

Report by Cllr Rosanne Kirk, Portfolio Holder for 'Reducing Inequality'**Introduction**

In the following pages I have summarised the progress made across my portfolio during the past year. Although there are always challenges to address, I continue to be proud of what has been achieved. I would like to thank officers for their ongoing commitment towards reducing inequality in the city.

Some of these achievements include welcoming the first refugees into the city, the growing commitment to social responsibility by Lincoln businesses, the first year's success of Lincoln Community Lottery, the continued success of the Welfare Team in supporting Lincoln residents, and the first-year achievements of the Intervention Team in supporting those homeless in the city.

To help measure progress across my portfolio, I am also pleased to report on a number of performance measures which I have provided within and on page 12 of this report. The performance measures presented on page 12 are those reported against my portfolio on a quarterly basis.

Key achievements for 'Let's Reduce Inequality'

A key element to the council's Vision 2020 strategic plan is the priority 'Let's Reduce Inequality'. Below I have highlighted the key achievements under this priority during the past year.

- Two Syrian refugee families were welcomed into Lincoln during March 2019 as part of the Vulnerable Persons Resettlement Scheme (VPRS)
- We celebrated the anniversary of the Lincoln Social Responsibility Charter in October 2019. So far 63 local organisations have signed up to the charter
- We celebrated the first anniversary of Lincoln Community Lottery in August 2019. During the first year the lottery has raised over £42k for local good causes in and around the city
- Our in-house Universal Credit (UC) Support Team helped 1,743 Lincoln residents to make (or maintain) their UC claim digitally in 2018/19. In the same year the team also provided 822 Lincoln customers with Personal Budgeting Support. This support helped customers to access almost £700,000 in UC and related benefits
- Additional benefits claimed by Lincoln customers who sought the advice and assistance of the Welfare Team in 2018/19 totalled a weekly value of £44,421. Over the full year these additional benefits amounted to £2,309,894.
- The highly successful four-year Assisting Low Income Households (ALIH) project led by City of Lincoln Council ended in September 2019. 327 learners took part in the project, with 94% successfully achieving the employability course
- The Intervention Team have worked with 103 different individuals since the start of the project in October 2018 and have logged in excess of 704 actions on our case management system
- Our CCTV Team has provided over 800 evidential DVD's to Lincolnshire Police over the past year for use in the judicial process, including a number of high profile cases

Anti-Poverty Strategy

The council continues to lead the Lincoln Against Poverty Steering Group. The group works to reduce poverty in the city through the delivery of a number of anti-poverty actions each year. I continue to chair this group. Group members consist of a range of partners in the city working to reduce poverty, including Age UK Lincoln & South Lincolnshire, Acts Trust, Lincoln Citizens Advice, Lincolnshire County Council, Voluntary Centre Services and Lincolnshire Credit Union.

The current 2019/20 anti-poverty action plan includes 20 actions being delivered by both the council and local partners. Of these actions (as at the beginning of December 2019), one has been completed, 14 are on target to be delivered by March 2020, and five have not yet been started, but are expected to also be completed by March 2020. Two key actions within the plan this year include delivering a project to identify rogue landlords and maintaining support for people moving towards Universal Credit. I have provided further details on each of these actions in this report below.

In addition to the above, the council continues to manage the Lincoln Against Poverty Twitter page (@lincolnpoverty). This communication tool continues to be successful at raising awareness of poverty related news stories and events across the city. To date we have 594 followers of the Lincoln Against Poverty Twitter page, with posts to this page regularly being retweeted wider amongst residents and support services.

Community Cohesion Strategy

Throughout the year the council has continued to work with community organisers and other local groups to promote community initiatives.

In November 2019 the council supported World Hello Day 2019, which was the seventh time the day had been celebrated in the city. The 2019 event attracted eight different organisations to take part in a range of activities, including a number of coffee mornings across the city and an interfaith peace walk. Two local schools took part in the day, focusing on the cultural aspect of World Hello Day. One of the school events involved pupils taking part in an international singing concert and dressing up as flags from around the world. Myself and the Mayor together managed to take part in a range of activities and say 'hello' to members of the community. The day was promoted to residents via a range of routes including the bus station advertising screens and via social media.

I have also continued to support interfaith work within the city to help build good relationships. An example of this is assisting to write a selection of articles to support local faith groups in Lincoln. For the Sikh community in Lincoln, I have also supported the planting of the Pride of India tree at the Lawn on November 24th for the 550th birthday anniversary of Guru Nanak.

