

Portfolio Holder - Remarkable Place

Performance Report 2020

This is my first report to the Performance Scrutiny Committee as the Portfolio Holder for "Remarkable Place". I am indebted to officers of the council for providing relevant information in order to compile this report and trust members will find it informative and that it provides a broad overview of the extensive area covered and the progress made to date.

Allotments

Members will recall that my predecessor has reported on the successful implementation of a bold investment strategy for Lincoln's allotments in recent years.

Having sold the site on Riseholme Road the Council has invested all the income into other allotment sites, addressing key concerns from existing tenants and the allotments strategy. This has been a million pound initiative and has included new roadways, new boundaries, and new water supplies.

Although it has not been possible to address all demands, this still represents the single biggest investment in Lincoln's allotment services that has ever been made, and shows a commitment to both the service and the Council's vision of enhancing the city as a remarkable place to live.

Key within this investment has been the need to open up of a new allotment site in the south of the city. For historic reasons the south of the city has not been well catered for in terms of allotments, and so a key element of the investment was to establish a new site central to the Birchwood estate. Due to the need to prioritise staff resources it has not been possible to progress this quite as quickly as had been hoped originally, however a proposal has been developed and orders now placed. Work on the new site will take place in the next eight weeks, with the site being open this spring. Several local people have already expressed interest in taking plots, and so are hopeful that this exciting new development will be warmly welcomed.

In terms of performance at the end December 2019 there were 1096 plots in total, but 48 listed as 'unlettable' for a range of factors, such as poor drainage. Before the work started there were 1080 plots in total suggesting growth of 16. However this would be misleading, as not all plots are the same size. In some instances to assist tenants one plot is halved to make two plots, or indeed two half plots joined to make one plot.

The data should therefore be read, not for year on year comparison, but in terms of utilisation of existing available stock. In this instance, as of December 2019, 909 plots are let, which is a noteworthy, 87 % of available stock.

Equipped Play Areas

The Council continues to maintain some 28 equipped play areas across the city, ensuring that British Standards are maintained at all times for installation, inspections and maintenance.

High levels of responsibility and care unfortunately means relatively high costs, and this does impact on the council's ability to expand the service and expedite repairs at times. Working closely with the Property Services section, which orders the repairs, safety is always the number one concern for this service. Although it is necessary to close play areas off at times, officers are under clear instruction not to bow to public pressure to re-open sites unless the necessary safety requirements are in place.

Maintaining high standards of what is, in places, aging equipment is increasing costs as indicated below. This table shows total maintenance and repair costs for the 28 sites.

	2016/17	2017/18	2018/19	2019/20 to Sept 19
Expenditure on Play Areas	£196,539	£257,105	£232,614	£108,667

A citizen panel survey in July 2018 showed that 73% of respondents considered the standard of outdoor play provision to be of a 'Very or Fairly Satisfied' standard.

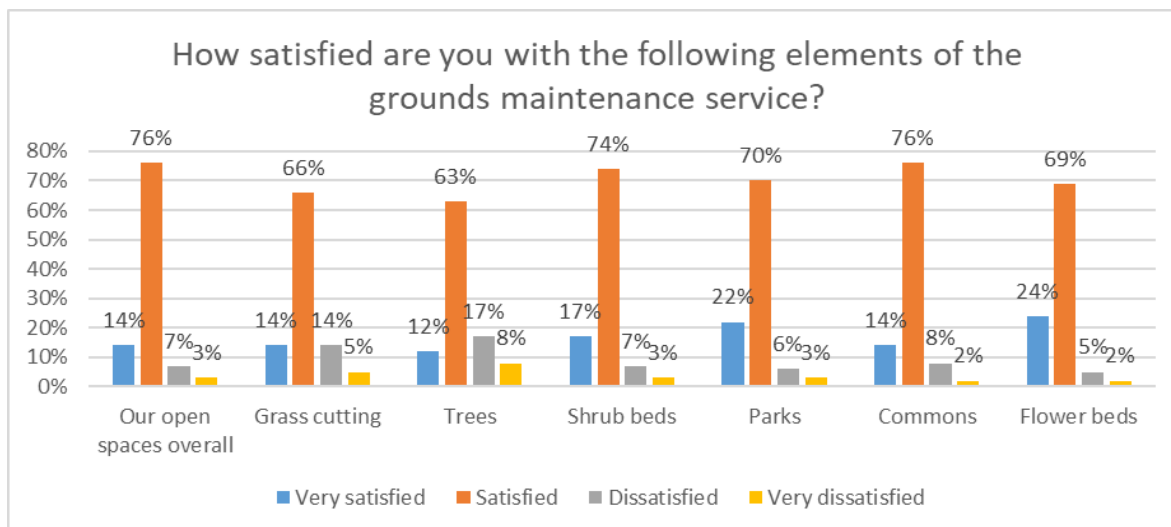
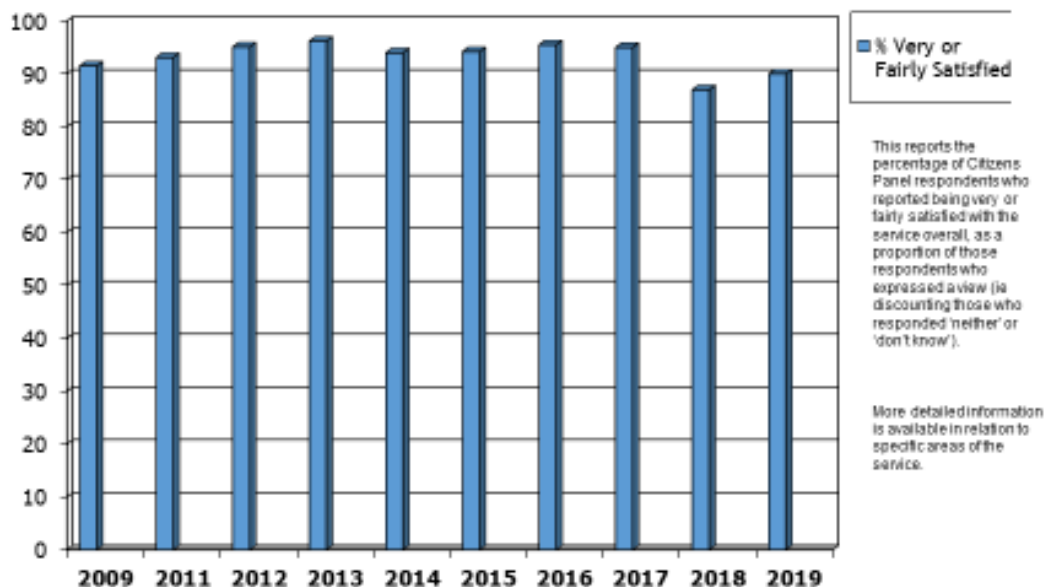
Parks

This year has been yet another good year for Lincoln's parks, with three Green Flag Awards achieved in 2019.

The Arboretum continues to be known for its high quality historic setting, Boultham park goes from strength to strength following the initial restoration project, and Hartsholme Country Park has yet again weathered the storm of a year of heavy public demand, including a very successful events programme.

