

Appendix A

Equality Journal

April 2020 to March 2021



CITY OF
Lincoln
COUNCIL

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Lincoln's ambitious future



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Filename	Equality Journal 2020-21

Forward

Welcome to the 2020-21 City of Lincoln Council Equality Journal. The Journal has been produced on behalf of the council's Equality and Diversity Advisory Panel. The panel is an informal advisory working group formed of councillors and officers overseeing equality and diversity at the council and monitoring the achievement against the council's equality objectives.

The purpose of the Equality Journal is to demonstrate how we have continued to meet our equality objectives through the delivery of a range of actions during the year 2020/21. The Journal also provides information on the makeup of the city, together with the makeup of the council's workforce.

During the year we saw a range of actions completed. These were a mix of service actions, together with actions specifically initiated as a result of the Coronavirus pandemic. We are extremely proud of what the council achieved during an extremely difficult year. This wouldn't have been possible without the dedication and efforts made by our staff and councillors.

It is expected that the impacts of the Coronavirus pandemic will continue for many years to come. It is important that we continue to provide equal opportunity and foster good relations between our residents, which will be more important than ever before.

Councillor Naomi Twedde - Chair of Equality and Diversity Advisory Panel



1. Introduction

There are three aims outlined in the Equality Act (2010) and the Public Sector Equality Duty. These are to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

The nine protected characteristics are:

- Age
- Disability
- Race
- Sexual orientation
- Gender
- Pregnancy and maternity
- Religion and belief
- Gender reassignment
- Marriage and civil partnership

The main purpose of this Equality Journal is to provide an update on the activities City of Lincoln Council has undertaken towards achieving the council's Equality Objectives between 1st April 2020 and 31st March 2021 and to provide in one place up to date equality information. It is in effect the council's Equality and Diversity Annual Report. In addition, the Equality Journal also includes information on City of Lincoln Council's workforce demographics and Lincoln's resident demographics, both of which are used to inform decision making.

2. Our Equality Objectives

Adopted in early 2020 in line with the council's refreshed strategic plan, Vision 2025, were the council's revised equality objectives for the four-year period from April 2020.

The continued close alignment of the council's equality objectives with its strategic priorities as set out within Vision 2025 provide solid foundations for ensuring equality and diversity are embedded in the work of the council.

These objectives are:

- Our services are more accessible and do not discriminate on any unjustifiable grounds
- Local communities and stakeholders are empowered to influence the way our services are provided to them
- Equality and Diversity is at the heart of decision making at all levels within the council
- Our workforce at all levels reflects the make-up of the local community
- Equalities, Social Inclusion and Community Cohesion have all improved within our communities

The Corporate Policy Unit continues to retain responsibility for monitoring the Equality Action Plan, ensuring Equality Objectives are reviewed appropriately, assisting service areas with equality analyses, and providing overall equality information for the council in this annual Journal.

Human Resources continue to manage staff training in respect of equality and diversity, provide information relating to the council's workforce and provide employment advice around equality and diversity (e.g. recruitment), whilst legal advice continues to be provided by the Legal team. Support and training for members continues to be provided by Democratic Services.

An underpinning Equality Objectives Action Plan for 2020-21 set out specific actions identified by service areas in service plans and is therefore a way of demonstrating progress against the five overarching objectives. Brought together by the Corporate Policy Unit, the plan uses a traffic light system to indicate where we are in terms of achieving progress against specific actions and who is responsible.

At the end of the year **5** actions from the initial 2020/21 action plan had been completed, and a further **11** actions initiated in response to the Covid-19 pandemic were completed making an overall total of **16** completed equality actions.

The following pages list the main activities progressed between April 2020 and March 2021, which go towards meeting each of the council's Equality Objectives,

and highlight some of the key achievements, specifically focused on those delivered as a result of COVID-19.

2.1 - Our services are more accessible and do not discriminate on any unjustifiable grounds

Main actions progressed between April 20 and March 21:

- Progressed Boutham Park Lake project which included specific works targeted at protected characteristics
- Reviewed alternative languages and supporting text for council publications to ensure this included the most frequently spoken languages in the city.
- Survey by Customer Services to gain a clear understanding of our customer's experience of contacting the council during the start of the COVID pandemic.
- Continued development of the 70-unit extra care development on Bowden Drive in Lincoln

Case Study

- **Progress Boutham Park Lake project** – The Boutham Park Lake Restoration Project works were funded by £658,700 awarded by the National Lottery Heritage Fund, along with city council funding, and delivered in partnership with Lincolnshire Wildlife Trust. The awarded contractor, Ebsford Environmental, began improvements to the lake in January 2021 and the works were completed in summer 2021. An additional £58,969 was awarded to the project by the FCC Communities Foundation in June 2021.