Community Strategies and Policies - Neighbourhood Boards

Six Neighbourhood Boards continue to operate independently across the City. Over the past year the boards have been continuing to facilitate community events. Some examples of these events include the Ermine Fun Day, litter picks, community forums and environmental clean ups. Voluntary Centre Services has provided support to each of the boards to help them gain insurance to cover them for such activities and events. Board members have also been supported to access training and resources to help them in their roles. I continue to attend the Birchwood Neighbourhood Board meetings.

Lincoln Neighbourhoods Together Network (LNTN) also continues to develop as the city wide forum. The roles of the Chair, Secretary, Treasurer and Media Officer have now been created for this network. A social media account and a website have been developed with support from Cygnet PR, and a LNTN sub group is currently developing marketing materials to promote and raise awareness of the work of the group.

Asylum Seekers and Refugees

In 2018, Lincolnshire district councils and Lincolnshire County Council agreed that we would take part in the Vulnerable Persons Resettlement Scheme, which settles refugee families from Syria into this country. As a result the following families have arrived into Lincolnshire to date:

- One family into North Kesteven in November 2018
- One family into South Kesteven in November 2018
- Two families into City of Lincoln in March 2019
- One family into North Kesteven in March 2019
- One family into South Kesteven in March 2019
- One family into South Holland in June 2019

The families are supported by support workers from Upbeat Communities, a specialist provider jointly commissioned by the district councils and funded from the Vulnerable Person Resettlement Scheme. The support workers are enabling the families to settle into life in this country by helping them to enrol into health services, getting children into school or nursery places, ensuring the families attend their ESOL English language classes and more. It has obviously been a particularly challenging and in many ways traumatic time for the families, however I am really pleased to hear the families are settling in very well.

Corporate Social Responsibility

Lincoln Social Responsibility Charter

Following the launch of the Lincoln Social Responsibility Charter in October 2018, the council has continued to promote the charter and its signees during the past year. The aim of the charter is to give recognition to those businesses which undertake a range of activities, above the statutory minimum, which benefit their employees and the local community. As at the beginning of December 2019, 63 local businesses have signed up to the charter. Signees range from small businesses, with ten or less employees, to the larger businesses with 50 and above employees. Signees are from a range of sectors including education, finance, engineering, construction and more.

All signees to the charter are invited to attend the six monthly Lincoln Social Responsibility Forum. The forum provides an opportunity for signees to find out all the latest news on the charter, to share all the great socially responsible activities they are undertaking to support their employees and the local community, and to find out about some of the socially responsible opportunities available in the city, including volunteering, fundraising and sponsorship opportunities. I continue to be an active member of the forum.

Council officers will continue to grow the charter over the coming year, with the aim of encouraging more businesses to gain accreditation as socially responsible employers.

We are unaware of any similar initiative being launched and managed by local authorities within England.

Lincoln Community Lottery

On 11th August 2019 the council celebrated the one year anniversary of Lincoln Community Lottery. The purpose of the lottery is to raise vital funding for good causes in and around the city. To date the lottery is raising funds for 76 local good causes. 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 Lottery Community Fund. In the first year the lottery has raised over £42k for local good causes. This amount is significantly greater than the first year target of £10k to £15k.

I continue to chair the Lincoln Lottery Member Panel, and following a decision made by the panel in July 2019, resident consultation took place in August 2019 to identify the top two good cause areas residents would like the funds in the community pot to be allocated to. Of the £42k, £10k has been raised within the Lincoln Lottery Community Fund. The consultation identified Social Isolation and Green Spaces as the top two areas. Working with Voluntary Centre Services, work is currently underway to allocate up to £5k to two good causes within the city to support the delivery of a project/activity working in these areas. Allocation will take place following an application and selection process between October and December 2019.

Universal Credit

In the financial year 2018/19, our in-house Universal Credit (UC) Support Team helped 1,743 Lincoln residents to make (or maintain) their UC claim digitally. In the same year the team also provided 822 Lincoln customers with Personal Budgeting Support. This support helped customers to access almost £700,000 in UC and related benefits.

On 1st October 2018, a surprise announcement by central government stated that a national contract with Citizens Advice to deliver UC support would be in place for the financial year 2019/20. Our UC Support Team currently continues to provide assistance to customers, supplementing the 'Help to Claim' regime of UC support delivered by Citizens Advice.

Welfare and benefits advice

Additional benefits claimed by Lincoln customers who sought the advice and assistance of the Welfare Team in 2018/19 totalled a weekly value of £44,421. Over the full year these additional benefits amounted to £2,309,894. In addition to these benefits, in many cases customers had backdated awards or lump sum payments. In 2018/19 the total value of backdated and lump sum payments amounted to £193,709.

