

# Quarter 1 2024/25 Operational Performance Report

## - Performance overview



Business Intelligence Officer  
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


## How to read this report

This report provides an overview of the council's performance in Quarter 1 of 2024/25 by Directorate and by Vision Priority. This report also contains an overview of the council's performance in relation to its two inward looking portfolios 'Our People and resources' and 'Customer Experience and Review', which sit outside of the Vision Priorities. Also included within this report are highlight reports detailing some of the support provided by the council to Lincoln's communities during the past quarter, service updates and their impact.

Detailed performance measure outturns for quarter 1 2024/25, performance measure commentary provided by service areas and corporate performance measure outturns can be found at Appendix B.

### Performance Key:

For all 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

Performance measures outturns by Vision Priority are categorised below and in Appendix B using the following codes:

PR	Our People and Resources
RI	Reducing Inequality
CE	Customer Experience & Review
RP	Remarkable Place
QH	Quality Housing
EG	Inclusive Economic Growth
CC	Addressing the challenge of Climate Change

### Corporate performance measures

Corporate performance measures focus on the council's performance overall and are not specific to service area performance. These corporate performance measures are split into the following categories and are presented at Appendix B:

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

## Executive summary

During quarter 1 2024/25 the council monitored performance against **87** quarterly performance measures. Of these measures **63** had targets allocated to them, of which **48 (55.2%)** were within or exceeding the targets set. The remaining **24** measures were volumetric (untargeted) measures reported for contextual purposes.

The 2024/25 targets for each targeted performance measure were approved by Performance Scrutiny Committee and Executive in March 2024.

Below provides a summary of the quarter 1 2024/25 performance measure outturns by status and by direction of travel. These are displayed by each Directorate and by Portfolio.

### Directorate Summary

	Performance measure outturns by status				
Status	Chief Executives Directorate	Directorate of Communities & Environment	Directorate of Housing Investment	Directorate of Major Developments	Total
Below target	5 (20.0%)	4 (11.4%)	4 (22.2%)	0 (0.0%)	13 (14.9%)
Acceptable	4 (16.0%)	12 (34.3%)	1 (5.6%)	3 (33.3%)	20 (23.0%)
Above target	9 (36.0%)	10 (28.6%)	7 (38.9%)	2 (22.2%)	28 (32.2%)
Volumetric	7 (28.0%)	8 (22.9%)	5 (27.8%)	4 (44.4%)	24 (27.6%)
Data not available	0 (0.0%)	1 (2.9%)	1 (5.6%)	0 (0.0%)	2 (2.3%)
<b>Total</b>	<b>25</b>	<b>35</b>	<b>18</b>	<b>9</b>	<b>87</b>

	Performance measure outturns by direction of travel				
Status	Chief Executives Directorate	Directorate of Communities & Environment	Directorate of Housing Investment	Directorate of Major Developments	Total
Deteriorating	9 (36.0%)	14 (40.0%)	6 (33.3%)	0 (0.0%)	29 (33.3%)
No change	2 (8.0%)	4 (11.4%)	1 (5.6%)	5 (55.6%)	12 (13.8%)
Improving	7 (28.0%)	8 (22.9%)	5 (27.8%)	0 (0.0%)	20 (23.0%)
Volumetric	7 (28.0%)	8 (22.9%)	5 (27.8%)	4 (44.4%)	24 (27.6%)
Data not available	0 (0.0%)	1 (2.9%)	1 (5.6%)	0 (0.0%)	2 (2.3%)
<b>Total</b>	<b>25</b>	<b>35</b>	<b>18</b>	<b>9</b>	<b>87</b>

### Priority Summary

	Performance measure outturns by status						
	Our People and Resources	Reducing Inequality	Customer Experience & Review	Remarkable Place	Quality Housing	Inclusive Economic Growth	Addressing the challenge of Climate Change
Below target	3 (25.0%)	2 (20.0%)	1 (14.3%)	1 (6.3%)	6 (27.3%)	0 (0.0%)	Currently no measures reported through the quarterly performance reporting process.
Acceptable	3 (25.0%)	0 (0.0%)	1 (14.3%)	7 (43.8%)	2 (9.1%)	7 (35.0%)	
Above target	5 (41.7%)	3 (30.0%)	1 (14.3%)	3 (18.8%)	8 (36.4%)	8 (40.0%)	
Volumetric	1 (8.3%)	5 (50.0%)	4 (57.1%)	4 (25.0%)	5 (22.7%)	5 (25.0%)	

Data not available	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	1 (4.5%)	0 (0.0%)	Progress updates provided
TOTAL	12	10	7	16	22	20	

