

**REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES****REPORT BY COUNCILLOR S BURKE – PORTFOLIO HOLDER FOR REDUCING INEQUALITY**

I continue to be impressed by the dedication of council employees and elected members in helping to ensure our residents receive the support they need. This has been especially important over the past twelve months due to the continuing impacts of the pandemic and the evolving cost of living crisis. I would like to say a huge thank you to our staff and members for your effort and professionalism during this time of ongoing uncertainty.

I would also like to thank Lincoln's statutory, religious, and voluntary agencies who continue to work with the council and have contributed to mitigating some of these new challenges we have faced during the previous year. This support builds upon the vital support these agencies provided to our residents during the pandemic. Through effective partnership working we continue to find innovative ways of breaking down equality barriers and ensuring the most vulnerable in the city receive the support they need.

Included in my report below are updates on those council services under the responsibility of my portfolio. These updates focus on key achievements and success stories over the past twelve months. I have also provided the latest outturns for those performance measures linked to services under my portfolio in Appendix 1.

I would particularly like to thank council officers for their input in helping to produce this report.

**Welfare and benefits advice**

The Welfare team is a long-established element of the advice and support that the council provides for residents. The team specialise in assisting people to claim all forms of DWP benefits and statutory grants, HMRC tax credits and also discretionary awards, grants, and charitable payments. The team can advise on what is available to be claimed, assist with the application process, and provide help to challenge decisions where they consider a reconsideration or

appeal is merited.

In the financial year 2021/22, the team saw an increased number of enquiries, advising a total of 7,467 Lincoln residents compared to 6,830 in the previous year.

Additional benefits claimed by Lincoln residents who sought the advice and assistance of the Welfare Team in 2021/2022 totalled a weekly value of £22,623. Over the full year these additional benefits can be estimated to deliver new money to the value of £1,176,396. 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 £271,497.

To illustrate what these figures can mean to an individual, one very typical example of a resident helped was a disabled resident who previously had no success obtaining Personal Independence Payments (PIP) for himself. With advice and assistance his claim was successful, and he was awarded standard rate for both Daily Living and Mobility of £83.70 per week, with backdated arrears of £1,757.70. This gentleman reports that the advice of the team has "changed his life and made it worth living".

The money advice side of the team's work is performed under the regulations of the Financial Conduct Authority and is focussed on securing the best outcome for the client. The workload is picking up after a period of lower activity during the pandemic. Whilst we were in lockdown tenants were protected from eviction due to rent arrears and most creditors froze recovery action on outstanding debts. This meant that there was no demand for advice on how to respond to collection agents or letters threatening court action.

During the year the team assisted and advised 134 individuals with their debts, this compares to 66 in the previous 12 months. The team start by doing a full check of incomings and outgoings. An income maximisation process and an analysis of expenses forms the foundation before help is given to negotiate with creditors, set up affordable payment arrangements, and where appropriate, seek solutions such as debt relief orders.

### Welfare Reform, Covid 19 and Cost of Living Support

Our Welfare Reform Support Team has continued to provide vital support to the residents of Lincoln. This support has included providing a proactive response to matters relating to not only welfare reforms and related benefits support, but also significant support over the last 2½ years in relation to Covid-19 and Cost of Living support.

In terms of the Test and Trace Support scheme, which ran from September 2020 to April 2022 delivering payments of £500 to those having to self-isolate due to Covid-19 and suffering financial hardship as a result, the team delivered £1,045,500 of these payments in Lincoln.

In respect of the first wave of Household Support Fund, the team made the following payments from December 2021 to March 2022:

Category	Food	Energy	Essentials linked to Energy & Water	Wider Essentials	
Number of families without children	628	401	39	223	
Number of families with children	953	606	84	532	
<b>Total Amount of Award</b>	£241,900	£97,742	£12,400	£75,500	<b>Total Paid £427,542</b>

The second round of Household Support Fund (HSF2) has also now been delivered. Working with foodbanks in Lincoln in August and September 2022, over £90,000 in HSF2 vouchers have been delivered to more than 700 households identified as in need of assistance through this fund. Also, 2,077 residents of pension age have received a HSF2 voucher of £110 each, during September 2022. A third wave of Household Support Fund has been announced and will run through to March 2023 - it is anticipated that this team will again deliver these vital monies to assist with food and energy costs.

