

Annual report by Cllr Sue Burke Portfolio Holder for Reducing Inequality

In May 2021 I became the Portfolio Holder for Reducing Inequalities for the council, taking over from Cllr Rosanne Kirk.

In my previous role as Mayor and recently as portfolio holder, throughout the pandemic it has been overwhelming to see the level of support the council has provided to our residents, particularly those most in need, during an extremely difficult time as a result of the Covid-19 pandemic. The dedication of council employees and members has been outstanding, and I would like to say a huge thank you for their effort and professionalism during this time.

I would also like to thank the statutory, religious, and voluntary agencies who have worked with us. This has contributed to mitigating some of the adverse impact of many years of ongoing cuts to local government funding. By partnership working we have continued to find innovative ways of breaking down equality barriers, lifting and enabling dignity to the most vulnerable.

This report provides an update regarding the services the council has delivered under my new portfolio during the past year to support our residents, with a specific focus on key achievements and success stories. I would like to thank our officers for their input in helping to produce this report.

I look forward to working with our employees and elected members over the coming months and continuing to help those most in need as we work through the ongoing impacts of the pandemic.

Welfare and benefits advice



The Welfare team has continued to provide invaluable advice and support for customers who are trying to negotiate the complicated rules of benefit entitlement. The team has continued to offer advice on individual and household entitlements and enabled residents to make claims for the correct benefit.

In the last financial year (2020/21), the team spent much of their time working from home and were unable to complete visits to the homes of people with disabilities and vulnerable circumstances, however they still succeeded in assisting 6,830 people. Part of the important service during the last year has been ensuring that people had access to food while unable to work, and the team issued a total of 1,047 food vouchers for local community larders and food banks. This was a significant increase on the previous year when the total was 535 vouchers.

Additional benefits claimed by Lincoln customers who sought the advice and assistance of the Welfare Team in 2020/2021 totalled a weekly value of £19,525. Over the full year these additional benefits amounted to £1,015,319. In addition to these benefits, in many cases customers had backdated awards or lump sum payments. In the last year the total value of backdated and lump sum payments amounted to £311,249.

To illustrate what these figures can mean to an individual, one excellent example of a resident helped was a disabled lady who had previously had no success obtaining Personal Independence Payments (PIP) for herself. She was assisted with an appeal which was successful, and she was awarded both Daily Living and Mobility elements of the benefit, backdated to February 2020. This also meant that her Housing Benefit, Council Tax Support

and Working Tax Credit also increased by the amounts below. She was awarded lump sum awards of £4,930.50 for PIP; £3,697.41 for Housing Benefit; £722.18 in Council Tax support and £3,010.42 in Tax credits - Total backdated awards of £12,360.51. On an ongoing basis her monthly income increased by £800.45.

The money advice side of the team's work saw less demand over the past year, which is in common with most debt advice services. During the periods of furlough and debt recovery work being placed on hold, many people have been able to delay debt recovery. During the year the team assisted and advised 66 individuals with their debts, this compares to 97 in the previous 12 months. The total debt managed was £299,480 for City of Lincoln residents. 67% of these Money Advice clients were City of Lincoln Council local authority tenants.

Welfare Reform

Over the past year referrals to the Shared Service Welfare Reform Support team (formerly Universal Support Team) continued to be received from council service areas, customers, and external stakeholders.

Throughout the Covid-19 pandemic, the Welfare Reform Support Team was able to provide vital support to new and existing customers – both over the phone and via email. The team was able to explain to customers the support available to them (national and local), undertake assessments for Universal Credit, Housing Benefit, Council Tax Support and Discretionary Housing Payments. This was also a flexible model, which was adapted and utilised for the Test and Trace Support Payments scheme.

Universal Credit itself continued to have a significant impact on the workload of the Benefits Team, with a high volume of UC-related documents requiring processing by the team, including in relation to Council Tax Support claims. At points in 2020/21, there was an increase in more than 60% in Universal Credit documents requiring processing by our Benefits Team.

As well as Universal Credit, our Benefits Team continued 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). In 2020/21, the team paid out £226,635 to help our residents with their housing costs. Up to the end of September 2021, the Team had already paid out £162,451 for 2021/22 in DHP, to 497 residents. This proactive approach aims to help residents mitigate impacts of welfare reforms.