The Council's events programme for open spaces, although led and run from staff in Hartsholme Park, does cover all parks, and focus on this work in recent years has yielded some incredible changes for which the staff involved deserve recognition. In 2019 a total of 12,113 individuals attended organised and structured activities in parks. 87 staff led events were supplemented by 323 self-led activities throughout the year. Incidentally 87 is the highest number of events the Council has ever self-promoted, the previous highest being 2018 at 78. Although Hartsholme continues to be the event base, it is very welcome to see activities reaching out into other communities such as the Arboretum, and Boultham Park.

Satisfaction with Parks & Open Spaces



Boultham Park

Boultham Park has completed its main restoration project, with just one or two outstanding tasks to finish before the project can be officially declared closed down. The formal end date for this, agreed with the national lottery is proposed to be June 2020. However, whilst this does mark the end of that phase, as members will know we are now embarked on the second stage, the restoration of the lake.

Although originally part of the project as a whole, it became necessary to remove the restoration of the lake from the project at a relatively early stage, so as to ensure the work came in within budget. At that time the council committed to

finding a way to restore the lake if at all possible, and I am delighted to be able to record here that thanks to another generous grant from the National Lottery Heritage Fund, this will now take place this year. The £1.17 million pound scheme has a three year duration, with all capital works being completed this year. The full three years of the project will have an engagement focus, to demonstrate the value of the work to the park and the community. This project has been made possible not just because of the grant, but also because of the support we have had from the Park Advisory Group, who have remained staunchly supportive throughout, and the Lincolnshire Wildlife Trust, who are increasingly a key partner for the council on an exciting range of wildlife enhancing projects.

The lake restoration project has a very different focus to the wider restoration, with the focus being about enhancing wildlife and natural heritage. As a less invasive alternative to dredging new technologies are being deployed to aerate the water and reduce silt in a more sustainable way. The lake edges will have a variety of different treatments, with parts having their old stone edges reinstating, whilst others benefit from wildlife friendly naturally planted fascines.

One very new element will be the provision of interpretative art installations. Art in parks is popular these days, and via a trail of installations around the lake, the story of the lake, the natural habitat, and its modern importance will be enhanced in what we hope will be a simple yet thought provoking style.

Hartsholme Country Park and camp site

The park continues to be a vibrant and exciting place to visit, as popular as ever, due in no small part to the efforts of the staff and volunteers on site. As always management and maintenance in the face of high visitor numbers is a real challenge for staff, as is the increasing aspiration for improving visitor experience in the modern age.

The development of a Master plan for Hartsholme Country park remains a stated objective for the council, even if a strict timetable can't be prescribed to that now. In the meantime the staff continue to gather valuable background data relating to events in the park, educational visits, and satisfaction with visits and how the camp site is used.

Highlights for the camp site would be such as the increased use when compared against last year. At 4359 bookings, this is 8% up, despite the wet summer. The addition of a second 'pod' for accommodation also aided bookings, with it now possible to larger family groups.

There have also been changes to the booking system, with on-line booking now working well, and advance on-line deposits. We have also agreed a new advance pricing policy so as to enable the taking of bookings in advance of the council's annual fees and charges process.

I am aware that Wi-fi is a requirement of modern camp sites, and as this is something identified as being desirable in surveys, so this is something then CCTV unit are looking at for me currently so we can assess the feasibility.

The need to do something with the buildings that are falling derelict is not forgotten, but initial estimates for refurbishment initially appear prohibitive. This will receive further attention this year, and most certainly feature as a part of the master planning work.

In terms of satisfaction this remains generally high, both with the park and the camp site. Scores for the park mirrored the findings of open spaces in the city more generally, being around 80%. Scores for all facilities specific to the park came in at 70% or above, with the exception being the car park which scored less than 30%. For the third year running the survey covered the tricky issue of whether visitors would pay for an improved car park. The number prepared to pay something for an improved car park has gradually increased to the current level of 70%, although no specific levels of charge were mooted.

Commons

This year has seen significant work take place on the commons; all of this being reported to the Commons Advisory Panel, as is normal practice. The commons have benefited from additional income derived from an agreement with LCFC for overflow car parking on match days. Income derived by this means is put directly into work on common land, and prioritised through the Commons Advisory Panel. This year will see further work to refresh the Commons Management Plan, and associated work programme.

There are many areas of work to cover, but an emergent area of work concerns the gateways off Roseberry Avenue. These areas, frequently used for horse feeding, have suffered greatly this winter due to the extremely wet conditions. Thought is now being given to options to improve these for future years.

Volunteering

In more recent years all volunteering for open spaces has been co-ordinated through a single post, ensuring consistency of approach in line with Council policies, and co-ordination of resources.

The Volunteer coordinator submits an annual update on progress and I have been pleased to note that this calendar year there have been some 6784 hours of volunteer work take place in our open spaces, either by individuals or groups. This is considerably above previous year's figures and indicates how important this service now is for the maintenance of our green spaces. It is hoped and expected that this will continue to develop for what is clearly mutual benefit.

Arboriculture

Tree care is always a priority for the Council as it strives to protect trees against the ever present demands of the urban environment.

In 2019 this authority felled 324 trees and this year's planting scheme makes provision for the planting of 337 trees.

Last year it was reported that we were succession planning for arboricultural expertise, and I am pleased to report that this transition has taken place seamlessly.

The Council has recently become an official supporter of the Woodland Trust's Tree and Woodland Management Policy. In understanding their intent we have fostered a close working relationship with them, and they are now offering us support in the development of a Tree Policy for the council. With input from the new Arboricultural Officer it is hoped that a new tree policy for the council can be drafted this coming year.

Park Advisory Groups

The last year saw the first few meetings of the Park Advisory Group Chairs. Lining up their thinking has been helpful in developing their first single initiative, which has been the realignment of constitutions. Originally the same, over the years they have all sought adjustments that have introduced discrepancies. This last year has seen these slowly ironed-out to the point where all constitutions are now almost identical, aiding consistency of approach. Further work will depend on the availability of senior staff to provide support.

Travellers

This year has seen the highest number of unauthorised traveller encampments on Council land ever. Eight encampments in the summer season caused disruption to services, diversion of resources and unwanted extra costs for the tax payers in the city. In response steps have been taken to try and deter future encampments, and work continues with legal services and the Police to ensure clear processes and prompt robust responses are ready to meet any future incursions. It will never be possible to stop all incursions but we will do all we can to prevent this disruptive behaviour.

Street Scene

Under this heading is covered such as the provision and maintenance of street name plates, bus shelters and art installations. The city currently has 111 bus shelters (66 Adshell/ 45 city council), and 15 art installations of varying sizes. The latter may expand by two in the near future following work by Lindum Rotary, who hopes to provide a celebration of the water supply for Lincoln at the Water Tower, and it is hoped, later this year the installation of the sculpture to commemorate the work of George Boole at the railway station.

The maintenance of name plates is a routine task, ongoing, as is the care of art installations, although it is hoped that this will grow gradually over the years, thereby adding to Lincoln's heritage and cultural offering.