As well as support and advice in relation to 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 2021/22, the team paid out £195,454 to help our residents with their housing costs. Up to the end of Quarter 2 2021/22, the team had already paid out £832,886 in DHP, to 203 residents. This proactive approach aims to help residents mitigate impacts of welfare reforms.

The Council Tax Energy Rebate scheme has been a significant and resource-intensive scheme, with almost 38,000 payments of £150 per household being delivered over the first half of 2022/23. A Discretionary Council Tax Energy Rebate scheme is also in place, with a fund of £196,950 to be delivered by the end of November 2022.

The Cost of Living crisis is continuing to have a significant impact on many. To help our residents to navigate these impacts, the council has recently produced an extremely useful Cost of Living Support Guide. The guide provides details of the wide range of support currently available for residents, with a specific focus on the areas of –

- benefits
- energy saving
- financial
- food
- housing
- well-being & emotional support.

The guide can be found on the homepage of the council's website. Hard copies have also been shared with our key partners for further distribution to Lincoln's residents, and also placed within the council's community centres.

In addition, co-ordinated work throughout the City and County is taking place in relation to warm spaces, recognising the need to ensure a joined-up and clear response for our residents. A verbal update on the progress made on this area of support will be provided at Performance Scrutiny Committee on 17<sup>th</sup> November 2022.

### **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 August 2021 these figures were 4,256 and 8,463 respectively. Our Council Tax Support caseload rose sharply as a result of the initial Covid-19 lockdown. The caseload had plateaued somewhat before falling and returning back to pre-pandemic levels. However, with the ongoing cost of living pressures on residents there is the potential that the number of Council Tax Support claimants may begin to increase again.



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 are currently being processed within an average of 16.41 days and Changes of Circumstance in 6.44 days (as at the end of Quarter 2 2022/23). When compared to national average processing times, new claims were nationally processed in an average of 22 days and Change of Circumstance in an average of 8 days (based on data released on 26<sup>th</sup> October 2022).

### **Discretionary Rate Relief Policy**

A 'Business Rates Growth Policy' was approved by Executive on 23<sup>rd</sup> 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 on the local economy.

The impacts of Covid-19 meant applications under this policy understandably reduced. In 2021/22, a total of £19,337.95 was awarded under this policy, and to date in 2022/23 a total of £33,058.65 has been awarded.

The Business Rates Team has been instrumental in supporting businesses in 2021/22, awarding £9.5 million in Expanded Retail Discount. This team has also delivered the Covid Additional Relief Fund to eligible and applying businesses, to the value of £864,736.

## Financial Inclusion

Financial inclusion continues to be a key objective and factor in many areas of our Revenues and Benefits Service's work. The Lincolnshire Financial Inclusion Partnership (FIP) is currently chaired by the Head of Shared Revenues and Benefits for City of Lincoln Council and North Kesteven District Council, which brings together organisations and partners to promote and raise the profile of financial inclusion across the county. FIP aims to ensure that everyone has the capability and opportunity to access appropriate financial services and products needed to participate fully in society.



FIP works to develop, implement and, when available, gain funding for positive solutions to improve financial inclusion for all people within Lincolnshire. The FIP also provides a forum for sharing good practice and information.

In terms of scope of activity, FIP works in partnership to coordinate the discussion, development and delivery of services and identify issues connected to the alleviation of financial exclusion in Lincolnshire. Areas of activity include but are not limited to:

- Banking Services
- Insurance and savings
- Financial capability
- Affordable and responsible credit
- Debt advice and emergency help
- Advice and support to access welfare benefits and entitlements

FIP is currently further developing an action plan relating to financial inclusion for Covid-19 recovery in Lincolnshire, which is managed and monitored through quarterly meetings of the FIP Steering Group and full FIP Group. The action plan specifically focuses on helping to reduce the current cost of living pressures on residents.