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 continued to administer a significant number of Housing Benefit and Council Tax Support caseloads – as at the end of September 2021 these figures were 4,650 and 8,799 respectively. Our Council Tax Support caseload rose sharply as a result of the initial Covid-19 lockdown – i.e. this was 8,491 at the end of February 2020, meaning a 3.63% increase up to the end of August 2021. This rise has now 'plateaued' somewhat, however with certain national Covid-19 protections, such as the furlough scheme and the Universal Credit £20 'uplift' ending in September 2021, it is anticipated more residents will claim Council Tax Support in the coming months.



Despite the challenges, pressures and demands on the Benefits Team, New Claims and Changes of Circumstance continue to be processed promptly, with positive average processing times being achieved – New Claims currently processed within an average of 17.5 days and Changes of Circumstance in 5.5 days.

Discretionary Rate Relief Policy

A 'Business Rates Growth Policy' was approved by Executive on 23rd July 2018. The policy provides a time-limited rate relief discount to new and extended business premises within the city, in the interest of building the Business Rates base, supporting economic growth and job creation. 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.

The impacts of Covid-19 meant applications under this policy understandably reduced. In 2020/21, a total of £35,624 was awarded under this policy, and to date in 2021/22 a total of £16,071 has been awarded.

The Business Rates Team has also been instrumental in supporting businesses so far in 2021/22, awarding £9.5 million in Expanded Retail Discount. Also, the team worked closely with Major Developments colleagues to help administer the variety of business support grants throughout the year.

Test and Trace Payment Scheme and Winter Grants Scheme

Our Revenues and Benefits Service played a crucial role in the Covid-19 response for our residents. The national Test and Trace Payments Scheme was successfully implemented in September 2020, and from the scheme commencing to the end of September 2021, the team made 1,121 successful awards of £500. In addition to this, the team was instrumental in developing and implementing a range of schemes supporting our residents with utilities costs under the Winter Grant Scheme, equating to total payments of £99,500.

Food vouchers for vulnerable families in the Easter holidays

During the pandemic national government provided support for vulnerable families. This support consisted of a national voucher scheme and latterly the Winter Covid payments. As a result of this national support, the FISH (Food in School Holidays) Christian Incorporated Organisation project was able to place its focus upon children ineligible for this support but identified by schools as at risk of food poverty, especially during the holidays.

Of the thirty-two schools scoped for this project, 654 children were identified as in need. For the Easter period, this amounted to 1,308 vouchers at the value of £10 each being given. This meant that a total of £13,080 was required to deliver this project.

During the Easter break, out of the 1,308 vouchers given out, 933 vouchers were collected and redeemed from shops. This was at least a 71.3% take up overall, which shows the success of this project and the positive impact the vouchers had on vulnerable families in the city.

City of Lincoln Council was able to provide a grant of £5,430 towards this project. Funding was also provided by other organisations, including Lincoln Community Larder.

Financial Inclusion

Officers have continued to be proactively involved in the Lincolnshire Financial Inclusion Partnership (FIP), with Martin Walmsley, Head of Shared Revenues and Benefits now being the chair of the Partnership.

FIP aims to ensure that everyone has the capability and opportunity to access appropriate financial services and products needed to participate fully in society and has played a key role in Covid-19 recovery, leading on development of a Covid-19 Recovery Financial Inclusion Action Plan. This plan currently contains 50 specific actions to assist residents from a range of partners as well as the council itself.

There is a huge amount of fantastic financial work and projects being delivered by a variety of organisations including the third sector in Lincoln, and through initiatives such as FIP this work will be actively communicated to residents and other stakeholders.

Skills and Training (including Adult Learning and The Network)

Although the Covid-19 pandemic very much altered the skills and training landscape, officers remained in regular contact with a number of organisations to identify and promote skills and training opportunities to our residents.

In 2020, City of Lincoln Council registered as an organisation to help signpost residents to the government's Kickstart scheme, with a focus of finding six-month placements for young people seeking work. As part of this commitment, the council became part of the countywide Kickstart Monitoring Group.

I have provided an update below from Graham Metcalfe, Partnership Manager at Lincoln Department for Work and Pensions (DWP), on the key outcomes of the Kickstart scheme so far.

