APPENDIX A

CITY OF Lincoln COUNCIL

Operational Performance Report – Quarter 2 2023/24

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How to read this report

The performance measures within this report are split into two key areas:

- Performance measures specific to each directorate
- Corporate performance measures focusing on the whole authority

Directorate performance measures

Presented in this report are the quarter 2 2023/24 performance measure outturns for those performance measures under each council directorate.

The performance measures under each directorate predominantly link directly into one Vision 2025 strategic priority. These links are as follows;

- **Chief Executive's Directorate Measures** – predominantly covering "Reducing all kinds of inequality"
- **Directorate for Communities and Environment Measures** - predominantly covering "Lets enhance our remarkable place"
- **Directorate for Housing and Investment Measures** - predominantly covering "Lets deliver quality housing"

The Directorate for Major Developments (DMD) does not monitor performance through strategic measures. Instead performance is monitored by the progress of the various projects DMD is responsible for under the priorities "Driving Inclusive Economic Growth" and "Lets Address the Challenge of Climate Change".

For all directorate performance measures, outturn data is presented using the following indicators:

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

Corporate performance measures

For the corporate performance measures the data is not specific to service area performance but focuses on the council's performance overall. These corporate performance measures are split into the following categories:

- Resource information
- Appraisals
- Health & wellbeing
- Sickness
- Corporate complaints including Ombudsman rulings
- Compliments

Executive summary

Within this quarter 2 2023/24 Operational Performance Report for the City of Lincoln Council, we are reporting on **77** quarterly performance measures and **2** annual performance measures. The **79** measures are split across the directorates of Chief Executive's (CX), Community and Environment (DCE) and Housing and Investment (DHI). Currently there are no performance measures for the Directorate for Major Developments.

The main format of this report is split into five parts -

1. Executive Summary
2. Chief Executive's Directorate performance
3. Directorate for Communities and Environment performance
4. Directorate for Housing and Investment performance
5. Corporate performance measures

The 2023/24 targets for each targeted performance measure were agreed with Performance Scrutiny Committee and Executive in March 2023.

Below provides a summary of the performance measure outturns by status and by direction of travel for each directorate as at the end of quarter 2 2023/24.

	Performance measure outturns by status					
Directorate	**Below target**	**Acceptable**	**Above target**	**Volumetric**	**Data not available**	**Total**
CX	1 (4.3%)	7 (30.4%)	9 (39.1%)	6 (26.1%)	0 (0.0%)	23
DCE	3 (7.9%)	13 (34.2%)	14 (36.8%)	8 (21.1%)	0 (0.0%)	38
DHI	8 (44.4%)	3 (16.7%)	4 (22.2%)	3 (16.7%)	0 (0.0%)	18
Total	**12 (15.2%)**	**23 (29.1%)**	**27 (34.2%)**	**17 (21.5%)**	**0 (0.0%)**	**79**

	Performance measures outturns by direction of travel					
Directorate	**Deteriorating**	**No change**	**Improving**	**Volumetric**	**Data not available**	**Total**
CX	8 (34.8%)	1 (4.3%)	8 (34.8%)	6 (26.1%)	0 (0.0%)	23
DCE	10 (26.3%)	3 (7.9%)	17 (44.7%)	8 (21.1%)	0 (0.0%)	38
DHI	5 (27.8%)	0 (0.0%)	10 (55.6%)	3 (16.7%)	0 (0.0%)	18
Total	**23 (29.1%)**	**4 (5.1%)**	**35 (44.3%)**	**17 (21.5%)**	**0 (0.0%)**	**79**

It is important to note that factors such as resource pressures, recruitment challenges and the cost of living crisis have continued to have an impact on performance in quarter 2 2023/24.

Chief Executive's Directorate

Chief Executive's Directorate – Performance Measures

Quarterly Measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	%	High is good	95.00	100.00	67.00	R	
Work Based Learning	WBL 2	Percentage of apprentices moving into Education, Employment or Training	%	High is good	90.00	95.00	100.00	G	
Communications	COM 1	Percentage of media enquiries responded to within four working hours or within requested response time	%	High is good	78.00	90.00	82.00	A	
Customer Services	CS 1	Number of face to face enquiries in customer services	Number	N/A	Volumetric	Volumetric	20	V	
Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	Number	N/A	Volumetric	Volumetric	26,804	V	
Customer Services	CS 3	Average time taken to answer a call to customer services	Seconds	Low is good	600.00	300.00	327.17	A	
Customer Services	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	%	High is good	75.00	90.00	82.06	A	
IT	ICT 1	Number of calls logged to IT helpdesk	Number	N/A	Volumetric	Volumetric	909	V	
IT	ICT 2	Percentage of first time fixes	%	N/A	Volumetric	Volumetric	70.00	V	
Accountancy	ACC 1	Average return on investment portfolio	%	High is good	1.50	2.75	5.14	G	
Accountancy	ACC 2	Average interest rate on external borrowing	%	Low is good	5.25	3.75	3.20	G	
Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	%	High is good	95.00	97.00	96.58	A	

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	%	High is good	60.00	70.00	71.00	G	▲
Debtors & Creditors	DCT 3	Average number of days to pay invoices	Days	Low is good	20	15	13	G	▲
Housing Benefit Administration	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Days	Low is good	19.00	17.50	16.61	G	▼
Housing Benefit Administration	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Days	Low is good	8.50	6.50	6.25	G	▲
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Number	Low is good	1,900	1,700	1,156	G	▲
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)	%	High is good	89.00	92.00	89.87	A	▼
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Number	N/A	Volumetric	Volumetric	2,371	V	
Revenues Administration	REV 1	Council Tax – in year collection rate for Lincoln (cumulative)	%	High is good	50.00	51.50	50.46	A	▼
Revenues Administration	REV 2	Business Rates – in year collection rate for Lincoln (cumulative)	%	High is good	54.00	57.00	59.56	G	▼
Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues Team	Number	Low is good	1,200	1,100	1,120	A	▲
Revenues Administration	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Number	N/A	Volumetric	Volumetric	2,713	V	

Chief Executive's Directorate measures performing at or above target

G

WORK BASED LEARNING

WBL 2 – Percentage of apprentices moving into Education, Employment or Training

In quarter 2 2023/24 the percentage of City of Lincoln Council apprentices moving into Education, Employment or Training was 100% (6 out of 6 apprentices). This latest outturn was above the high target for the measure of 95% and was the 5th consecutive quarter this measure had performed at 100%. During quarter 2 2023/24 there were 4 new starters on the council's apprenticeship scheme.

ACCOUNTANCY

ACC 1 – Average return on investment portfolio

In the second quarter the average return on investment portfolio was 5.14%. This latest outturn was above the high target for the measure of 2.75%. When compared to the previous quarter this latest outturn was increase of 0.82% and an increase of 3.5% when compared to the comparative quarter in 2022/23. Yields have continued to increase during the quarter with further increases in the Bank of England base rate and the re-investing of matured fixed term investments at higher rates.

ACC 2 – Average interest rate on external borrowing

The average interest rate on external borrowing in quarter 2 2023/24 was 3.2%. The latest outturn was below the high target for the measure of 3.75% (low is good). The team has reported that the average interest rate on borrowing has remained stable and is unlikely to significantly increase this financial year with there being no requirement for further external borrowing.