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 2018/19 the team assisted and advised 71 individuals with their debts. The total debt managed was £465,560 for 71 City of Lincoln residents. 52% of these Money Advice clients were City of Lincoln Council local authority tenants.

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 – as at the end of Quarter 2 2019/20 these figures were 5,756 and 8,522 respectively.

The impact of Universal Credit on claims processing has been significant and has an impact on processing times due to the number of UC related documents requiring processing, as well as officers awaiting UC related decisions (for example, in respect of supported accommodation) before putting Housing Benefit into payment in some cases. However, officers have a proactive action plan in place which is already reaping rewards with improved average processing times.

Discretionary Rate Relief Policy

A 'Business Rates Growth Policy' was approved by Executive on 23rd July 2018. The policy aims to give a time-limited rate relief discount to new and extended business premises within the city, with the aim of building the Business Rates base, supporting economic growth and job creation. This policy supports the council's open and partnership focussed approach to delivering growth as set out in the Vision 2020 Strategic Plan, particularly the objectives and ambitions relating to economic growth and reducing inequality. Eligibility for this scheme is dependent on the extent of the business premises creation or extension, location and the impact of the new business or expansion plans has on the local economy. Five businesses have been awarded this relief in respect of 2019/20 so far, totalling £63,258.

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 (DHP). The team fully utilised the 2018/19 government grant for DHP to help our residents with their housing costs, and is on track to do the same in 2019/20. This proactive approach aims to help residents mitigate impacts of welfare reforms.

Financial Inclusion

Officers continue to be proactively involved in the Lincolnshire Financial Inclusion Partnership (FIP), with the Head of Shared Revenues and Benefits being on the FIP Steering Group. FIP aims to ensure that everyone has the capability and opportunity to access appropriate financial services and products needed to participate fully in society. This group is valued for promoting and advocating financial inclusion related products, with a particular success in 2018/19 being Lincolnshire Co-op's Community Champions focus on financial inclusion organisations over the winter period.

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 and employees throughout the past year via the council's website and within our 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 council's workforce as at 31st March 2019 stood at 662 staff members, of which 311 were males and 351 were females. 30 members of the workforce declared a disability and 20 were from a black and ethnic minority group. The largest age group was 50 to 59 years of age, with 184 staff members in this age group.

The council also continues to provide a successful apprenticeship scheme. During 2018/19, 106 applications were made to join the council's scheme. Of those successful at gaining a place on the scheme, eighteen were aged under 24 and thirteen had a learning difficulty or disability.

The HR team continue to provide advice and guidance, monitor recruitment and workforce data and review HR policies and procedures.

Service user perspective

As part of the Lincoln Project Management Model, project/service managers continue to use the 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.

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

Topics discussed during the last year include:

- Access to City Hall
- Gender Pay Gap
- Applicants to City of Lincoln Council job vacancies
- Equality Action Plan
- Equality Journal 2018-19

Moving forwards this group is looking to meet more frequently to further discuss equality & diversity related topics and to monitor the Equality Action Plan, and how the actions being delivered in the plan are helping the council to meet its five Equality Objectives.

Skills and Training (including Adult Learning and The Network)

The highly successful four-year Assisting Low Income Households (ALIH) project led by City of Lincoln Council ended in September 2019. The project funded by Lincolnshire County Council's Health and Wellbeing Fund, and delivered by Lincoln College, resulted in some great project outcomes as shown in the summary below;

- Total Spend: £98,087.80
- Learners: 327
- Enrolments: 485

- Learner Achievement Rate: 94%
- Progression into Employment after completion of employability course: 134
- Progression into Higher Education: 18.

Officers are looking at options to set up and deliver a similar, but expanded project on similar principles – possibly from 2020/21.

The Network (Supporting young people)

The Network continues to proactively engage with young people, providing careers and related advice to the NEET group (Not in Employment Education or Training). The Network aims to help young people with a variety of issues, and provide positive outcomes for them in trying to find work and development opportunities. A range of innovative projects have taken place and more are planned in the coming months.

The figures below show the number of young people actively engaged with The Network during 2018/19, face to face appointments, and the percentage of young people moving into education, employment and training as a result of support provided by The Network.

Measure	2018/19
Number of young people actively engaged with by The Network	264
Face to face appointments where young people have visited The Network's office to receive careers advice and guidance	114
Percentage of young people seen for appointments by The Network moving into education, employment or training	62%

To further discuss the support available for young people within the city and to encourage further partnership working, The Network is currently in the process of arranging a youth conference for early 2020. I will be in attendance at the conference representing City of Lincoln Council as Portfolio Holder for Reducing Inequality.