	Performance measure outturns by direction of travel						
	Our People and Resources	Reducing Inequality	Customer Experience & Review	Remarkable Place	Quality Housing	Inclusive Economic Growth	Addressing the challenge of Climate Change
Deteriorating	7 (58.3%)	1 (10.0%)	1 (14.3%)	9 (56.3%)	7 (31.8%)	4 (20.0%)	Currently no measures reported through the quarterly performance reporting process. Progress updates provided
No change	1 (8.3%)	0 (0.0%)	1 (14.3%)	1 (6.3%)	2 (9.1%)	7 (35.0%)	
Improving	3 (25.0%)	4 (40.0%)	1 (14.3%)	1 (6.3%)	7 (31.8%)	4 (20.0%)	
Volumetric	1 (8.3%)	5 (50.0%)	4 (57.1%)	4 (25.0%)	5 (22.7%)	5 (25.0%)	
Data not available	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (6.3%)	1 (4.5%)	0 (0.0%)	
TOTAL	12	10	7	16	22	20	

Factors such as resource pressures, recruitment challenges and the ongoing cost of living challenges have continued to have an impact on performance in quarter 1 2024/25.

The following pages provide an overview of council performance by Vision Priority during quarter 1 2024/25. Also provided are highlight reports for quarter 1 2024/25.

## Our People and Resources

### Quarter 1 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
<b>Below target</b>	3 (25.0%)	<b>Deteriorating</b>	7 (58.3%)
<b>Acceptable performance</b>	3 (25.0%)	<b>No change</b>	1 (8.3%)
<b>Above target</b>	5 (41.7%)	<b>Improving</b>	3 (25.0%)
<b>Volumetric</b>	1 (8.3%)	<b>Volumetric</b>	1 (8.3%)
<b>Data not available</b>	0 (0.0%)	<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>12</b>	<b>TOTAL</b>	<b>12</b>

### Performance measure overview

During quarter 1 2024/25, within the Our People and Resources theme there were 5 performance outturns that have delivered at or above their targets, these include PRO 1 - Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor), ACC 1 - Average return on investment portfolio, ACC 2 - Average interest rate on external borrowing, DCT - 2 Percentage of invoices that have a Purchase Order completed, and DCT 3 - Average number of days to pay invoices.

Of these 5 above target outturns, 2 have improved since last quarter, 1 has maintained consistent performance, and 2 have shown a deterioration in direction of travel compared to the previous quarter.

During the quarter there were 3 measures that delivered below target, each with a deteriorating direction of travel for performance outturn, which include WBL 1 - Percentage of apprentices completing their qualification on time, WBL 2 - Percentage of apprentices moving into Education, Employment or Training and REV 2 - Business Rates – in year collection rate for Lincoln.

1 measure, REV 4 - Number of accounts created for the My Lincoln Accounts system reports as a volumetric outturn, with a continued steady increase in registrations.

Performance measure outturns and supporting commentary can be found at Appendix B.

## Highlight Report

Within Our People and Resources theme, the Work Based Learning team received the 'Greater Lincolnshire Apprenticeship Employer Champion 2024' award, celebrating the teams' continued efforts and achievements in successfully delivering high-quality information, advice and guidance services that enable people to reach their full potential. Additionally, the Civic team have been celebrating the success of The Lincoln Guildhall being named number one 'thing to do' in Lincoln on TripAdvisor, a reflection of the teams' dedication to showcasing our iconic building, with an array of treasures, artifacts and regalia available to view.

### OUR PEOPLE AND RESOURCES

## GREATER LINCOLNSHIRE APPRENTICESHIP EMPLOYER CHAMPION 2024 AWARD

The Work Based Learning Team continues to deliver a successful apprenticeship scheme supporting both new employees joining and existing employees undertaking an apprenticeship to develop their skills further. The apprenticeships provided by the team include:

- Customer service practitioner Level 2
- Business Administrator Level 3
- Team Leader/Supervisor Level 3
- Operational Department Management Level 5

### Our People and Resources

#### The council was recognised for

integrating structured learning with hands-on training and real-world responsibilities, their apprentices consistently demonstrate high levels of confidence, professionalism, and integrity

Our ethos, as it has done for the past 29 years, remains 'grow our own', with many of our apprentices secure permanent positions at the council.



### OUR PEOPLE AND RESOURCES

## Lincoln Guildhall named No.1 'Thing to do' in Lincoln

A Grade-1 listed building, Lincoln Guildhall occupies the building above the Stonebow on Lincoln High Street, and is the 'official home' of the mayor. There has been a Guildhall in this location since 1237, although the building you see today dates back to 1520.