The improvement works included a number of activities targeted at protected characteristics. This work included:

- Lake edge and woodland under-storey planting
- Footpath improvements
- The provision of fishing pegs
- Access to occasional boating
- Improvements to the surface around the beacon
- The addition of a viewing platform
- Addition of benches and picnic tables
- A community art installation and lost features trail

Following completion of the works, the lake and surrounding area is now an accessible space for visitors from all backgrounds to enjoy.

This project is set to bring a number of opportunities for volunteering and skills building for years to come.

2.2 - Local communities and stakeholders are empowered to influence the way our services are provided to them

Main actions progressed between April 20 and March 21:

- Regular consultation with members of the Lincoln Citizens' Panel on a number of topics
- Promotion and delivery of Lincoln Community Lottery on behalf of more than 80 local good causes
- Commenced a review of the council's Consultation Strategy to include specific consideration of protected characteristics
- Ongoing support for the Lincare housing assistance scheme enabling disabled and older people to live independently.

Translation and interpretation

Our policy is generally not to translate or interpret unless required. However, we do monitor carefully where requests for interpretation have been made - details of which are provided in the table below.

Table of requests for interpretation – April 20 to March 21

Language	Number of times requested
Polish (Poland)	18
Arabic (Egypt)	1
Arabic (Classical)	0
Bulgarian (Bulgaria)	5
Greek (Greece)	8
Lithuanian (Lithuania)	5
Latvian (Latvia)	0
Portuguese (Portugal)	0
Romanian (Romania)	11
Russian (Russia)	16
Slovak (Slovakia)	10
Turkish (Turkey)	3
Chinese (Simplified, PRC)	0
Mandarin (Chinese)	1
Cantonese (Chinese)	2
Bengali (Bangladesh)	1

Language	Number of times requested
Hindi (Indian)	1
French (France)	1
TOTAL	83

In addition to the interpretations above, the council provided interpreters to work with our team in the Sincil Bank and Monks Road area of the city during January 2021 as part of a wider intervention to encourage people to go and get tested for Covid 19 at a local testing centre (this was before home testing kits became widely available). We recognised the make-up of the community and the particular challenges in engaging communities on the doorstep whose first language was not English, therefore we provided interpreters in person to start with, and then as the project progressed, we reverted to the telephone interpretation service.

There were no requests for translation between April 2020 and March 2021, however, in accordance with the legal requirements to provide translation services, and the increase in enforcement action, it is likely that the number of translations required by the City of Lincoln Council will increase over the year ahead to ensure our services continue to be accessible to our all residents and service users.

2.3 – Equality and Diversity is at the heart of decision making at all levels within the council

Main actions progressed between April 20 and March 21:

- Produced the 2019/20 Equality Journal
- Equality and Diversity Advisory Panel met virtually on two occasions to consider and comment on equality issues (September 2020 and March 2021).
- Developed a new area of the council's intranet, City People, to communicate equality and diversity news, events and training to staff working remotely during the COVID-19 pandemic.
- All committee reports requiring decisions include paragraph on the impact on equality and also a detailed equality analysis if appropriate.
- Ongoing commitment to equalities in our strategic plan Vision 2025 with continued commitment to reducing all kinds of inequality.
- Developed and implemented the equality action plan for 2021-22.
- Ongoing development of the councils website in line with accessibility legislation

Case Study

Developed a new area of the council's intranet, City People, to communicate equality and diversity news, events and training to staff working remotely during the COVID-19 pandemic.

Previously the council highlighted equality and diversity related matters to staff members via the equality and diversity notice boards located at City Hall and Hamilton House. Due to large numbers of council staff now working from home as a result of the COVID-19 pandemic, and with this set to continue into the future, the council has created an equality and diversity area on the council's intranet, City People. This new area contains equality and diversity related news and events, together with links to equality and diversity related training courses. For those staff members working in the housing repairs service located at Hamilton House, the equality and diversity notice board continues to be updated regularly. This helps to ensure all staff continue to receive important information on the topic of equality and diversity.

2.4 – Our workforce at all levels reflects the makeup of the local community

Main actions progressed between April 20 and March 21:

- Reviewed council recruitment data by protected characteristic to ensure the council continued to recruit individuals from a diverse range of backgrounds
- Continued to deliver manager briefings and workshops, which included equality & diversity topics
- Monitored the make-up of the workforce
- Considered the impact of new ways of working during lockdown and beyond on all staff, including impact relating to protected characteristics
- Publication of the Gender Pay Gap 2020
- Retained accreditation as a Mindful Employer and Disability Confident Employer
- Successfully gained accreditation to the Lincolnshire Carers Quality Award

2.5 – Equalities, Social Inclusion and Community Cohesion have all improved within our communities

Main actions progressed between April 20 and March 21:

- Delivered a Community Helpline to support vulnerable residents during the initial Covid-19 lockdown
- Befriending service developed and launched for elderly and disabled residents and those asked to shield during initial lockdown
- Delivered school meals initiative for Easter Holidays, October half term and Christmas
- Delivered pensioner voucher scheme to assist in initial lockdown
- Supported the setup and rollout of the emergency Lincoln COVID-19 Crisis Fund
- Ensured resilience support for Lincare during initial lockdown
- Kept under review impact of ongoing pandemic on vulnerable residents and initiated support as required
- Lincoln Social Responsibility Charter further developed with over 90 signatories by year end
- Facilitated the development of an informal network of organisations to provide support to our Black, Asian and Minority Ethnic (BAME) communities in the city. The network is known as Lincoln Embracing All Nations and is currently working towards creating a shared space in the city.