CCTV

The upgraded CCTV system continues to deliver significant results, with the system being able to provide quality footage of criminal activity and those individuals involved. Similarly the quality footage has proven to be vital in finding missing and vulnerable individuals more quickly.

The unit works with the Lincolnshire Police, Lincoln BIG and the council's PPASB service, Rough Sleeper Team & Intervention Team constantly to help improve public safety and how visitors perceive Lincoln.

The unit has also provided over 800 evidential DVD's to Lincolnshire Police over the last year for use in the judicial process, including a number of high profile cases.

PPASB Team

The Public Protection and Anti-Social Behaviour (PPASB) service covers a broad range of areas. The core services provide a combination of both proactive and reactive actions designed to protect individuals, the community and the amenity of the city.

The core service areas are:

- Anti-Social Behaviour
- Noise
- Animals
- Pests/conditions of gardens
- Accumulations of waste
- Fly-tipping investigations
- Licencing consultations
- Bins on streets
- Littering Fixed Penalty Notices

The PPASB service consists of one Team Leader/Technical Officer, five Technical Officers, one Technical Assistant, one Admin Assistant, two Apprentices, one Littering Enforcement Officer and a Police Constable ASB officer.

Service Demand

The table below shows the PPASB Enforcement Action undertaken during 2018/19.

Environmental issues	2018/19
Littering Fixed Penalty Notices	589
Dog Fouling Fixed Penalty Notices	1
Dog Straying Fixed Penalty Notices	1
Littering Prosecutions	89
Fly Tipping Fixed Penalty Notices	8
Fly Tipping Prosecutions	7
Bins on streets Community Protection Notice	21

Noise issues	2018/19
Noise Abatement Notices	29
Noise Prosecutions	2
Noise Warrants	3
Noise Community Protection Notice	1

General ASB issues	2018/19
ASB Community Protection Orders	6
Prosecutions	0
Injunctions	3
Criminal Behaviour Orders	10
Closures	1

Condition of property related issues	2018/19
Prevention of Damage by Pests Notices	10
Condition of Garden or Property Notices, Inc. F&V	27
Subsequent Fixed Penalty Notices	3

Other enforcement	2018/19
Prosecution for microchipping of dogs	1
Community Protection Notice for dog attack on person	1
Microchipping notice	5

Intervention Team

The Intervention Team is tasked with reducing and addressing on street ASB across the city. The team is holistically addressing the root cause of the issues on a support first basis, however they also have at their disposal a number of enforcement tools and powers to use where appropriate and required.

The Intervention Team consists of one ASB Outreach Officer, one Mental Health Nurse, one Addaction Outreach Worker and one Team Coordinator.

The team has worked with 103 different individuals since the start of the project in October 2018, and has logged in excess of 704 actions on the case management system.

The team has funding until December 2020.

City Centre issues and partner collaboration

Within the past year the PPASB service and Intervention Team have worked with Lincolnshire Police and Lincoln BIG to bring into effect a Public Spaces Protection Order to allow the gating of St Peters Passage to prevent further instances of serious ASB.

The PPASB service and the Intervention Team are currently working with partners to reduce ASB in the cities multi-story car parks.

I have provided a brief update below on further work undertaken with our key partners during the past year to help address city centre issues.

Lincolnshire Police

The PPASB service and the Intervention Team continue to work closely with both the Neighbourhood Policing Team and the Evita Team within the City Centre. The colocation of the Carholme, City Centre and Abbey Neighbourhood Police Teams in the PPASB office at City Hall has further improved the working relationships and allowed officers to work closer and support each other to tackle ASB across the city.

University

The PPASB service continues to have a good and productive working relationship with the university, particularly around tackling student issues across the city.

Health and Social Care

The introduction of the Intervention Team, along with the work currently being undertaken on the Frailty Project, has led to new and improved working across health and social care. This has included closer working with Lincolnshire Partnership NHS Foundation Trust (Mental Health providers), Lincolnshire Community Health Services, East Midlands Ambulance Services, Adult Social Care (LCC) and Addaction (LCC).

The Frailty Project is looking to increase access to non-urgent care in order to improve the health of the homeless, whilst the Intervention Team is working to holistically reduce on street ASB often perpetrated by the homeless community. By working together we can look to sustainably reduce both ASB and the level of

poverty and ill health (both physical and mental) within arguably the most vulnerable and overlooked groups within society.