- DWP district of Lincolnshire, Nottinghamshire & Rutland is the second highest performing district nationally for the Kickstart scheme.
- Lincoln Jobcentre's contribution is significantly proportionately higher than other similar sized Jobcentre sites – This is partly due to the partnership working undertaken to get Gateway Organisations signed up the scheme early and their appetite to engage smaller employers to carry the Kickstart offer forward in Lincoln.
- DWP hosted Kickstart Breakfast meetings through the lifetime of the scheme, and these remained available to join every Thursday morning up until 16th December 21.
- Members of the Lincoln Social Responsibility Charter have all had invites to attend breakfast meetings with good numbers progressing with applications.

Moving forwards, in addition to supporting the Kickstart Scheme, the council will aim to assist in identifying customers who may benefit from being included on the 'Restart scheme'. This scheme gives Universal Credit customers who have been out of work for at least 12 months enhanced support to find jobs in their local area.

The Network

The Network project, which aims to provide careers and related advice to the Not in Education or Employment (NEET) group, proactively engages with young people to help them with a variety of issues and to provide positive outcomes for them in trying to find work and development opportunities.

Throughout the pandemic The Network has continued to find innovative solutions to engage with young people to ensure the service has been accessible to as many people as possible. This has meant implementing a mix of face to face, phone call and virtual options, including platforms such as Discord and WhatsApp.

City of Lincoln Council has continued to support this project, sitting on its Trustee and Management Board, as well as physically hosting The Network office on the ground floor of City Hall.

Gabby Wright, Project Co-ordinator at The Network, has provided the key statistics for this service below. The statistics are for the period October 2020 to October 2021.

The Network	
Clients total (all projects)	252
Appointments held – Approximate total (virtual and in person, not including between session support)	531
Projects / funding: CareerNet, Flexible Support Fund with Department for Work & Pensions, funding from City of Lincoln Council	
Job Outcomes	70 confirmed
Training	47 confirmed
Volunteering/work experience	19
Career plans	142
Traineeships	7
<u>Notes</u>	
<ul style="list-style-type: none"> - Some of the numbers are approximations as it can be hard to track down outcomes once a client has progressed. - The project / funding figures are a summary of all support provided by The Network, including their CareerNet project covering North Kesteven District Council, the Flexible Support Fund project with Lincoln Jobcentre, and their continued work with City of Lincoln Council. 	

The Network's support towards the Kickstart Scheme

The Network as a gateway attracted two employers to take part in the Kickstart Scheme. Of these, one employer took two individuals, and another requested they be put on pause due to staff leaving.

The Network itself is hosting two Kickstart positions. These include a Web Developer role and an Events Coordinator Role.

Of those clients which The Network has progressed into work, approximately 16 have been progressed into Kickstart positions, however, please note this is a rough estimate and is likely to be higher as The Network doesn't always receive a full report from their clients.

Barriers

The Network has seen an increase in the barriers faced by young people during the pandemic. Social anxiety has always been a concern amongst our demographic, but with the pandemic this has increased and been compounded by other issues. Below is a summary from The Network's Flexible Support Fund project of the barriers they have identified:

Barrier	Frequency	Percentage
Mental health	63	32%
Autism Spectrum Disorder (ASD)	28	15%
Social Anxiety	91	48%
Low confidence / self esteem	78	41%
Lack of transport	86	45%
Housing issues	18	9%
Debt / financial concerns	22	12%
Substance misuse	4	2%
Criminal record	11	6%
Physical health issue	9	5%

Attention Deficit Hyperactivity Disorder (ADHD)	21	11%
Dyslexia / dyscalculia	24	13%
Identified reasonable adjustments	18	9%
Lacking Maths and English	60	32%
Other	44	23%

Homelessness and Rough Sleeping



The pandemic has been extremely challenging for the Allocations, Homelessness and Rough Sleeping Services. During this time the Homelessness and Allocations Team continued to work from home and only attended City Hall for exceptional circumstances, for example to undertake interviews that could not be done by

telephone or another form of technology.

Over the past year the council has continued to receive high numbers of homelessness enquiries, however the numbers of applications from families did reduce somewhat. These have now started to rise again following the lifting of the moratorium on evictions from privately rented accommodation.

Throughout the pandemic the council saw large increases in applications from single people where their non-secure living arrangements came to an end because of the increased pressures of living in lockdown and under the Tier restrictions. This situation did not change following the lifting of restrictions, and we continue to receive high numbers of applications from single people. We have also recently seen an increase in very complex homelessness cases, for example Domestic Abuse and dealing with these continues to take significant amounts of staff time.