Case studies:

Each of the COVID-19 initiated activities listed above, together with a wide range of other activities undertaken outside of the council by community groups, voluntary groups and individuals, have helped to bring our communities together during an extremely difficult and challenging year for all.

COVID Support

The Coronavirus lockdown in England commenced in March 2020, with further lockdowns and restrictions remaining in place for the duration of 2020 and into 2021.

Throughout this time City of Lincoln Council responded to a wealth of challenges, which required the council to quickly change the way we work to ensure ongoing delivery of existing and new services to help those most in need. Many staff were redeployed into new roles overnight, which helped ensure the council could support those in need as efficiently as possible.

Below provides a summary of the key emergency services the council provided during this difficult time.

Community Helpline

A brand-new weekday signposting service comprising phone lines and an email address was created to provide support and assistance to vulnerable residents. Help included providing access to food vouchers, prescriptions, help with utility bills and more. Where a staff member detected signs of isolation in the caller, the caller would also be offered support from the council's new befriending service.

Befriending service

To ensure those vulnerable and isolated residents of all ages and backgrounds had someone to talk to during the pandemic, a befriending service was developed and launched by the council in April 2020. The service connected council staff working from home with residents across the city who would benefit from regular conversations to help prevent feelings of loneliness and isolation during lockdown when many lost their network of social support.

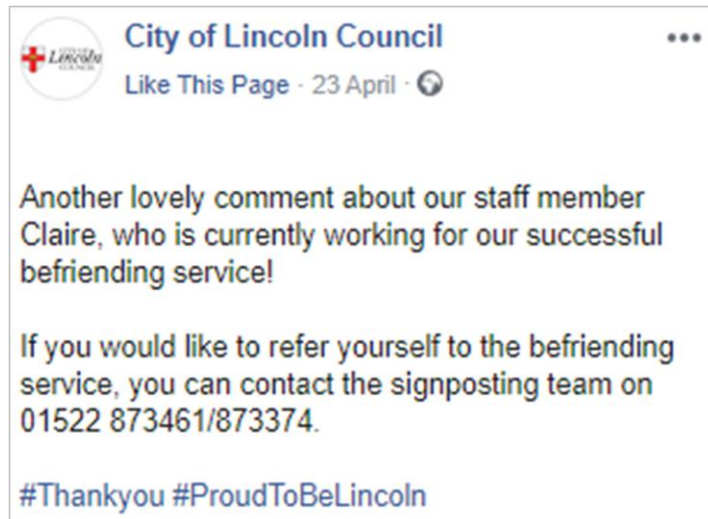
As well as offering regular calls, befrienders were also able to refer those in need to the Community Helpline when specific support was required.

The service ran from April 2020 through to July 2020, with staff making calls on a daily basis. The service was also relaunched on a smaller scale in the run up to Christmas 2020. This provided a friendly voice at a difficult time for many. At the peak of the service, 54 members of council staff were supporting over 500 residents. In total over 18,000 people were directly contacted by the council to see if they wanted to receive regular befriending calls. Throughout service delivery a significant number of positive comments were received, which confirmed the importance of the service and the positive impact this had on vulnerable people living in the City of Lincoln.

Julian usually works with our resident involvement team but is about to begin working with our new befriending service which ensures some of the most vulnerable residents of the city in isolation feel more socially connected.

For the latest updates and guidance regarding Covid-19 visit lincoln.gov.uk/coronavirus

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Further details on the success of this service can be found here - <https://www.lincoln.gov.uk/downloads/download/139/community-support-downloads>

Online mapping of community groups

Throughout the pandemic, voluntary groups and organisations provided essential support to many residents across the city in some form. To help signpost residents to where they could access this support, the council created an interactive map. This gave a visually friendly view of all approved voluntary organisations in the area and enabled residents to quickly find a group near them for support. Some of the information included on the map was food banks, stores offering delivery services, neighbourhood support groups and more. The map also provided information on the groups residents could support should they wish to volunteer and support their local community.

School meals initiative

The council financially supported the Active Faith Network prior to government clarifying its position on supporting families during the 2020 Easter holidays. This financial support enabled families eligible for free school meals to continue to receive support while they were at home. Working with seven local schools the council issued 384 vouchers to ensure children had access to food. This support proved vital for many families at a time when COVID-19 cases were rising significantly, and uncertainty levels continued to rise.