For the past two years Lincoln Guildhall has been recognised as the number one "Thing to Do" in Lincoln based on Travellers' Reviews on TripAdvisor. Tourists from around the country, and indeed the world, continue to visit the Guildhall based on these reviews and recommendations.

### Our People and Resources

Tours of Lincoln's historic Guildhall have continued to be held on **Mondays, Wednesdays, Fridays and Saturdays at 10.30am and 2.00pm** for the public. The public can view an array of treasures, artefacts and regalia, including **the sword of Richard II**.

Combined tours of the Guildhall and Posterngate also continued in the quarter.

**These tours often have a waiting list** and the Civic Team anticipate that these tours will remain popular moving forwards.







## Vision Priority – Reducing Inequality

### Quarter 1 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	2 (20.0%)	Deteriorating	1 (10.0%)
Acceptable performance	0 (0.0%)	No change	0 (0.0%)
Above target	3 (30.0%)	Improving	4 (40.0%)
Volumetric	5 (50.0%)	Volumetric	5 (50.0%)
Data not available	0 (0.0%)	Data not available	0 (0.0%)
<b>TOTAL</b>	<b>10</b>	<b>TOTAL</b>	<b>10</b>

### Performance measure overview

During quarter 1 2024/25, within the Reducing Inequality Vision Priority there were 3 performance outturns that have delivered at or above their targets, these include BE 1 - Average days to process new housing benefit claims from date received, BE 2 - Average days to process housing benefit claim changes of circumstances from date received, and BE 4 - Percentage of risk-based quality checks made where benefit entitlement is correct.

Each of these 3 above target outturns have further improved on their consistent performance when compared to the previous quarter, in respect to their improving direction of travel, with all 3 measures performing significantly above target boundaries for quarter 1 outturns.

During the quarter there were 2 measures that delivered below target, BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment, which is consistently affected each year during quarter 1, due to timescales of annual uprating's increasing the levels of outstanding work, and measure PPASB 3 - Number of live cases open at the end of the quarter (across full PPASB service) which is an expected increase in outturn within the service area, due to the additional staff joining to take on cases, which is also reflective of the improving direction of travel reported for the measure.

5 measures within this Vision Priority report as a volumetric outturn, all of which have seen significant increases in the values reported, which is reflective of recently increased team capacity, as well as the continued awareness and proactive approach adopted by the service areas. The volumetric measures include CPT 1 - Number of internal safeguarding referrals received, BE 5 - Number of new benefit claims year to date (Housing Benefits/Council Tax Support), PPASB 1 - Number of cases received in the quarter (ASB cases only), PPASB 2 - Number of cases closed in the quarter (across full PPASB service) and CCTV 1 - Total number of incidents handled by CCTV operators.

Performance measure outturns and supporting commentary can be found at Appendix B.



## Highlight Report

Within the Reducing Inequality Vision Priority, the neighbourhood team has engaged in the 'Sincil Bank Revitalisation Programme' building trusted relationships within the community and engaging residents with various activities, support and events focused on the culturally diverse groups that the Council serve. Additionally, the Council, with the support of external partners, have continued to offer Cost of Living Support, delivering vital funds for residents struggling with the ongoing cost of living pressures, together with projects such as the UK Shared Prosperity Fund, and Lincolnshire Financial Inclusion Partnership.






# REDUCING INEQUALITY

## SINCIL BANK REVITALISATION PROGRAMME

The Neighbourhood Team has continued to support a range of projects agreed under the Sincil Bank Revitalisation Programme throughout the quarter. Included under the programme are projects to:

- improve the highways infrastructure within the area
- develop family homes on **Hermit Street**, which are on target to be completed by the end of September 2024
- support the cleaner safe streets programme of work, which includes working to reduce the incidents of fly tipping in the Sincil Bank area.

**Reducing Inequality**

Alongside these physical interventions the Neighbourhood Team has continued to work hard to engage with the community and build trusted relationships. Some of the ongoing community engagement activity includes:

- continuing to provide the **Sincil Bank Community Hub**, which is established as a well-known location to seek advice on benefits, housing and report various issues that might be occurring in the area.
- continuing to assist partners and local organisations providing support for our culturally diverse communities through facilitating events, activities and services for the benefit of our residents.
- supporting a number of events in the area focused on **bringing the community together**, such as Sincil Bank Community World Cup.

