



CITY OF
Lincoln
COUNCIL

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Lincoln's ambitious future



Councillor Information Pack

2024

The City of Lincoln Council

As you will be aware, becoming a councillor brings significant responsibilities both as a decision-maker and as a representative for the people of the city. The Councillor Information Pack is intended to act as an introductory guide to the Council from the perspective of a councillor. Given the number of responsibilities the Council has, it can sometimes be daunting trying to work out how to handle a particular issue and whether the Council is even the organisation which has responsibility for it.

The Democratic Services Team is here to offer guidance and help wherever possible, along with other officers and councillors. A number of the questions which are most frequently asked by new councillors are addressed within the induction pack, along with a few handy reference guides.

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Structure of the Council

Chief Executive & Town Clerk

Chief Executive / Personal Assistant:	Angela Andrews / Lara Trickett (873292)
Chief Finance Officer	Jaclyn Gibson (873258)
City Solicitor & Monitoring Officer	Carolyn Wheater (873323)
Assistant Director – Shared Revenue and Benefits	Martin Walmsley (873597)
Assistant Director – Transformation and Strategic Development	Emily Holmes (873277)

Directorate of Communities and Environment

Director / Personal Assistant	Simon Walters / Deborah Clucas (873475)
Assistant Director - Communities and Street Scene	Steve Bird (873421)
Assistant Director - Health and Environment Services	Simon Colburn (873241)
Assistant Director – Planning and City Services	Kieron Manning (873551)

Directorate of Housing & Investment

Director / Personal Assistant	Daren Turner / Danielle Green (873201)
Assistant Director – Housing	Vacant (873734)
Assistant Director – Investment	Matthew Hillman (873639)

Directorate of Major Developments

Director / Personal Assistant	Kate Ellis / Lauren Smith (873571)
Assistant Director – Growth and Development	Vacant (873571)
Assistant Director – Western Growth Corridor	Jo Walker (873325)

Democratic and Electoral Services

Democratic Services and Elections
Manager:

Cheryl Evans (873370)

Democratic Services Officers:

Jess Cullen (873370) (part-time)

Alison Hewson (873370)

Victoria Poulson (873370)

Claire Turner (873370)

Electoral Services:

Jessie Wheeler (873733)

Clare Stait (873733) (part-time)

Councillor Roles

Ward Councillors

All councillors have a responsibility for the residents and businesses in the ward they represent. This can include speaking as an advocate for residents at Planning Committee meetings and working to improve the lives of local individuals and communities. However, ward councillors also have a responsibility to the city and the Council as a whole, which can sometimes lead to councillors needing to balance competing priorities. The role is ultimately as varied as the personalities of councillors themselves, with each councillor bringing a different approach to the different demands of each area.

Portfolio Holders

The Leader of the Council is elected by the Council. The Leader is then able to appoint up to nine portfolio holders who take responsibility for particular areas of the Council's business. This can include leading on policy matters, offering guidance to officers, and communicating with the media. The portfolio roles for 2024/25 are:

- Customer Experience and Review
- Inclusive Economic Growth
- Our People and Resources
- Quality Housing
- Reducing all Kinds Inequality
- Remarkable Place and Addressing the Challenge of Climate Change

Committee Chairs

Every committee has a chair who has responsibility for controlling and progressing the business of a meeting. The chair has considerable control in a meeting and also holds a casting vote in the event of a tied vote. Officers may also consult with committee chairs on business which is relevant to their committee or on the development of a meeting's agenda.

Wards of the City

City of Lincoln Council Boundaries

The City of Lincoln Council has eleven wards, with three councillors representing each ward. Elections are held 'by thirds' meaning that one councillor is elected to each of these wards every year, except in the year when Lincolnshire County Council elections are held.

Lincolnshire County Council Boundaries

Lincoln has eight electoral divisions, each electing one councillor to serve on Lincolnshire County Council. The boundaries of these electoral divisions do not align with the City of Lincoln Council's ward boundaries. Elections for county councillors are held every four years.

Lincoln Parliamentary Boundaries

Lincoln's parliamentary constituency boundary covers the City of Lincoln, as well as the areas of Skellingthorpe, Bracebridge Heath, and Waddington (which are in North Kesteven District Council's area). The boundary for the Lincoln constituency is currently in the process of being reviewed by the Boundary Commission for England as part of a comprehensive review of all boundaries.