Lincoln COVID-19 Crisis Fund

A partnership was formed with Lincolnshire Community Foundation to offer financial grants of up to £2,500 to charities and community groups working to tackle the impact of COVID-19. This fund was supported through a donation from City of Lincoln Council, together with further donations from local businesses and also donations from the Lincoln Lottery Community Fund. In total 13 local charities and

community groups were supported by the crisis fund during 2020/21, with a total of £25,184.20 being raised and allocated.

A list of allocations from this fund is available via the following link:

<https://www.lincoln.gov.uk/people-community/lincoln-community-lottery/5?documentId=262&categoryId=129>

Resilience support for Lincare

Lincare is the continuous, automatic and remote monitoring of real time emergencies designed to manage the risks associated with independent living. The service provides a life line to many elderly, vulnerable and isolated residents. This service proved to be vital particularly during the early days of the COVID-19 crisis, with residents using the service to raise where emergency support was required. To ensure the Lincare service could continue to operate 24/7 throughout the pandemic for all its clients, additional support was provided. This service continues to be a vital lifeline for many.

3. Demographic of Lincoln

Total population
100,049

Source: ONS Mid-Year (2020) Population Estimates

Gender	Number	Percentage
Male	50,031	50%
Female	50,018	50%

Source: ONS Mid-Year (2020) Population Estimates

	Number	Percentage
Age 0-4	5,310	5.3%
Aged 5-9	5,477	5.5%
Aged 10-14	4,832	4.8%
Aged 15-19	8,013	8.0%
Aged 20-24	14,347	14.3%
Aged 25-29	7,873	7.9%
Aged 30-34	6,589	6.6%
Aged 35-39	6,087	6.1%
Aged 40-44	5,053	5.1%
Aged 45-49	5,105	5.1%
Aged 50-54	5,509	5.5%
Aged 55-59	5,819	5.8%
Aged 60-64	4,719	4.7%
Aged 65-69	4,156	4.2%

Aged 70-74	4,027	4.0%
Aged 75-79	2,777	2.8%
Aged 80-84	2,066	2.1%
Aged 85+	2,290	2.3%

Source: ONS Mid-Year (2020) Population Estimates

Religion or Belief	Number
Buddhist	303
Christian	54,265
Hindu	335
Muslim	902
Jewish	63
Sikh	73

ONS Census 2011

Disability	Number	Percentage
Day-to-day activities limited a lot	8,012	8.6%
Day-to-day activities limited a little	9,254	9.9%
Day-to-day activities not limited	76,275	81.5%

ONS Census 2011

Ethnicity	Number	Percentage
White British (England, Northern Ireland, Scotland, Wales)	83,653	89.4%
White Irish	719	0.8%
White Gypsy or Irish Traveller	80	0.1%
White: Other White	4,927	5.3%
Mixed/multiple ethnic group: White and Black Caribbean	367	0.4%
Mixed/multiple ethnic group: White and Black African	189	0.2%
Mixed/multiple ethnic group: White and Asian	372	0.4%
Mixed/multiple ethnic group: Other Mixed	302	0.3%
Asian/Asian British: Indian	522	0.6%
Asian/Asian British: Pakistani	139	0.1%
Asian/Asian British: Bangladeshi	139	0.1%
Asian/Asian British: Chinese	452	0.5%
Asian/Asian British: Other Asian	542	0.6%
Black/African/Caribbean/Black British: African	504	0.5%
Black/African/Caribbean/Black British: Caribbean	165	0.2%
Black/African/Caribbean/Black British: Other Black	109	0.1%
Other ethnic group: Arab	175	0.2%
Other ethnic group: Any other ethnic group	185	0.2%

ONS Census 2011

NiNo (National Insurance) registrations to adult overseas nationals entering Lincoln between 2013/14 & 2020/21

Financial Year	Number of NiNo (as of March each year)
2013/14	1,002
2014/15	1,164
2015/16	1,514
2016/17	1,592
2017/18	1,409
2018/19	1,091
2019/20	1,327
2020/21	470

Source: GOV.UK March 2021 National Insurance Number allocations to adult overseas nationals

In 2020/21 there was a significant decrease in the number of National Insurance registrations to overseas nationals entering Lincoln. This decrease could also be seen throughout the UK. At this time it is too early to determine whether this decrease is as a result of Brexit, the COVID-19 pandemic or a combination of both. Future data releases will continue to be monitored to help understand the reasons for this decrease.