## COST OF LIVING SUPPORT TEAM

With the residents still struggling to navigate the on going cost of living pressures, our team has continued to offer support:

- administering a significant number of **Housing Benefit and Council Tax Support claims**.
- continuing to deliver vital funding to residents including the **Household Support fund**.
- processing **Discretionary Housing Payment** applications
- Funding projects through the **UK Shared Prosperity Fund**.
- continuing to work with the Greater Lincolnshire Food Partnership about how to support the aspiration of 'Food as a public good'



**Reducing Inequality**

In addition to the support provided by the team the Assistant Director of Shared Revenues and Benefits for City of Lincoln Council and North Kesteven District Council has continued to chair the Lincolnshire Financial Inclusion Partnership. The partnership brings together organisations and partners to promote and raise the profile of financial inclusion across the county.




## Quarter 1 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
<b>Below target</b>	1 (14.3%)	<b>Deteriorating</b>	1 (14.3%)
<b>Acceptable performance</b>	1 (14.3%)	<b>No change</b>	1 (14.3%)
<b>Above target</b>	1 (14.3%)	<b>Improving</b>	1 (14.3%)
<b>Volumetric</b>	4 (57.1%)	<b>Volumetric</b>	4 (57.1%)
<b>Data not available</b>	0 (0.0%)	<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>7</b>	<b>TOTAL</b>	<b>7</b>

## Performance measure overview

During quarter 1 2024/25, within Customer Experience and Review, the performance measure for AUD 1 - Completion of the Internal Audit annual plan, which is a new performance measure reporting for the first time this quarter, achieved the high target resulting in a green status. The positive performance for this outturn is attributed to the completion of the Housing Subsidy audit earlier than in previous years and concludes the quarter with 15% of the Internal Audit plan completed.

1 measure delivered below target during the reporting period, CS 3 - Average time taken to answer a call to customer services, which additionally carried a deteriorating direction of travel for performance. However, it is important to note that the number of calls answered by the customer service team has significantly increased when compared to quarter 1 2023/24, increasing from 27,860 calls to 43,759 calls, a rise of 57%.

4 measures within the portfolio report as a volumetric outturn, CS 2 - Number of telephone enquiries answered in Customer Services, CS 5 - Footfall into City Hall reception desk, ICT 1 - Number of calls logged to IT helpdesk, and ICT 2 - Percentage of first time fixes, all 4 measures have seen increases in outturn, when compared to the previous quarter.

Performance measure outturns and supporting commentary can be found at Appendix B.



## Highlight Report

Within Customer Experience and Review, this year's Annual Governance Statement was well received by the Audit Committee, with committee members and our Independent Member praising the improved format and impact. The Annual Governance Statement looks at how effective our governance has been and sets out ways we can further improve. The AGS statement of opinion concludes that arrangements in 2023/24 were sound and provided an effective means of achieving our priorities.

In May, the Elections Team and other staff held Lincoln Local elections, and in July, the UK Parliamentary General Election for the Lincoln borough constituency. Running the elections involves real collaborative working to ensure all those wishing to vote are able to do so, this involved a significant intense piece of work to ensure all those who wished to be registered to vote were signed up, and that timely and relevant communications were issued to the public to remind them to register, remind them of the postal votes new requirements and to have voter ID on the day, this approach proved to be very successful.

## Elections


For the Local election turnout was **28.94%** and for the PCC **28.78%** with a total electorate of **63,272** which was an increase from 2023 of over 600 electors. This was the second year running elections with the need to show photo ID when voting at a polling station. In total only 34 electors were not issued with a ballot paper for not providing sufficient photo ID, with 21 of these returning with the correct ID to cast their vote.

For the UK Parliamentary General Election for the Lincoln borough constituency the turnout was **58.53%** with a total electorate of **72,315**. This was the first UK Parliamentary General Election in which voters needed to provide photo ID when voting at a polling station. In total only 38 electors were not issued with a ballot paper for not providing sufficient photo ID, with 22 returning with the correct ID to cast their vote.

Overall, with the added pressure of an UK Parliamentary General Election being called so close to the last election ending, and the very recent introduction of the Elections Act 2022 which saw a major overhaul in election law the last few elections, this year were run very smoothly with all staff involved working very well as a team to make sure the elections were successful.

Customer Experience and Review

Running elections, especially the general election, requires extensive collaboration to ensure all eligible voters can participate. This involved significant efforts to register voters, provide timely communications about registration deadlines, inform about new postal voting requirements and ensure voter ID on election day. This approach was highly successful.



## Annual Governance Statement

The Annual Governance Statement (AGS) is a legal requirement, and is included in our Statement of Accounts. We have enhanced our approach to our AGS this year following updated guidance from CIPFA, making it easier to read and more accessible and engaging. Key changes include:

- Introducing a traffic light RAG rating system to make our self-assessment of our compliance with our **Code of Corporate Governance easier to understand**;
- Introducing a **clear action plan**, which puts all actions arising from the AGS in one place; and
- Presenting the document in **Vision 2025 corporate style**

Customer Experience and Review

This year's AGS was well received by the Audit Committee, with committee members and our Independent Member praising the improved format and the impact of these changes.