Our Rough Sleeping Team worked from City Hall and face to face safely throughout the pandemic. The council was successful in securing in excess of £2 million to provide 30 units of accommodation with support for the rough sleeping cohort, and we were also again successful in receiving Rough Sleeping Initiative funding for 2021/2022 to continue our rough sleeping work.

In terms of the number of rough sleepers in the city, this number can vary widely depending on various circumstances including the weather, big events taking place in the city etc.

The official Annual Rough Sleeping Count took place on Friday 19th November 21, which identified **14** rough sleepers in the city at that time. The team is actively making contact with those rough sleeping to develop a suitable plan for each person.

Asylum Seekers and Refugees

The two families who arrived in Lincoln in March 2019 as part of the Vulnerable Persons Resettlement Scheme settled in extremely well. The families were supported by suitably qualified and experienced officers who helped them to settle into life in this country. This support included 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. The families are now coming towards the end of their support package and will continue to live in the city.

Members will be fully aware of the current escalation of the crisis in Afghanistan. Although at the time of writing this report there is no agreed number of refugees for Lincolnshire, the Leader, Cllr Ric Metcalfe, has pledged to continue to look at the availability of suitable homes and to

work with our partners in the Lincolnshire Districts and Lincolnshire County Council to do what we can to assist in temporarily housing Afghan Refugee families.

To support refugees, the council's Neighbourhood Working team arranged for a number of third sector organisations to meet on a weekly basis to help understand what support is required by Afghan refugee families. As the group became aware of what was needed, a call for support was sent out across their networks. So far, the group has been able to supply traditional women's clothes that were previously difficult to source. The group continues to liaise with local Churches to provide the support as and when required.

Neighbourhood Working

Over the past twelve months the Neighbourhood Team was heavily involved in supporting vulnerable members of our communities during the pandemic. This included leading on the development of the Befriending Service, Community Helpline and Crisis Fund. In addition to this vital work, the team has also worked to support a number of other projects. These projects included:

Black, Asian, and Minority Ethnic (BAME) communities

Last summer the neighbourhood team met with several groups that represent the BAME communities in the city to gain an insight into how they were coping during the pandemic. The groups all discussed a lack of access to advice and guidance and an aspiration to have a shared space in the city.

To act as a focal point for our diverse communities, an informal networking group was formed, which was further supported by Local Motion (a joint initiative by six funders to support communities). Working together the group managed to attract funding to work with Optima to develop their branding and the creation of a website that can be translated into different languages.

The group was also recently successful with a funding application to Mercers of London. This grant of £24k will enable the group to work with an organisation called GYROS from Great Yarmouth who will support the development of LEAN (Lincoln Embracing All Nations), including building the capacity of the group, and will produce a feasibility study for a shared space in the city.

Until the group is formally constituted, the Islamic Association of Lincoln has agreed to hold funds on behalf of the group. The group brings together members from the Mosque, the Centre for Reconciliation, Lincolnshire Polish Society, Bulgarian Group, and the Portuguese community. Further work will be undertaken to attract more groups from across the city.

Covid-19 testing sites

During the winter the Neighbourhood Team supported the development of the testing sites at Monks Road and Sincil Bank. Once these were operational, the team supported the street engagement exercise to help raise awareness of the testing sites and to encourage local residents to get tested. The team also provided advice to the NHS on how to engage with some of our harder to reach communities.

Sincil Bank

In between working on Covid-19 response projects, the Neighbourhood Team was also able to work with our community partners to advance some of our key projects in the Sincil Bank area which is among the most deprived areas of the country. As later discussed, work continues in

other wards, expanding CCTV coverage in three areas that are popular walking routes home for example.

These projects included:

- Development of open spaces – An area of land owned by the council was leased to Sincil Community Land Trust. The land was formally opened in early 2021. Following approval from Executive, work also commenced to lease an area of land on Chelmsford Street to Sincil Community Land Trust and an area of land under Pelham Bridge to Bridge Church which will be used for community activities.
- Hermit Street – Lindum’s was appointed to provide a feasibility study of the concept designs that were previously produced for the proposed regeneration scheme, which comprised of new build, remodelling and estate improvements. Once the outcome of this study is known and is deemed to be viable, Executive approval will be sought to fully work up and submit a planning application.
- Residents Parking – The Neighbourhood Team provided information to the local community in advance of a consultation regarding Residents Parking. Residents voted in favour and the scheme. It is therefore hoped that the scheme will be introduced early in 2022 followed by a major improvement programme to radically improve the local environment.