Maps outlining the boundaries for the City Council wards, County Council electoral divisions and the Parliamentary constituency are available from the Elections team.

Decision-Making Committees

Council

The Council meeting comprises all elected members and is responsible for a significant number of decisions, including setting the budget and the strategic priorities of the Council. Council is also a key meeting for debates about the direction of the city and the local authority, with councillors able to put forward motions regarding relevant areas of business.

Executive

The Executive comprises those councillors who have been chosen by the Leader to act as portfolio holders for particular areas of business. The Executive takes many of the strategic decisions regarding the operation of the Council. However, all of its decisions must comply with the budget and policy framework set by the Council. In some circumstances it is possible for councillors to challenge a decision taken by the Executive using the 'call-in' process, details of which are highlighted to all councillors when Executive decision are published.

Shared Revenues & Benefits Joint Committee

The Council operates a shared revenues and benefits service with North Kesteven District Council. Executive members from each council direct the service via this joint committee which operates on a similar basis to the Executive.

Licensing Committee

The Licensing Committee is responsible for setting the Council's licensing policies for the wide variety of the activities which fall within its remit. Many decisions are delegated to officers and to specialist sub-committees. The Hackney Carriage and Private Hire Licensing Sub-Committee is responsible for considering taxi driver licensing, while there are a number of sub-committees which meet to consider the licensing of establishments such as sexual entertainment venues, gambling premises, pubs, and clubs.

Audit Committee

The Audit Committee provides an independent and high-level focus and review on the audit, assurance and reporting arrangements that underpin good governance and financial standards at the Council.

Planning Committee

The Planning Committee considers applications made for development within the city and is frequently required to make decisions to either approve or reject applications. As a result of this, the Planning Committee often attracts considerable public interest.

Scrutiny

Introduction to Scrutiny

Non-Executive councillors can be appointed by Council to scrutinise the operation of different kinds of Council business through a number of committees. A key role for all these committees is to hold decision makers to account for their actions and to ensure that the Council and its partners are operating effectively and efficiently.

Community Leadership Scrutiny Committee

While the other scrutiny committees direct their focus on the role of the Council, the Community Leadership Scrutiny Committee has been established to consider matters which affect the broader community and require the input of external organisations.

Performance Scrutiny Committee

The Performance Scrutiny Committee monitors the operation of the Council's services and finances. This includes taking in-depth looks at areas of particular concern, while searching for opportunities for service improvement or cost management. The Committee also receives regular reports from portfolio holders who are then held to account for performance within their area at regular portfolio under scrutiny sessions. There is also a Housing Scrutiny Sub-Committee which reports to the Performance Scrutiny Committee.

Policy Scrutiny Committee

The Policy Scrutiny Committee considers the development and review of the Council's policies and strategies. This can include looking at the detailed reviews of Council services and staff structures.

Select Scrutiny Committee

The Select Scrutiny Committee has two main purposes. Its first is to consider any requests for the 'call-in' of an Executive decision, which happens when councillors have concerns about the process or rationale behind an Executive decision. The second purpose is to sit as the Council's crime and disorder committee which works alongside representatives from Lincolnshire Police to improve public safety within the city.

Housing Scrutiny Committee

The Housing Scrutiny Sub-Committee is a sub-committee of Performance Scrutiny Committee. It was established to increase engagement between scrutiny councillors and Tenant Advisory Panel representatives. It considers all Housing Landlord related issues including performance, policy and procedural changes.

The Constitution

The Council has a written constitution which sets out how the Council operates, how decisions are made, and the procedures that are followed. Full copies of the Constitution are available online or in the Democratic Services office.

The Constitution is several hundred pages in length and updated regularly. It is divided into nine parts which are summarised below:

Summary and Explanation – This is a short introduction to the nature and purpose of the Constitution.

Articles – The articles of the Constitution set out a number of rights and powers held by different individuals and bodies, as well as the operation of the Constitution itself.

Responsibility for Functions – The scheme of delegations sets out which committees are responsible for each decision, as well as details of the delegations to officers.

Procedural Rules – Councillors are encouraged to make themselves familiar with the Council Procedure Rules which cover their participation in Council and committee meetings.

Codes and Protocols – These contain a number of guidelines covering behaviour in different circumstances, including the Member Code of Conduct, and the rules concerning participation at meetings of the Planning Committee.