Bus shelters have been more problematic as the demands and costs continue to escalate. Historically there are two tiers of provision. A contract for free provision of those where the advertising pays for the shelter, and those which the council has to pay for. As the second of these tiers is a cost to city tax payers, funding for the

care of these is, by necessity of government imposed cuts, being withdrawn. We continue to seek imaginative way to maintain and protect what we can, but ultimately the second tier of bus shelters will be removed unless other funding sources can be found.

Waste/Recycling

I am mindful that the details of the JMWMS and the government's strategy aren't issues specifically of concern for this committee, given its focus on performance outcomes, but feel that they are of such significance in terms of impact and progress on outcomes that, although I will not go into them in detail here, they cannot go unmentioned.

The Lincolnshire Waste partnership has been active this last year in the delivery of the action plan underpinning the Joint Municipal Waste Management Strategy for Lincolnshire (JMWMS). This document prioritises the work which drives change for our waste services across the county, and ensures a joined-up approach is taken , so reducing risks of confusion.

A key achievement this year has been the embedment on a consistent materials list. Although never very different (despite what some people would have wished the public to believe) there is now a single list of materials, simplified for ease of use, agreed across all councils. This has been published in Your Lincoln and all web sites list the same materials with clarity.

The partnership has also lead on trial areas for collecting food wastes, and paper and card separately. These trials have been important to gauge likely tonnages that might be collected if scaled up at some time, operational transitional difficulties, operational and disposal costs, and public opinion. I await the outcome of the government's national consultation of waste management strategy for the future (The Waste and Resources Strategy) with great interest, and members should expect this to be announced this spring. It is expected that change to services will be required at that time.

The Council continues to have a 'contamination' issue in the recycling stream, which is consistent with other councils in Lincolnshire, and indeed nationally. Members will have seen more national publicity on this over the last twelve months. We have started to promote the streamlined simple recycling message via Your Lincoln, and will continue doing so in all publicity this year.



In terms of tonnages collected, recycling tonnages were around 0.5% lower than at the same point in the previous year. Whilst this is a small reduction, it is a significant change from the previous year when tonnages fell by 11.76% suggesting that a corner has been turned.

Composting tonnages were around 3% lower than the previous year.

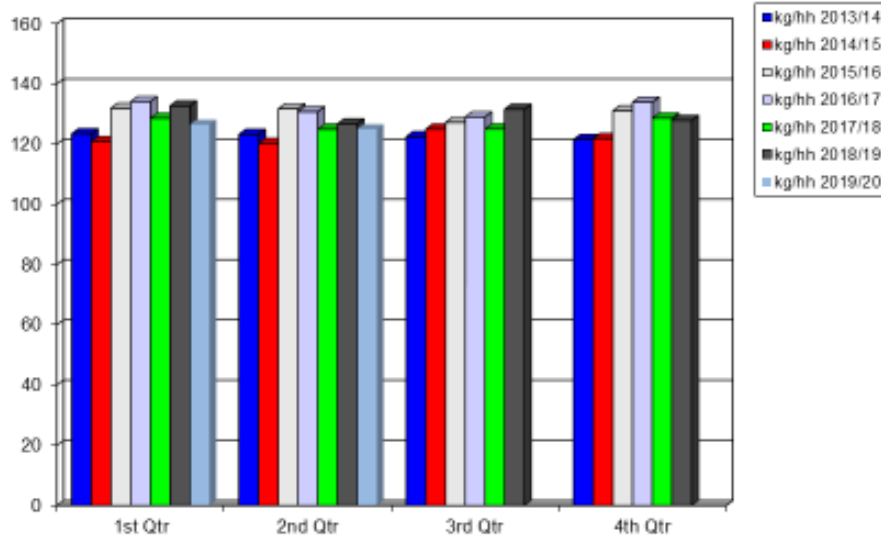
Translating this to the more complex interaction of percentages, it means that the Council's average combined recycling and composting rate at the end of quarter 2 (Sept) was 37.4% which was made up of 16.86% recycling and 20.58% composting, (up on 36.52% at the same point last year which was made up of 16.76% recycling and 19.76% composting).

The number of residents using the garden waste service was 15492 at 15th January 2020, compared with 15,841 the previous year, suggesting the resistance to charging has now just about stabilised (16,355 at 15th January 2018). The tonnage of composting waste collected varies quite dramatically in a manner which can only be attributed to differing weather conditions from one year to the next.

Residual waste tonnages have decreased by 2.5% (295 tonnes) on the previous year, taking back the growth of the previous year's increase (2.3% 263 tonnes). This is good news, especially in the context of a growing city, and suggests that

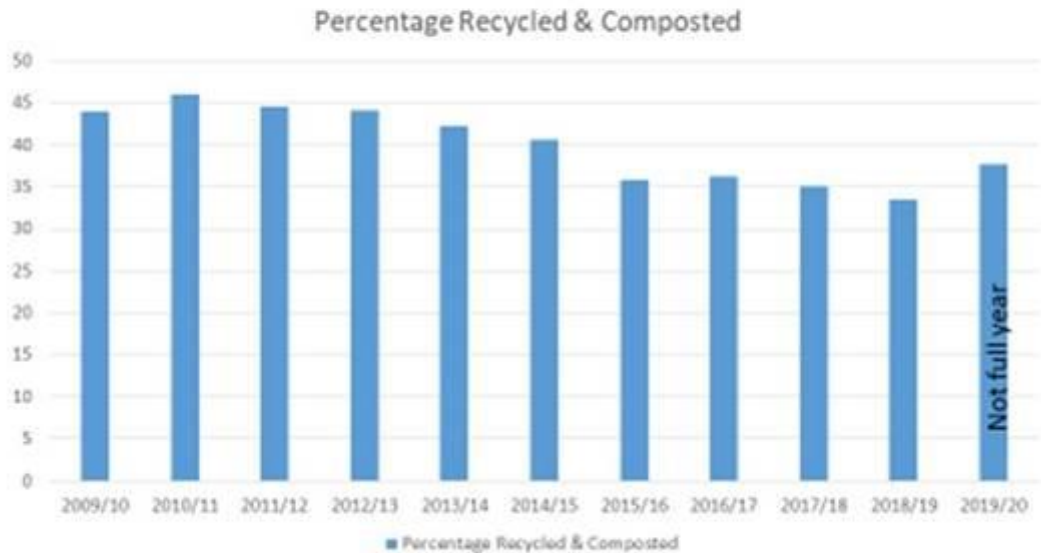
people are, in general, throwing a little less waste into their black bins.

Residual household waste per household



This graph shows tonnages 'disposed of' since April 2012, based on what goes in the residual stream (black bin). It shows that there have been increases in tonnage up to 2018, but gradual reductions over the last three years. This is a surprise given annual average growth of about 500 properties per year. Generally, an increase is to be expected as the city grows, although other factors can affect waste tonnages, such as the financial climate (in a recession, people throw less away).