Equality and Diversity – Employer perspective

Over the past 12 months, the Human Resources team has continued to manage staff training in respect of Equality and Diversity and reviewed and refreshed the content for the mandatory Equality and Diversity training.

Line manager briefings have continued covering a wide range of topics including disability awareness, management of sickness absence and supporting mental health.

The council successfully retained accreditation as a Mindful Employer and Disability Confident Employer and successfully gained the Carers Quality Award.

The council’s workforce as of 31st March 2021 stood at 631 staff members, of which 294 were males and 337 were females. 33 members of the workforce declared a disability and 18 were from a black and ethnic minority group. The largest age group was 50 to 59 years of age, with 187 staff members in this age group.

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

Equality and Diversity – Service user perspective

In 2020, to combat discrimination and other forms of injustice, the council adopted five Equality Objectives, which will be in place until 2024. These objectives are:

1. Our services are accessible and do not discriminate on any unjustifiable grounds.
2. Local communities, partners and stakeholders are empowered to influence the way our services are provided to them.
3. Equality and diversity is at the heart of decision making at all levels within the city council.
4. Our workforce at all levels reflects the makeup of the local community.
5. Equalities, Social Inclusion and Community Cohesion have all improved within our communities.

In my new role as portfolio holder, I have taken on the role as vice chair for the Equality and Diversity Group, alongside Cllr Naomi Tweddle as chair of the group.

Supporting our equality objectives is the Equality and Diversity Action Plan, which is developed on an annual basis and monitored by the Equality and Diversity Advisory Group. Each year the action plan includes a range of actions which will be delivered within the financial year towards meeting the council's Equality Objectives. The action plan is developed as part of the service planning process. The council's progress towards these actions is highlighted within the annual Equality Journal. The Equality Journal 2020/21 can be accessed via the following link – <https://www.lincoln.gov.uk/policies-publications/equality-diversity-1/3>. In summary, five actions from the initial 2020/21 Equality and Diversity Action Plan and a further 11 actions in response to the Covid-19 pandemic were completed, making an overall total of 16 completed equality actions.

Within the current 2021/22 Equality and Diversity Action Plan, which runs between the period 1st April 21 and 31st March 22, there are a total of 19 actions. So far, four actions have been completed, 10 are on target, four are to be started soon and one is on hold.

Managers continue to use the Equality Analysis Toolkit to consider any differential impact on those with protected characteristics and to ensure mitigating action is taken where it is appropriate to do so.

Public Protection and Anti-Social Behaviour (PPASB Team)

Over the past 12 months, the PPASB service has continued to cover a broad range of areas, with the core services providing a combination of both proactive and reactive activities to protect individuals, the community, and the amenity of the city. These areas include:

- 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 table below shows the demand on the PPASB service over the past two and a half years.

The outbreak of the COVID-19 pandemic resulted in a decrease in demand on the service throughout 2020. This was largely due to the national restrictions in place.

Service demand

	Q1	Q2	Q3	Q4	Total
2019	742	864	621	554	2,781
2020	556	711	575	681	2,523
2021	1,076	1,065	-	-	2,141 (YTD)

The table below shows the PPASB Enforcement Action undertaken during 2020/21, together with the enforcement action undertaken between 1st April 2021 and 1st November 2021.

It is important to note that prior to enforcement action being taken, a number of informal actions or warnings will normally take place. This table represents only the cases where we could not resolve informally or where an outright offence was evidenced. Formal enforcement action has remained relatively low across the team demonstrating that early informal intervention is

successful. This approach has been particularly important throughout the Covid-19 pandemic as it has been particularly difficult to get cases into court placing a greater emphasis on informal resolution.