## Skills and Training (including Adult Learning and The Network)

The Head of Shared Revenues and Benefits has key links into a number of employment and skills related schemes, including the Restart scheme, providing assistance and intelligence in relation to cohorts who may benefit under such a scheme as well as connecting key partners.

### 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 and since then, 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 2021 to October 2022.

<b>The Network</b>	
Clients total (all projects)	185
New clients	122
Appointments total approximately (virtual and in person, not including between session support)	809 attended
<b>Projects / funding: CareerNet, Flexible Support Fund with Department for Work &amp; Pensions, City of Lincoln Council room space</b>	
Job Outcomes	25 confirmed
Kickstart	17 confirmed
Training	15 confirmed
Volunteering / work experience	11

### Homelessness and Rough Sleeping

The volume of work in the Allocations, Homelessness and Rough Sleeping services continues to be extremely challenging. The teams have now settled into a blended working pattern with officers mixing working from home and in the office to ensure they are available to see members of the public in person as needed.

The team continues to receive extremely high numbers of homelessness enquiries, with around 260 cases usually open at any one time. The team is also seeing higher numbers of placements in temporary accommodation, although the length of stay is still within target. In addition, the team is also receiving high numbers of Housing Register applications. It is likely the high numbers are due to the current cost of living crisis, with many people trying to move into council accommodation, which tends to be cheaper than the private rented sector.

The team and I are delighted that the council has secured continued funding of around £1 million per year through the Rough Sleeping Initiative for a further 3 years to March 2025. Our Rough Sleeping Team continues to work with our most vulnerable clients to try to ensure that no-one has to spend any time living on the streets. The team undertake outreach throughout the week and the actual numbers out varies from around 2-8 at any one time. Of these there is a small core of people that the team is trying to engage with, whilst the others will generally be new to Lincoln.

### Asylum Seekers and Refugees

Members will be aware that the council has been actively involved in the Vulnerable Persons Resettlement Scheme, having provided accommodation for families from Syria and Afghanistan.

Since the spring the council has also been a key partner in the response to the Ukrainian War Crisis. We have provided housing advice to those arriving under the Ukrainian Family Scheme and have also been working closely with Lincolnshire County Council, the other Lincolnshire districts, and other key partners to implement the Homes for Ukraine Scheme. Officers have undertaken property safety and suitability checks where local people have offered to be sponsors for those fleeing the war in Ukraine and are also administering the welcome guest payments and ongoing sponsor payments. In Lincoln we have now welcomed over 60





households into sponsor properties and continue to work to help the families settle into the community.

## Neighbourhood Working



During the past twelve months the Neighbourhood Team has reverted back to solely focusing on interventions in the Sincil Bank area. This was following an absence of almost two years where the team was dedicated to supporting the council's efforts to help vulnerable members of our community during the pandemic.

In November 2021, Ward Councillors reported and gained approval to focus on the following physical improvements in the area:

- Hermit Street redevelopment
- Creating open / green spaces
- Residents parking
- Redesign of the highways infrastructure / urban design
- Cleaner Safer Streets
- Palmer Street garage site

All projects are progressing well. Highlights over the last twelve months include:

- The funding and installation of additional CCTV cameras covering many of the fly tipping hot spots in the area.
- A week of action aimed at encouraging reporting of fly tipping and informing the community of how to dispose of waste correctly.
- Lincolnshire County Council has progressed the Residents Parking Scheme with a final decision across the whole of the Sincil Bank area expected early in 2023.