Population of Lincoln that can speak English well by profession

Occupation	Main language is English	Main language is not English	Main language is not English: Can speak English well or very well	Main language is not English: Cannot speak English or cannot speak English well
1. Managers, directors and senior officials	4,523	162	138	24
2. Professional occupations	7,731	460	430	30
3. Associate professional and technical occupations	6,197	214	193	21
4. Administrative and secretarial occupations	7,305	175	149	26
5. Skilled trades occupations	7,380	393	269	124
6. Caring, leisure and other service occupations	6,910	334	295	39

7. Sales and customer service occupations	9,350	187	162	25
8. Process, plant and machine operatives	5,949	1,182	801	381
9. Elementary (entry level/basic skills) occupations	12,331	1,200	764	436

ONS Census 2011

Population of Lincoln that can speak English well by ward

Area	Main language is English	Main language is not English	Main language is not English: Can speak English well or very well	Main language is not English: Cannot speak English or cannot speak English well
Lincoln	67,676	4,307	3,201	1,106
Abbey	7,582	1,192	868	324
Birchwood	5,911	259	198	61
Boultham	5,567	283	199	84
Bracebridge / Witham	5,530	119	86	33
Carholme	10,904	667	556	111
Castle	5,761	188	151	37
Glebe	4,843	366	259	107
Hartsholme	5,092	105	90	15
Minster	5,388	137	109	28
Moorland	5,355	144	100	44
Park	5,743	847	585	262

ONS Census 2011

Please note the Census 2011 data provided in this section is now ten years old, however, remains the latest data available. New Census data is expected to be published in early 2022 and will feature in the Equality Journal April 2021 to March 22.

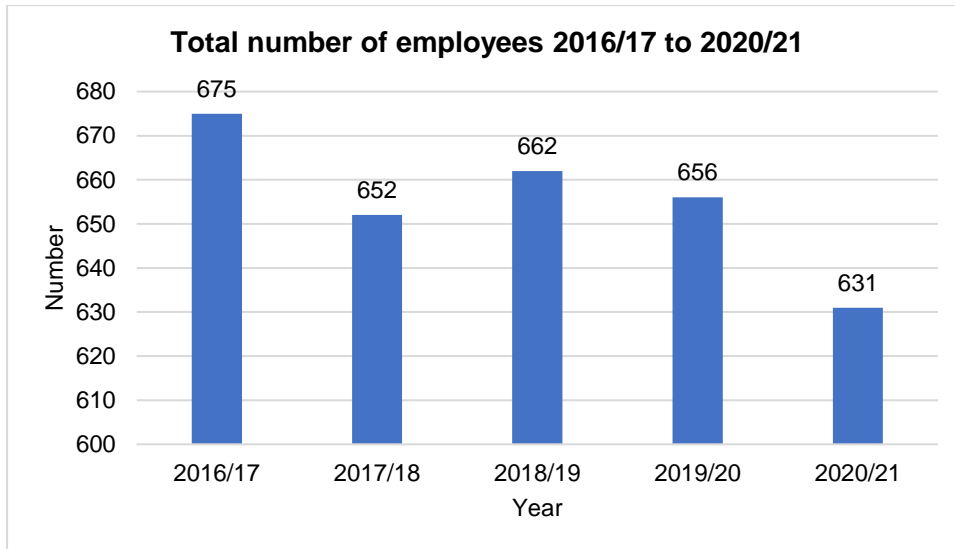
4. Our workforce over time

Previously we have compared City of Lincoln Council's workforce data against the wider 2011 Census data for Lincoln. However, as the Census data is becoming less comparable, this section is now purely focused the council's workforce to help show how our workforce demographics have changed over time.

In some cases, comparable data isn't available for the full period 2016/17 to 2020/21, and in these cases the most recent data has been provided.

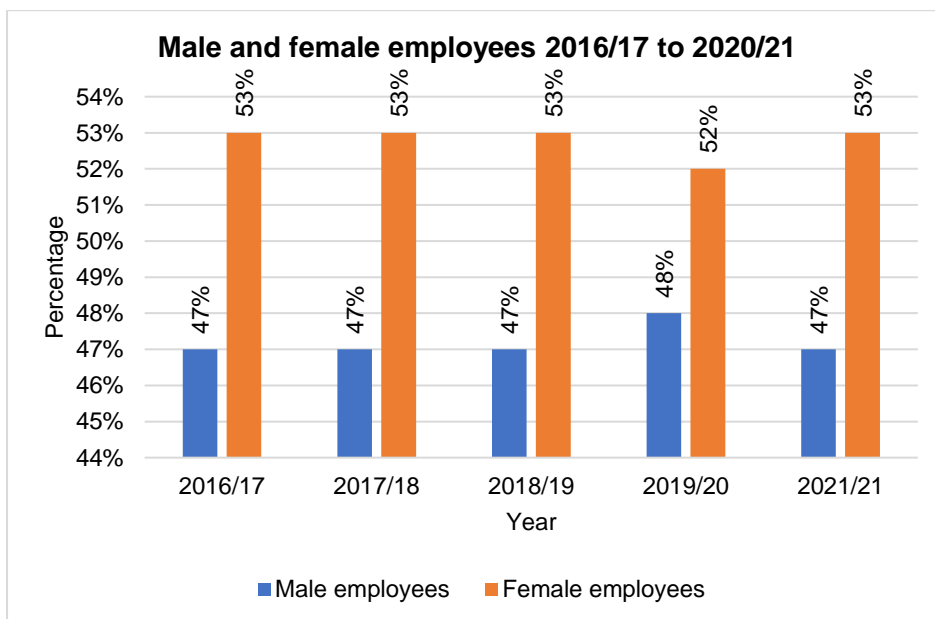
It should be noted that the council’s policy to initially offer jobs internally (to provide existing staff with development opportunities) means the rate of change in employee demographics is necessarily slower than if all vacancies were offered externally.