DEBTORS & CREDITORS

DCT 2 – Percentage of invoices that have a Purchase Order completed

During the second quarter of 2023/24, 71% of invoices had an associated purchase order completed, which equated to 1,977 invoices having a purchase order out of a total of 2,786. This latest outturn was slightly above the recently increased target for this measure of 70%. Additionally, when compared to the previous quarter, this latest outturn was an improvement in performance of 14%. It is important to note the outturn is based on supplier expenditure only for all invoices and credit notes dated between 1st July 2023 and 30th September 2023. Excluded from the outturn calculation are utility bills where purchase orders are not required and supplier invoices where a purchase order would be unsuitable for processing.

DCT 3 – Average number of days to pay invoices

In quarter 2 2023/24 the average number of days to pay invoices was 13. This latest outturn was below the high target for this measure of 15 days (low is good) and was an improvement of 6 days when compared to the previous quarter's outturn of 19 days. The outturn for this measure is calculated on all supplier invoices and credit notes, which were paid by the council between 1st July 2023 and 30th September 2023. The Debtors and Creditors Team continue to ensure all invoices are paid as quickly as possible.

HOUSING BENEFIT ADMINISTRATION

BE 1 - Average days to process new housing benefit claims from date received (cumulative)

During quarter 2 2023/24 the cumulative average days to process new housing benefit claims from date received was 16.61 days. This latest outturn was below the high target for this measure of 17.5 days (low is good), however, was a slight increase of 0.2 days when compared to the same quarter in 2022/23. The small increase in processing times during quarter 2 2023/24 was due to increased work that was received within the team during the first quarter of the year. This unfortunately impacted on processing times. The team has reported that outstanding work levels have now reduced and it is expected processing times should be maintained and hopefully improve over the third quarter.

BE 2 - Average days to process housing benefit claim changes of circumstances from date received (cumulative)

The cumulative average number of days to process housing benefit claim changes of circumstances from date received at the end of the second quarter was 6.25 days. This outturn was lower than the high target for this quarter of 6.5 days (low is good) showing positive performance. When compared to the same quarter in 2022/23 (6.44 days), this latest outturn was also an improvement in performance of 0.19 days. However, whilst this latest outturn was an improvement in performance year on year, the second quarter did see a slight increase in processing times. This was due to the team clearing high levels of work received during the first quarter. As per measure BE 1, it is expected that the performance of this measure should be maintained or hopefully improve during quarter 3.

BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment

The number of Housing Benefits / Council Tax support customers awaiting assessment at the end of quarter 2 2023/24 was 1,156. This latest outturn was considerably below the high target for this measure of 1,700 (low is good) demonstrating positive performance. In comparison to the same quarter in 2022/23 (1,502), this latest outturn was a reduction of 346 customers awaiting assessment. The Housing Benefits Administration Team has reported that the lower levels of customers awaiting assessment at the end of the quarter was due to a reduction in workload following the completion of the annual uprating of income and rent work in the team. Of the 1,156 customers awaiting assessment at the end of quarter 2, 812 were awaiting a first contact from the team.

REVENUES ADMINISTRATION

REV 2 - Business Rates – in year collection rate for Lincoln (cumulative)

At the end of quarter 2 2023/24 the cumulative Business Rates in year collection rate for Lincoln was 59.56%. The outturn was above the high target for the quarter of 57%, but slightly below the comparative quarter 2 2022/23 outturn of 62.99%. It is important to note that during September 2022 there was a Covid Hardship Relief fund where £852,032 was added to the Non Domestic Rate accounts. This subsequently inflated the collection figure for September 2022. This latest outturn has seen collection figures returning back to pre-Covid collection rates.

Chief Executive's Directorate measures performing below target

R

WORK BASED LEARNING

WBL 1 – Percentage of apprentices completing their qualification on time

In the second quarter of 2023/24, 67% of apprentices completed their qualification on time (4 out of 6). Whilst this outturn was an improvement in performance when compared to the previous quarter (50%), this latest outturn was below the low target for this measure of 95%. Due to the low numbers of apprentices scheduled to complete their qualifications during the quarter, the impact of 2 apprentices not completing on time is much larger.

Directorate for Communities and Environment

Directorate for Communities and Environment – Performance Measures

Quarterly Measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Affordable Housing	AH 1	Number of affordable homes delivered (cumulative)	Number	High is good	10	50	17	A	▲
Development Management (Planning)	DM 1	Number of applications in the quarter	Number	N/A	Volumetric	Volumetric	224	V	
Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Days	Low is good	85.00	65.00	74.67	A	▼
Development Management (Planning)	DM 3	Number of live planning applications open	Number	Low is good	180	120	146	A	▼
Development Management (Planning)	DM 4	Percentage of applications approved	%	High is good	85.00	97.00	97.00	G	▲
Development Management (Planning)	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	%	Low is good	10.00	5.00	1.70	G	▼
Development Management (Planning)	DM 5a	Number of decisions appealed in the quarter	Number	Low is good	5	1	1	G	▲
Development Management (Planning)	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Number	Low is good	5	1	0	G	▲
Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)	%	High is good	70.00	90.00	73.00	A	▼

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis (including extensions of time)	%	High is good	60.00	90.00	100.00	G	
Parking Services	PS 1	Overall percentage utilisation of all car parks	%	High is good	50.00	60.00	53.00	A	
Parking Services	PS 2	Sessional car parking income as a percentage of budget requirement	%	High is good	91.00	96.00	106.41	G	
Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	High is good	95.00	97.00	99.99	G	
Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Days	Low is good	20.00	10.00	8.26	G	
Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	High is good	85.00	97.00	80.00	R	
Licensing	LIC 1	Percentage of premises licences issued within 28 days of grant	%	High is good	80.00	100.00	100.00	G	
Licensing	LIC 2	Total number of active premises licences	Number	N/A	Volumetric	Volumetric	407	V	
Licensing	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Number	N/A	Volumetric	Volumetric	811	V	

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Weeks	Low is good	26.00	19.00	29.90	R	
Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Weeks	Low is good	20	12	21	R	
Private Housing	PH 3	Number of empty homes brought back into use (cumulative)	Number	High is good	8	18	20	G	
Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	Number	N/A	Volumetric	Volumetric	120	V	
Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	Number	N/A	Volumetric	Volumetric	964	V	
Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Number	Low is good	240	200	240	A	
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	100.00	G	
Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Number	N/A	Volumetric	Volumetric	42,118	V	
Sport & Leisure	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Number	N/A	Volumetric	Volumetric	103,392	V	

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Hours	High is good	520	700	663	A	▼
Sport & Leisure	SP 3a	Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0	2	58	G	▲
Sport & Leisure	SP 3b	Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0	2	17	G	▲
Allotments	AM 1	Percentage occupancy of allotment plots	%	High is good	86.00	94.00	95.00	G	▲
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	Number	N/A	Volumetric	Volumetric	2,396	V	
Grounds Maintenance	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Number	Low is good	150	50	70	A	▼
Street Cleansing	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Number	Low is good	150	50	70	A	▲
Waste & Recycling	WM 1	Percentage of waste recycled or composted (seasonal)	%	High is good	34.00	37.00	35.54	A	▲
Waste & Recycling	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Number	Low is good	150	50	125	A	▼

Annual measures

Service area	Measure ID	Measure	Unit	High Or Low is good	Low target	High target	2023/24 outturn	Status	
Grounds Maintenance	GM 2	Satisfaction with our public open spaces overall (collected via Citizens' Panel)	%	High is good	80.00	90.00	83.50	A	
Street Cleansing	SC 2	Satisfaction that public land and public highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	%	High is good	68.00	78.00	69.50	A	

Directorate for Communities and Environment measures performing at or above target

G

DEVELOPMENT MANAGEMENT (PLANNING)

DM 4 – Percentage of applications approved

The percentage of applications approved in quarter 2 2023/24 was 97%. This latest outturn reported on the high target for this measure of 97% and was an increase of 2% on the previous quarter 1 2023/24 outturn of 95%. The percentage of applications approved by the Development Management Team has continued to remain consistently high. This is due to the positive and proactive approach of officers in negotiation as well as the role of the pre-application process.