Alongside these physical interventions, the team has worked hard to reconnect with the community following this two-year absence from the neighbourhood. Sincil Bank Community Hub is now back open five days a week providing invaluable support to members of our community. During the first quarter of 2022/23, 90 residents were supported. The support that is offered is extremely diverse and during the last year we continued to support many new comers to the city. This support can cover topics including housing, school admissions, welfare advice and employment.

The team has also funded events to assist in bringing our communities together. The largest was an event to commemorate the Queen's Jubilee. It is estimated that this was attended by over 400 local residents. The team has also continued to administer the Community Chest, which is used to kickstart community activity in the area. This fund has seen the inception of a local football team and a gardening project that aims to significantly improve the physical appearance of Portland Street.

The need to support our culturally diverse communities is demonstrated to the team on a daily basis and the team has been instrumental in creating an organisation called the Lincoln Embracing All Nations (LEAN) to provide advice and guidance to these communities.

## Equality and Diversity – Employer perspective

Over the past twelve months the Human Resources team has continued to offer support, advice and guidance on equality, diversity, and inclusion at the Council.

Line manager briefings have continued covering a wide range of topics. Over the last year focus has been on managing and supporting mental health in the workplace, with a number of face to face sessions provided by the HR team.

The Council successfully retained accreditations as a Mindful Employer, Disability Confident Employer, and retention of the Carers Quality Award. In addition the Council has been officially approved as a Foster Friendly Employer.

The Council's workforce as of 31<sup>st</sup> March 2022 stood at 612 staff members, of which 280 were males and 332 were females. 27 members of the workforce declared a disability and 19 were from a black and ethnic minority group. The largest age group was 50 to 59 years of age, with 185 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 role as portfolio holder for reducing inequalities, I am also the 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 Panel. 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.

At the end of the year 15 out of the 21 actions from the 2021/22 action plan had been completed. Six actions within the plan were not progressed within the year, which was either due to resource pressures or it not being possible to progress the actions due to other influencing factors. However, all actions not progressed within the 2021/22 have been carried forward into the 2022/23 action plan and will be progressed during 2022/23.

With regard to the current Equality Action Plan 2022/23. This latest plan contains a total of 25 actions. As at 27<sup>th</sup> October 22, two actions were completed, thirteen were on target and ten were to be started soon.

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)

The PPASB team operates to protect individuals, the community, and the amenity of the City. The team operates over a broad range of areas, with the core services providing a combination of both proactive and reactive activities.

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



### Service Demand

The table below shows the demand on the PPASB service over the past three and a half years.

	Q1	Q2	Q3	Q4	Total
<b>2019</b>	742	864	621	554	2,781
<b>2020</b>	556	711	575	681	2,523
<b>2021</b>	1,007	1,065	839	814	3,725
<b>2022</b>	1,092	1,134			2,226 (YTD)

The outbreak and recovery period 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. The service saw an increase in demand during 2021 and the demand on the service has remained relatively high since, when compared to pre COVID-19 levels. Covid also accelerated the introduction of hybrid working within the team. This brought about many technological challenges and created new ways working, which the team is still working to stabilise and improve.

Formal enforcement action has remained relatively low across the team demonstrating that early informal intervention is successful. This approach has been key to achieving the PPASB team aims over the past 3 years. The Court system is still struggling with demand in the aftermath of Covid-19, therefore informal intervention is crucial to resolving cases and preventing court applications.

The table below shows PPASB Enforcement Action undertaken during 2020/21, 2021/22 and between 1st April 2022 and 27th September 2022 (Q1 + Q2 of 2022/23). 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.