Total number of employees



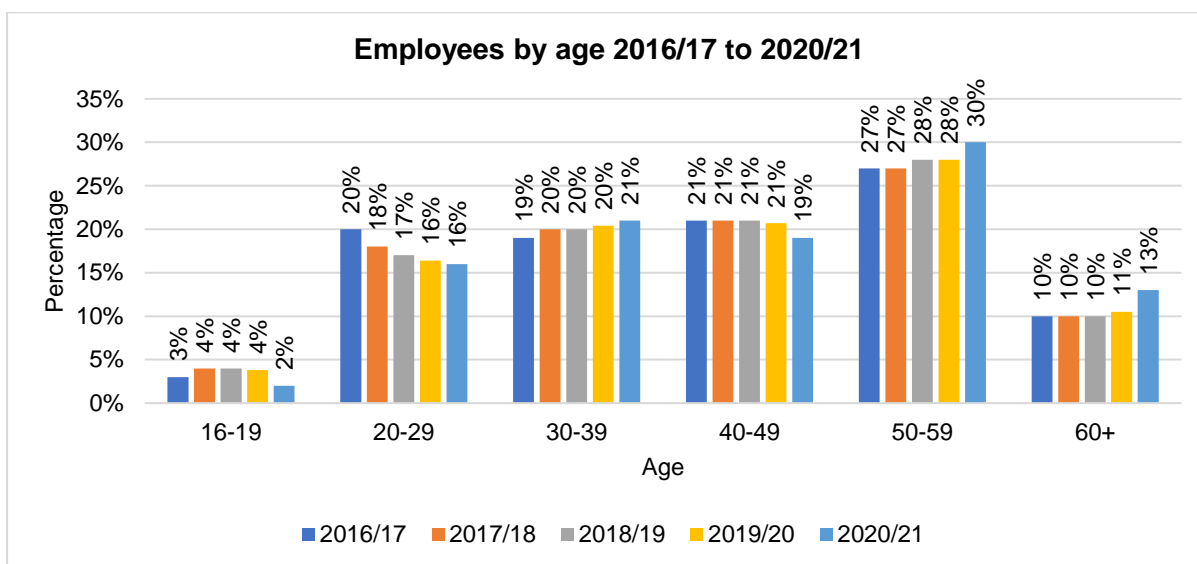
	2016/17	2017/18	2018/19	2019/20	2020/21
Total number of employees	675	652	662	656	631

Male and female employees



	2016/17	2017/18	2018/19	2019/20	2020/21
Male employees	47% (317)	47% (309)	47% (311)	48% (314)	47% (294)
Female employees	53% (358)	53% (343)	53% (351)	52% (342)	53% (337)

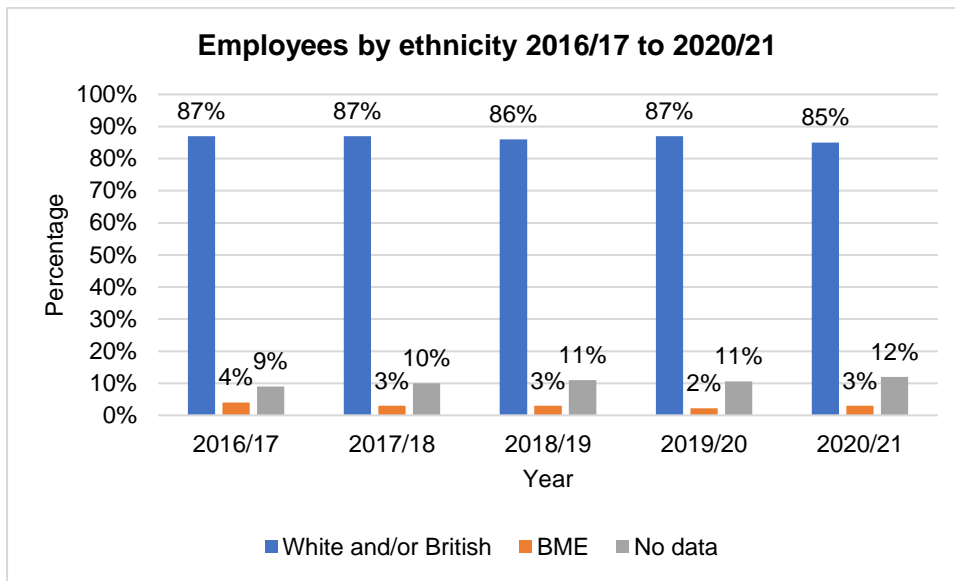
Employees by age



Age	2016/17	2017/18	2018/19	2019/20	2020/21
16-19	3% (22)	4% (23)	4% (26)	4% (25)	2% (11)
20-29	20% (132)	18% (117)	17% (112)	16% (108)	16% (101)
30-39	19% (131)	20% (132)	20% (134)	20% (134)	21% (134)
40-49	21% (143)	21% (140)	21% (140)	21% (136)	19% (118)
50-59	27% (179)	27% (177)	28% (184)	28% (184)	30% (187)
60+	10% (68)	10% (63)	10% (66)	11% (69)	13% (80)