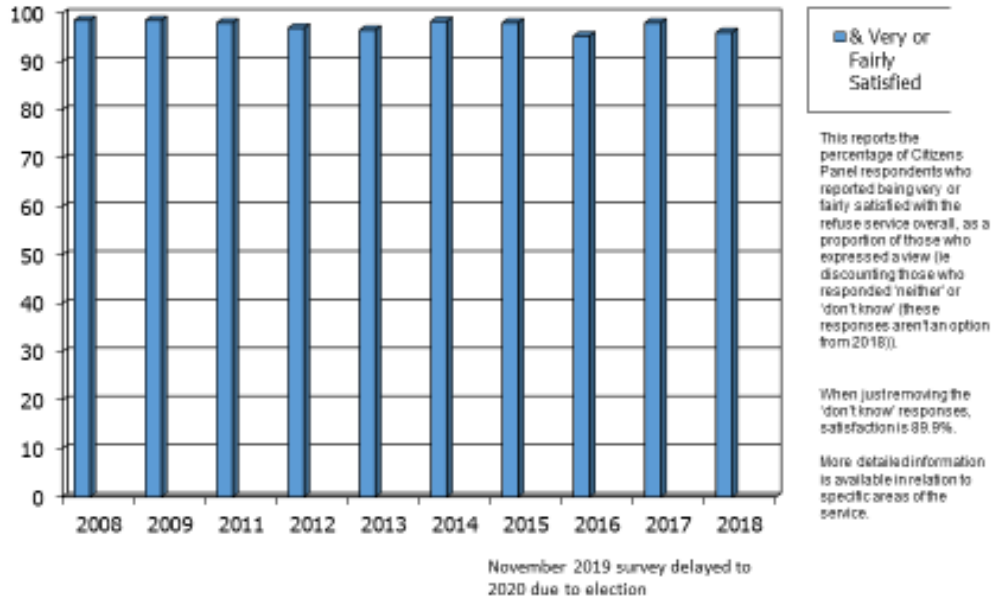
Percentage of waste recycled and composted



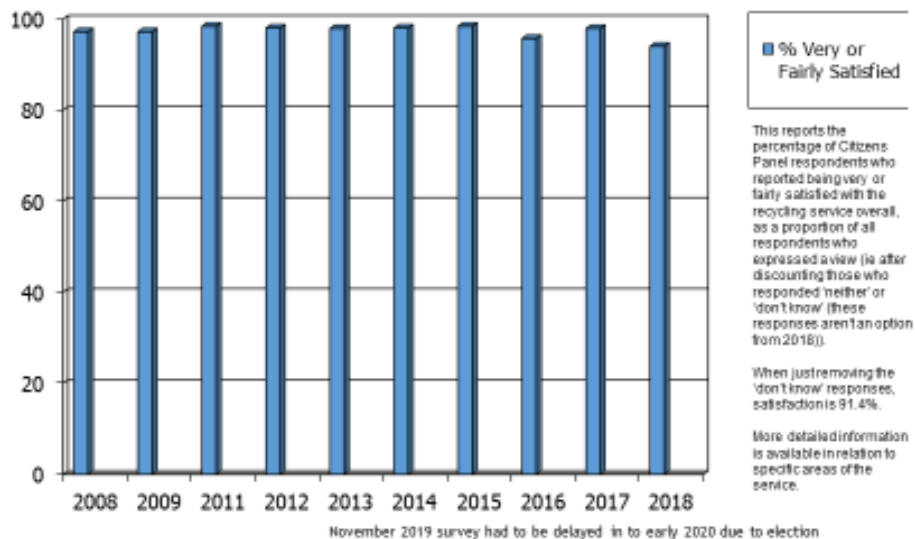
The graph above shows the Council's percentage recycling, composting and re-use performance over the past eleven years. It is the percentage of the total tonnages collected. The disappointing general downward trend is apparent in this graphic form, with the exception of this last year which is rather more pleasing to see. Clearly there are many influences on this, but it is hoped that national publicity, as well as local publicity to promote materials etc, has had a positive impact.

There is no updated 2019 satisfaction data available for waste services, as this survey has been delayed due to the election. Below are last year's graphs for contextual reference.

Satisfaction with Refuse Collection



Satisfaction with Recycling

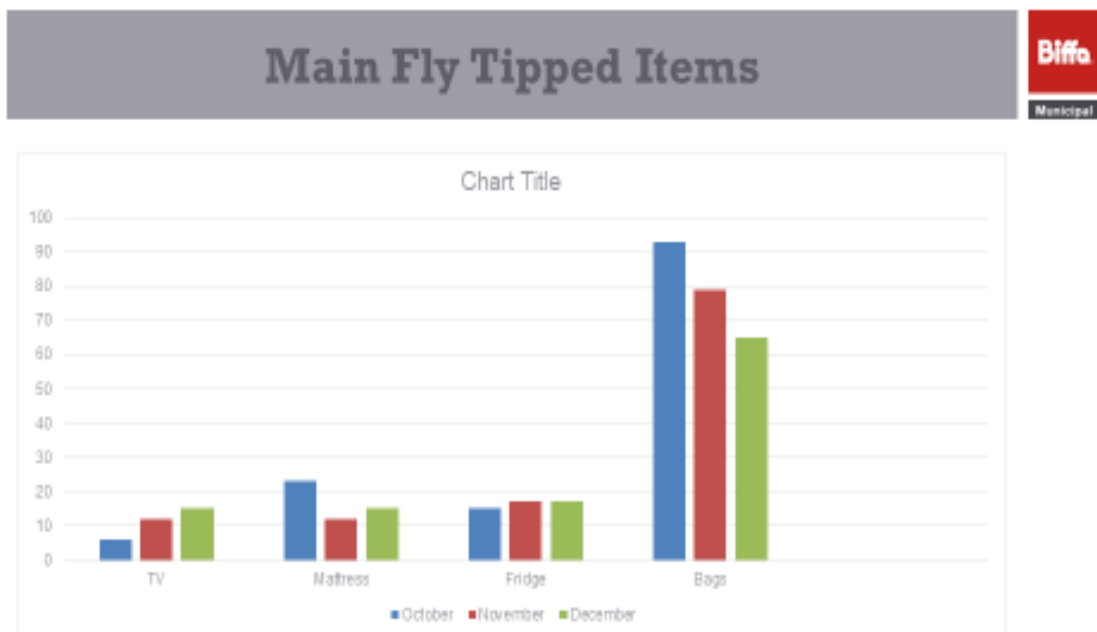


Street Cleansing

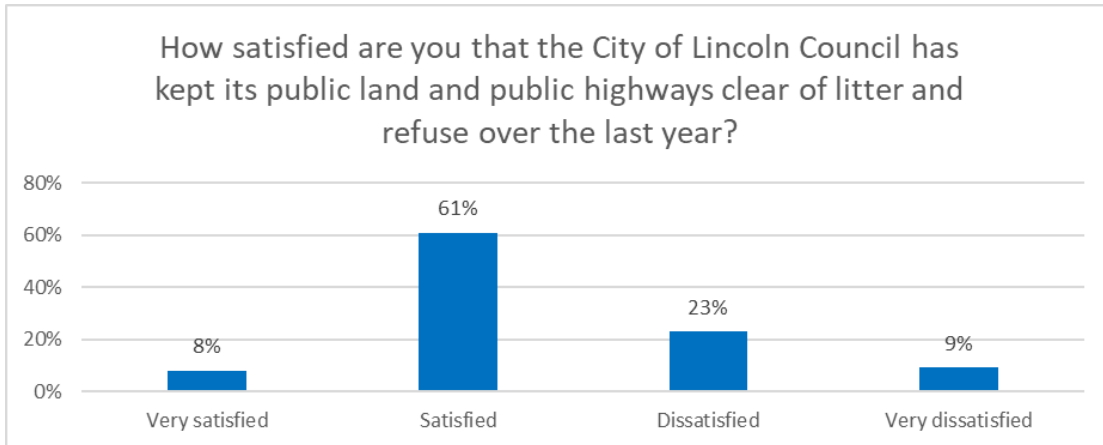
This section covers all areas of street cleansing, including street sweeping, litter picking, litter bin emptying, fly tipping, and the removal of graffiti and abandoned vehicles.

