

Quarter 2 2024/25 Operational Performance Report - Performance Tables



Performance measure status key

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

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

Table 1 - Quarterly Measures by directorate (Chief Executive - CX Communities & Environment - DCE, Housing & Investment - DHI) – The performance status of each targeted measure in Table 1 is determined by comparing the latest outturn against a high and low target.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
CX	Carolyn Wheeler – City Solicitor	Procurement Services	CE	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	%	High is good	20.00	45.00	Q1 - 24/25	54.05	Q2 - 24/25	64.47	G	▲	The total contract spend as an Authority in quarter 2 was £11,710,712.56. Of that spend, a total £7,433,230.56 was awarded to "local" suppliers/contractors. Local is defined as anywhere within the County of Lincolnshire plus a 20 mile radius of the County boundary, as per the Local Agenda policy.
		Work Based Learning	PR	WBL 1	Percentage of apprentices completing their qualification on time	%	High is good	95.00	100.00	Q1 - 24/25	50.00	Q2 - 24/25	66.60	R	▲	In Q2 24/25, the number of apprentices completing their apprenticeship on time was 66.6% (2/3). The individual not completing on time for this quarter decided to withdraw. It is important to note that due to the number of apprentices due to complete during the quarter, the impact on performance of 1 apprentice not completing on time was much larger.
		Work Based Learning	PR	WBL 2	Percentage of apprentices moving into Education, Employment or Training	%	High is good	90.00	95.00	Q1 - 24/25	50.00	Q2 - 24/25	100.00	G	▲	In Q2 24/25 100% (3/3) of apprentices on programme moved into Employment, Education or Training. (The early leaver is employed) There was 1 new starter on the apprenticeship scheme during Q2 24/25.
	Emily Holmes - Assistant Director Transformation & Strategic Development	Corporate Policy & Transformation	RI	CPT 1	Number of internal safeguarding referrals received	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	75	Q2 - 24/25	73	V		The number of safeguarding referrals received during quarter 2 remains similar to quarter 1. Of the 73 referrals received, 11 related to children and 62 to adults Safeguarding continues to be embedded throughout the authority and the number of referrals received demonstrates the council's continued commitment to protecting vulnerable people who may be at risk, and the positive impact of staff training to identify when

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																referrals are needed.
		Customer Services	CE	CS 2	Number of telephone enquiries answered in Customer Services	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	43,759	Q2 - 24/25	41,961	V		<p>Customer Services received a total of 41,961 telephone enquiries in quarter 2 24/25, slightly less than the previous quarter.</p> <p>Of those 9,956 were housing related calls, 6,549 were council tax/benefits, 3,455 for refuse and 663 calls for elections and garden waste.</p> <p>17,856 calls were received at switchboard where the average wait was 45 seconds.</p>
		Customer Services	CE	CS 3	Average time taken to answer a call to customer services	Seconds	Low is good	600.00	300.00	Q1 - 24/25	817.00	Q2 - 24/25	795.00	R	▲	<p>The average wait for a call into the contact centre has reduced slightly to 795 seconds this quarter.</p> <p>If we also take calls at switchboard into account, the average wait would be 476 seconds.</p> <p>The longest wait on a call before it was answered was 5,435 seconds, the longest a customer waited before hanging up was 4,135 seconds. Call back options are offered for customers who do not want to stay in the queue, in quarter two, 3,733 customer call backs were made. Customer Service Advisors are beginning to see an increase in customers immediately activating the call back function as customers become more familiar with this option.</p> <p>In Appendix A of this quarter's performance report there is further detail available on how Customer Services operates.</p>
		Customer Services	CE	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	%	High is good	75.00	90.00	Q1 - 24/25	86.50	Q2 - 24/25	61.40	R	▼	<p>We received 46 responses to feedback requests from in quarter 2 24/25, mainly via email. Only 8 of the 46 responses responded to the feedback score question which limits the usefulness of the Q2 figure as a performance measure. Additional satisfaction measures will continue to be explored. Below are some examples of the feedback received.</p> <p>"I am happy with the response time and attention given."</p> <p>"We requested a replacement bin online as ours had become damaged. This was delivered 2 days after request was placed, by a really polite and friendly driver. Extremely good service on this occasion"</p>