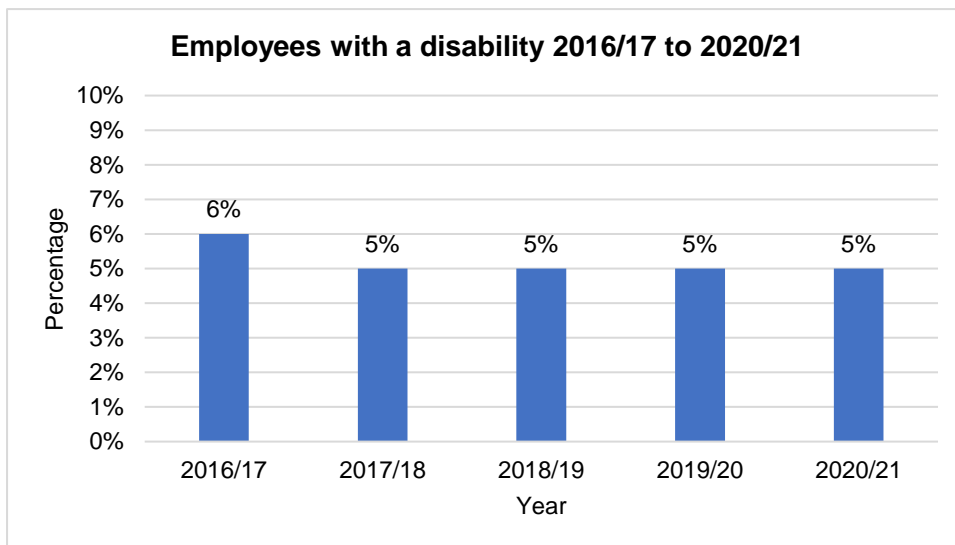
The data above shows at the end of March 2021 there continues to be a high number of employees within the age group 50-59. The Human Resources team is currently reviewing the council's recruitment policy with the aim of attracting a more diverse range of candidates to council positions. This includes methods to recruit younger people by re-engaging with schools (Work Based Learning team), where we advertise and highlighting benefits e.g., flexible working and employer branding.

Employee by ethnicity



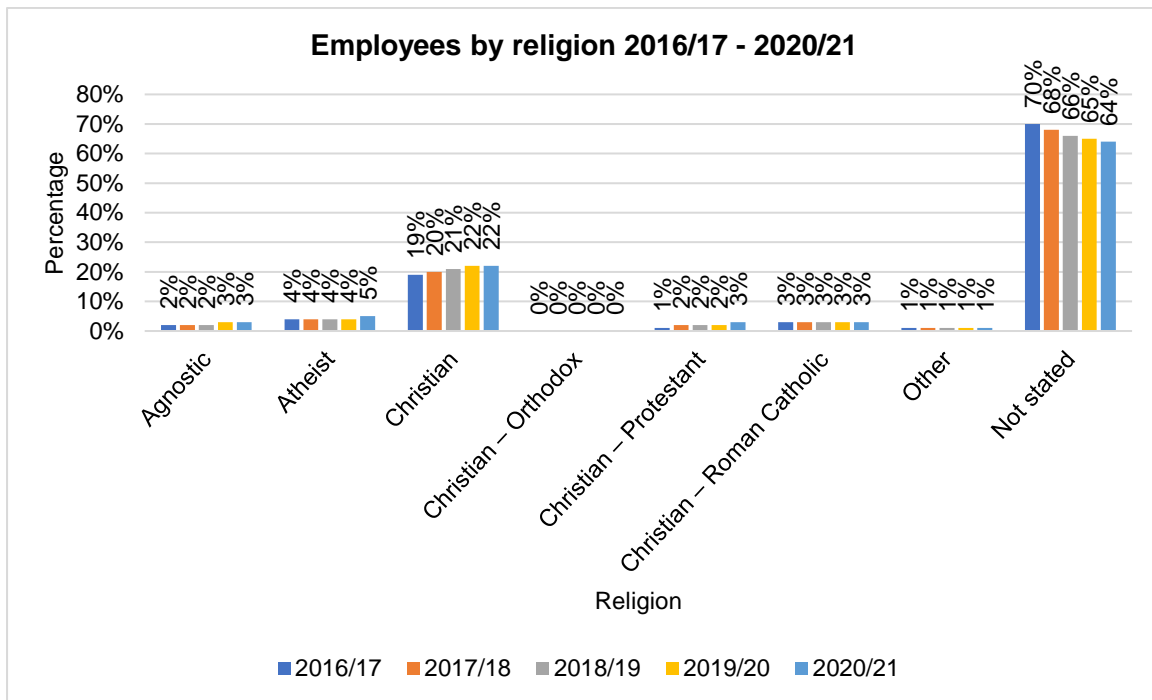
	2016/17	2017/18	2018/19	2019/20	2020/21
White and/or British	87% (587)	87% (565)	86% (571)	87% (571)	85% (535)
BME	4% (28)	3% (20)	3% (20)	2% (15)	3% (18)
No data	9% (60)	10% (67)	11% (71)	11% (70)	12% (78)