<b>Enforcement type</b>	<b>01/04/2020 - 01/03/2021</b>	<b>01/04/2021 - 31/03/2022</b>	<b>01/04/2022 - 27/09/2022</b>
<b>Environmental Issues</b>			
Littering Fixed Penalty Notice	0	2	1
Dog Fouling Fixed Penalty Notice	0	0	0
Dog Straying Fixed Penalty Notice	0	0	0
Dog Straying Community Protection Notice	0	1	0
Fly Tipping Fixed Penalty Notice	2	7	4
Fly Tipping Prosecutions	0	1	0
Bins on streets Community Protection Notice	0	6	2
Fly tipping Community Protection Notice	13	14	1
Bonfire Abatement Notice	0	1	1
<b>Noise Issues</b>			
Noise Abatement Notices	15	12	5
Noise Abatement Notices - Dog	0	2	0
Noise Prosecutions	1	1	0
Noise Warrants	0	0	0
Noise Community Protection Notices	9	2	0
<b>General ASB Issues</b>			
ASB Community Protection Notices	19	6	0
Prosecutions	1	1	0
Injunctions	0	2	0
Criminal Behaviour Order	0	1	0
Closures	1	0	0
<b>Condition of property related issues</b>			
Prevention of Damage by Pests Notices	4	12	2
Condition of Garden or Property Notices, Inc F & V	1	4	6
Subsequent Fixed Penalty Notices	1	0	0
<b>Other enforcements</b>			

Prosecution for microchipping of dogs	0	0	0
Community Protection Notice for dog attack on person	0	0	1
Microchipping notice	0	1	0
Statutory Nuisance Notice (Light Nuisance)	2	2	0

## **Partnership working**

### **University and Students Union**

The service continues to build on its working relationship with the University of Lincoln. This involves maintaining strong links of communication between the two organisations to support students and communities to coexist. Proactive and early intervention is key when it comes to engaging with the student community within the city. The service focuses on education and support, whilst utilising enforcement tools where necessary. The University now have a full-time uniformed Police Officer fully dedicated to policing at the University and we are already making benefit of this resource. The Police Officer provides advice and guidance to students who may be victim to anti-social behaviour or crime. The PPASB team shares information of noise complaints received against students with the University. This approach allows support and guidance to be delivered with the intention of resolving the issue without the need for any formal enforcement action.

### **Police**

The PPASB service has continued to work closely with both Neighbourhood Policing Teams across the past 12 months. The policing teams were based in the PPASB office at City Hall, but they have since been relocated to the Lincoln Central Emergency Services Hub. This has brought about the opportunity for the PPASB team, amongst other council service areas, to have access to the Emergency Services Hub, with the intention of further improving the working relationship between the teams. This process is currently ongoing and some council staff have already undergone vetting via Lincolnshire Police to allow access to the Hub. This working arrangement is due to go live at the end of 2022.

The two organisations are currently in the process of improving digital communication between the teams. This involves utilising the hybrid working equipment, with a particular emphasis on getting the most out of the Microsoft Teams system for information sharing.

### **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 on the Strategic Group and the ASB Core Priority Group.

### **Protecting Vulnerable People**

The 'Protecting Vulnerable People' group was expanded over recent 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. A brief update on each of the areas that encompasses the Protecting Vulnerable People agenda follows below.

## **Hate Crime**

During the past year Council officers have continued to attend and support the Community Cohesion Steering 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.

## **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.

Over the past few months, all identified front line staff, including the PPASB team, have attended a Modern Slavery awareness session. This awareness session was provided by a charity named 'Hope for Justice'. The session provided the attendees with an overview of what defines Modern Slavery, the indicators of Modern Slavery and details of the National Referral Mechanism.

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**



Over the past 12 months the CCTV service has monitored over 10,000 incidents, processed 658 reviews, and produced 560 evidence discs for criminal prosecutions, as part of the council's ongoing support for the police and commitment to public safety. The council has continued to collaborate closely with our partners to support the day and night-time economy. Our aim to promote closer working relationships and present a transparent service has resulted in an increase in visits to the control room from stakeholders, community groups and recently elected councillors. A member of the CCTV team has qualified as a practitioner in trauma risk management (TRiM) and is now supporting operators who have been involved in monitoring traumatic incidents. The CCTV service has benefitted from a successful bid to the Safer Street Fund. This has enabled the council to upgrade our server room and install a total of 34 cameras in the Abbey, Carholme, Castle and Park wards. The aim of the project is to help provide safer routes for visitors, residents and students who choose to walk home after a night out in the city centre. The service delivered the project on time and the additional cameras have been in operation since March 2022. The service monitors various council sites including

City Hall and continues to support events hosted in the city such as football matches, the Lincoln 10k, cycling events, Lincoln Pride, Christmas Lights switch on and the Lincoln Christmas Market. More recently the CCTV team has monitored official sites following the death of her majesty the Queen as part of operation London Bridge.