PPASB Enforcement Action		
Enforcement type	1/4/2020 to 1/3/2021	01/04/2021 to 01/11/2021
Environmental Issues		
Littering Fixed Penalty Notice	0	2
Dog Fouling Fixed Penalty Notice	0	0
Dog Straying Fixed Penalty Notice	0	0
Dog Straying Community Protection Notice	0	1
Fly Tipping Fixed Penalty Notice	2	6
Fly Tipping Prosecutions	0	0
Bins on streets Community Protection Notice	0	6
Fly tipping Community Protection Notice	13	14
Bonfire Abatement Notice	0	1
Noise Issues		
Noise Abatement Notices	15	9
Noise Abatement Notices - Dog	0	2
Noise Prosecutions	1	1
Noise Warrants	0	0
Noise Community Protection Notices	9	2
General ASB Issues		
ASB Community Protection Notices	19	6
Prosecutions	1	0
Injunctions	0	2
Criminal Behaviour Order	0	0
Closures	1	0
Condition of property related issues		
Prevention of Damage by Pests Notices	4	8
Condition of Garden or Property Notices, Inc F & V	1	4
Subsequent Fixed Penalty Notices	1	0
Other enforcements		
Prosecution for microchipping of dogs	0	0
Community Protection Notice for dog attack on person	0	0
Microchipping notice	0	0
Statutory Nuisance Notice (Light Nuisance)	2	2

The Intervention Team

The Intervention Team was set up in October 2018 in response to rising community tension and increased on street drug use and anti-social behaviour, some of which was linked with the street community.

The Intervention Team consists of three members of staff. The aim of the team is to provide a holistic response to an individual's complex needs. This includes building a rapport with the street community through daily outreach as well as providing support and assistance across a range of issues.

The Intervention Team works with other services including Neighbourhood Nursing Teams, the local Shelter, YMCA, Police, Street Pastors, Probation, Health Care professionals and Social Care.

Since the team launched in October 2018 the team has worked with over 170 different individuals on the streets and logged in excess of 2,250 actions on the case management system. In addition, the team has recorded 760 reports of incidents or anti-social behaviour.

Partnership working

Further work has also been undertaken with our key partners over the past year to help address city centre issues. I have provided a brief update on this work below:

University and Students Union

During the past 12 months the service has continued to have a good and productive working relationship with the University of Lincoln, particularly around tackling student issues across the city. As we move back to normality, the teams will work closely together to continue to support students and communities to coexist.

Police

The PPASB service and the Intervention Team have continued to work closely with both Neighbourhood Policing Teams across the city throughout the past 12 months. The colocation of the Carholme, City Centre and Abbey Neighbourhood Police Teams in the PPASB office at City Hall further improved the working relationships and allowed officers to work closer and support each other to tackle ASB across the city. The Intervention Team has worked with the Police on a number of operations, including knife crime and weapons, county lines and PSPO enforcement.

Safer Lincolnshire Partnership

The Safer Lincolnshire partnership has continued to have strategic overview of three key areas. These areas are Anti-Social Behaviour ((ASB), 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 the ASB Core Priority Group.

Protecting Vulnerable People

The 'Protecting Vulnerable People' group was expanded over the past two years to encompass Hate Crime, PREVENT, Domestic Abuse and Modern Slavery. This approach has ensured there has been a coordinated approach to a range of safeguarding issues and that training of staff and any materials that may be needed to protect vulnerable people have been centrally stored. The group initially worked on a number of priorities that focus on training of staff and ensuring that reports are centrally stored and auditable. I have provided a brief update on each of the areas that encompass the Protecting Vulnerable People agenda below.

Hate Crime

During the past year Council officers have continued to attend and support the Community Cohesion Steering Group and the council is currently reviewing Hate Crime Awareness training for all staff through the Protecting Vulnerable People Group.

PREVENT

Officers from the council have continued 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 have continued to be required to complete online PREVENT training at least every two years.

Domestic Abuse

With the introduction of the Domestic Abuse Act 2021, which came into effect from April 2021, under the new act domestic abuse no longer sits under the Safer Lincolnshire Partnership and instead a new domestic abuse board has been established. The council has continued to support and attend the strategic board and the operational group.

With the creation of the new board, agencies across the county are currently undertaking a strategic needs assessment to set the strategic priorities for the coming years.

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.

Modern Slavery

The council has continued to have a Modern Slavery Statement in place and remains signed up to a Modern Slavery Charter. During the past year, staff have continued to be required to complete Modern Slavery Awareness Training at the required intervals. Information on the topic of modern slavery is available to all staff via the council's staff intranet. The council's Modern Slavery Statement can be viewed via the following link - <https://www.lincoln.gov.uk/policies-publications/information-policies-publications/4>

CCTV Service



In the first 6 months of this year the team dealt with 5,200 incidents, conducted 253 police reviews, and produced 325 evidence discs. The department also dealt with 417 mental health related incidents and 219 missing persons.

News reports regarding the damage to two Imp trail statues was disappointing, but in both cases our operators tracked the two offenders leading to arrests and criminal convictions.