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																<p>"I have just contacted council again hopefully this time something will get done"</p> <p>"Would like to express my sincere thanks to the CSA who dealt with my enquiry with patience and understanding and couldn't have been more helpful and understanding re my circumstances"</p> <p>In quarter 2 there were 4 upheld complaints about customer services.</p>
		Customer Services	CE	CS 5	Footfall into City Hall reception desk	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	8,868	Q2 - 24/25	10,471	V		<p>In quarter 2 24/25, the Customer Services Team had 10,471 interactions at the main reception desk, a slight increase since the previous quarter.</p> <p>421 customers were reporting themselves as homeless (some could be repeat customers). 300 customers were attending pre-booked appointments, 386 saw officers without having an appointment. 907 were re-directed to the Job Centre and 226 had an enquiry about Citizens Advice.</p>
		IT	CE	ICT 1	Number of calls logged to IT helpdesk	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	1,004	Q2 - 24/25	1,007	V		<p>The I.T helpdesk received a 10.78% increase in the number of calls logged in Q2 compared to the same quarter in 2023/24, from 909 to 1,107 calls.</p> <p>The service area reports a wide spread of help requests, with increases in logging in issues on Citrix and connectivity issues.</p>
		IT	CE	ICT 2	Percentage of first time fixes	%	N/A	Volumetric	Volumetric	Q1 - 24/25	70.00	Q2 - 24/25	73.70	V		<p>The first time fix rate increased in the quarter caused by some logging on and connectivity incidents, which were largely able to be closed quickly.</p>
	Jaclyn Gibson - Chief Finance Officer	Accountancy	CE	ACC 1	Average return on investment portfolio	%	High is good	3.50	4.50	Q1 - 24/25	5.30	Q2 - 24/25	5.20	G	▼	<p>Slight reduction in rates received due to forecast Bank of England base rate reductions.</p>
		Accountancy	CE	ACC 2	Average interest rate on external borrowing	%	Low is good	5.50	3.50	Q1 - 24/25	3.26	Q2 - 24/25	3.26	G	—	<p>Average interest rate paid on borrowing remains same as Q1 (no repayments or additional borrowing during the quarter)</p>
		Internal Audit	CE	AUD 1	Completion of the Internal	%	High is good	20.00	35.00			Q2 - 24/25	31.00	A	—	<p>31% of the Internal Audit plan has been completed up to the end of September. The plan was revised in September to reflect current</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
					Audit annual plan											resources which have reduced due to sickness and additional unplanned work.
		Debtors & Creditors	CE	DCT 1	Percentage of invoices paid within 30 days	%	High is good	95.00	97.00	Q1 - 24/25	95.70	Q2 - 24/25	95.48	A	▼	<p>This measure has seen a slight decrease in performance since the previous quarter, however the outturn continues to achieve above the low target.</p> <p>It is important to note that figures are calculated on all supplier invoices and credit notes (not refunds or grants) paid 01/07/2024 - 30/09/2024.</p> <p>Figures are adjusted based on certain assumptions: 1) No invoice collected for payment by supplier by direct debit or paid by standing order is assumed to be late. 2) No credit note taken by COLC outside of 30 days classified as late. 3) 0.5% of those invoices paid over 30 days assumed to be in dispute at some point and hence paid late after dispute was resolved, therefore not classified as late. 4) 1% of those invoices paid after 30 days assumed were held back from payment because the overall balance with the supplier was in credit. 5) All credit balances refunded by the supplier have been removed. 6) All non paid transactions (matching lines and VAT corrections) removed.</p>
		Debtors & Creditors	CE	DCT 2	Percentage of invoices that have a Purchase Order completed	%	High is good	65.00	75.00	Q1 - 24/25	75.00	Q2 - 24/25	71.00	A	▼	<p>Based on supplier expenditure only (none supplier expenditure is excluded) i.e. all invoices and credit notes dated between 01/07/2024 and 30/09/2024. Starting figure: 3,471 invoices and credit notes. Adjustments to starting figure: - Utility bills where purchase orders are not required (544), Supplier invoices where a purchase order would be unsuitable for processing (356).</p> <p>Final number of invoices included - 2,571 of which 1,820 were linked to either an Agresso or Universal Housing order number and 751 were not.</p>
		Debtors & Creditors	CE	DCT 3	Average number of days to pay invoices	Days	Low is good	20.00	15.00	Q1 - 24/25	15.00	Q2 - 24/25	14.00	G	▲	<p>This measure has seen a further improvement in performance since last quarter, achieving above the high target for the measure with an outturn of 14 days.</p> <p>Figures calculated on all supplier invoices and credit notes paid between 01/07/2024 - 30/09/2024. Figures adjusted for those invoices and credit notes where the overall supplier account balance has been in credit and therefore invoices cannot be paid until credit balance has been used. Other adjustments made for transactions which represent VAT adjustments only i.e. no payment</p>

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																has been physically made.
	Martin Walmsley - Assistant Director of Shared Revenue s and Benefits	Housing Benefit Administration	RI	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Days	Low is good	20.00	18.50	Q2 - 23/24	16.61	Q2 - 24/25	13.78	G	▲	<p>The service area reports a further decrease in the number of days to process new housing benefit claims from date received during quarter 2, exceeding the high target for the measure by 4.72 days.</p> <p>The team continue to prioritise Housing Benefit claims to ensure people receive help with their rent, and as the previously high levels of outstanding work are being cleared, the outturn has seen an improvement when compared to quarter 2 2023/24, by 2.83 days.</p>
		Housing Benefit Administration	RI	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Days	Low is good	9.50	7.50	Q2 - 23/24	6.25	Q2 - 24/25	5.18	G	▲	<p>In quarter 2 the outturn for the measure continued to perform well, exceeding the high target by 2.32 days.</p> <p>The service area reports that the large number of changes received within the first quarter have now been cleared during the 2nd quarter.</p>
		Housing Benefit Administration	RI	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Number	Low is good	2,000	1,800	Q2 - 23/24	1,156	Q2 - 24/25	1,670	G	▼	<p>At the end of quarter 2 the outturn for this measure has shown significant improvement compared to the same quarter 2023/24.</p> <p>There were 1,670 customers awaiting assessment. Of these customers 1,286 were awaiting a first contact from the council.</p>
		Housing Benefit Administration	RI	BE 4	Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)	%	High is good	89.00	92.00	Q2 - 23/24	89.87	Q2 - 24/25	95.13	G	▲	<p>Throughout quarter 2 the Benefit and Subsidy team completed 719 checks on benefits assessments, with 684 of the checks correctly assessed. This is a 5.26% increase in performance compared to quarter 2 2023/24, and 237 more checks carried out by the Subsidy team than in the previous quarter.</p> <p>The service area has new team members with less experience than other team members. As such, additional checks have been undertaken to provide support and give additional assurance and it should be noted that only minimal errors were identified.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
		Housing Benefit Administration	RI	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	1,073	Q2 - 24/25	2,290	V		So far this year the benefits and Subsidy team have processed 512 claims for Housing Benefit and 1,778 claims for Council Tax Reduction.
		Revenues Administration	CE	REV 1	Council Tax – in year collection rate for Lincoln (cumulative)	%	High is good	50.00	51.50	Q2 - 23/24	50.46	Q2 - 24/25	50.26	A	▼	<p>The performance for this outturn remains within the acceptable target range at 50.26%.</p> <p>The service area reports collection of Council Tax is difficult as people continue to struggle with the cost of living.</p> <p>Putting customers into financial hardship is something the service area tries to avoid, encouraging customers to get in touch to discuss their accounts to try and get them to enter into payment arrangements, although sometimes this will be a slower process of collection than other methods available.</p>
		Revenues Administration	CE	REV 2	Business Rates – in year collection rate for Lincoln (cumulative)	%	High is good	54.00	57.00	Q2 - 23/24	59.56	Q2 - 24/25	61.00	G	▲	<p>The outturn for this measure has seen an increase in performance, exceeding the high target for the measure and the collection at the end of September 2023 by 1.44%.</p> <p>Non Domestic Rates can go up and down throughout the year due to properties being entered or removed from listings and the right of appeal regarding the rateable value of the property.</p> <p>During September the total liability was reduced by £160,675 due to some Rateable Value changes within the system this will have contributed to the improvement in collection by 0.3% only.</p>
		Revenues Administration	CE	REV 3	Number of outstanding customer changes in the Revenues Team	Number	Low is good	1,700	1,600	Q2 - 23/24	1,120	Q2 - 24/25	2,789	R	▼	<p>There are 2,325 items of correspondence in Enterprise (electronic Document Management System) - this includes emails that are indexed.</p> <p>There are 464 outstanding forms in the Citizens Access Revenues (CAR self-serve portal) queue.</p> <p>This is an increase since the end of Quarter 1 but includes the returns from a single person discount review which is currently underway.</p> <p>There has been some continued unanticipated levels of leave on the team.</p>