DM 5 – Percentage of total decisions made in the quarter that have subsequently been overturned at appeal

The percentage of total decisions made in quarter 2 2023/24 that were subsequently overturned at appeal was 1.7%. Although this latest outturn was a 0.26% increase on the previous quarter 1 2023/24 outturn of 1.44%, this measure continued to perform below the high target for this measure of 5% (low is good). This latest outturn reflects the team's strong performance at appeal, together with the robustness of the decision making process.

DM 5a – Number of decisions appealed in the quarter

The number of decisions appealed in quarter 2 2023/24 was 1. This latest outturn was a decrease of 3 appeals from the previous quarter 1 2023/24 outturn of 4 and reported on the high target for this measure of 1 (low is good). The outturn for this measure has remained low, which reflects the quality of decisions made and the proactive approach of the team in negotiating acceptable outcomes.

DM 5b – Number of appealed decisions in the quarter overturned by the inspectorate

There were 0 appealed decisions in quarter 2 2023/24 overturned by the inspectorate. This latest outturn was a decrease of 2 from the previous quarter 1 2023/24 outturn and reported below the high target for this measure of 1 (low is good). As per measure DM 5a, this outturn has also remained low, which again reflects the quality of decisions made and the proactive approach of the team in negotiating acceptable outcomes.

Performance measure revisions - Quarter 2 2023/24

- DM6 - Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)
- DM 7 - Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis (including extensions of time)

From quarter 2 2023/24, performance measures DM 6 and DM 7 have been reverted to include extensions of time. In quarter 3 2022/23 the measures were amended to exclude extensions of time to ensure they were in line with national benchmarking data available at the time. However, following this change, it is clear that in isolation the outturns excluding extensions of time can be misleading as the outturns simply show the number of applications determined where an agreed extension of time is excluded. Subsequently, the measures have been reverted back to be in line with how the service operates and to ensure senior management and members are provided with a more accurate reflection of how the service is performing. Additionally, the data being collected is in line with how other district councils report this data, which will allow for a certain degree of benchmarking to take place moving forwards. Data within the performance system from quarter 3 2022/23 has been revised to include extensions of time to ensure full back data is available for audit purposes and to ensure there are no gaps in historical data for these measures. The targets set for both measures DM6 and DM 7 are in line with the national targets set by government.

DM 7 - Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis (including extensions of time)

In quarter 2 2023/24 the percentage of major planning applications determined within the government target, measured on a 2 year rolling basis, was 100%. This latest outturn was the same as the previous quarter 1 2023/24 outturn of 100% and reported above the high target for this measure of 90%. It is important to note that whilst this figure remained high, there have only been a small number of major applications determined. Subsequently, this is not fully representative of resource levels versus performance. In context, the difference in a couple of weeks for the determination period could have easily meant this figure performed lower. The team continue to monitor performance with relevant amendments being made to ensure this measure performs at or above the national targets.

PARKING SERVICES

PS 2 – Sessional car parking income as a percentage of budget requirement

In quarter 2 2023/24 the sessional car parking income as a percentage of budget requirement was 106.41%, which equated to £1,678,362.31 against a budget of £1,577,262.00. This latest outturn continued to report above the high target for this measure of 96% and was an improvement of 3.82% on the previous quarter 1 2023/24 outturn of 102.59%. It is important to note this quarter covers the school summer holidays and the tourist season so is traditionally one of the better quarters for income.

FOOD HEALTH & SAFETY

FHS 1 – Percentage of premises fully or broadly compliant with Food Health & Safety inspection

The percentage of premises fully or broadly compliant with Food Health & Safety inspection in quarter 2 2023/24 was 99.99%. This latest outturn continued to report above the high target for this measure of 97% and reported the same as the quarter 1 2023/24 outturn also of 99.99%. It is important to note this was the second quarter since the withdrawal of the Food Standards Agency (FSA) Recovery Plan. During the quarter there was a reduction in the number of non-compliant businesses, with 12 business being recorded as non-compliant at the end of the quarter. The Food Health & Safety Team continues to work with these non-compliant businesses to get them to a level where they are at least broadly compliant, which subsequently will protect the public health of residents and visitors. The number of food related businesses registered in the city at the end of the quarter was 1,074, however, this number continues to fluctuate on a daily basis. The team is continuing to prioritise less compliant businesses as well as new businesses in the city.

FHS 2 – Average time from actual date of inspection to achieving compliance

The average time from actual date of inspection to achieving compliance in quarter 2 2023/24 was 8.26 days. This latest outturn was below the high target for this measure of 10 (low is good) and was a decrease of 1.8 days on the previous quarter 1 2023/24 outturn of 10.06 days. This measure continues to see a steady improvement. It is important to note that during the last month of the quarter, the majority of the team were involved in a serious health and safety incident. However, an agency worker was employed during quarter 2 to cover vacancies, which has contributed to the positive performance during the quarter.

LICENSING

LIC 1 – Percentage of premises licences issued within 28 days of grant

The percentage of premises licences issued within 28 days of grant in quarter 2 2023/24 was 100%, with all licences being issued within the specified timeframe. This latest outturn was an increase of 2.15% on the previous quarter 1 2023/24 outturn of 97.85% and reported on the high target for this measure of 100%. The current outturn includes any new applications, variations, transfers and any other changes affecting licences, which would require a new premises licence being produced

physically. It is important to note that depending on the type of application, the timeframes are different as to when a licence can be produced.

PRIVATE HOUSING

PH 3 - Number of empty homes brought back into use (cumulative)

The number of empty homes brought back into use during quarter 2 2023/24 was 12. This brings the total number of homes brought back into use so far this year to 20. This latest cumulative outturn reported above the high target for the quarter of 18. It is important to note the Empty Homes Officer working to bring empty homes back into use is a shared resource between City of Lincoln Council and North Kesteven District Council. Of the 12 properties brought back into use in Lincoln during the quarter, 3 of the properties had been empty for 5 years or more, 2 had been empty for more than 4 years, and the remaining 7 properties had been empty for more than 2 years.

PUBLIC PROTECTION AND ANTI-SOCIAL BEHAVIOUR (PPASB)

PPASB 4 - Satisfaction of complainants relating to how the complaint was handled (across full PPASB service)

In quarter 2 2023/24 the satisfaction level of complainants relating to how their complaint was handled across the full PPASB service was 100%. This latest outturn reported the same as the previous quarter 1 2023/24 outturn and continued to report above the high target for this measure of 85%. Overall, 45 surveys were sent out during the quarter. 8 surveys were returned, with 6 respondents stating they were ‘very satisfied’ with the service and 2 respondents stating they were ‘fairly satisfied’ with the service.