Employees with a disability



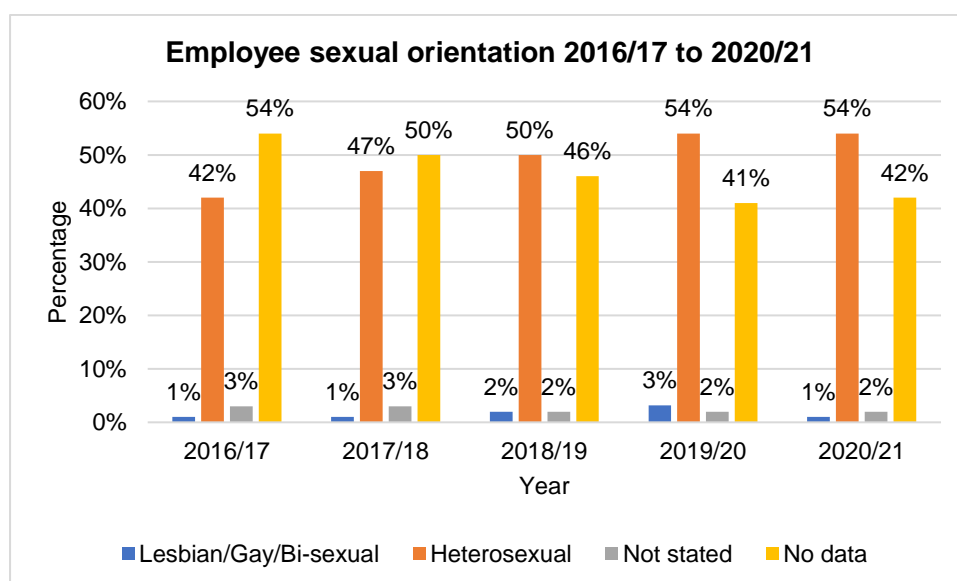
	2016/17	2017/18	2018/19	2019/20	2020/21
Employees with a disability	6% (38)	5% (34)	5% (30)	5% (34)	5% (32)
Total number of employees	675	652	662	656	631

Employees by religion



	2016/17	2017/18	2018/19	2019/20	2020/21
Agnostic	2% (12)	2% (13)	2% (15)	3% (17)	3% (16)
Atheist	4% (24)	4% (24)	4% (28)	4% (29)	5% (29)
Christian	19% (128)	20% (133)	21% (139)	22% (146)	22% (140)
Christian - Orthodox	0% (2)	0% (2)	0% (2)	0% (1)	0% (1)
Christian - Protestant	1% (10)	2% (13)	2% (14)	2% (14)	3% (16)
Christian - Roman Catholic	3% (22)	3% (20)	3% (20)	3% (21)	3% (21)
Other	1% (5)	1% (6)	1% (7)	1% (4)	1% (6)
Not stated	70% (472)	68% (441)	66% (437)	65% (424)	64% (402)

Employees by sexual orientation



	2016/17	2017/18	2018/19	2019/20	2020/21
Lesbian/Gay/Bi-sexual	1% (8)	1% (7)	2% (10)	2% (11)	2% (11)
Heterosexual	42% (284)	47% (304)	50% (333)	54% (354)	54% (340)
Not stated	3% (19)	3% (18)	2% (14)	2% (14)	2% (13)
No data	54% (364)	50% (323)	46% (305)	42% (277)	41% (267)

5. Ways of contacting us

If you have any questions on the contents of this Equality Journal, or want to know more about how the City of Lincoln Council is working to meet the aims of the Equality Act 2010 and the Equality Duty, please contact:

By Post

Policy Unit
 City of Lincoln Council
 City Hall
 Beaumont Fee
 Lincoln
 LN1 1DD

By E-mail

policy@lincoln.gov.uk

By Telephone

01522 881188

Alternative languages

The City of Lincoln Council is passionate about promoting equality and diversity. If you have difficulty in understanding anything in this document, please call us on 01522 881188, or email us at customer.services@lincoln.gov.uk, where we can call in an interpreter for you.

Bulgarian

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Chinese (Simplified, PRC)

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