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																We know that there is some duplication of documents as customers are able to contact us in several different ways - they will complete a CAR document, then email with the same information and then phone with the same information. This can be within a matter of a few days and so the figures above will include work that has already been completed but not identified as completed yet. We are unable to identify these until the document is opened and the system is checked. However, we do not want to restrict how a customer contacts us and work is in progress to move all the documents into Enterprise so that duplicated documents can be identified quickly.
		Revenues Administration	CE	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	5,552	Q2 - 24/25	6,222	V		The total number of customers who have registered on My Lincoln Accounts system by 30th September 2024 is 6,222.
DCE	Kieron Manning - Assistant Director Development Management	Affordable Housing	QH	AH 1	Number of affordable homes delivered (cumulative)	Number	High is good	10.00	50	Q2 - 23/24	17.00	Q2 - 24/25	0	R	▼	<p>Due to the continuing slowdown in the number of homes being built and planning applications being submitted, there have been 0 affordable properties completed during this quarter. The team continue to work with colleagues across the Council to identify and bring forward development sites that contain affordable housing within them. The Hermit Street development will be 100% affordable and was due to be delivered in Q2 with a total of 11 affordable homes but final completion of the scheme was 8th October so just fell outside Q2 reporting timescales.</p> <p>As Affordable Housing can only be required on major sites (more than 10 dwellings) and the majority of housing sites we deal with in the city are smaller than this, the trigger for AH provision is often not triggered. Added to this is an increased demand from national policy on all development making it less viable and therefore reducing the likelihood of securing AH even on major schemes.</p>
		Development Management (Planning)	EG	DM 1	Number of applications in the quarter	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	169	Q2 - 24/25	199	V		Work volumes have increased by 17% in the last quarter, with a range of application types being submitted. The service area reports that the increase could be indicative of increased confidence in the sector as a whole and will continue to be monitored.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
		Development Management (Planning)	EG	DM 2	End to end time to determine a planning application (Days)	Days	Low is good	85.00	65.00	Q1 - 24/25	62.70	Q2 - 24/25	83.84	A	▼	<p>End to end times have increased since the previous quarter but continue to perform within target boundaries.</p> <p>This figure has been skewed somewhat due to the determination of some longstanding complex applications in the quarter at the White Hart Hotel and Lindum Terrace.</p> <p>Whilst it is difficult to predict how certain applications unfold during the process and therefore how long they take to deal with, at present it is not anticipated that any more additional complex applications which may equally skew the timescales are likely to be determined in the next quarter.</p>
		Development Management (Planning)	EG	DM 3	Number of live planning applications open	Number	Low is good	180	120	Q1 - 24/25	95	Q2 - 24/25	92	G	▲	The outturn has reduced from the previous quarter and is reflective of DM 1. This figure remains relatively stable and is reflective of the overall work volumes mapped against resources in the team which is now at full compliment. This figure will change based on the complexity of individual applications at any given time.
		Development Management (Planning)	EG	DM 4	Percentage of applications approved	%	High is good	85.00	97.00	Q1 - 24/25	97.00	Q2 - 24/25	94.00	A	▼	This outturn remains consistently above 90% on an ongoing basis, due to the positive approach of officers in negotiating good outcomes, either prior to, or during the application process.
		Development Management (Planning)	EG	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	%	Low is good	10.00	5.00	Q1 - 24/25	0.70	Q2 - 24/25	1.83	G	▼	This outturn has increased since the previous quarter, however remains reassuringly low for some time and is connected to the high percentage of applications approved. The increase from the previous quarter is statistically negligible in relation to the total number of decisions issued. This equates to 3 cases in total.
		Development Management (Planning)	EG	DM 5a	Number of decisions appealed in the quarter	Number	Low is good	5	1	Q1 - 24/25	2	Q2 - 24/25	3	A	▼	<p>In the overall context this figure is very low and therefore not of any real concern, the reduction is not an anomaly or indicative of any new trend. The process can see variances of this type and is a normal feature of the planning system and democratic decision making.</p> <p>The low numbers of decisions appealed demonstrates both the quality of decisions made and is indicative of the proactive and positive approach of the team in negotiating acceptable outcomes during the process.</p>