Fly tipping continued to be an issue for us this year in certain areas of the city. The Sincil Bank area has been the area of highest demand, but this seems to be changing following the installation of CCTV cameras. Outside of the city centre, the Sincil Bank area is the greatest drain on resources, and we continue to search for ways to improve this situation, acknowledging the limits to the staff and financial resource we have available.

Below is a graphic analysis of the kinds of materials being collected, showing that dumped bags of rubbish are the most commonly found, followed by fridges and mattresses. These kinds of materials generally suggest landlords or householders' poor disposal discipline, rather than organised mass fly tipping crime of type more commonly seen in rural locations.

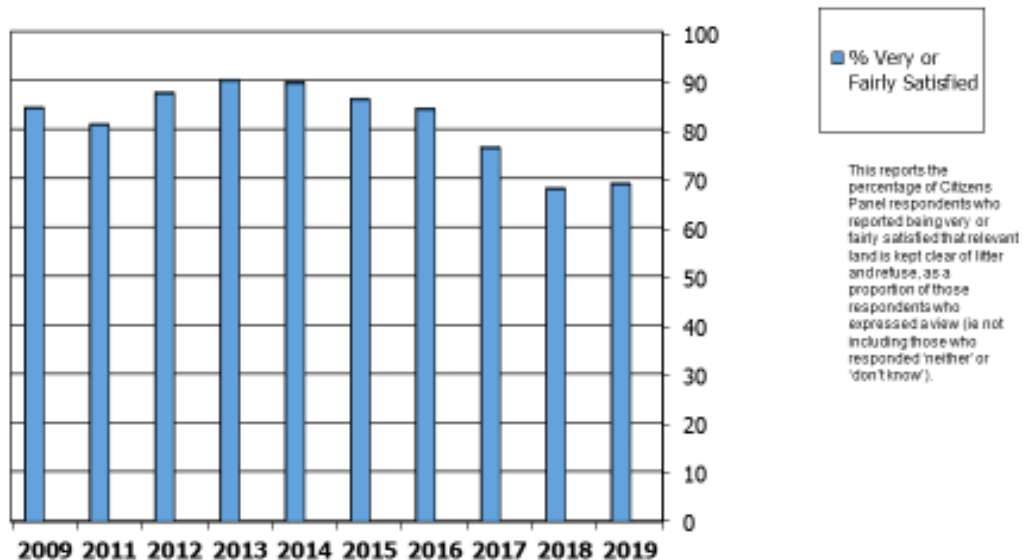


Graffiti continues to be an escalating problem this year, with a limited number of prolific 'taggers' remaining active. We have increased expenditure year on year and yet seen renewed graffiti attacks only a day or two after clearance, which can be soul destroying for staff and residents alike. Because of budget pressures it is not always possible to clear all graffiti as promptly as would be desirable. It is the intent that this will be a focus for attention this year, and despite the significant budget pressures, officers have been asked to find imaginative ways to shift resources to address this scourge.



In the summer Citizens Panel survey, just short of 70% of respondents reported being very or fairly satisfied with the cleanliness of the city. A lower performance than has been seen in the past, but thankfully a welcome improvement on 2018. I will be working closely with the staff and contractor to seek out further incremental improvements this next year. Below is a graph to show performance over time.

Satisfaction with Cleanliness



Public Toilets

This service has again achieved high standards, with five of its city centre toilets being entered for, and receiving, awards in the national Loo of the Year competition: Tentercroft St toilets, Lucy Tower St toilets and Lincoln Bus Station all attained Platinum standard, and both Castle Square toilets and Westgate toilets

attained Gold standard. All attendants attained 'Washroom Cleaners Of The Year Award' and the authority's public conveniences service as a whole, received a 'Premier League Local Authority Award'.

Charges of 20p per use have been in operation since January 2017, and remain unchanged, with anecdotal feedback being that the facilities are generally receiving less damage/abuse as a result. An exception to this has been at Lucy Tower street, where staff and the facilities have been subject to routine abuse. This facility has become difficult to maintain. Consideration is being given to permanently restricting its opening.

A Citizen Panel survey of July 2018 showed that 56% of respondents were very or fairly satisfied with public toilet provision, and in 2019 this dropped to 48%. Although we do not have any new data, this is consistently low score is probably connected with the charges imposed. However it remains a serious concern and means that the provision of public toilets is a key issue for this portfolio. A review of facilities and provision will be brought forwards this year.

Bereavement Services

The Crematorium is still busy and we are again looking at over 1950 cremation services being carried out this year.

The use of visual tributes has become very popular and we have seen a dramatic rise in the number of families using this method to remember a loved one during their service. Webcasting and recordings are also being used and we have had good feedback from people that have used these.

Memorial sales have slowed since the introduction of GDPR as we no longer send information to all cremation applicants and only send this to applicants that have requested the information. We are working with a design company looking at the branding of the crematorium.

Burial numbers are slightly higher than last year and following a grave audit a number of graves were identified as not being used and these have now been made available to the public. With this said we no longer have new full burial grave spaces in Canwick Road Old, Canwick Road New and St. Swithin's Cemeteries but still have limited graves in Newport Cemetery, but we are still doing reopen graves in all the cemeteries. Long Leys Road burials are increasing and we are hoping to offer memorial options within this site in the near future.

Much of the last year has been spent in preparation for the upcoming improvement works planned for the crematorium. This year we will see improvement works at the crematorium improve the service that is offered to the public and also replace the aging cremators with ones that have all the latest energy efficient systems to reduce the amount of gas and electricity used and also with the DeNox filtration reduce the amount of nitrous oxide that is emitted from the crematorium process.

Crematorium

Extensive design work has been completed and planning permission obtained in July 2019. A contract is ready to be awarded to Kier Construction for the first phase of works, which will see a practical start on site in March/ April 2020. This first phase of work will include a new extension to house new cremators, an extension of the car park creating an additional 87 spaces, new windows, new entrance canopy and necessary roof repairs.

Further phases will be commissioned in March 2020 and include the complete cladding of the exterior of the crematorium, installation of a temporary second chapel, an extension to the Book of Remembrance to create a more formal waiting area and a redesign of the memorial garden.

