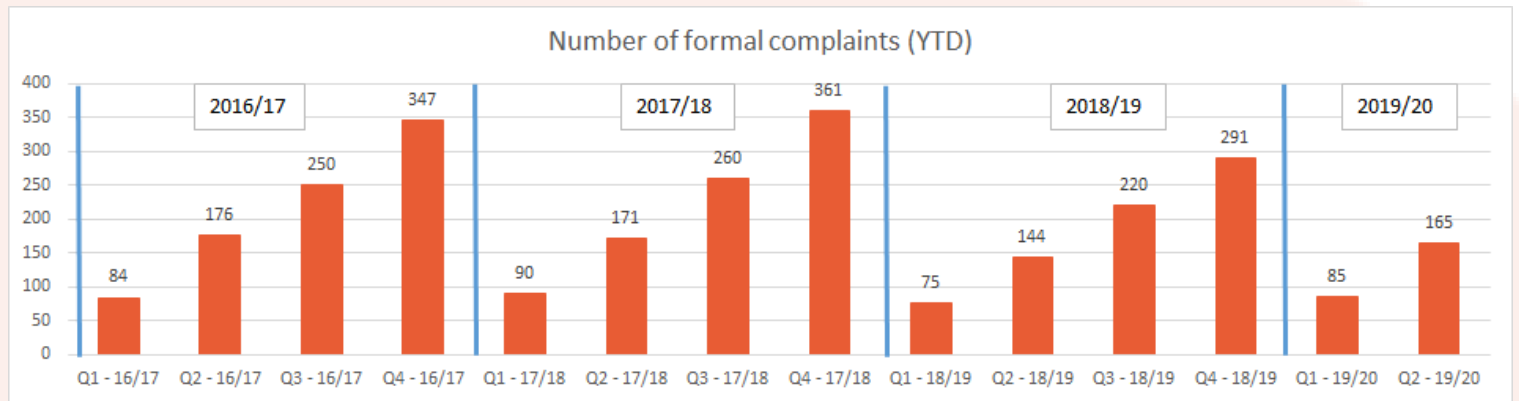
Cumulative Long Term Sickness Per FTE in Days



COMPLAINTS PERFORMANCE

In quarter two there were 80 complaints, five less than in quarter one. The cumulative average time year to date across all directorates to respond to formal complaints was 6.8 days (7.1 in quarter two alone), which is an increase of just 0.1 days compared to quarter one. In quarter two we had one LGO complaints decided - which wasn't upheld.

Q2 2019/20								
Directorate	Number of Formal complaints dealt with this quarter	Number of Formal complaints Upheld this quarter	YTD total number of complaints investigated Cumulative (Q1+2)	Average response time in days this quarter	LGO complaints decided	Number of ombudsman decisions upheld	YTD Number of Formal complaints Upheld	YTD average response time
CX	9	4	22	12.10	0	0	10	10.70
DCE	16	1	38	4.80	0	0	7	5.80
DMD	0	0	2	0.00	0	0	0	7.50
DHI	55	20	103	7.00	1	0	40	6.50
TOTAL	80	25	165	7.10	1	0	57	6.80

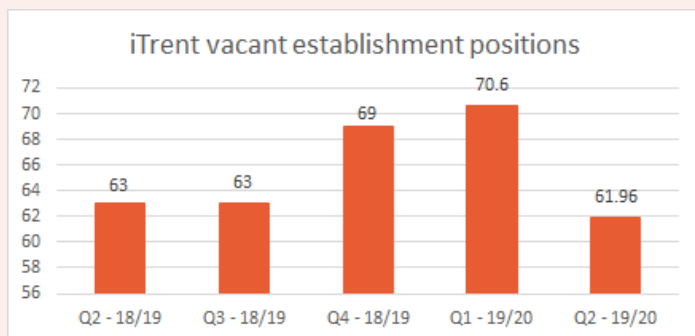


RESOURCE INFORMATION

The total number of FTE employees (excluding apprentices) at the end of quarter two was 562.7 with an average of 17 apprentices over the period. In terms of the level of vacancies at quarter two - budgeted establishment unfilled positions (FTE) stood at 61.96. This figure has decreased from that reported at quarter one. It should be noted that the Council are actively recruiting 11 FTE. The percentage of staff turnover at the end of quarter two was 2.60% (excluding apprentices). Appraisal percentages are low in CX and DMD, and investigation shows that many more appraisals have been completed but have not yet been recorded on the iTrent HR system which calculates the below percentages.