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		Development Management (Planning)	EG	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Number	Low is good	5	1	Q1 - 24/25	1	Q2 - 24/25	2	A	▼	<p>The outturn figure for the measure is very low and of no significant concern.</p> <p>One of these decisions relates to a refusal of an extension of an HMO which officers recognised may be approved at appeal.</p> <p>The other decision relates to a proposed house in a garden which officers still consider was contrary to policy but the Inspectorate disagreed and approved consent.</p>
		Development Management (Planning)	EG	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	Q1 - 24/25	78.44	Q2 - 24/25	78.59	A	▲	This critical performance statistic measured nationally remains both strong and consistent and demonstrates that the current resourcing in the team is well matched against the workload.
		Development Management (Planning)	EG	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	Q1 - 24/25	72.41	Q2 - 24/25	74.00	A	▲	<p>The outturn for this measure continues to perform well within target boundaries, with a slight increase in performance since the previous quarter.</p> <p>This critical performance statistic measured nationally remains both strong and consistent and demonstrates that the current resourcing in the team is well matched against the workload.</p>
		Parking Services	EG	PS 1	Overall percentage	%	High is good	50.00	60.00	Q1 - 24/25	54.00	Q2 - 24/25	51.33	A	▼	This period covers the summer period including school summer holidays so we would normally expect this to be a buoyant quarter however there has been a slight drop in utilisation over this period.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
					utilisation of all car parks											It is considered the wetter than average start to the summer may have contributed.
		Parking Services	EG	PS 2	Sessional car parking income as a percentage of budget requirement	%	High is good	91.00	96.00	Q1 - 24/25	103.42	Q2 - 24/25	103.78	G	▲	Income for the quarter was £1,722,43.40 against a budget of £1,659,836.00 so income has surpassed the budget. Whilst July and August remained challenging with the income surpassing the budget by £8,000 and £17,000 respectively during a usually buoyant period covering the school Summer holidays, September proved a strong month with a surplus of nearly £38,000 to create a good surplus over the full quarter.
	Simon Colburn - Assistant Director of Health & Environmental Services	Food and Health & Safety Enforcement	RP	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	High is good	95.00	99.00	Q1 - 24/25	98.63	Q2 - 24/25	99.96	G	▲	<p>The percentage of businesses that are Broadly or Fully Compliant with food safety requirements has increased slightly during the quarter, with the outturn above the high target.</p> <p>There are currently 1,106 registered food businesses, although this figure can fluctuate daily. The number of non-compliant businesses, currently 14, is consistent with other quarterly outturns.</p> <p>The service area reports that resources are focused on food businesses to ensure they are compliant, demonstrating how important the inspection regime is in identifying poor food safety performing businesses, in order to protect our residents and visitors.</p>
		Food and Health & Safety Enforcement	RP	FHS 2	Average time from actual date of inspection to achieving compliance	Days	Low is good	15.00	10.00	Q1 - 24/25	5.28	Q2 - 24/25	6.73	G	▼	The service area reports that the time taken for businesses to comply with food safety requirements from the date of inspection has increased slightly in this quarter, however, is still performing well against target. There were 142 businesses inspected during quarter 2.
		Food and Health & Safety Enforcement	RP	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	High is good	90.00	97.00	Q1 - 24/25	91.58	Q2 - 24/25	87.12	R	▼	<p>The outturn for the measure has seen a decrease in the percentage of inspections undertaken this quarter, delivering below the low target for the quarter. The service area reports that this was due to reduced resource due to staff holidays, within a small team this has a larger impact, and it is expected the service area will have caught up by the end of quarter 3.</p> <p>19 inspections out of a total of 161 were not completed within this quarter. Resources always target those food businesses with the higher risk to the public. Of the 19 not inspected 10 were newly registered businesses. Of the remaining 9, 1 was a broadly compliant evening economy takeaway and the remaining</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																inspections were low risk businesses.
		Licensing	RP	LIC 1	Percentage of premises licences issued within 28 days of grant	%	High is good	80.00	100.00	Q1 - 24/25	98.25	Q2 - 24/25	100.00	G	▲	<p>All licences issued were within the selected timeframe during this quarter.</p> <p>The figure for the current outturn includes any new applications, variations, transfers and other changes affecting the licences, which would lead to a new premises licence being produced (physically). Depending on the type of application there are different timeframes as to when the licence can be produced.</p>
		Licensing	RP	LIC 2	Total number of active premises licences	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	410	Q2 - 24/25	409	V		The total number of 'active' premises licences at end of quarter 2 was 409. This was a slight decrease from previous quarter outturn of 410, due to more surrendered/lapsed/revoked than new applications granted.
		Licensing	RP	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	878	Q2 - 24/25	901	V		The total number of active private hire/hackney carriage licences at the end of the quarter was 901. The breakdown was as follows: Private Hire Drivers - 479 Private Hire Vehicles - 340 Private Hire Operators - 16 Hackney Carriage Drivers - 35 Hackney Carriage Vehicles - 31. The service area has reported the increase in licences is due to a continued increase of new driver and vehicle applications.
		Private Housing	QH	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	Q1 - 24/25	30.90	Q2 - 24/25	32.00	R	▼	<p>During quarter 2 there were 20 grant adaptations completed, 3 being prolonged cases in excess of 12 months due to the complexity of mitigating circumstances. These long term cases have therefore negatively impacted the overall time taken, and without these cases the outturn would have returned a value close to 28 weeks.</p> <p>In order to improve the end to end time, the service area has employed a Technical Support officer to assist in processing and managing the DFG applications, this additional resource is expected to lead to improvements in timeframes by quarter 4.</p> <p>So far this financial year the service area have completed 42 Grant assistance cases, 2 cases are double grant on one property, with a value of £405,147, the total committed and approved currently is £505,781, which combined equates to £910,929 of funding to assist residents to live independently in their own homes.</p>