One of our operators also received a commendation letter from Lincolnshire Police following the officers support on a serious incident in the city centre. For this incident the operator alerted the Force Control Room with clear and concise details of the incident, together with continued provision of real time updates to officers. These actions were pivotal in ensuring all offenders were arrested on scene.

A well-respected and popular member of the team retired in March of this year after 25 years serving as a CCTV operator for the City of Lincoln Council. We wish this team member all the very best for their well-earned retirement.

Operators have shown tremendous support and professionalism during this difficult period and have continued to represent the City of Lincoln Council supporting local people with an excellent and vital service.

Looking ahead, to help further increase safety, the council will be expanding CCTV coverage in three areas that are popular walking routes home - Park ward, Abbey ward and Carholme ward.

In addition, an app is also currently being developed, which will mean that people who feel vulnerable can invite CCTV to watch them if they are able on their route home late at night. These improvements are funded by the Safer Streets fund, working with the Police and the Police and Crime Commissioner.

Lincoln Community Lottery



Launched in 2018, Lincoln Community Lottery has continued to raise additional funds for local good causes in and around the City of Lincoln. To date over £130,000 has been raised by the lottery, with 84 local good causes currently using the lottery to raise additional funds to support the work of their cause.

For every one-pound ticket sold, 10 pence directly supports the community fund, and a further 50 pence goes directly to the supporters chosen good cause. Between the period 4th August 2020 to 3rd August 2021, £10,500 was raised within the Lincoln Lottery Community Fund, which is a great achievement, especially during such a difficult year. Work is currently taking place with the support of Voluntary Centre Services to allocate these funds, which will involve local good causes being invited to apply for this funding to support the delivery of a specific project to benefit the residents of Lincoln. I am the Chair of the Lincoln Community Lottery Member Panel and together with Cllr Longbottom and Cllr Nannestad sit on the selection panel.

Below are some brief examples of how the funds raised by the lottery have been used by local good causes.

- To provide subsidised specialist strength training to women at risk of postnatal depression and anxiety.
- Provided a school with the funds to subscribe to an online maths platform to assist with maths provision during the periods of remote learning.
- Secured a local theatre company to visit a school and deliver Covid safe Christmas performances to each year group to help give the children a sense of some normality at Christmas time.
- Helped provide resources to run a cooking and gardening club for children after school.
- Paid for an author to deliver a virtual workshop on World Book Day.

Lincoln Social responsibility Charter

Interest in our Lincoln Social Responsibility Charter has continued to grow with 99 local organisations now signing up to the principles of the charter and gaining accreditation as socially responsible employers. Signees



include small, medium, and large employers from across a wide range of sectors. Throughout the Covid-19 pandemic, signees to the charter continued to go above and beyond to support their employees and the local community. This was really great to see and has certainly helped to demonstrate the importance of the charter and promoting the benefits and impact of undertaking socially responsible activities. To help raise awareness of those organisations gaining accreditation to the charter, the council continued to promote signees via a wide range

of routes, including via social media, press releases, promotional videos, online directory, articles in local business magazines, promotion on the bus station screen and more. To find out more about the charter and to view the online directory of signees, please visit www.lincoln.gov.uk/socialresponsibility

Holocaust Memorial Day



HOLOCAUST
MEMORIAL
DAY TRUST

Holocaust Memorial Day took place on 27th January 2021. Due to Covid restrictions, unfortunately we were unable to deliver an event internally this year, however, as an alternative Cllr Rosanne Kirk as portfolio holder at the time and the Leader Cllr Ric Metcalfe, working with the Communications Team, produced a video raising awareness of the impacts of the holocaust and the importance of marking Holocaust Memorial Day each year. The video was communicated to staff and residents via the council's social media channels. The theme of Holocaust Memorial Day 2021 was 'Be the light in the darkness'.

Whilst the focus during this past year has been on reducing the impacts of the pandemic, it was important that we continued to mark Holocaust Memorial Day, which takes place annually. Holocaust Memorial Day 2022 will take place on Thursday 27th January 2022 and the theme of the day will be 'One Day'.

Looking ahead to 2022

I look forward to further developing my knowledge of this portfolio, learning more about the vital support we provide to our residents and importantly driving forward the reducing inequality agenda across the council and the city over the coming year to further support those most in need.

Cllr Sue Burke
Portfolio Holder for Reducing Inequality