SPORT & LEISURE

Net Promoter Score

The Net Promoter Score (NPS) is used by millions of businesses to measure and track how they’re perceived by their customers. It measures customer perception based on one simple question: “How likely is it that you would recommend this organisation / product / service to a friend or colleague?” Feedback is collected from customers on a scale of 0 to 10. Those customers selecting 9 and 10 are likely to promote the service to other users (seen as promoters), customers selecting 7 and 8 are seen as satisfied with the service but unlikely to promote this to others (seen as passives), whilst customers scoring 0 to 6 are unlikely to promote the service to others (seen as detractors). The NPS is calculated by subtracting the percentage of detractors from the percentage of promoters. The NPS score can be between -100 and +100.

For performance measures SP 3a and SP 3b we take the national NPS benchmark score across all similar facilities. This is used as a zero point and our NPS score is the variation from that point.

The number of surveys which can be sent out each month is set nationally, which subsequently means we are unable to survey every user of the leisure centres. The average score for England is set according to the actual number of returns received for the surveys.

SP 3a – Birchwood Leisure Centre – Number of net promoter score points above or below the average Net Promoter Score for England

For quarter 2 2023/24 the net promoter score for Birchwood Leisure Centre was 100, showing excellent performance. This score was 58 points above the average national benchmarking score for the period of 41.6. It should be noted that only one consultation form was received back in the second quarter with a score of 100. However, other positive feedback was received during the quarter in relation to birthday parties and the new baby ballet club at the centre. Additionally, positive feedback was also received in relation to the staff at the centre and the standard of service that was received.

SP 3b – Yarborough Leisure Centre – Number of net promoter score points above or below the average Net Promoter Score for England

Yarborough Leisure Centre's net promoter score for quarter 2 2023/24 was 58.6. This latest score was 17 points above the national benchmarking score for the period of 41.6 showing good performance. Positive feedback was received during the quarter for a range of classes delivered at the centre, including fitness and aqua classes. Additionally, positive feedback was also received in relation to the E-gym and the health benefits this brings, and also regarding the staff at the centre. For this quarter some negative feedback was received in relation to reduced availability of the deep water swimming lane during September. Subsequently the timetable for October has been changed to accommodate the return of these sessions.

ALLOTMENTS

AM 1 – Percentage occupancy of allotment plots

At the end of quarter 2 2023/24, the percentage occupancy of allotment plots was 95%. This latest outturn was a 4% increase on the previous quarter 1 2023/24 outturn of 91% and reported slightly above the high target for this measure of 94%. The latest outturn equated to 1,064 out of a total of 1,124 lettable plots being let during the quarter, with the remaining plots being offered to prospective new tenants on the waiting list (for those sites which have them) and for other sites on a first come first serve basis. It is important to note that there continues to be a steady demand for allotment tenancies with the team working on allocating these as quickly as possible. It is anticipated that throughout the year occupancy rates should increase and waiting list numbers should decrease.

Directorate for Communities and Environment measures performing below target

R

FOOD HEALTH & SAFETY

FHS 3 – Percentage of food inspections that should have been completed and have been in that time period

In quarter 2 2023/24 the percentage of food inspections that should have been completed and were completed within the time period was 80%. This latest outturn, although a significant improvement on the previous quarter 1 2023/24 outturn of 58.91%, continued to report below the low target for this measure of 85%. The number of inspections carried out during the quarter was 158 with a further 20 remote assessments taking place. The number of outstanding inspections at the end of the quarter was 79 and this consisted of 56 low risk businesses such as home caterers, businesses selling only confectionary and wet sales pubs. It is important to note the Food Health & Safety Team is using an Alternative Enforcement Strategy (AES), which permits the team to alternate between physical inspections and remote inspections of the low risk businesses. In relation to the remote assessments, the team will carry these out on the 56 low risk businesses by sending out a questionnaire during the third quarter. If the questionnaire is failed to be completed or the team have any concerns around the answers provided, a physical inspection will be carried out in order to ensure compliance. Of the remaining 23 businesses, 17 were new businesses and 6 were either broadly or fully compliant.

PRIVATE HOUSING

PH 1 – Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)

In quarter 2 2023/24 the average time in weeks from occupational therapy notification to completion of works on site for a Disabled Facilities Grant (DFG) was 29.9 weeks. This latest outturn was greater than the low target for this measure of 26 weeks (low is good). The Private Housing Team has reported that there were a total of 38 grant adaptions completed in quarter 2 2023/24 and although there continues to be a backlog on cases being allocated, this backlog has significantly reduced, reducing from 6 months down to 3 months. This is due to team members being directed onto this particular element of work. During the second quarter, the Private Housing Team were successful in appointing to the previously vacant Technical Officer role with employment commencing in September 2023. Subsequently, it is anticipated that there will be an improvement in the performance of this measure from quarter 3 2023/24. It is important to note this measure is calculated from when the first occupational therapist notification was received.

PH 2 - Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level

The average time from date of inspection of accommodation to removing a severe hazard to an acceptable level in quarter 2 2023/24 was 21 weeks. This latest outturn continued to be slightly

greater than the low target for this measure of 20 weeks (low is good). During the quarter the Private Housing Team resolved and closed 36 housing disrepair / condition cases. The Private Housing Team anticipated that the performance of this measure would deteriorate this quarter with staff in the Private Housing Team being prioritised towards the Disabled Facilities Grant programme. However, performance has remained at a consistent level with the previous quarter 1 2023/24 outturn of 21.2 weeks.

Directorate for Housing and Investment

Directorate for Housing and Investment – Performance Measures

Quarterly Measures

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
Control Centre	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	%	High is good	90.00	95.00	97.56	G	▲
Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	97.33	R	▼
Housing Solutions	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	1,475	V	
Housing Solutions	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	299	V	
Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	%	High is good	45.00	50.00	35.90	R	▼
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	1.03	A	▲
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Days	Low is good	34.00	32.00	40.48	R	▲
Housing Voids	HV 3	Average re-let time calendar days for all dwellings	Days	Low is good	40.00	38.00	49.61	R	▼

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
		(including major works)							
Rent Collection	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	97.67	G	
Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	4.25	R	
Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	1.09	A	
Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	237	V	
Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	98.54	R	
Housing Maintenance	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	%	High is good	98.50	99.50	99.75	G	
Housing Maintenance	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	94.22	R	
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	93.52	G	
Housing Maintenance	HM 3	Percentage of tenants satisfied	%	High is good	90.00	95.00	78.69	R	

Service area	Measure ID	Measure	Unit	High or low is good	Low target	High target	Quarter 2 2023/24 outturn	Status	
		with repairs and maintenance							
Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	%	High is good	95.00	97.00	96.60	A	

Directorate for Housing and Investment measures performing at or above target

G

CONTROL CENTRE

CC 1 – Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre

In the second quarter, the percentage of customers satisfied with their new Lincare Housing Assistance service connection to the Control Centre was 97.56%. This outturn performed above the high target for the measure of 95%. Of the 41 responses received, just 1 response was dissatisfied with the service. The respondent which was dissatisfied raised they had received limited communication around the cost of the lifeline. All negative feedback is forwarded onto the Lincare Manager to review.

RENT COLLECTION

RC 1 – Rent collected as a proportion of rent owed

The percentage of rent collected as a proportion of rent owed in the second quarter was 97.67%. This latest outturn outperformed the high target for this measure of 97.5%. When compared to the previous quarter, this latest outturn was also an improvement in performance of 0.86%. Due to the ongoing impact of the cost of living on tenants, rent collection continues to be very challenging.