This project is truly transformational for the service and represents a significant council investment in an important service area. The full project has an anticipated build period of approximately 45 weeks, finishing in late 2020.

Climate change

On the 14th March 2012 the City of Lincoln Council hosted Lincoln's first low carbon conference, launching the Low Carbon Lincoln Partnership (LCLP) and Charter. To date 48 local organisations and businesses have signed the Low carbon Lincoln Charter. Following the launch event the LCLP prepared the Low Carbon Lincoln Plan 2012-2020 and agreed a target to reduce Lincoln's CO2 emissions by 25% by 2020. The latest figures for Lincoln show a per capita CO2 reduction of per 44% between 2005 and 2017.

In March 2018, as part of Vision 2020 drive to integrate sustainability into the council's operations and services, CMT agreed to set up a Carbon Reduction Taskforce made up of officers representing all Directorates and service areas within the council with responsibility for environmental management and or property management. In addition the taskforce is also attended by Councillor Bob Bushell, Portfolio Holder for Remarkable Place, Councillor Preston, Sustainability Advocate and chaired by Kate Ellis as Corporate Management Team (CMT) Sustainability Champion.

During 2018 the taskforce have carried out the following:-

- Reviewed City of Lincoln Council (CoLC) environmental responsibilities to ensure the council are meeting all statutory duties. Recorded and identified officers responsible for delivering duties to ensure adequate resources are in place.
- Reviewed, advised and completed the council's Travel Plan which was approved by CMT in June 2019.
- Reviewed and considered actions required to develop a CoLC Environmental Management System (EMS).
- Supported Councillor Sue Burke, as Sustainability Champion in 2018, with a review of the council's sustainability initiatives and advised on the council's environmental performance report to Full Council in Feb 2019.
- Carry out a review of the provision of Electric Vehicle (EV) recharge

points provided in the city and prepared a report to CMT.

During 2019/20 the taskforce are currently working on the following actions:-

- Preparing an EV Infrastructure Strategy.
- Inputting into the review of the council's fleet vehicles to identify the most fuel efficient and cost effective options for the new fleet contract.
- Advising on energy efficient options for the Crematorium refurbishment and low carbon funding opportunities.
- Supporting the delivery of the actions included in the CoLC Travel Plan.
- Drafting the council's Environmental Policy
- Acting as an advisory group for the 2019 Air Quality Management Plan.
- Reviewing the council's energy monitoring and recording processes to enable accurate greenhouse gas reporting.
- Reviewing the council's single use plastic, and preparing an action plan to support the council's motion to remove single use plastic wherever possible.

On the 23 July 2019 the council agreed a motion declaring a Climate and Environmental Emergency. The motion includes a commitment for Lincoln to achieve a net zero carbon target by 2030. Net zero means the amount of greenhouse gases emitted into the atmosphere is no more than the amount taken out. The target has been set on the basis of the latest IPCC (Intergovernmental Panel on Climate Change) report of 2018 in which the world's leading climate scientists warn that humanity has only 12 years left in which to cap temperature rises at 1.5C or face a higher risk of drought, floods and heatwaves.

CoLC commitment to reduce single use plastic

In early 2019 the Council were approached by the Plastic Free Lincoln campaign group to support the campaign and to work with the group to achieve Plastic Free Community status for the City, awarded by the national charity Surfers Against Sewage. Full Council passed a motion to be a single use plastic free Council by 2022 on the 24th September 2019.

Licensing

Since the Licensing team moved under the Public Protection, ASB and Licensing Service Manager the team have continued to deliver a high standard of work across a broad range of Licensing regimes.

The team continues to maintain a close working relationship with partners, the various trades requiring licences as well as giving advice and assistance to new licensees.

Some of the milestones achieved within 2019/20 to date have included:

- The renewal of the Licensing Act 2003 Policy.

- The bedding in of the new Animal Welfare Act (Licensing of Animal Activities) England 2018. This legislation revoked and amended a number of historical and outdated licensing regimes that related to animals.
- The commencement of an Unmet demand Survey for Hackney Carriages within the city
- The Team are now all fully settled and working well in their revised structure.

Looking ahead to 2020 the licensing team will be reviewing the Private Hire and Hackney Carriage Policy and consideration to an age and condition statement or policy will be given to ensure emissions from our licenced vehicles are managed effectively.

The team are also involved in a wider piece of corporate work reviewing the markets policy and looking at opportunities to support this policy through the team's street trading policy.

The team is also currently reviewing the cities Cumulative Impact Zone (CIZ) in relation to the night time economy, this is being worked on in conjunction with partners.

The team continues to deal with high numbers of Premises Licence applications and renewals as well as high numbers of Hackney Carriage and Private Hire operators. As well as continuing to permit horses on the common, house to house collections and street collections the team also deals with a number of gambling premises, sex shops/establishments and scrap metal dealers.

Below are the figures for 2019 calendar year:

For the PH/taxi drivers there is a difference between total licences and number issued in year due to a proportion of licences being on a 3 year cycle. This is the same for PH/taxi operators which are 5 year.

- Private Hire Driver – 497 total 330 issued
- Private Hire Vehicles – 420
- Private Hire Operators – 24 total 7 issued
- Hackney Carriage Driver – 41 total 32 issued
- Hackney Carriage Vehicles – 31
- LA 2003 alcohol/premises licensing Application – 188 (New, DPS, Transfer etc.)
- Personal Licence Application/Amendments– 100
- Horses on common registered - 68
- 2005 Gambling licences - 17
- Scrap metal - 4

- Charity collections – 48 street 18 house to house
- Any others – 2 sex establishments, 1 street trader, 885 PH/HC test certificates

The Animal Warden is also currently working on a complex investigation into a non-compliant pet shop. This investigate has to date involved the execution of 3 warrants, a licence suspension and a star rating review, the investigation is ongoing.

Food, Health and Safety

The Food, Health and Safety Team continue to protect public health, taking a risk-based approach. This allows the service to focus on those businesses that present the greatest risk to public health.

In terms of staff resources, the team consists of the Food, Health & Safety Team Leader, 2 Environmental Health Officers and 2 Food Safety Officers, however during the reporting period we were without 1 full time Environmental Health Officer for approximately 3 months.

Volume of Work – Food Safety and Public Health (01/01/19 – 31/12/19)

Service Requests (e.g. complaints, food hazard warnings and requests for advice)	1130
Food Hygiene Inspections	484
Food and Environmental Samples Taken	85
Infectious Disease Notifications	28
Welfare Funerals	9
Exhumations	1

Official Controls Delivered (FHS3)

Between 01 April and 31 December 2019, 484 inspections were carried out. At the end of the third quarter of 2019, the number of inspections carried out compared to the number due for inspection was 93.8%, the team were fully staffed at that time.

Between 01 January and 31 December 2019, 268 written warnings were issued, there were 3 occasions when unsafe food was removed by voluntary surrender and the voluntary closure of 2 business.

There has been a steady increase in the number of registered food businesses and following inspection, the businesses are rated according to their compliance with food safety requirements. They will fall into one of three categories, Fully Compliant, Broadly Compliant or Non-Compliant.