Members' Allowance Scheme – The annually-agreed scheme sets out the basic allowance for councillors and any allowances for special responsibilities.

Member-Officer Protocol – This protocol sets out how councillors and officers should behave towards one another.

Petition Scheme – The scheme sets out rules for the submission of petitions and guidelines on the action to be taken if a certain number of signatures is reached.

Management Structure – This shows management structure, including the departments and responsibilities of senior officers.

Declaring Interests

Register of Interests

All councillors are required by law to make a written declaration of any 'disclosable pecuniary interests' which they or their spouse have regarding the following topics:

- Corporate Tenancies
- Contracts
- Employment, Office, Trade or Profession
- Land
- Licences
- Securities
- Sponsorship

When you begin as a councillor, you will be given the relevant form and guidance which will allow you to complete it. It is important that the form is updated with any changes within 28 days of a change being made. The register is then published on our website and also available at City Hall, although it is possible to exclude any 'sensitive' interests with the approval of the Monitoring Officer.

Gifts and Hospitality

If you receive any gifts or hospitality from any person or body (other than the Council) with a value in excess of £50 you must register this with the Monitoring Officer within 28 days. This information is then placed on a public register.



Disclosable Pecuniary Interests (DPIs)

When at a meeting councillors must make a declaration if any item of business relates to their disclosable pecuniary interests. The councillor cannot then take part in that item of business at the meeting.

Dispensations

In certain circumstances, the Monitoring Officer may grant councillors dispensations to take part in the consideration of items in which they have a DPI. These can be granted if, for example, the political balance is likely to be distorted by the number of declarations being made or the meeting will become inquorate (meaning that insufficient councillors are in the meeting for it to take place or continue).

Other Interests

In addition to the nationally-set categories for DPIs, the Council has also agreed a number of additional interests which may affect a councillor's participation in meetings, including membership of certain types of bodies. These must also be declared at any relevant meetings. A separate guide to interests has been produced for councillors and can be requested from Democratic Services if you have not already been provided with a copy.

Council Tax

Councillors should note it can be a criminal offence to vote on matters relating to setting the council tax if in arrears with your own payments. Please seek the guidance of the Monitoring Officer if in any doubt whatsoever as to whether you may be affected.

Motions and Questions

Motions

Councillors may put forward motions matters to be debated at a meeting regarding an area relevant to the Council or, if submitted to a committee, to the business of that committee. Motions of this kind are called 'motions on notice' and, as the name suggests, must be submitted in advance of a meeting in accordance with the rules set down in the Council Procedure Rules.

Motions must be submitted to the Chief Executive and Town Clerk or Democratic Services at least seven working days before the meeting at which it is proposed to be considered. The motion must be signed by at least two councillors, who will then act as proposer and seconder. If a motion is similar in terms to one rejected in the previous six months, the motion must be signed by five councillors before it can be accepted.

Councillors are also able to move procedural motions at any meeting which relate to the proceedings of a meeting in progress, as specified in the Council Procedure Rules. During the debate on a motion councillors are able to put forward amendments to the motion under discussion. The amendment cannot have the effect of simply reversing the original motion.

Procedural motions are, like amendments, made at the meeting without prior notice being required. These include closure motions and it is also possible for councillors to vote to adjourn a debate or the meeting itself.

Motions can also be used in other circumstances, such as moving to close a meeting or to suspend a particular Council Procedure Rule.

Councillor Questions

At meetings of Council, councillors also have the opportunity to put questions to portfolio holders or the chairs of committees. These questions have to be submitted by 10:00 at least two clear working days before the meeting is held. In practice, for a Council meeting on Tuesday this will mean a deadline of 10:00 on Friday.

Working with Officers

Member-Officer Protocol

All councillors and officers are subject to the Member-Officer Protocol. The protocol sets out detailed guidelines for the behaviour of councillors and officers towards one another. It must be observed at all times by councillors and officers and is contained within the Council's Constitution.

Respect

The working relationship between officers and councillors has to be built upon mutual respect. It is also necessary that both councillors and officers have a clear idea of the differences between their respective roles. Councillors have a higher-level role than officers and determine the overall direction of the Council, but this does not give individual councillors an automatic right to overrule existing policies or to ignore professional advice and officer decisions.