## Quarter 1 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
<b>Below target</b>	1 (6.3%)	<b>Deteriorating</b>	9 (56.3%)
<b>Acceptable performance</b>	7 (43.8%)	<b>No change</b>	1 (6.3%)
<b>Above target</b>	3 (18.8%)	<b>Improving</b>	1 (6.3%)
<b>Volumetric</b>	4 (25.0%)	<b>Volumetric</b>	4 (25.0%)
<b>Data not available</b>	1 (6.3%)	<b>Data not available</b>	1 (6.3%)
<b>TOTAL</b>	<b>16</b>	<b>TOTAL</b>	<b>16</b>

## Performance measure overview

During quarter 1 2024/25, within the Remarkable Place Vision Priority there were 3 performance outturns that have delivered at or above their targets, these include FHS 2 - Average time from actual date of inspection to achieving compliance, whilst deteriorating when compared to the previous quarter the measure continues to perform well below the low target, SP 3a - Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England, also deteriorating when compared to the previous quarter but continuing to perform well above the high target, and SC 1 - Contractor points recorded against target standards specified in contract - Street Cleansing, which has reported further improving performance when compared to the previous quarter.

1 measure delivered below target during the reporting period SP 3b - Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England, which reported a value significantly below the previous quarter, as well as deteriorating by direction of travel. Negative feedback focused on delays to equipment repairs and unscheduled maintenance. These repairs have now been completed, therefore the measure is expected to return to previous outturn levels in the coming quarter 2.

4 measures within the Vision Priority report as a volumetric outturn, LIC 2 - Total number of active premises licences, LIC 3 - Total number of active private hire / hackney carriage licences (operators, vehicles and drivers), SP 1a - Quarterly visitor numbers to Birchwood Leisure Centre, which reported an 8.62% increase in visitor numbers compared to the same period in the previous year, and SP 1b - Quarterly visitor numbers to Yarborough Leisure Centre, which also reported an increase of 14.23% visitors when compared to quarter 1 2023/24.

For measure SP 2 - Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre, this information is provided by Active Nation, who are yet to respond to the data request. Therefore, as no data is available for the measure no outturn can be calculated. An update for quarter 1 will be provided alongside quarter 2 performance reporting.

Performance measure outturns and supporting commentary can be found at Appendix B.



## Highlight Report

Within the Remarkable Place Vision Priority, the Council and partners delivered an exciting 'Festival of History' event across the city over the May bank holiday weekend, celebrating the rich history of Lincoln. Local businesses were given the opportunity to 'Get Involved' with the event, which was promoted both on social media and during the festival by 'Events in Lincoln'. Encouraging feedback during the 3 days included "Wonderful, people of Lincoln enjoy your amazing historical city!" and "Vikings in Lincoln! Loving the Festival of History so far, great to see activity in town!"

The benefits of investment in high tech AI equipment have been clearly demonstrated by the latest E-GYM figures supplied by Yarborough Leisure Centre, where users' health stats report a 29.3% increase in strength, and a 15.7 year reduction in bio age, both within the first 3 months of using the new equipment.



**Viking Mint Zone**



**Colosseum Quarter**



**Realm of Relics**

REMARKABLE PLACE

## Festival of History

The **Viking Mint Zone** in Cornhill Square exhibited a Viking encampment with 4 tents of reenactors displaying Viking history and have-a-go activities such as minting your own coin, a shield making workshop, and a large arena space for Viking battles and fashion shows throughout each day.

The **Colosseum Quarter** was held in 2 locations; Castle Square exhibited a Roman Market of reenactors including a blacksmith, and more.

In St Paul in the Bail, there was an arena for Gladiator battles which took place 4 times a day and lasted 30 minutes each.

The **Realm of Relics** was in City Square, where Up An At Em History provided 3 archaeological dig pits for children to interact with, and The Snake Room brought a cage for axe-throwing activities.

St Mary Le Wigford Church housed the Travelling Historical Market and Castle Hill Car Park hosted a joint Makers Market and Antiques Market.



Remarkable Place

City of Lincoln Council also delivered further content at the **Lincoln Guildhall** which, working with the University of Lincoln, housed Professor Stephen Church for a lecture and provided 2 tours of the building and Postern Gate.