In terms of businesses that are considered to be compliant FHS1, (including Fully and Broadly Complaint) with food safety requirements, as of December 2019, 98% of the City's food businesses were considered to be compliant against a

target of 97%. This can be seen in the table below:

Table FHS1 – Percentage of food premises that are fully or broadly compliant with food safety requirements.

	Fully Compliant %	Broadly Compliant %	Non Compliant %	New businesses %	Total Premises
December 17	82	16	1	1	1005
December 18	86	12	1	1	1033
December 19	85	13	1	1	1043

Food Hygiene Rating Of Businesses Within The City

In January 2020, the food hygiene rating for businesses that fall within the Food Standard’s Agency’s Food Hygiene Rating Scheme can be seen below. The increase in the number of businesses rated as 5 has increased, which is a reflection of the increase in fully compliant businesses.

Food hygiene rating	No. of businesses			
	2017	2018	2019	2020
5 (Very Good)	680	723	760	769
4 (Good)	133	113	87	89
3 (Generally Satisfactory)	48	31	34	43
2 (Improvement Necessary)	12	9	10	11
1 (Major Improvement Necessary)	13	8	8	5
0 (Urgent Improvement Necessary)	2	0	0	0
Total	888	884	889	983

Note the total number that have a food hygiene rating is less than the total number of food businesses as a number of businesses fall outside the scope for a food hygiene rating score.

Examples of Food Safety & Public Health Complex Cases

During 2019, the team have dealt with a number of complex cases. Examples include the following:

- A business had an infestation of cockroaches and voluntarily closed until the infestation was under control. Officers had to regularly monitor the situation and agree terms on which it could re-open;
- A significant blockage in a drain caused sewage to overflow into a food business and it closed voluntarily until the blockage was removed. The situation was further complicated as access had to be gained to

neighbouring properties and the blockage took some time to clear;

- Mismanagement of fats and grease in a food business resulted in a significant blockage of a sewer and required liaison with Anglian Water to resolve the matter, as it impacted on other local businesses. The officer required the food business operator to install a grease trap to prevent a recurrence, as there had been previous blockages.

Health and Safety (Enforcement)

Twelve inspections were undertaken however the majority of the case load was reactive, as detailed below:

Volume of Work (1/1/19-31/12/19)

Complaints	28
Advice and guidance	101
Notifications of dangerous equipment	5
Accident notifications	42 of which 7 were investigated.
Skin piercing applications processed	13 premises registrations 52 personal registrations

Examples of Health & Safety Complex Cases

- A business was served with 2 Prohibition Notices to stop the use of a dangerous gas boiler and the use of a cooker that was connected in a dangerous manner to the mains gas supply. There were risks of explosion and of carbon monoxide poisoning. The same business was then issued with an Improvement Notice requiring the whole gas installation and equipment to be checked by a competent engineer;
- An accident investigation into an accident that caused life changing facial injuries from falling materials;
- An accident investigation where a wall panel fell onto a child in a toilet cubicle;
- Twelve Informal Notices were issued for matters of evident concern (defined as those that create a risk of serious personal injury or ill-health).

Sport Recreation and Leisure Services

The Sport, Recreation and Leisure team manage a range of services and facilities that contribute to our Remarkable Place priority, these provide a place for residents to meet, help keep our residents active as well as tackle a

whole range of physical and mental illnesses associated with inactivity and obesity.

Obesity

According to estimates from Public Health England, two thirds of adults and a third of children between two and fifteen are overweight or obese. Younger generations are becoming obese at earlier ages and staying obese for longer. In Lincoln in 2019 36.7% of year 6 students had excess weight issues of which 22.5% were obese.

Obese children are seven times more likely to become type 2 diabetic than adults of a healthy weight with all of the health complications that goes with that disease. Not only are obese people more likely to get physical health conditions like heart disease, they are also more likely to be living with conditions like depression.

Obese children are more likely to become overweight adults and to suffer premature ill health and mortality. Without intervention, by 2034, 74 per cent of adults in England are expected to be overweight or obese. (Public Health England).

The burden is falling hardest on those children from low-income backgrounds. Obesity rates are highest for children from the most deprived areas and this is getting worse. Children aged 5 and from the poorest income groups are twice as likely to be obese compared to their most well off counterparts and by age 11 they are three times as likely.

Obesity is a complex problem with many drivers, including our behavior, environment, genetics and culture. However, at its root obesity is caused by an energy imbalance: taking in more energy through food than we use through activity. Physical activity is associated with numerous health benefits for children, such as muscle and bone strength, health and fitness, improved quality of sleep and maintenance of a healthy weight. There is also evidence that physical activity and participating in organized sports and after school clubs is linked to improved academic performance.

Adults:

Excess weight in adults has reduced slightly in Lincolnshire from 66.5% in 2015/16 to 65.2% in 2017/18; however rates are still significantly higher than the national average of 61.3%. The levels for Lincoln are close to 61.4%.

Activity Levels

Sport England measure levels of activity in three different ways:

1. INACTIVE (less than 30 mins a week)
2. FAIRLY ACTIVE (30 – 149 minutes a week)
3. ACTIVE – (at least 150 minutes a week)

The chief medical officer's guidelines is to do at least 150 minutes of moderate intensity activity each week.

Active Lives Survey May 2018/19

Sport England have reported in their latest Active Lives Survey 2018/19 (published October 2019) a slight growth in the national levels of activity in adults aged 16+. Over the last 24 months levels have increased from 62.1% in 2015/16 to 63.2% in 2018/19.

In Lincoln the levels of active or fairly active have increased slightly to become an equal best performer with South/North Kesteven District Councils.

LINCOLN	Activity	fairly active	inactivity
November 2017/18	67.2%,	8.2%	24.6%
May 2018/19	67.5%	9%	23.5%

However it is worth noting that as a County, Lincolnshire is in the lowest performance quartile for activity in the country.

This means nationally, around 11.8m people are inactive, meaning they do less than 30 minutes of moderate physical activity per week. In Lincoln, this means an estimated 20,000 adults are inactive.

This percentage of inactivity increases if you happen to be from one of the following groups:

1. Female
2. A lower socio economic group
3. Older age
4. Suffer from a disability or long term health condition
5. Ethnicity

Efforts to date to combat these low levels of physical activity in Lincoln have been to an extent uncoordinated. This is not unusual, especially given the many complex issues involved in getting people to be more active. The recent investment in facilities operated by the City of Lincoln Council has greatly increased the numbers taking part in physical activity (e.g. an increase of over 100% in visitor numbers at Birchwood Leisure Centre).

However In an attempt to improve these results, in October 2018, under the guidance of the Lincolnshire County Council Health and wellbeing Board, officers of the City of Lincoln Council joined other public and private sector groups throughout Lincolnshire to create the Lincolnshire Physical Activity Taskforce (L-PAT). This group has been compiling evidence and using logic modelling to create improved forward plans to better encourage and enable the most sedentary to get more active.

In 2020 the County will launch its Physical Activity Strategy. Alongside this, the City of Lincoln Council will also launch its own citywide action plan (10 year plan).