Escalating Concerns

Sometimes officers may be unable to help you in the way that you have requested. If you are concerned that an officer has misinterpreted a request or not provided the level of service you expect, you should explain this to them clearly and politely. If you are still concerned you should raise your issue through the officer's line management. There are likely to be occasions where officers will be limited in the assistance they can offer either by the law or policy. As ever, it is important to try to understand an issue from another person's angle and to always treat others with respect and courtesy.

It is also possible to refer enquiries via designated officers for each directorate who can arrange responses within agreed timeframes. Please contact Democratic Services for further details regarding this.

Politics

Councillors are directly elected politicians and are inherently politically active. However, officers are considerably more limited in their political involvement. While most officers are able to engage in some forms of political activity outside their employment, there is a duty for officers to be impartial in their working life. Councillors should respect the limits placed upon officers and should not seek to pressure officers to act otherwise. Equally, councillors must ensure that they do not use council resources for political purposes.

Councillor Development

'Mandatory' Training

Councillors have a right to take part in meetings to which they have been appointed by Council or where attending as a substitute for another councillor. However, Council has determined that councillors may not serve on the Planning Committee, Licensing Committee, or the licensing sub-committees if they have not undertaken the training provided for these meetings.

This training is provided to members of these committees, as they are likely to be making highly personal and technical decisions in relation to an individual's application. These decisions are also particularly susceptible to challenge by applicants and so the Council has a duty to ensure councillors are properly trained in reaching a legally-valid decision.

Feeding into the Councillor Development Programme

Democratic Services act as a first point of contact in arranging training and briefing for councillors. Progress in this area is regularly reported to the Ethics and Engagement Committee which oversees councillor development within the Council. However, contributions from councillors who do not serve on that committee are welcomed. If you have any suggestions for additional training or improvements which can be made please contact Democratic Services.

Personal Safety for Councillors

Keeping Yourself Safe

The relationship between councillors and the communities they serve is at the heart of what being a councillor is all about. In order to be a successful councillor you will need to understand the interests of your local community, which will usually be most effectively achieved by engaging directly with the public. The face-to-face contact when constituents can share problems and concerns is vital to making that relationship work. The Council has developed guidance, based on the guidance issues by the Local Government Association. Some of the key points are highlighted below:

Key Tips for Keeping Yourself and Others Safe

- Consider the use of a lone working device, such as a reliance device, which can be provided by Democratic Services.
- Always let your partner, a friend or relative know where you are.
- Make sure your mobile phone is always charged.
- Whenever possible, avoid meeting in locations where other people are not nearby and able to help in case of any problems.
- If you hold a ward surgery,
 - try not to be alone in an otherwise empty building;
 - consider the room layout and seat yourself near the exit door;
 - make a record of any incidents; and
 - know what to do in an emergency.
- If you visit a resident at their home, try to do so in daylight hours and let someone know who and where you are visiting.
- Try to remain calm whenever dealing with people. You will often be dealing with people in stressful situations and responding aggressively is only likely to make a situation worse.
- If you are in a position where you consider yourself to be at risk, try to remove yourself from it as soon as possible. This can include ending a conversation and seeking to resolve problems in a different manner.
- Report any problems you experience to Democratic Services. This can then be compiled into incident reports which can protect others from dangerous people.
- Consider what telephone number is listed on the website.

Environmental Services

Anti-Social Behaviour

Where possible, it is recommended that neighbours should try first to resolve any problems with one another. If this does not work, the Public Protection and Anti-Social Behaviour Team (PPASB) can be contacted on 01522 873378. An online anti-social behaviour form is also available. The Council can then work with complainants to find a suitable solution to the problem.

Dog Fouling

The Council's PPASB Team can advise on the areas listed below and can be contacted by emailing PPASB@lincoln.gov.uk or calling 01522 873378.

- Care of stray dogs
- Enforcement of Dog Control and Dog Fouling Legislation
- Animal Licensing Activities
- Enforcement of the Environmental Protection Act 1990 (barking dogs, etc)
- Promotion of responsible dog ownership

Garden Waste

Residents can join the Council's green waste scheme, for which an annual charge is payable, by visiting www.lincoln.gov.uk/garden or calling 01522 873423.

Bulky Waste Collections

A free collection service is available for residents who:

- have a disability;
- are eligible for a state pension/pension credits; or
- are in receipt of a means tested benefit, such as Housing or Council Tax Support (excluding Child Tax Credits and Working Tax Credits).

Fridges/freezers cannot be taken by the free service.