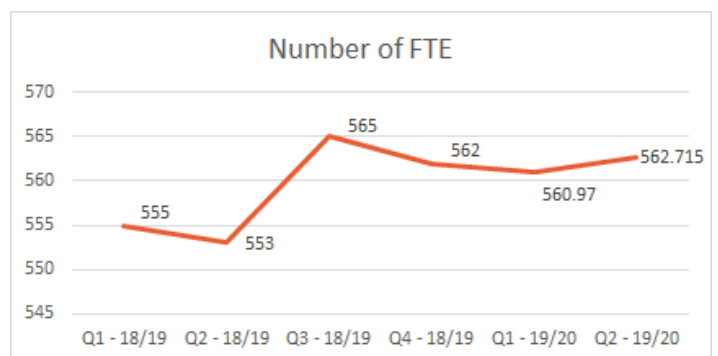
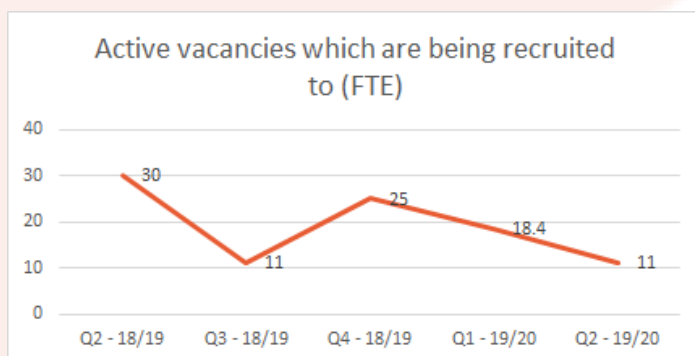
Q2 2019/20					
Directorate	Number of FTE employees	Average number of apprentices across the board	Percentage of staff turnover	I-Trent budgeted establishment positions (FTE)	Active vacancies which are being recruited (FTE)
CX (Excluding Apprentices)	185.73	Authority Wide	Authority Wide	Authority Wide	Authority Wide
DCE	142.385				
DMD	8.4				
DHI	226.2				
TOTAL (Excluding Apprentices)	562.715	17	2.60%	61.96	11.00

Directorate	On hold for a defined period	Elements of posts previously held but reduced	Posts that are currently or will be recruited to	Total for directorate
CX (Excluding Apprentices)	14.9	1.98	5.2	22.08
DCE	5.2	2.3	1.8	9.3
DMD	0.4	0	0	0.4
DHI	25.5	0.68	4	30.18
TOTAL (Excluding Apprentices)	46	4.96	11	61.96



Directorate	% of appraisals completed*
CX (Excluding Apprentices)	25%
DCE	88%
DMD	0%
DHI	77%
OVERALL	71%

*See commentary above re completion of appraisals



OUR ACHIEVEMENTS DURING QUARTER TWO

We believe our success is down to our staff - below explores some of the compliments received and achievements over the last three months.

Happy 1st birthday to the Lincoln Social Responsibility Charter

The Lincoln Social Responsibility Charter celebrates one year of recognising star employers in Lincoln, with 61 socially responsible organisations already signed up! City of Lincoln Council launched the charter in October 2018 to provide a benchmark for organisations in Lincoln to work towards, and provide a recognisable stamp for socially responsible organisations that employees and the public can trust.

Graham Rose, Project Manager, said: "We are delighted with the fantastic response that the Lincoln Social Responsibility Charter has received in its first year and look forward to welcoming more organisations on board as the charter continues to grow.

Some of the compliments we have received this quarter

"Thanks to whole Planning team for their help and support in getting a series of apps processed - a great team to work with, very knowledgeable and officers exceptionally personable".

Thanks to X for his help in getting a venue arranged for an NCS group - went above and beyond.

"Thanks to CEOs on-site at the bus station who helped her mum when she had a fall - gave first aid and called ambulance".

Over 300 people supported through Homeless Intervention team

Formed in October 2018 with funding from the Ministry of Housing, Communities and Local Government totalling £1.4 million, the Rough Sleeping Initiative is being delivered through a small team of five people who have been working to support people who are street homeless in the city.

The Rapid Rehousing Programme, which received a total of just over £550,000 funding, is a service aimed at people who are, or are vulnerable to, sleeping rough by providing somewhere safe to stay. It provides a first step in the journey to finding longer term housing, as well as support to help people access GP and health services, and is supported by a team of six workers.

With a total of 354 enquiries, during the first year of the project 73 people have been housed, 81 have used the 'somewhere safe to stay hub', 146 have been assisted with their mental health and 28 people have been prevented from sleeping rough.