## Lincoln Community Lottery

Lincoln Community Lottery has continued to raise additional funds for local good causes in and around the City of Lincoln since its launch in 2018. To date over £165,000 has been raised by the lottery, with 85 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 supporter's chosen good cause. Supporters also have the option of selecting the community fund as their preferred good cause, and in these cases, the full 60 pence supports the community fund.

During 2020/21, £10,500 raised in the community fund was successfully allocated to the following causes in November 2021, following an application and selection process.

- **Active Arena CIC** - Awarded £2,500 to help create a multi-purpose well-being and sensory garden on an unused green space area.
- **Development Plus** - Awarded £2,000 to help create an art club specifically for adults of all abilities who enjoy making, creating, and sharing their skills with each other.
- **Busydays Day Care** - Awarded £1,500 to help deliver yoga and dance courses with the aim of improving the mental health of those attending.
- **Rhubarb Theatre** – Awarded £2,000 to help deliver six weeks of interactive storytelling sessions in three Lincoln based children's centres.
- **Building Resilience in Communities** - Awarded £2,500 to assist with the development of a Kids Patch and Community Garden in the St Giles area of Lincoln.

Focusing on 2021/22 (August 21 to August 22), £10,000 was raised within the Lincoln Lottery Community Fund. This was a great achievement, especially during such a difficult year where ticket sales across lotteries have generally seen a decline due to the cost of living crisis.

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 a share of this funding to support the delivery of a specific project or activity to benefit the residents of Lincoln.

## Lincoln Social Responsibility Charter

Launched in 2018, the Lincoln Social Responsibility Charter has continued to grow from strength to strength with 104 local organisations now signing up to the principles of the charter and gaining accreditation as socially responsible organisations.



The charter welcomes all sizes and types of organisations from across a wide range of sectors, with the aim of encouraging organisations in and around the City of Lincoln to undertake a range of socially responsible activities above the statutory minimum to support their employees and the local community. To ensure accreditation is fair, organisations are required to demonstrate that they are undertaking the required number of activities to support their employees and the local community. This criteria differs depending on the number of employees the organisation has. In return to help raise awareness of those organisations gaining accreditation to the charter,

the council has continued to promote signees via a range of routes, including via social media, press releases, promotional videos, online directory, video case studies, promotion on the bus station screen and more.

Annual contact is made with all signees to the charter to ensure they continue to meet the criteria to retain accreditation, and also to find out about the great socially responsible activities they have undertaken over the previous year.

Over the year ahead the council will be working with the University of Lincoln to undertake research into the real positive impact of undertaking socially responsible activities on employees and the local community in the City of Lincoln.

To find out more about the charter and to view the online directory of signees, please visit [www.lincoln.gov.uk/socialresponsibility](http://www.lincoln.gov.uk/socialresponsibility).

## Holocaust Memorial Day



HOLOCAUST  
MEMORIAL  
DAY TRUST

For 2022 Holocaust Memorial Day took place on Thursday 27th January 2022. The theme of the day for 2022 set by the Holocaust Memorial Day Trust was 'One Day' - working towards One Day without genocide, racism, or hatred.

To raise awareness of Holocaust Memorial Day within Lincoln, working with the council's Communications Team, myself as the Portfolio Holder for Reducing Inequalities, alongside the Mayor Councillor Jackie Kirk and the Leader Councillor Ric Metcalfe, produced a series of short videos raising awareness 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 intranet and social media channels.