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																The service area presently have 36 cases being worked on by officers, 5 of the cases being worked on have been 'stop clocked' due to long delays out of the service areas control.
		Private Housing	QH	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Weeks	Low is good	20.00	12.00	Q1 - 24/25	19.00	Q2 - 24/25	22.00	R	▼	<p>Performance for the measure has declined since the previous quarter, with 25 cases closed throughout quarter 2.</p> <p>A further 48 cases were received during quarter 2, 44 remain open, of which 23 are awaiting allocation.</p> <p>Park and Carholme wards continue to have the highest number of properties that report complaints of disrepair.</p> <p>Resources within the team have been focused on delivering HMO licencing during this quarter and we were carrying 2 vacancies within the team, however at the end of September we are now fully staffed and training of these newly recruited staff is ongoing.</p>
		Private Housing	QH	PH 3	Number of empty homes brought back into use (cumulative)	Number	High is good	8	18	Q2 - 23/24	20	Q2 - 24/25	23	G	▲	<p>The number of empty homes brought back into use during quarter 2 was 23.</p> <p>All of these properties have been problematic long term empties, requiring more work to turn around.</p> <p>The service area reports that the outturn for this measure is on track to exceed the annual target.</p>
		Public Protection and Anti-Social Behaviour Team	RI	PPASB 1	Number of cases received in the quarter (ASB cases only)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	234	Q2 - 24/25	224	V		<p>The number of ASB cases received within the quarter is an 87% increase when compared with Q2 of 23/24, however it is a small decrease of 4% when compared with Q1 of 24/25.</p> <p>The two new City Centre ASB Officers take a proactive approach in the City Centre, and as such their presence and work within the city has contributed to the rise in ASB cases that are raised.</p> <p>This measure appears to be stabilising if we look at this quarter and the last.</p>
		Public Protection and Anti-Social Behaviour Team	RI	PPASB 2	Number of cases closed in the quarter (across full	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	1,279	Q2 - 24/25	1,362	V		<p>This is a 41% increase when compared with Q2 of 23/24 and a 6% increase when compared with Q1 of 24/25. The increase is positive and demonstrates that the team are actively monitoring and closing down cases.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
					PPASB service)											
		Public Protection and Anti-Social Behaviour Team	RI	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Number	Low is good	240	200	Q1 - 24/25	278	Q2 - 24/25	295	R	▼	<p>This outturn is relatively stable when compared with the previous two Quarters data. The service received 1275 cases during Q2 24/25.</p> <p>The team is currently receiving a greater volume of ASB cases and service requests in general. This could be attributed to the pro active work within the City Centre and surrounding area. These ASB cases stay open longer due to the complexity of the investigations and enforcement work. This increases the amount of cases open at the end of the quarter in addition to the greater volume of cases in general.</p>
		Sport & Leisure	RP	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	41,503	Q2 - 24/25	42,623	V		In quarter 2 there was 42,623 visits to Birchwood Leisure Centre, this is an increase of 505 visits compared to Q2 23/24, over 1%.
		Sport & Leisure	RP	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	113,680	Q2 - 24/25	113,933	V		During quarter 2 there was 113,933 which is an increase of 10,541 visits against Q2 23/24 which is approximately 10% up.
		Sport & Leisure	RP	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Hours	High is good	520.00	700.00	Q1 - 24/25	773.50	Q2 - 24/25	802.75	G	▲	<p>Quarter 2 saw an increase in usage of the Artificial Grass Pitches at Birchwood and Yarborough Leisure Centres, with the measure performing significantly above the high target.</p> <p>Birchwood Leisure Centre recorded 429 hours use, and Yarborough Leisure Centre 373.75 hours use.</p> <p>For each hour of usage, there are four smaller 5-aside pitches, not all these smaller pitches may be in use at one time leading to a fractioned hour of use recorded.</p>
		Sport & Leisure	RP	SP 3a	Birchwood Leisure Centre - Number of net	Number	High is good	0	2	Q1 - 24/25	7	Q2 - 24/25	6	G	▼	In quarter 2 Birchwood Leisure Centre had an average net promotor score of 32 per month, which was above the national average trusts and local authorities benchmarking score of 26.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
					promoter score points above or below the average Net Promoter Score for England											<p>186 surveys were sent out with 87 responses received.</p> <p>Positive feedback received during this quarter from users detailed friendly and professional staff/instructors, soft play, climbing and parties were particularly praised.</p> <p>Negative feedback related to cleanliness in the gym, cafe opening hours and the booking app, all these items are being addressed and should be reflected in the next quarter.</p>
		Sport & Leisure	RP	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	Q1 - 24/25	(30)	Q2 - 24/25	2	G	▲	<p>In quarter 2 Yarborough Leisure Centre's average net promotor score was 28 per month. This was above the national average benchmarking for trusts/local authorities score of 26 per month.</p> <p>472 Surveys were sent out and 122 responses received.</p> <p>Positive feedback received during the quarter from users was in relation to staff/instructor interactions and easy access to activities.</p> <p>Negative feedback was in relation to the pool time table specifically lane swimming being full, some areas need a refresh of the decoration and cleaning.</p> <p>Each of the negative reports are being looked into for improvement.</p>
	Steve Bird - Assistant Director of Communities and Street Scene	Allotments	RP	AM 1	Percentage occupancy of allotment plots	%	High is good	90.00	95.00	Q1 - 24/25	93.00	Q2 - 24/25	93.00	A	—	<p>As at the end of September 2024 1,051 plots of a total 1,180 plots were let, an outturn of 93%, with the remaining plots being under offer to new customers at the time of the review. Of the 1,180 total plots, 1,125 are currently lettable.</p> <p>There continues to be a good take up of plots with Melbourne Rd having the largest waiting list, with 29 people.</p> <p>Of the 19 sites, 7 sites do not currently have waiting lists and plots on those sites are available to any resident in Lincoln.</p>
		CCTV	RI	CCTV 1	Total number of incidents handled by CCTV operators	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	3,183	Q2 - 24/25	3,055	V		<p>Incident numbers have remained at a similar level this quarter compared to last.</p> <p>Public Order offences increased by 10%, due to this being the summer period with longer days and warmer weather.</p> <p>Mental Health incidents increased by 20%, but drugs incidents reduced by 30%.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																<p>Evidence discs remain at high levels with July being the first ever month when 100 discs were produced.</p> <p>Proactive monitoring now accounts for 28% of all incidents.</p> <p>Internal reviews increased by 25%, this reflects the increase in fly tipping evidence gathered from 10 new cameras installed within the Sincil Bank area.</p>
		Grounds Maintenance	RP	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Number	Low is good	200	75	Q1 - 24/25	185	Q2 - 24/25	190	A	▼	<p>The collective points for the quarter totalled 190, with the outturn performing within the acceptable target range. This has been broken down into 125 points in July, 50 in August and 15 in September 2024. The majority of points in the quarter were recorded against the tree team.</p> <p>The performance of the contractor continues to be closely monitored, not least in the context of a slightly lower than hoped for public satisfaction score in the recent citizen panel satisfaction surveys. This was a disappointing result given the years of investment in Arboretum, Boultham Park, and the Local Landscapes Hidden Histories projects. Key themes identified from feedback were around aspirations for more investment, and perceptions relating to tree care. The Council has recently adopted new policies for income generation for parks, in co-operation with Park Advisory Groups, and a new Policy for Tree Management. It is hoped that these, in conjunction with the proposals to improve Hartsholme Country Park will assist in raising satisfaction.</p>
		Street Cleansing	RP	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Number	Low is good	150	50	Q1 - 24/25	35	Q2 - 24/25	10	G	▲	<p>10 points were awarded against the contractor in quarter 2.</p> <p>5 points were in July, 0 in August and 5 in September. The majority of points in the quarter were recorded for full dog/litter bins.</p> <p>To contextualise this, the service provides over 1000 litter bins throughout the city and that the 10 points awarded in the quarter equate to 2 full litter bins.</p>
		Waste & Recycling	RP	WM 1	Percentage of waste recycled or composted (seasonal)	%	High is good	34.00	37.00	Q2 - 23/24	35.54	Q2 - 24/25	35.00	A	▼	<p>This figure relates to quarter 1 (July 2024 - September 2024) as data received from Lincolnshire County Council is lagged.</p> <p>14.67% has been recorded as waste being recycled, whereas 20.33% was recorded as waste being composted, equating to 35% being composted or recycled.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																In response to requests from LCC we have tightened up enforcement/rejection of contaminated bins, which means that we are forecasting a small reduction in reported contamination for the next quarter. No rejected contamination is delivered to landfill. The materials not recycled or composted are pelletised and made into alternative fuel.
		Waste & Recycling	RP	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Number	Low is good	150	50	Q1 - 24/25	100	Q2 - 24/25	131	A	▼	<p>130 points were recorded against the contractor during the quarter. Of these points, 40 were recorded in July, 50 in August and 40 in September. The majority of points in the quarter were recorded for missed recycling collections.</p> <p>To contextualise this, 130 points equates to 26 missed recycling bins whilst servicing over 47,000 properties over a 3-month period.</p>
DHI	Matt Hillman - Assistant Director Assets	Housing Investment	QH	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	Q1 - 24/25	0.36	Q2 - 24/25	0.64	G	▼	<p>There has been an increase in non-decent properties since quarter one, predominately as a result of a flat block roof being reported as needing repair. This block contains x10 flats which are all now considered as not decent.</p> <p>Other failures have come following recent stock condition surveys. There are now a total of x50 failures due to 21 Doors, 13 Roof, 3 Windows, 12 Electrics, 1 Kitchen and Bathroom.</p>