The Museum of Lincolnshire Life held a Victorian reenactment, Lincolnshire Coop had the De Lorean car on display in The Waterside, Medieval Bishop's Palace was open for tours, and there were Roman reenactors in The Lincoln Museum, which also displayed the Roman Dodecahedron for the first time.

REMARKABLE PLACE

## EGYM AT YARBOROUGH LEISURE CENTRE

Yarborough Leisure Centre is the only leisure facility in the City providing the state of the art, high tech AI equipment 'EGYM', replacing and improving existing equipment, following a £100k investment.

It uses AI technology to provide a **bespoke exercise plan** that guides users training, particularly, what they need to do to get **fitter, what/when to train and how to train and stay on track**.

It records improvements, constantly feeding back guidance on lifting/training techniques.

Can be used for body toning, rehab fitness, muscle building, weight loss, general fitness, metabolic fitness, immunity boost.

Remarkable Place

Users who visited on average 4.7 times per month after 3 months have continued to visit 4.6 times a month after a full year, clearly demonstrating the success of implementing the upgrades and EGYMs consistent popularity amongst users.





## Vision Priority – Quality Housing

### Quarter 1 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	6 (27.3%)	Deteriorating	7 (31.8%)
Acceptable performance	2 (9.1%)	No change	2 (9.1%)
Above target	8 (36.4%)	Improving	7 (31.8%)
Volumetric	5 (22.7%)	Volumetric	5 (22.7%)
Data not available	1 (4.5%)	Data not available	1 (4.5%)
<b>TOTAL</b>	<b>22</b>	<b>TOTAL</b>	<b>22</b>

### Performance measure overview

During quarter 1 2024/25, within the Quality Housing Vision Priority there were 8 performance outturns that have delivered at or above their targets, these include PH 3 - Number of empty homes brought back into use, HI 1 - Percentage of council properties that are not at the 'Decent Homes' standard, HM 1a - Percentage of reactive repairs completed within target time, HM 1b - Percentage of reactive repairs completed within target time, HM 2 - Percentage of repairs fixed first time, HM 4 - Appointments kept as a percentage of appointments made, CC 2 - Percentage of Lincare Housing Assistance calls answered within 60 seconds, and RC 2 - Current tenant arrears as a percentage of the annual rent debit.

Of these 8 above target outturns, 5 have improved since last quarter, 1 has maintained consistent performance, and 2 have shown a deterioration in direction of travel compared to the previous quarter.

During the quarter there were 6 measures that delivered below target, 5 of these reported outturns with a deteriorating direction of travel, AH 1 - Number of affordable homes delivered, RC 1 - Rent collected as a proportion of rent owed, HV 3 Average re-let time calendar days for all dwellings, HV 1 Percentage of rent lost through dwelling being vacant, and HS 3 Successful preventions and relief of homelessness against total number of homelessness approaches. PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a Disabled Facilities Grant (DFG) delivered an outturn below target, but with an improving direction of travel.

5 measures within the portfolio report as a volumetric outturn, these include HI 2 - Number of properties 'not decent' as a result of tenants refusal to allow work, HM 5 - Satisfaction with Repairs, HS 1 - The number of people currently on the Housing Register, HS 2 - The number of people approaching the council as homeless and HS 4 - Number of rough sleepers.

It is important to note that for performance measure CC 1 - Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre, due to the 2 pre-election periods falling within the quarter, no satisfaction surveys were sent to customers of the Lincare Housing Assistance Service, as advised by the legal services team, therefore no data is recorded for the outturn for this quarter.

Performance measure outturns and supporting commentary can be found at Appendix B.

## Highlight Report

Within the Quality Housing Vision Priority, the team have been pleased by the latest released figures following 'Tenant Satisfaction Measures' launched by the Regulator of Social Housing. Residents are randomly selected to take part in completing satisfaction surveys aiming to make it clearer how social housing landlords are performing, with the results showcasing the Councils satisfaction levels for tenant perception, which are among the top 25% nationally for social landlords within the Housemark membership.

This further reflects the Council's commitment to continuous improvement and investment in the homes we offer, which can additionally be seen in the number of properties meeting the 'Decent Homes Standard' across the City, reporting at 99.76%, this is a significant achievement compared to other stock holding authorities, and particularly when considering the age and construction of many of our properties.

Key findings from the TSM results are driving our aims for the year ahead, to engage with tenants more, to understand the issues that are most important to them, and to ensure that we respond to any complaints in accordance with the newly released Housing Ombudsman Complaint Handling Code, closely monitoring the time taken to respond to complaints, the quality of the response, and any learning points that can prompt further improvements.