HOUSING MAINTENANCE

HM1a – Percentage of reactive repairs completed within target time (priority 1 day only)

During the second quarter the percentage of reactive priority repairs completed within target time was 99.75%. This latest outturn performed above the high target for the measure of 99.5% and was an increase of 0.2% when compared to the previous quarter's outturn of 99.55%. Due to an increase in demand for both priority and urgent repairs within the Housing Maintenance Team,

during the quarter the team has continued to monitor requests to ensure these are being accurately recorded as priority repairs. This ongoing monitoring has contributed to the continued positive performance of this measure.

HM 2 – Percentage of repairs fixed first time (priority and urgent repairs) – Housing Repairs Service only)

In quarter 2 2023/24 the percentage of priority and urgent repairs fixed first time was 93.52%. The latest outturn outperformed the high target for this measure of 92% and was an increase in performance of 2% when compared to the previous quarter. The Housing Maintenance Team has reported that the improvement in performance is largely as a result of a restructure of operatives taking place during the quarter within the team. This has provided increased resource and availability to ensure more work can be completed on the first visit.

Directorate for Housing and Investment measures performing below target

R

CONTROL CENTRE

CC 2 – Percentage of Lincare Housing Assistance calls answered within 60 seconds

In quarter 2 2023/24, 97.33% of Lincare Housing Assistance calls were answered within 60 seconds. This latest outturn was only 0.17% below the low target for the measure of 97.5%. In the quarter 14,840 calls were handled by the Lincare Team. Should a further 25 calls have been answered within 60 seconds (0.17%), this measure would have performed within its target boundaries. Within the quarter 53 of the calls missed were answered just outside of the target within 65 seconds meaning the measure was very close to achieving its target during the second quarter. There is no clear explanation for the slight drop in performance in this latest quarter. However, this appears to correlate with the system switch over from analogue to digital - as more digital devices are being used, performance has reduced. The system supplier is currently assessing whether there are any technical reasons resulting in a lower number of calls being answered within the target time, rather than it being down to staff not answering calls as quickly.

HOUSING SOLUTIONS

HS 3 – Successful preventions and relief of homelessness against total number of homelessness approaches

Successful preventions and relief of homelessness against total number of homelessness approaches in quarter 2 2023/24 was 35.9%. This latest outturn was below the low target for this measure of 45% and a decrease when compared to the quarter 1 2023/24 outturn of 38.12%. The Housing Solutions Team has reported that it is working to implement as many interventions as possible to prevent and relieve homelessness, however, this is extremely challenging due to the current economic climate, as a result of the cost of living crisis, together with the accompanying housing market. In quarter 2 2023/24, 299 homelessness approaches were made to the council.

This was an increase when compared to quarter 2 2022/23 where there were 258 homelessness approaches, and an increase when compared to quarter 2 2021/22 where there were 145 homelessness approaches.

HOUSING VOIDS

HV 2 – Average re-let time in calendar days for all dwellings – standard re-lets

The average re-let time in calendar days for all dwellings in quarter 2 2023/24 was 40.48 days for completed voids. The latest outturn continued to perform outside of the low target for the measure of 34 days (low is good), however, was an improvement in performance of 3.22 days when compared to the quarter 1 2023/24 outturn of 43.7 days.

The main reason for the target being out of range is that there were a number of properties relet during the period that had been void for over 100 days. When these voids are added to the completed number, they increased the average significantly. There are no more voids currently in the system in excess of 100 days. The number of voids still in the system at the end of quarter 2 2023/24 was 76, with an average re-let time of 27 days at the time of reporting. This is a reduction of 9 voids when compared to the position at the end of quarter 1 2023/24 where there were 85 voids in the system, with an average relet time of 37 days.

The efficiency of the Housing Repairs Service to ensure a property is ready to re-let as quickly as possible has had a positive impact on the performance of this measure. However, properties that require cleansing prior to works starting continues to have a significant impact on the overall performance. The Housing Voids Team has reported that in some cases the need for cleansing can delay works commencing by up to two weeks. To help reduce this impact, the team is focused on carrying out pre-void inspections, which will allow conversations with tenants to take place focused on encouraging them to ensure the property is fully cleared when they leave. In time this should help to reduce the number of void properties being returned requiring significant cleansing.

HV 3 – Average re-let time in calendar days for all dwellings (including major works)

During quarter 2 2023/24, the average re-let time in calendar days for all dwellings, including those that require major work, was 49.61 days. This latest outturn has continued to perform above the low target for this measure of 40 days (low is good) and was an increase of 1.55 days when compared to the quarter 1 2023/24 outturn of 48.06 days. The teams involved in managing void properties are continuing to work together to identify and resolve any delays in the re-letting process. These teams include the Asbestos Team, Investment Team and the Compliance Team, together with Aaron Services. Additionally, the teams are looking into utilising better communication pathways to hopefully stop any avoidable delays.

RENT COLLECTION

RC 2 – Current tenant arrears as a percentage of the annual rent debit

The current tenant arrears as a percentage of the annual rent debit at the end of quarter 2 2023/24 was 4.25%. This latest outturn was greater than the low target for this measure of 4.15% (low is good) and was a small increase of 0.42% when compared to the quarter 1 2023/24 outturn of 3.83%. When compared to the quarter 2 2022/23 outturn where the team were over target at 4.76%, this latest outturn was 0.51% lower. Although this measure was below target at the end of the second quarter, the arrears increase from quarters 1 and 2 this year in monetary terms was £53,026 less than the same period last year. This equates to arrears of £138,393 at the end of quarter 2 2023/24 compared to arrears of £191,419 at the end of quarter 2 2022/23. With the rent free weeks coming up in December the team anticipate a reduction in the arrears for quarter 3 2023/24 reporting - this is the general pattern. The Rent Collection Team will work with the Corporate Policy & Transformation Team over the coming quarter to produce reports, with a focus on further comparing data to the same period last year. This will enable the team to see where the biggest increase in arrears is and allow targeted campaign work to take place over the coming months. The team is hopeful the campaign will help to improve the performance of this measure by year end.

HOUSING INVESTMENT

HI 3 - Percentage of dwellings with a valid gas safety certificate

During quarter 2 2023/24 the percentage of dwellings with a valid gas safety certificate was 98.54%. This latest outturn performed just below the low target for the measure of 98.6%, however, was a small increase in performance of 0.04% when compared to the previous quarter. The council's annual gas servicing programme continually runs 12 months a year. Each month there are a small number of tenants who do not allow access to the gas engineer prior to the deadline date of the gas service. The team continues to work hard to resolve these access issues. Additionally, the team has also recently undertaken a review of the council's gas servicing procedures to ensure the council's legal responsibility is fulfilled.

HOUSING MAINTENANCE

HM1b – Percentage of reactive repairs completed within target time (urgent 3 days repairs only)

The percentage of reactive repairs completed within target time during quarter 2, focusing on urgent 3 day repairs only, was 94.22%. This latest outturn performed just below the low target for the measure of 95%, however, when compared to the previous quarter's outturn of 92.06%, was an improvement in performance of 2.16%. Throughout the second quarter the Housing Maintenance Team has continued to implement clearer processes and joint working with Customer Services to improve the performance of this measure. Additionally, a restructure of operatives has also taken place during the quarter, which has provided increased resource for urgent plumbing repairs. This has also contributed to the improvement in the performance of this measure during quarter 2. Looking ahead the team will continue to work closely with Customer Services and also Resource

Planning to ensure works are correctly allocated targets and scheduled at point of call. It is expected this will help to improve the performance of this measure further.