		Housing Investment	QH	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	225	Q2 - 24/25	243	V		There has been an increase in the number of refusals compared to the previous quarter. Efforts continue to be made to work with tenants to address their reasons for refusing improvement works, with a view to ensuring these properties meet the Decent Homes Standard over time.
		Housing Investment	QH	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	Q1 - 24/25	98.68	Q2 - 24/25	99.27	G	▲	<p>Year to date – 99.03%</p> <p>The annual gas servicing programme continually runs twelve months a year.</p> <p>The Investment team along with the contractor Aaron Services have recently focussed on reviewing existing gas access</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																<p>procedures and service delivery.</p> <p>As a result of this work, the service area reports a slight reduction in the number of tenants who did not allow access to the gas engineer prior to the deadline date of the service during Quarter 2.</p> <p>The number of failed access cases has been between four and seven addresses each month.</p> <p>With the support of housing management and legal services we have obtained a small number of injunctions to address some of the outstanding failed access cases.</p>
		Housing Maintenance	QH	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	%	High is good	98.50	99.50	Q1 - 24/25	99.89	Q2 - 24/25	99.89	G	▲	<p>Year to date - 99.89%</p> <p>Performance in this area remains high, the service area meets regularly to assess demand in the priority and urgent teams and will adjust resources when needed to ensure these areas have adequate cover.</p>
		Housing Maintenance	QH	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	Q1 - 24/25	99.32	Q2 - 24/25	97.24	A	▼	<p>Year to date - 98.25%</p> <p>This area has seen a slight reduction since quarter 1 figures, this is predominantly down to a change in reporting no access. These are logged on the system, but we keep the original Job reference open and schedule up to 3 times prior to cancelling the order, this then provides a better audit trail of attempts and greater record keeping. However this can mean a few priority repairs go out of target due to having to be rescheduled due to tenant availability.</p>
		Housing Maintenance	QH	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	Q1 - 24/25	98.00	Q2 - 24/25	98.68	G	▲	<p>Year to date - 98.35%</p> <p>Performance in this area remains high and above the high target. New impress stocks are starting to be rolled out and it is anticipated this will support the department in achieving consistent first time fix rates.</p>
		Housing Maintenance	QH	HM 4	Appointments kept as a percentage of appointments made (priority	%	High is good	96.00	98.00	Q1 - 24/25	98.76	Q2 - 24/25	99.27	G	▲	<p>Year to date - 99.02%</p> <p>Appointments made and kept is well above target for quarter 2, the service area ensures resource is relocated where possible through</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
					and urgent repairs) - HRS only											communication during the day to ensure these work types are completed and appointments kept.
		Housing Maintenance	QH	HM 5	Satisfaction with Repairs (Regulator of Social Housing Tenant Satisfaction Measure – TP02)	%	N/A	Volumetric	Volumetric	Q1 - 24/25	73.00	Q2 - 24/25	71.00	V		<p>Performance data for this measure is derived from 'Tenant Satisfaction Measures' data and is a reliable indicator of true tenant satisfaction with the repairs service.</p> <p>There is a slight decrease in satisfaction levels from the previous quarter. In addition to the 71% of tenants who told us they were 'satisfied' or 'very satisfied', 8% told us they were neither satisfied nor dissatisfied, and 22% indicated some level of dissatisfaction with the service.</p> <p>This performance is based on a survey size of 150 tenants. The service area intends to use feedback from these ongoing quarterly surveys to continue to improve tenant satisfaction with the repairs service.</p>
	Paula Burton - Assistant Director of Housing Management	Control Centre	QH	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	Q1 - 24/25	100.00	Q2 - 24/25	100.00	G	▲	<p>24 surveys have been returned so far in relation to lifeline connections installed in Quarter two, all of which were satisfied with the overall service provided.</p> <p>Retrospective data has been added for Quarter one after surveys were not sent out in the previous quarter due to the two pre-elections periods. Performance for quarter one was 100% satisfaction based on 60 returned surveys.</p>
		Control Centre	QH	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	Q1 - 24/25	98.97	Q2 - 24/25	98.95	G	▼	<p>Year to date - 98.96%</p> <p>Performance for this quarter has stayed steady with 98.95% of calls answered within 60 seconds well above the TSA target of 97.5%.</p>
		Housing Solutions	QH	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	2,029	Q2 - 24/25	2,076	V		Numbers on the housing register have continued to increase slightly but remain reasonably consistent.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
		Housing Solutions	QH	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	330	Q2 - 24/25	328	V		The number of approaches is consistent with the previous two quarters, there continues to be a high demand for the service with the year to date total of approaches 658.
		Housing Solutions	QH	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	%	High is good	45.00	50.00	Q1 - 24/25	37.87	Q2 - 24/25	36.14	R	▼	<p>Year to date - 36.98%</p> <p>The percentage of cases successfully prevented or relieved is similar to the previous quarter, albeit showing a slight decrease.</p> <p>The service area have prevented or relieved 113 homelessness approaches within the quarter. The number of preventions and reliefs through the first two quarters of this year is consistent with that of quarters one and two last financial year</p> <p>This measure is currently shown as a percentage. It is suggested by the service that presenting the data this way does not show the effectiveness of the prevention work that takes place, nor whether the preventions achieved have been sustained over the longer term.</p> <p>It is therefore under consultation for this measure in future to be presented as a number, be volumetric rather than a targeted measure, and be presented by comparing it to the number of approaches recorded for accompanying measure HS 2, as is detailed above.</p>
		Housing Solutions	QH	HS 4	Number of rough sleepers	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	11	Q2 - 24/25	13	V		The figure is slightly higher than last quarter however the service area reports it is expected that the figure will fluctuate into the teen numbers. As we move into colder weather there is potential to see a reduction in figures due to temporary accommodation being provided.
		Housing Voids	QH	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	Q1 - 24/25	1.27	Q2 - 24/25	1.36	R	▼	<p>Year to date – 1.31%</p> <p>Rent lost through vacant dwellings has increased on the previous quarter, due in part to some of the service challenges experienced in the re-letting process. This is explained in the commentary accompanying measure HV3 below and relates to a combination of factors that have impacted re-letting times including the condition of properties entering the voids process and a small number of sensitive decisions made by the service to hold specific properties</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																empty beyond the voids process.
		Housing Voids	QH	HV 3	Average re-let time calendar days for all dwellings (including major works)	Days	Low is good	45.00	42.00	Q1 - 24/25	48.79	Q2 - 24/25	51.59	R	▼	<p>Year to date – 50.28 days</p> <p>As in Quarter 1, a small proportion of void properties re-let during the second quarter were affected by issues outside of the council's direct control. Three flats in one communal block were re-let in Quarter 2 as sensitive lettings, following a decision to hold these properties vacant whilst a tenancy matter was resolved. This decision, which was anticipated and referred to in the Quarter 1 performance report, resulted in re-letting delays of 121, 78 and 222 days.</p> <p>There was a 47.5% increase in the number of void properties requiring major works in Quarter 2, rising from 40 in Quarter 1 to 59 in Quarter 2. Whilst this will have affected the overall average re-let time for all void properties in the quarter, a reduction in the average number of days taken to re-let void properties requiring major works will have gone some way to mitigate this.</p> <p>As highlighted in the previous quarterly performance report, the amount of time taken to re-let properties between tenants is complex and strongly influenced by external factors. The voids process involves most services within the council's landlord function, and re-let times are a good example of both how these different services work together as a system, and how decisions made across this system can impact performance.</p>
		Rent Collection	QH	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	Q1 - 24/25	96.48	Q2 - 24/25	96.37	R	▼	<p>Year to date - 96.42%</p> <p>The percentage of income collection is showing a decrease. In addition to collection level generally showing a lower rate until the end of Q3 (because each year we carry a technical debt due to having a 50 or 51 week payment schedule, which means regular payments are adjusted for that & it does not equalise until the non-payment weeks at Christmas), there was a change to the structure of the Tenancy Services Team at the beginning of the quarter.</p>
		Rent Collection	QH	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	Q1 - 24/25	3.50	Q2 - 24/25	4.47	R	▼	<p>The arrears amount has increased since the end of Q1. Although the pilot structure introduced a specialist team to manage rent collection & arrears, these Officers have had to familiarise themselves with much larger patches & what actions have been taken by previous Officers before they could begin the process of contacting tenants about arrears. There are only 4.4 FTE Housing Officers in the rent team. They have also been focussing on</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Status		Service area commentary
																making sure that Notices & Court Orders are in place & have not expired. It should also be taken into consideration that Q2 is the peak time for taking leave, which means there is less capacity available.