The Council also works in partnership with West Lindsey District Council (WLDC) to deliver a competitively priced charged bulky waste collection system for those who do not qualify for a free service. Details are on WLDC website

Otherwise, large and bulky items can be taken to the Household Waste Recycling Centre at Great Northern Terrace, where there is no charge for disposal.

Waste Collection and Recycling

If a resident's waste or recycling has not been collected they should contact Customer Services by calling 01522 881188. Any concerns regarding the use of bins, bins being left on streets after the collection date, can also be referred through Customer Services. Collection dates are listed on the Council's website.

A full index of materials covered by recycling services is available on the council's web site.

Housing Services

Applying for a Council Tenancy

The Council runs a joint choice-based lettings scheme to assist in finding a suitable home in Lincoln. The choice-based lettings scheme gives residents more choice in the area that they move to and the type of property that they would like to live in. Social housing across central Lincolnshire is first offered to families or individuals with the greatest housing need. Councillors and officers cannot directly influence the position of applicants on the waiting list, but can offer advice on ensuring that all of an applicant's personal circumstances, such as any medical conditions, are properly considered.

If residents want to apply for housing in Lincoln or North Kesteven they need to register with [Lincs Homefinder](#). More information is available on the Lincs Homefinder website, City of Lincoln Council website and advice can be given by Lincoln or North Kesteven through their respective teams.

Lincoln Housing Solutions Team: housingsolutions@lincoln.gov.uk or 01522 873777.

North Kesteven Housing Options Team: housingoptions@n-kesteven.gov.uk or 01529 414155.

Applicants must complete an application form and provide supporting information, which, depending on their eligibility, will enable them to bid for affordable homes in the location of their choice. Each of the partners have their own Allocations/Lettings Policy and criteria for banding an application. Guidance on the criteria applied to applicants can be found on each authority's website.

A successful applicant will be selected from those who have placed bids for a particular property and who meet the qualifying criteria. Selection will be based on the relevant needs band, followed by the length of time an applicant has been in a particular band and any additional criteria stated within the advert.

Council Housing Repairs

The Council's repairs are coordinated by Customer Services and Resource Planners based at Hamilton House on Beever Street. Any repairs for Council tenants can then be arranged for completion by the in-house Housing Repairs Services or one of the Council's specialist contractors.

Residents can report a repair by:

- telephoning customer services on 01522 873333;

- visiting City Hall in person during normal office hours; or
- emailing customer.services@lincoln.gov.uk or submitting an online form.

Emergency repairs can be reported by calling 01522 534747. If a resident is struggling to reach a satisfactory resolution to their housing repair request, it can be useful to discuss the problem with a Resource Planner. Alternatively, the Council's Housing Appeals Panel can consider housing complaints which have already exhausted the internal complaints procedures.

Housing Benefit and Council Tax Support

Although the national rollout of 'Universal Credit' continues, people can make an application for Housing and/or Council Tax Support if they:

- Work full or part-time and receive a low wage
- Receive Employment and Support Allowance, Jobseekers' Allowance or any other state benefit
- Have savings less than £16,000 (this does not apply if you receive Pension Guarantee Credit)
- Pay rent to a private landlord, Housing Association or Local Authority
- Pay Council Tax on their home

The list above is not exhaustive, so if in doubt a claim should be made and eligibility/entitlement will be determined by the Council's Benefits Service.

Initial applications for benefit support can be made via the Council's website [Benefits - Apply for housing benefit and Council Tax Support – City of Lincoln Council](#) .

Supported Housing

The Supported Housing Service is designed to help improve older tenants' quality of life. There are three types of service available:

- Sheltered housing with on-site support provides accommodation under one roof, with communal bathrooms and laundry facilities as well as common rooms, where residents can meet and take part in leisure activities. This will also include an extra care facility at De Wint Court which provides high quality accommodation for older persons with a range of additional care needs, provided through Lincolnshire County Council support. Facilities at De Wint Court include sensory gardens, treatment rooms and a restaurant and is supported by a dedicated on-site management.

- Grouped housing with on-site support comprises small blocks of one-bedroom flats or bungalows grouped around a community centre, where the residents can meet and take part in leisure activities.
- Dispersed alarms allow alarm equipment to be installed in Customers homes, monitored by our 24/7 Lincare Service enabling them to call for help and assistance.