HM 3 – Percentage of tenants satisfied with repairs and maintenance

The Housing Repairs Service completed 6,544 repairs in the second quarter of 2023/24. During that period the service requested feedback 837 times. Only 61 responses were received (7.29%) and of these 78.69% of tenants were satisfied with the repairs and maintenance undertaken (41 tenants). The team, alongside colleagues in the Corporate Policy and Transformation Team, is looking into a more effective way of gathering customer feedback. In the small sample we do have, of those respondents not satisfied with the service they received sighted standard of workmanship and quality of the repair.

Corporate Performance Measures

Resource Information

There were 26 leavers in quarter 2 2023/24, which equated to a turnover figure of 4.4% (based upon employee headcount at the end of September 2023). When compared to the previous quarter, this latest figure was an increase of 1.1%.

The vacancy figure as at the end of quarter 2 2023/24 stood at 77 FTE. Please note that any posts with less than 37 hours per week vacant have been removed when calculating this figure. As at the end of September 2023, the council was actively recruiting to 36.34 FTE vacancies.

Directorate	CX	DCE	DMD	DHI	Total (Excluding Apprentices
Number of FTE employees	177.80	122.48	15.69	206.51	522.48
Average number of apprentices (as at quarter end)	**Authority Wide**				7.88
Percentage of staff turnover	**Authority Wide**				4.4%
Active vacancies which are being recruited (FTE)	**Authority Wide**				36.34

Appraisals completed up to the end of quarter 2 2023/24 as recorded in ITrent

Directorate	Appraisals due in quarter 2 2023/24	Appraisals completed in quarter 2 2023/24	% of appraisals completed	Appraisals completed over the last 12 months *
CX	77	27	35.1%	59
DCE	40	18	45.0%	27
DMD	9	0	0.0%	5
DHI	62	7	11.3%	34
Authority Wide	**188**	**52**	**27.7%**	**125**

*Please note, if an employee has had two appraisals within the past year, this has only been recorded as one.

The council has recently changed how appraisals are completed, whereby appraisals are no longer completed between April – June annually but are now completed on the anniversary of the employee's start date. This is to effectively spread more evenly the demand on staff time to prepare, undertake and write up appraisals, whilst still ensuring everyone gets an annual review.

During quarter 2 2023/24, 188 appraisals were due for completion. Of these 52 appraisals were recorded as being completed within the ITrent system (27.7%).

It should be noted that as part of the transitional arrangements, managers have been given more time from the employee's anniversary date to complete the appraisals, therefore the completion rate will be lower than expected within the first two quarters.

It should also be noted that the outturn above is based on those appraisals that have been formally recorded within the ITrent system. It is likely that additional appraisals were completed in the quarter, which have not formally been uploaded to the ITrent system at the time of writing this report.

Health & Wellbeing

During quarter 2 2023/24 there have been a range of health and wellbeing initiatives promoted.

The Human Resources Team has continued to promote the benefits the council has in place that will help employees' money go further (such as employee discounts), together with also recently promoted Financial Wellbeing online courses along with Pension Pre-Retirement courses.

The team has also recently arranged and promoted a "Know your numbers" event, which took place on 2nd October 2023. This involved GP referral trained coaches from Active Nation being on hand to undertake blood pressure and BMI checks and offer general health and dietary advice.

Additionally, the team has also promoted the Flu Vaccination scheme during the quarter. All council employees are eligible to request a flu vaccination voucher (unless an employee is eligible to receive a free vaccination through their GP).

The council's Mental Health and Wellbeing e-learning has also been updated and is available to all managers (via the Hub).

Sickness Performance

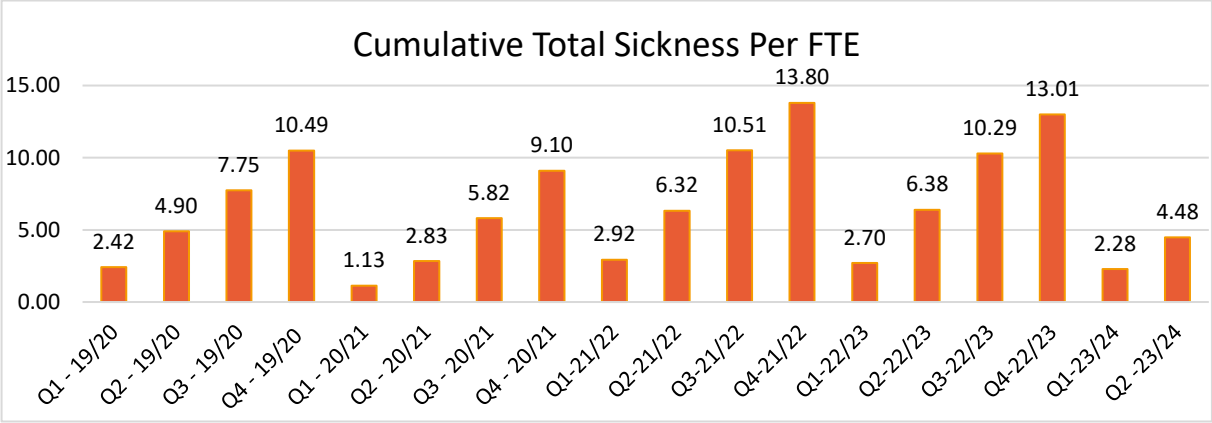
During quarter 2 2023/24 the total sickness levels for the council stood at 2.20 days lost per FTE. When compared to the previous quarter sickness levels have decreased (quarter 1 2023/24 figure stood at 2.28 days lost per FTE). In addition, this latest outturn is also lower than when compared the same quarter last year where the total sickness stood at 3.68 days lost per FTE.

During quarter 2 2023/24 the highest number of days lost due to short term absence was as a result of Covid-19 and the highest number of days lost due to long term absence was as a result of stress and depression.