Table 2 - Annual Measures by directorate (Communities & Environment - DCE) – The performance status of each targeted measure in Table 2 is determined by comparing the latest outturn against a high and low target.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High or low is good	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Status		Service area commentary
DCE	Steve Bird - Assistant Director of Communities and Street Scene	Grounds Maintenance	RP	GM 2	Satisfaction with our public open spaces overall (collected via Citizens' Panel)	%	High is good	80.00	90.00	2023/24	83.50	2024/25	76.50	R	▼	<p>Citizens' Panel results show 76.5% (296 out of 363 respondents to this question) reported being very satisfied or satisfied with the overall management of our open spaces.</p> <p>Cleanliness standards in Lincoln are generally seen to be good, with the main panel feedback being around the provision of litter bins, and some overflowing bins at times. Litter bin provision is constantly under review, with bin provision carefully considered given the costs of provision and emptying. Overflowing bins are unsightly and obvious, so do stand out when seen, but the actual numbers reported, which are very low, do not correlate with what appears to be the impact they have on perceptions. This, and all other feedback, is subject to review with the Portfolio Holder and with the contractors at Performance Management Board meetings.</p>
		Street Cleansing	RP	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	2023/24	69.50	2024/25	72.80	A	▲	<p>Citizens' Panel results show 72.8% (284 respondents out of 390 respondents to this question) were very satisfied or satisfied with the cleanliness of highways and open spaces, particularly the Parks which have successfully retained their green flag status and Commons.</p>