Leisure Centre Provision

The City of Lincoln Council has invested in its Leisure Centres to offer a provision, which encourages people to engage with physical activity with a move towards more of a physical activity/fun focus rather than a formalised sports club approach.

Yarborough and Birchwood Leisure Centres In Partnership with Active Nation

After a £1.5 m refurbishment, Birchwood Leisure Centre reopened in February 2018, with the official opening on the 5th October 2018. The renovation transformed the outdated and underused facility to a modern community health and wellbeing hub that includes something for all ages and physical abilities.

- 80-station fitness suite;
- Shapemaster toning and rehab studio;
- immersive indoor cycling studio (one of only seven in the UK);
- 16 station indoor climbing wall;
- Soft play;
- Large group exercise studio;
- 2 multi-purpose activity rooms;
- Cafe

The centre has already seen a considerable increase in use and has received some excellent customer feedback.

Active Nation has a target of increasing visits to both leisure centres by 1% year on year. This is in line with Sport England's national target.

The following performance indicators give a view of Active Nations success to date. Please note that the 2019/20 figures are based on three quarters of a year, there will be an increase in participation when we add the Q4 figures. It should also be noted that the Birchwood refurbishment took place from July 2017 through to February 2018 which is highlighted in the figures below.

Participation – Number of Visits

YEAR	Number of visits	Year average cost per person/visit	Comments/Complaints number of positive comments (high is good) / number of complaints (low is good) / complaints shown as a % of visits (low is good).
<u>Yarborough Leisure Centre</u>			
2016/17	679,460	35p The management fee will be removed from the contract 1 st April 2021.	298 / 124, 0.02% of 679,460
2017/18	688,049 (increase of	23p	283 / 83 / 0.01% of 688,049

	1.26%)		
2018/19	699,069 (Increase of 1.6%)	28p	577 / 268 / 0.04% of 699,069 Increased complaints in 2018/19 were primarily due to introduction problems of a new electronic management, booking and access system
2019/20 (Q1-3)	522,835 (based on 3 quarters is an estimated that the figures are up by 5.73% on last year)	0.20p based on 3 Quarters	(Q1-3) 609 / 103 / 0.02% 552,835
<u>Birchwood Leisure Centre</u>			
2016/17	101,180	£1.46	142 / 76 / 0.08% of 101,180
2017/18	76,770 (decrease of approx. 25 % due to the refurbishment of the centre reducing the access for activities, affecting Q2-4)	£1.55	338 / 154 / 0.20% of 76,770. Complaints in 2017/18, was due to the pre refurbishment and clubs, as well as during the refurbishment.
2018/19	199,160 (increase of 159% on last year and up 96% on the pre refurbishment visits)	£0.61 (due to Q3&4 being zero due to the management fee being removed from the contract.)	363 / 132 / 0.07% of 199,160 Complaints in 2018/19 were primarily due to introduction problems of a new electronic management, booking and access system.
2019/20 (Q1-3)	172,233 (based on 3 quarters is an estimated increase of 17.95% on last year)	2019/20 £0.00	Q1-3 314 / 33 / 0.02% of 172,233

Through our partnership Active Nation have also delivered a number of other Achievements

- Fundraising for Children in need, Sport Relief and Swimathon.
- A Birchwood centre member nominated for the UK Active Flame Awards, selected in final last six for the "Unsung Hero" Category.

- Quest “Very Good” banding, which is an excellent rating in the Quest industry standards
- Gold standard rating for Active Nations NPS (Net Promoter Score) rating which is based on public feedback as well as whether they would be recommended to others.

New Artificial Grass Pitches

Most members will be aware that we have been successful in getting funding from the Football Foundation and Football Association of £899,000 and Sport England £85,000 to:

- Build two new artificial grass football pitches, one at Yarborough and one at Birchwood;
- Refurbish the running track at Yarborough;
- Refurbish the existing artificial all weather pitch at Yarborough.

The total cost of this project was around £1.8m.

The AGP’s were opened to the public in May and June 2019.

The first figures reported were for quarter 2 -
Yarborough 294 slots booked (6448 users)
Birchwood 261 slots booked (12689 users)

And for quarter 3 -
Yarborough 321 slots booked (6500 users)
Birchwood 261 slots booked (13105 users)

Fairs and Circus’s

The Showmen’s Guild provide the City with two fairs one in April and the other in September. Attendance to the fair is between 7,000 and 10,000 people per fair. The fairs have a rich history with the City, including Royal Charters, farming and military conflict influences. The Mayor historically opens the fair to the public on the first night to the public and the fair then stays open for two days and seven nights.

Over the past three years, some of the fairs have had issues with the weather, especially rain and high winds that has resulted in on site flooding/muddy conditions. The fair also had to close for one day/night due to high winds. These conditions have led to an increase in the site reinstatement costs paid by the Showmen’s Guild and a drop in income due to weather related attendance.

Declining numbers combined with poor weather mean that operators are struggling.

Officers continue to work with the Showmen’s Guild to ensure the fair comes to

Lincoln.

The City welcomed Uncle Sam’s circus last October, enjoying a five-day stay, although the wind had been posing a problem on the South Common during this stay the wind had dropped enough to allow the circus performance to continue. The normal attendance for the circus is 5,000 visitors.

City of Lincoln 10k

The Lincoln 10k has been managed and delivered by Run For All on behalf of the City Council since the 2015 race. It has raised significant funds for national and local charities. The event still incorporates the City Councils branding as well as that of the Asda foundation who provide the race with significant sponsorship, making the race sustainable.

2019 Race weekend took place in April 6th and 7th, consisting of the Children's Races on the Saturday and the 10k on the Sunday. The Lincoln Mini & Junior children's races (up to the age of 15) took place on Saturday at Yarborough Leisure Centre site, catering for every child. This part of the event is Lincolns largest free to enter charity sports event for Children.

- 1.5k Mini Fun Run, ages 3-8years had 348 participants;
- 2.5k Junior Fun Run, ages 9-11 years had 87 participants;
- 5k Junior run, ages 11-15 years had 47 participants.

The Lincoln 10k itself takes place on Sunday. In 2019 year 5434 people entered and 4556 participants actually ran.

This year the race will take place on Sunday 14th of June 2020. This change is in the hope that all the bad weather recently experienced in April for the last few years can be avoided and that having to postpone the race to a later time in the year will be avoided, reducing the risk of all the extra associated costs and also the disappointment and inconvenience to participants in both races.

The contract with Run For All for the management and delivery of the race is now in its sixth year with 2021 as the last year of the contract.

Playing Pitches

This last year of operation has been a busy yet successful year despite unforeseen pitch problems, The Cowpaddle has had operational issue which will mean it will remain closed for the foreseeable future. However, the impact of this closure has been more than compensated for by the introduction of two new full size artificial grass pitches at Birchwood and Yarborough Leisure Centres.

The service has undertaken a more formal review of our need for grass pitches with the County Football Association, over the next few years as the demand for grass pitches reduces (a national trend caused by the introduction of many more new AGP's), we will focus our efforts on improving the quality of those pitches that remain.

Bob Bushell – Portfolio Holder for Remarkable Place