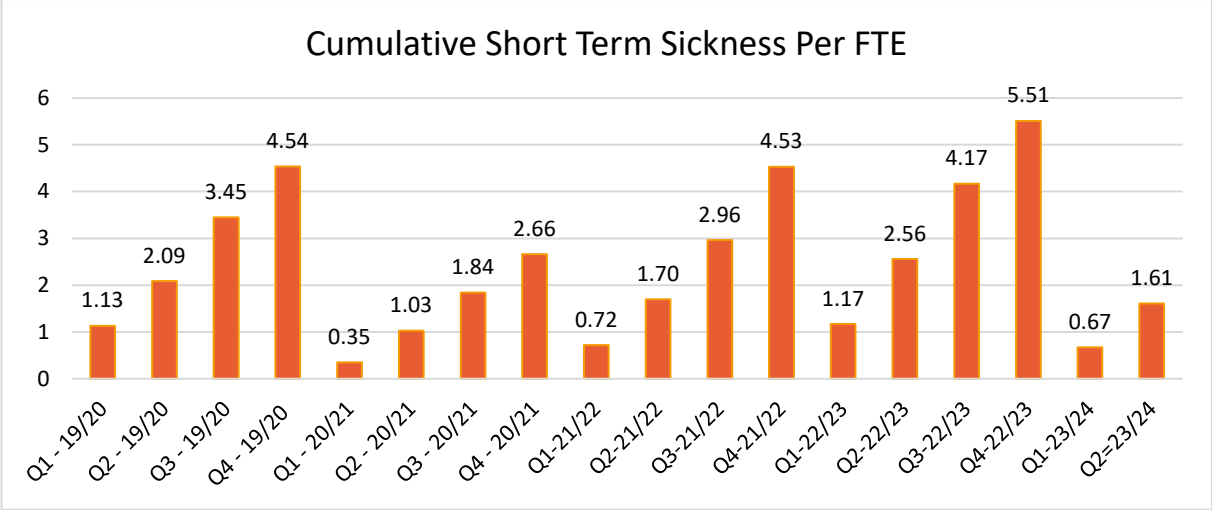
Quarter 2 2023/24 ONLY

	Short Term Days Lost	Long Term Days Lost	Total days lost	Number of FTE	Short Term Days lost per FTE	Long Term Days lost per FTE	Total Days lost per FTE
CX Excluding Apprentices	159.5	260	419.5	177.80	0.90	1.46	2.36
Apprentices	19.5	0	19.5	7.88	2.47	0.00	2.47
DCE	99	70	169	122.48	0.81	0.57	1.38
DMD	8	0	8	15.69	0.51	0.00	0.51
DHI	224	328.5	552.5	206.51	1.08	1.59	2.68
Total	**510**	**658.5**	**1,168.5**	**530.34**	**0.96**	**1.24**	**2.20**
Less Apprentices	**490.5**	**658.5**	**1,149**	**522.46**	**0.94**	**1.26**	**2.20**

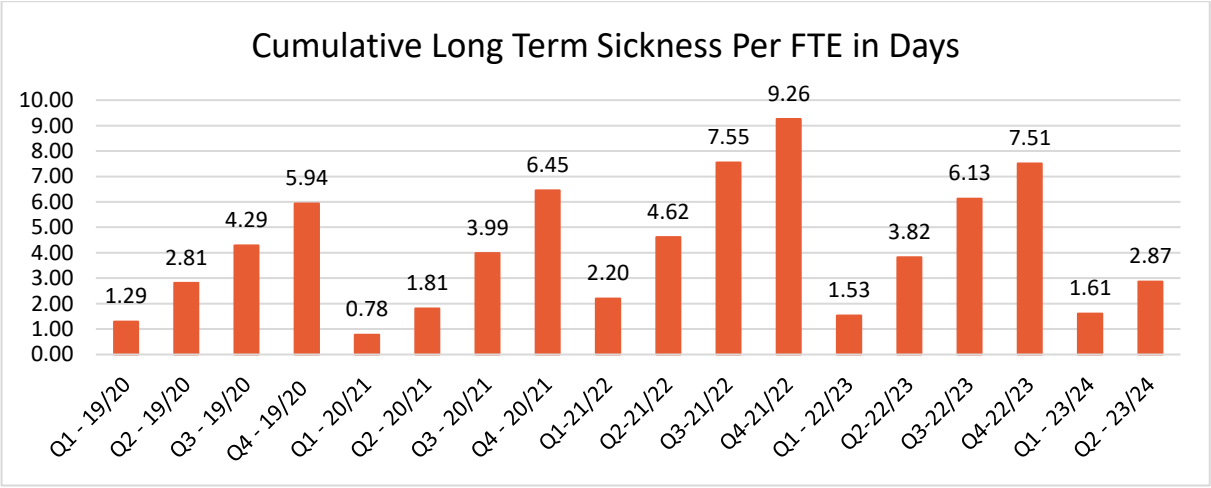
Cumulative total sickness per FTE in days (excluding apprentices)



Cumulative short-term sickness per FTE in days (excluding apprentices)



Cumulative long-term sickness per FTE in days (excluding apprentices)



Complaints Performance

In quarter 2 2023/24 there were 84 complaints dealt with across the council.

It is important to note that the timeframe for providing a response to Stage 1 and Stage 2 complaints is as follows –

- Stage 1 - to be completed within 10 days.
- Stage 2 - to be completed within 20 days.

At the end of the quarter the percentage of formal complaints, which were responded to within their target time across all directorates year to date, was 66% (133). In quarter 2 2023/24, there were 0 Local Government Ombudsman (LGO) complaints decided and 0 Local Housing Ombudsman (LHO) complaints decided.

Quarter 2 2023/24

	CX	DCE	DHI	DMD	TOTAL
Number of formal complaints dealt with this quarter (Q2)	7	25	50	2	84
Number of formal complaints upheld this quarter (Q2)	4 (57%)	13 (52%)	22 (44%)	2 (100%)	41 (49%)
YTD total number of complaints investigated	19	69	110	2	200
YTD number of formal complaints Upheld	9 (47%)	26 (38%)	54 (49%)	2 (100%)	91 (46%)
No / % of responses within target time this quarter (Q2)	7 (100%)	23 (92%)	29 (58%)	2 (100%)	61 (73%)
No / % of responses within target time YTD	18 (95%)	66 (96%)	47 (43%)	2 (100%)	133 (66%)
LGO complaints decided (Q2)	0	0	0	0	0
LHO complaints decided (Q2)	0	0	0	0	0

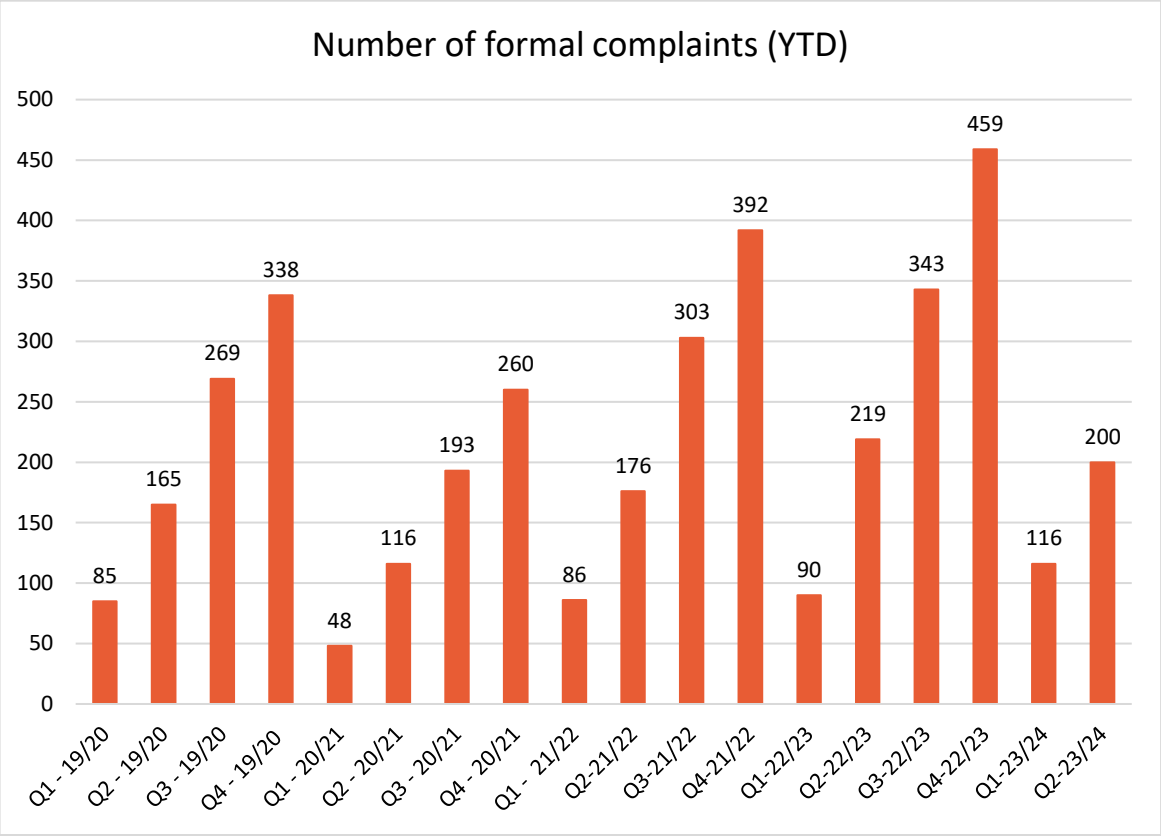
In quarter 2 2023/24 the number of complaints dealt with by the Chief Executive's Directorate reduced to only 7 compared to the previous quarter, in which there were 12. All 7 of the complaints related to some aspect of Council Tax collection. All complaints to the Chief Executive's Directorate were dealt with within the target response time.