Holocaust Memorial Day 2023 will take place on Friday 27<sup>th</sup> January 2022. The theme for the day will be 'Ordinary People' and the council will work again to raise awareness of the importance of the day via its channels.

## Looking ahead to 2022

Over the next year I look forward to working closely with our staff and members as we continue to provide vital support to those most in need, whilst also continuing to drive forward the reducing inequality agenda across the council and the city. Due to the ongoing cost of living crisis and the continuing impacts of the pandemic, it is expected this support will be relied upon by our residents more than ever before.

**Cllr Sue Burke**  
**Portfolio Holder for Reducing Inequality**



## APPENDIX 1 - Performance Monitoring

Below provides the latest performance measure outturns linked to those services under my portfolio.

### Status Key



Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status		Commentary
Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	20.00	18.50	Q2 21/22	- 17.50	Q2 22/23	- 16.41	Days	G	▲	Slight improvement in performance as levels of outstanding work decrease.
Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Low is good	9.00	7.00	Q2 21/22	- 5.49	Q2 22/23	- 6.44	Days	G	▼	There has been a slight increase in the number of days to process housing benefit claim changes of circumstances. This was due to the amount of outstanding work within the team being slightly higher than at the same time last year.
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	2,000	1,800	Q2 21/22	- 1,411	Q2 22/23	- 1,502	Number	G	▼	1,502 customers awaiting assessment, of which 1,169 are waiting a first contact from the council. Outstanding work has decreased within the team as annual up ratings and rent increases have been dealt with.

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	88.00	91.00	Q2 21/22	- 95.26	Q2 22/23	- 95.56	%	G	▲ Large amount of Quality Checks have been done over the last quarter.
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q1 22/23	- 1,056	Q2 22/23	- 2,251	Number	V	499 Housing Benefit and 1,752 Council Tax reduction new claims have been received so far in 2022.
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q1 22/23	- 2,628	Q2 22/23	- 2,462	Number	V	The number of cameras operated by the service has risen to 522. The increase is the result of an upgrade at Trent View & Jarvis House flats. The aim to present the CCTV department as an open and transparent service has been successful with numerous visits by various organisations. With regard to incidents, public order, shoplifting, and mental health continue to produce the highest incident numbers.
Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	N/A	Volumetric	Volumetric	Q1 22/23	- 128	Q2 22/23	- 133	Number	V	This is a 51.14% increase compared to the amount of ASB cases received in Q2 of 21/22. It is comparable with the Q1 figure for 22/23 but will need to be monitored over the second half of 22/23.

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	N/A	Volumetric	Volumetric	Q1 22/23	- 953	Q2 22/23	- 1,036	Number	V	This figure is up 22% compared with Q2 of 21/22. The team has received 1,134 cases in this quarter (Q2 of 22/23), which is up 6.47% compared with the Q2 figure of 21/22.
Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Low is good	260	220	Q1 22/23	- 282	Q2 22/23	- 208	Number	G	▲ This is a 26.24% decrease compared to Q1 of 22/23 and a 10.05% increase when compared to Q2 of 21/22. The decrease from Q1 22/23 is positive and demonstrates that the team is managing the incoming cases effectively. The team has been short staffed and missing both the Team Leader and Service Manager for a large section of Q2 22/23. The Team Leader is going to work closely with the team to ensure that all cases are reviewed regularly.
Public Protection and Anti-Social Behaviour Team	PPASB 4	Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)	High is good	75.00	85.00	Q1 22/23	- 0.00	Q2 22/23	-	%	Data not available	Satisfaction surveys have not been being sent to customers. The trial was unsuccessful due to satisfaction surveys being sent to all customer who contacted the PPASB team, regardless of their query or whether or not the PPASB team handed the complaint to another team (for example housing cases). This needs some work to agree on which pool of customers are sent satisfaction surveys and how the system can accommodate. The new Service

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
												Manager and Team leader will aim to progress this.

Source – COLC Performance Information Management System (PIMS)