Applications for sheltered or grouped housing should be made through Housing Solutions by emailing housingsolutions@lincoln.gov.uk or calling 01522 873777. Applications for dispersed alarms can be made by contacting the Lincare Control Room on 0300 303 4430, completing an online application form or by emailing lincare@lincoln.gov.uk

Other Council Services

Allotments

Lincoln's residents are able to apply for allotment plots within the city. This can be done via the Council's website. Alternatively, enquiries can be made by calling customer services on 01522 873423.

Advice on Welfare, Money and Benefits

The Council has Welfare Advisors who are able to guide residents through the benefits to which they may be entitled. Not all benefits will be administered by the Council, including Universal Credit which is processed by the Department for Work and Pensions. The Welfare Team can be contacted by calling 01522 873382.

Council Tax and Business Rates

The Council operates a shared revenues and benefits service with North Kesteven District Council. All enquiries regarding Council Tax and Business Rates can be made via the City of Lincoln Council. Enquiries can be made as follows: Council Tax via 01522 873355 and Business Rates via 01522 873342.

Customer Services Opening Hours

City Hall is open at the following times:

- Monday: 9am - 5pm
- Tuesday: 9am - 5pm
- Wednesday: 10am - 5pm
- Thursday: 9am - 5pm
- Friday: 9am - 4.30pm

Members of the public attending a public committee meetings in the evening are able to access the committee rooms via the Orchard Street entrance.

Elections – Applying to Vote

Residents are encouraged to register to vote online at www.gov.uk/register-to-vote . If people do not have access to the internet they should contact the Elections Team (electoral@lincoln.gov.uk or 01522 873733). Application forms for including postal and

proxy voting can be obtained from the Elections Team. Additional information can be obtained from www.yourvotematters.co.uk

Highways

The majority of roads and pavements within Lincoln are the responsibility of the Highways Department at Lincolnshire County Council. Problems can be reported directly to the Lincoln department by calling 01522 782070 or emailing:

customerservices@lincolnshire.gov.uk

Neighbourhood Working

The primary purpose of neighbourhood working is to work in partnership with residents, local businesses and organisations to deliver creative, innovative solutions to identified issues within a community. This is done by forming Neighbourhood Boards or forums where issues and ideas can be openly discussed. The team is currently focusing on the revitalisation of Sincil Bank and is located at 30 Portland Street. If you have any queries in the meantime, then please contact Paul Carrick on 07197 053128.

Resident Parking Permits

The Resident's Parking Scheme is in force from Monday to Saturday from 8am to 6pm. During these times, a valid permit is required to be displayed. For areas of the city covered by a scheme, applications for permits can be made online at www.lincoln.gov.uk. Alternatively, enquiries can be made via the Parking Services team by emailing city.services@lincoln.gov.uk or calling 01522 873497.

The schemes only apply in certain areas of the city. The process for requesting a new scheme be considered is currently under review and will be circulated once agreed by the Portfolio Holder.

Safeguarding

Any concerns should be submitted via the Council's intranet site at: [Safeguarding Vulnerable People Form \(Stage 1\) - Dash Staff Portal \(achieveservice.com\)](#). If you are not able to complete the online form, please contact Customer Services on 01522 881188 or by emailing safeguarding@lincoln.gov.uk.

Licensing

The Council's Licensing Team can take enquiries on a wide variety of licensing queries including hackney carriages, private hire vehicles, alcohol, temporary events, gambling, and sex establishments. This can include giving assistance to potential applicants or guidance to residents and councillors on their rights to raise concerns about the conduct

of a licensee. The Licensing Team can be contacted by emailing Licensing@lincoln.gov.uk or calling 01522 873714.

Planning

Requirement for Planning Permission

Certain types of minor changes to your home without can be made without needing to apply for planning permission. These are called Permitted Development Rights. The [Planning Portal Interactive House](#) provides an idea as to whether planning permission may be required for a particular proposal.

However, not all properties have the benefit of Permitted Development Rights, including flats, houses with specific allocations (Conservation Areas, Listed Buildings or Article 4 Directions) or properties which have had their Permitted Development Rights removed. The Council's Development Team can confirm whether your property has had its permitted development rights removed by calling 01522 873474 or emailing developmentteam@lincoln.gov.uk

Applying for Planning Permission

The Council welcomes and strongly encourages discussions with homeowners or developers before submitting a planning application. This service is called the 'Pre-application Planning Advice'. And provides an opportunity to explore a proposal with planners. This can be arranged by calling 01522 873474 or emailing developmentteam@lincoln.gov.uk

Planning application can be submitted online through the [Planning Portal website](#). Alternatively application forms can be downloaded from the Council's website or collected from the fifth floor of City Hall in the Planning Reception Area.