The Directorate for Communities and Environment dealt with a reduced number of complaints, responding to only 25 in quarter 2. This compares to 44 in quarter 1. 23 or 92% of these were responded to within the target response time. Complaints were spread across most of the service areas in the directorate with no one area dominating the range of issues raised.

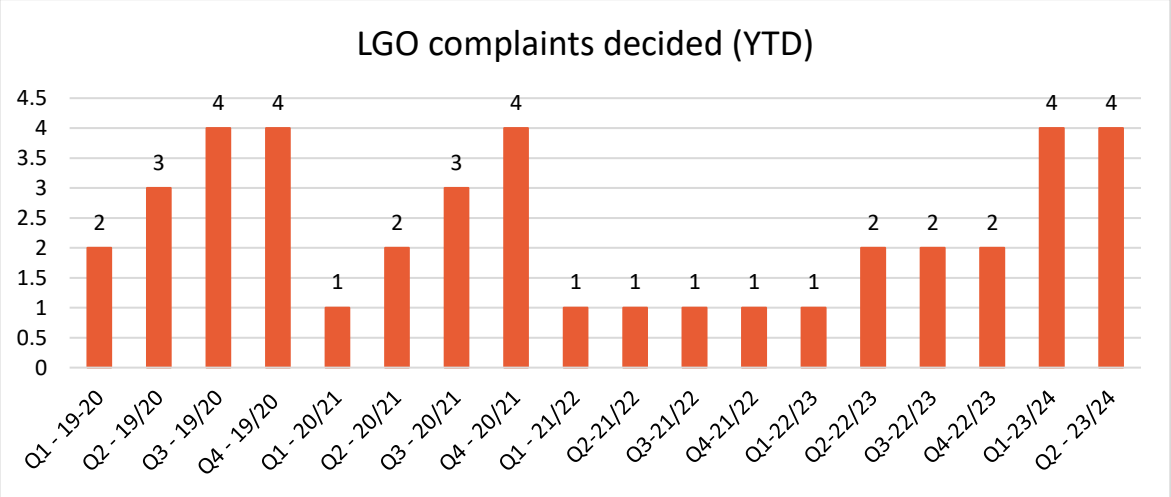
Complaints received in the Directorate of Housing and Investment reduced for the third quarter in a row to 50 in this second quarter of the year. Looking at the previous year (2021/2022) in quarter 2 staff dealt with 109 complaints. Half of the complaints in the directorate were about repairs and conditions at tenant properties. The rest of the complaints were spread equally around housing allocations & waiting lists, investment decisions and issues with tenancy services. The time taken to respond to complaints is improving in this directorate with 58% of complaints now being responded to within published target response times.

There were 2 complaints received in the Directorate for Major Developments during quarter 2. These both related to the Western Growth corridor and were both upheld. One was related to construction noise and one was about traffic management on site.

Number of formal complaints decided (YTD)



Local Government Ombudsman complaints decided (YTD)



New Joint Complaint Handling Code for Housing Complaints

The Housing Ombudsman and the Local Government and Social Care Ombudsman have proposed that in the interests of fairness across Local Authority Services they will introduce a new Joint Complaint Handling Code.

The Housing Ombudsman introduced its initial complaint handling code in 2020 and under the Social Housing (Regulation) Act it will become a statutory duty from 1 April 2024. The council will be required to complete an annual self-assessment against the code, present the outcome report to members and publish it on our website. The Housing Ombudsman Service will have a duty to monitor performance against the code and will have the power to issue Complaint Handling Failure Orders. The draft code is currently being consulted on and when the final version is published the council will ensure our Complaints Policy is amended if necessary to reflect the code. Further updates will be provided upon completion of the consultation stage.

Compliments Performance

In quarter 2 2023/24 there were 26 compliments recorded across the council.

	CX	DCE	DHI	DMD	TOTAL
Number of compliments received	8	6	11	1	26

The table below shows the key areas the compliments were in relation to during the quarter for each directorate.

CX	Excellent standard of service from the Revenues Team relating to stressful and complex cases, revenues support in relation to moving into a property, revenues support in relation to a council tax query.
DCE	Support with Community Services request, support with a complaint response, support from parking attendants.
DHI	Support with rent arrears, estate improvements, support in finding more suitable accommodation, housing application support.
DMD	Great work of the team to achieve a positive outcome (in relation to a Wall at Windmill View).

For each compliment received a letter is sent to the individual to thank them for taking the time to make the compliment.

Some examples of the compliments received during the quarter are provided below:

CX

Revenues support

'I would like to compliment Lincoln Council services for their excellent customer service and systems. On a few occasions I have needed to contact the council tax department and each time the people who work in customer service, are professional, helpful and well informed. The system of

speaking to someone directly is really useful when compared to my local council in Sussex. Please pass on my feedback.'

Revenues support

'I would just like to offer my thanks to your council tax and recovery teams within the council. Spoke to 3 or 4 members across both teams today and they could not have been more helpful with the serious problem I was having. All seemed to know exactly what to do as well as being empathetic and genuinely wanting to help. Could not speak highly enough of them, only sorry I could not remember their names.'

Revenues support

'That was all very stressful and you've done a marvellous job of untangling things and managing the whole issue. Thank you again.'

DCE

Support from parking attendant

'Today I had troubles parking at Lucy tower street car park on the sixth level and was pleasantly surprised to receive an excellent level of assistance from a parking attendant who helped us get our ticket when we were in a rush and we really appreciate the support he provided.'

DHI

Estate Improvements

'Can I please take this opportunity to personally thank you for all the help and support you have provided for all the improvements made to the local area. The car park at the top of Kenner Close has never looked so tidy. Thank you again for all your hard work, sometimes we all forget to show appreciation and I know at times that can be quite disheartening.'

Tenancy

'Many thanks for your help resolving my rent issues, I can rest easy. Thanks again.'

Housing Solutions

'Many thanks for your time, support and help in the application process. I appreciate this, and it certainly made the transition of finding and securing our next home smoother.'

DMD

Wall at Windmill View (internal compliment)

'Fantastic news. What a herculean effort it has been. You've done a brilliant job so well done and thank you. Big thankyou from me also for everyone else involved in this. I'm sure the residents are delighted with the results and so they should be. I take the absence of complaints to me during construction as evidence of this. Great teamwork even though we tried everything we could to avoid being put in the situation!'