Safer Lincolnshire Partnership

The Safer Lincolnshire partnership has strategic overview of four key areas. These areas are Anti-Social Behaviour, Domestic Abuse, Serious and Organised Crime and Reducing Offending, with cross cutting themes of Mental Health and Substance misuse. During the past year, City of Lincoln Council has continued to have representation at both the ASB Core Priority Group and the Domestic Abuse Core Priority Group.

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

Protecting Vulnerable People

Over the course of the last 18 months, City of Lincoln Council's internal safeguarding meeting has been rebranded as 'Protecting Vulnerable People' and has been expanded to encompass Hate Crime, PREVENT, Domestic Abuse and Modern Slavery. This approach ensures that we have a coordinated approach to a range of safeguarding issues and can ensure that training of staff and any materials that may be needed to protect vulnerable people are centrally stored. The group have initially worked on a number of priorities that focus around training of staff and ensuring that reports are centrally stored and auditable. I have provided a brief update each of the areas that encompass the Protecting Vulnerable People agenda below.

PREVENT

Officers from the council continue to attend and contribute to the PREVENT Steering Group, in addition to delivering PREVENT actions arising from the Protecting Vulnerable People meeting. All council staff continue to be required to complete online PREVENT training at least every two years.

Domestic Abuse

City of Lincoln Council officers continue to attend and contribute to the Safer Lincolnshire Partnership Domestic Abuse Core Priority Group. Within the last year training has been provided for all Housing Officers to ensure they have the required skills and knowledge to assist them in being able to undertake DASH (Domestic Abuse Stalking and Harassment) risk assessments with victims disclosing domestic abuse. It is also the intention of the council to train Customer Service Team Leaders to increase the provision of trained staff further in the coming year.

Hate Crime

The council is currently reviewing Hate Crime Awareness training for all staff through the Protecting Vulnerable People Group. Council officers also continue to attend and support the Community Cohesion Steering Group, with the latest meeting of the group taking place in September 2019.

Modern Slavery

The council has a Modern Slavery Statement and is signed up to a Modern Slavery Charter linked to the procurement process. This is due to be reviewed in the near future, with this currently scheduled to take place during quarter 4 of 2019/20.

Modern Slavery Awareness Training is also being reviewed by the Protecting Vulnerable People Group.

Forward look

Over the next 12 months both the PPASB service and the Intervention Team will continue to work collaboratively to make positive changes within our communities.

It is anticipated that on street ASB will continue and that intervention in the form of both support and enforcement will continue to be required. The teams will continue to work with partners to look for sustainable opportunities to work differently to ensure early intervention can be achieved.




Demand across all services provided by the teams is expected to remain high.





I will continue to actively work with the PPASB service and Intervention Team during the coming year in my role as Portfolio Holder for Reducing Inequalities.

Measuring Performance

Below shows the latest quarter 2 2019/20 performance measure outturns for my portfolio. The data shown is the latest data for each measure.

Status Key

G	At or above target	A	Acceptable performance - results are within target boundaries	R	Below target	V	Volumetric/contextual measures that support targeted measures
	Performance has improved since last quarter		Performance has stayed the same since last quarter		Performance has deteriorated since last quarter		

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	
CX	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	29.50	26.50	Q1 - 19/20	27.10	Q2 - 19/20	23.42	Days	G	
	Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Low is good	9.00	7.00	Q1 - 19/20	5.09	Q2 - 19/20	4.88	Days	G	
	Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	1,450	1,200	Q1 - 19/20	624	Q2 - 19/20	939	Number	G	
	Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	84.50	87.50	Q1 - 19/20	90.41	Q2 - 19/20	95.57	%	G	
	Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q1 - 19/20	1,181	Q2 - 19/20	96	Number	V	
DCE	Public Protection and Anti-Social Behaviour Team	ASB 1	Number of cases received in the quarter (ASB)	N/A	Volumetric	Volumetric	Q1 - 19/20	739	Q2 - 19/20	854	Number	V	

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	
	Public Protection and Anti-Social Behaviour Team	ASB 2	Number of cases closed in the quarter	High is good	Volumetric	Volumetric	Q1 - 19/20	636	Q2 - 19/20	676	Number	V	▲
	Public Protection and Anti-Social Behaviour Team	ASB 3	Number of live cases open at the end of the quarter	Low is good	780	660	Q1 - 19/20	653	Q2 - 19/20	778	Number	A	▼
	Public Protection and Anti-Social Behaviour Team	ASB 4	Satisfaction of complainants relating to how the complaint was handled	High is good	75.00	85.00	Q1 - 19/20	83.00	Q2 - 19/20	83.30	%	A	▲
	CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q1 - 19/20	3,551	Q2 - 19/20	3,373	Number	V	