Speaking at the Planning Committee

Councillors are able to speak to the Planning Committee as 'ward advocates' in relation to a planning application. This gives councillors the opportunity to speak for up to five minutes and can be in addition to the contributions of other councillors and public speakers. Any councillor wishing to speak must register to do so by 16:00 on the Tuesday immediately preceding the meeting. If a councillor is speaking as an advocate they should not take part in voting on that item if they are also acting as a member of the Planning Committee.

Trees

Many trees can be maintained by their owner without requiring the involvement of the Council. If the tree is subject to a Tree Preservation Order or stands within a Conservation Area, special permission must be sought from the Council before carrying out any work. For any enquiries regarding either applying for or working with an existing Tree Preservation Order/ Conservation Order you should contact the Council's Arboricultural Officer by calling Customer Services on 01522 873423.

The Arboricultural Officer can also offer advice regarding any work required to trees owned by the Council. Lincolnshire County Council's Highways Department can contact property owners whose privately owned trees or plants are overhanging a pavement or highway.

Lincolnshire County Council

Lincolnshire operates a two-tier system of local government, meaning that responsibilities are split between district councils (lower tier) and the county council (upper tier). In other parts of the country, an individual local authority can take responsibility for all local government services. Unlike much of the rest of Lincolnshire, the City of Lincoln Council does not host any parish councils.

It can often be confusing trying to work out which services fall within the remit of each local authority, especially for residents who are unaware of the distinction. The table below provides a short guide to the different services provided at each level of local government. However, it should be stressed that councils have some freedom to develop services to benefit the community which could be undertaken at either level of local government.

City of Lincoln Council	Lincolnshire County Council
Building Control Car Parks Cemeteries and Crematorium Council Tax and Housing Benefits Development Control (Planning) Electoral Registration and Elections Environmental Health Housing Leisure Licensing Parks, open spaces, play areas Property and Land Searches Street cleaning Public toilets Waste Collection	Adult Social Services Children's Social Services Highways Maintenance Libraries and Archives Public Health Public Transport Registration of Births, Marriages and Deaths Schools and Other Education Services Street Lighting and Street Furniture Trading Standards Traffic Management and Planning Waste Disposal

In the City of Lincoln there are eight county council electoral divisions which each return one county councillor at its four-yearly elections.

Useful Contact Details

Council

Service	Telephone	Email
Anti-Social Behaviour	01522 87(3378)	PPASB@lincoln.gov.uk
Business Rates	01522 87(3342)	Revenues@lincoln.gov.uk
Civic Office	01522 87(3303)	civic@lincoln.gov.uk
Communications	01522 87(3384)	communications@lincoln.gov.uk
Council Tax	01522 87(3355)	council.tax@lincoln.gov.uk
Customer Services	01522 881188	customerservices@lincoln.gov.uk
Democratic Services	01522 87(3370)	democratic.services@lincoln.gov.uk
Elections	01522 87(3733)	electoral@lincoln.gov.uk
Environmental Services	01522 87(3249)	environmental.health@lincoln.gov.uk
Guildhall	01522 541727	civic@lincoln.gov.uk
Housing	01522 87(3333)	customerservices@lincoln.gov.uk
IT Helpdesk	01522 87(3327)	ithelpdesk@lincoln.gov.uk
Licensing	01522 87(3714)	licensing@lincoln.gov.uk
Out of Hours Housing Repairs	01522 534747	N/A
Planning	01522 87(3484)	development.control@lincoln.gov.uk
Housing Solutions	01522 87(3777)	customerservices@lincoln.gov.uk
Recycling and waste	01522 87(3423)	customerservices@lincoln.gov.uk
Welfare, Money and Benefits Advice	01522 87(3382)	welfare@lincoln.gov.uk

East Lindsey Council – 01507 601111

Lincolnshire Police – 01522 532222

Lincoln BIG – 01522 545233

Lincoln University – 01522 882000

North Kesteven Council – 01529 414155

Lincolnshire County Council – 01522 552222

South Kesteven Council – 01476 406080

North Lincolnshire Council Highways –
01522 782070

West Lindsey Council - 01427 676676