QUALITY HOUSING

### Decent Homes Key Stats



**99.76%**  
of homes meet the  
Decent Home Standard



**Top 25%**  
of social housing  
providers

Given the age of some of our properties and the proportion that are of non-traditional construction, this is a significant achievement and reflects our commitment to investing in our homes

Quality Housing

Relatively few stock holding authorities are in such a strong position and this, coupled with **robust financial management** of our HRA, places us in an excellent position to continue to deliver high quality homes for our tenants now and in the future.

### Tenant Satisfaction Measures

In April 2023 the Regulator of Social Housing launched a set of Tenant Satisfaction Measures (TSMs). TSMs aim to make it clearer how well social housing landlords are performing so tenants can hold them to account.

Tenants are being randomly selected to take part in satisfaction surveys, and of the TSM's that have so far been released for social landlords within the Housemark membership, we are delighted that **our satisfaction levels for tenant perception are within the top 25% nationally.**

Whilst we are pleased our tenants rated us so well, we know there is more we can do. This year we aim to:

- Further improve how we respond to complaints;
- Work with tenants to better understand their concerns about antisocial behaviour and how it affects them; and
- Make it easier for our tenants to engage with us and keep them informed.





**Quarter 1 2024/25 performance measure outturns by status and direction of travel**

Measure status	Total	Measure direction of travel	Total
<b>Below target</b>	0 (0.0%)	<b>Deteriorating</b>	4 (36.4%)
<b>Acceptable performance</b>	4 (36.4%)	<b>No change</b>	2 (18.2%)
<b>Above target</b>	6 (54.5%)	<b>Improving</b>	4 (36.4%)
<b>Volumetric</b>	1 (9.1%)	<b>Volumetric</b>	1 (9.1%)
<b>Data not available</b>	0 (0.0%)	<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>11</b>	<b>TOTAL</b>	<b>11</b>

**Performance measure overview**

During quarter 1 2024/25, within the Inclusive Economic Growth Vision Priority there were 6 performance outturns that have delivered at or above their targets, these include DM 2 - End to end time to determine a planning application (Days), DM 3 - Number of live planning applications open, DM 4 - Percentage of applications approved, DM 5 - Percentage of total decisions made in the quarter that have subsequently been overturned at appeal, DM 5b - Number of appealed decisions in the quarter overturned by the inspectorate and PS 2 - Sessional car parking income as a percentage of budget requirement.

2 of the above target measures, DM 5 and PS 2, reported a deteriorating direction of travel compared to the previous quarter, however it should be noted that both are continuing to perform significantly above their target boundaries. The remaining 4 above target measures report a further improving direction of travel when compared to the previous quarter outturns.

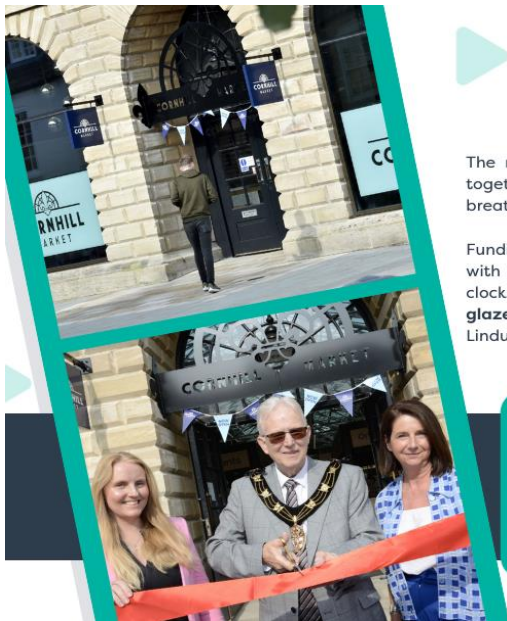
1 measure DM 1 - Number of applications in the quarter reports as a volumetric outturn, with a consistent outturn value again this quarter, attaining a slight decrease in outturn.

Performance measure outturns and supporting commentary can be found at Appendix B.

## Highlight Report

Within the Inclusive Economic Growth Vision Priority, the newly refurbished grade II listed Cornhill Market reopened in May, combining a traditional city marketplace and high-quality food hall, breathing new life into this cherished landmark. Boasting 40 bespoke timber stalls, the market is home to a diverse range of traders, selling produce from fresh fruit and vegetables, watch repairs, embroidery, plants, jewellery, hot food stalls, sweet treats and more.

The Major Developments team are pleased to report the encouraging progress achieved on the Western Growth Corridor, the largest project undertaken in the city for decades, bringing more than £500 million worth of investment into Lincoln over its lifetime and providing hundreds of jobs locally, to supply the city with 3,200 new homes, a neighbourhood centre, business park and significant transport infrastructure.



INCLUSIVE ECONOMIC GROWTH

## Cornhill Market

The newly refurbished grade II listed Cornhill Market hall reopened in May, bringing together a perfect blend of a traditional city marketplace and high-quality food hall, breathing new life into this cherished landmark, whilst still preserving its authentic charm.

Funding from the Be Lincoln Town Deal, City of Lincoln Council, and Historic England, along with Lindum's construction work, has preserved the original market façade, signs and clock. The project also added a mezzanine, a two-storey extension, a new roof with a glazed lantern replica and updated amenities, including 40 custom timber stalls from Lindum Joinery.

### Inclusive Economic Growth

The revamped market features a diverse range of stalls, making it a go-to destination for both locals and tourists, selling fresh fruit and vegetables, watch repairs, bespoke embroidery, plants, handmade jewellery, hot food stalls, sweet treats, bubble tea, Stokes Coffee and more.



Together, let's deliver Lincoln's ambitious future

INCLUSIVE ECONOMIC GROWTH

## Western Growth Corridor

Western Growth Corridor, which will be jointly delivered with Lindum Western Growth Community Ltd, is the largest project undertaken in the city for decades, bringing more than £500 million worth of investment into Lincoln over its lifetime and providing hundreds of jobs locally.

The team are pleased to report the encouraging progress achieved on the project, with Phase 1a - Southern Access Skellingthorpe Road at 95% complete, with practical completion due in August 2024. For Phase 1a - homes, the first 52 homes development of designs to technical detail have been submitted, aiming for a start on site in late 2024.

Eastern Access road bridge detailed designs for Phase 1b of the project have been completed and submitted to LCC for technical approval, with early enabling works already underway aiming for an early September 2024 start, followed by commencement of bridge works in 2025.

### Inclusive Economic Growth

The development, which was approved in January 2022, will supply the city with 3,200 much needed new homes, a neighbourhood centre, a business park and transport infrastructure that will help alleviate some of Lincoln's worst traffic problems.



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Within the Addressing Climate Change Vision Priority, there are currently no strategic measures monitored through quarterly performance reporting. A range of climate change performance measures are being considered for future reporting.

### Highlight Report

Within the Addressing Climate Change Vision Priority, the council has supported households across the city through the 'Lincs for Warmer Homes' programme, advising on energy efficiencies and government grants available for various schemes and measures to make homes warmer, and to reduce energy bills. The climate change team, working with external partners in the Lincoln Climate Commission, including Local Motion and the University of Lincoln, were pleased to support the Great Big Green Week, exploring the 2024 theme 'Nature Connection' which celebrates nature as our leader for climate action.

ADDRESSING THE CHALLENGE OF CLIMATE CHANGE

## Lincs4Warmer Homes

### Climate Change

Home Energy Advisors have visited locations around the city, **advising householders on energy efficiency to help make their homes warmer in winter and reduce energy bills**, using thermal imaging cameras to identify sources of heat loss and help reduce draughts and cold spots. They are available to support residents living in homes that are harder to modify, such as older properties as well as vulnerable households to help them access Government funded grants to upgrade their homes.

The City Council have supported households to access a range of Government Funded 'Sustainable Warmth' Grants available for energy efficiency measures such as new low carbon heating, solar panels, loft, cavity and internal/external wall insulation.

From April - June contractors installed energy upgrades worth over £100,000 for 7 households in Lincoln as part of the Home Upgrade Fund, available for homes without gas central heating. 32 households have been approved for support from the ECO scheme available to households with an **income below £31k per year**, or with a health condition.



ADDRESSING THE CHALLENGE OF CLIMATE CHANGE

## The Great Big Green Week

Lincoln's Great Big Green Week (GBGW) was a community festival that took place during the 8-16 June 2024 to unite local voices in celebration of Nature as our leader for climate action. GBGW takes place every year across the United Kingdom and in 2024 the theme was 'Nature Connection.'

Throughout the week a range of activities explored pathways to Nature Connection and how Nature can teach, inspire and be supported within the hustle and bustle of our daily lives in our busy city.

### Climate Change

Green Synergy hosted a pop up plant sale, plants were grown by volunteers and local residents at their Hill side site in Abbey Ward in peat free soil. Lincoln Sustainable Fashion Forum hosted a Clothes Swap at Lincoln Central Library, where people could bring up to 5 preloved items of clothing, shoes or accessories and swap them for new-to-you pieces to extend the life of garments and reduce textile waste. The community came together to organised group walks in Lincoln's parks and held a family friendly silent disco on the West common.

**THE GREAT  
BIG GREEN  
WEEK** 



Together, let's deliver  
Lincoln's ambitious future