Table 3 - Directorate for Major Developments – Performance Measure Outturns – Quarter 2 2024/25

The performance statuses of measures DMD 1–5 are determined by an external partner working alongside the Major Developments Team, rather than by comparing performance measure outturns against set high and low targets as per the measures included in Tables 1 and 2.

When determining the performance measure statuses, a range of factors impacting on programme delivery are taken into consideration such as milestone performance, financial performance and associated risks, amongst other factors.

Measures DMD 6-9 are volumetric measures provided for contextual purposes.

The directorate are currently developing a set of performance measures and target boundaries to monitor and report outturns of the quarterly performance of the newly re-opened Cornhill Market, this is expected to be ready for the 2025/26 reporting period.

	Assistant Director	PH	Service area	Measure ID	Measure	Unit	High or low is good	Previous data period	Previous outturn	Quarter 2 2024/25 outturn	Status (determined by external partner and DMD where not volumetric measure)	Trend (Improving, No change, Deteriorating)	Outturn commentary
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 1	Percentage spend on Town Deal programme	%	High is good	Q1 2024/2025	54%	62%	G	▲	Reported figures are up to June 2024 – Quarter 2 claims not due until 18 th October. 12 Projects in programme (1 recently dropped out, so need to reallocate, we have EOI for these, which are going to Board for approval on 18.10.24) 4 are financially complete. 5 are on target. 3 have slipped but within programme. (Greyfriars, Lincoln Connected & Sincil Bank) – measures are taking place to bring back on track.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 2	Percentage of Town Deal projects on target	%	High is good	Q1 2024/2025	75%	75%	G	—	Reported figures are up to June 2024 – Quarter 2 claims not due until 18 th October. So, all figures are reported outside of a formal claim being approved and submitted. 12 Projects in programme (1 recently dropped out, so need to reallocate, we have EOI for these, which are going to Board for approval on 18.10.24) 4 are financially complete. 5 are on target. 3 have slipped but within programme. (Greyfriars, Lincoln Connected & Sincil Bank) – measures are taking place to bring back on track.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 3	Percentage spend on UKSPF programme	%	High is good	Q1 2024/2025	24%	64%	G	▲	Up to June 2024 there have been 16 Projects allocated. All figures are reported outside of a formal claim being approved and submitted. Claims aren't due in for actual spend until Friday 11 th October 2024. The figures claimed are being submitted prior to the formal claim being approved and submitted

	Assistant Director	PH	Service area	Measure ID	Measure	Unit	High or low is good	Previous data period	Previous outturn	Quarter 2 2024/25 outturn	Status (determined by external partner and DMD where not volumetric measure)	Trend (Improving, No change, Deteriorating)	Outturn commentary
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 4	Percentage of UKSPF projects on target	%	High is good	Q1 2024/2025	38%	81%	G	▲	<p>16 projects have been allocated, of which 13 are on track.</p> <p>The remaining 2 projects are just starting but are on site. One has completed on capital works, 1 is currently being considered for reallocation Quarter 2 claims are due Friday 11th October 2024.</p> <p>The figures claimed are being submitted prior to the formal claim being approved and submitted.</p>
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 5	Number of businesses receiving business support utilising the UKSPF fund	Number	High is good	Q1 2024/2025	69	18	G	▲	<p>The Business Advisor service area reports a total of 16 businesses have been supported during the quarter (Up to Sept 2024), and Business Advisor 23</p> <p>So far, we have claimed:</p> <p>Growth Hub</p> <p>Q1 – 32 business support</p> <p>Q2 – 23 business support</p> <p>For Business Advisor we reported</p> <p>Q1 - 16 businesses supported</p> <p>Q2 – 16 Businesses supported</p> <p>Figures claimed last quarter were slightly incorrect. So, we have only claimed the balance this time.</p> <p>Examples of business and pre start business that have received support in Q2:</p> <p>Leaf and Land Collective – a forest school provider looking to expand provision in particular to support SEN needs.</p> <p>Everbit Software Ltd – a software design and development company looking to relocate to Lincoln</p> <p>Yesway Communications Ltd – a communications business developing plans to recycle mobile phones to support communication in remote areas of the world.</p> <p>A children's food manufacturer and retailer pre start business.</p> <p>A sports agency pre start business.</p>

	Assistant Director	PH	Service area	Measure ID	Measure	Unit	High or low is good	Previous data period	Previous outturn	Quarter 2 2024/25 outturn	Status (determined by external partner and DMD where not volumetric measure)	Trend (Improving, No change, Deteriorating)	Outturn commentary
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 6	Percentage occupancy of Greetwell Place	%	Volumetric	Q1 2024/2025	98%		Volumetric	Volumetric	No Change in occupancy rate.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 7	Percentage occupancy of The Terrace	%	Volumetric	Q1 2024/2025	99%		Volumetric	Volumetric	There have been a number of internal moves within offices with a new tenancy to start 1 st December 2024. Two vacant offices still to let.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 8	Unemployment rate within Lincoln	%	Volumetric	Q1 2024/2025	3.9% (2,785 people)		Volumetric	Volumetric	This figure is from the ONS figures for September 2024
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 9	Average wage in Lincoln	£	Volumetric	Q1 2024/2025	£32,402 per annum		Volumetric	Volumetric	This figure is from the ONS figures for September 2024. The figure is the average gross weekly wage of £646.10 for a full time worker.



Corporate Performance Measures

Outturns for the corporate performance measures focus on the council's performance overall rather than individual service areas. The corporate performance measures are split into the following categories:

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

Resource Information

During quarter 2 2024/25 there were 16 leavers, which equated to a turnover figure of 2.6% (based upon employee headcount at the end of September 2024 excluding apprentices). This figure is higher when compared to the previous quarter 1 2024/25 figure of 1.4%.

The vacancy figure as at the end of quarter 2 2024/25 stood at 59 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 2024, the council were recruiting to 24.79 FTE vacancies (Please note these are all at different stages of the recruitment process).

Directorate	CX	DCE	DMD	DHI	Total (Excluding Apprentices)
Average number of FTE employees	184.66	132.17	20.42	219.90	557.15
Average number of apprentices (as at quarter end)	Authority Wide				7.91
Percentage of staff turnover	Authority Wide				2.6%
Active vacancies which are being recruited (FTE)	Authority Wide				24.79

Appraisals completed up to the end of quarter 2 2024/25 as recorded in ITrent

Directorate	Appraisals due in quarter 2 2024/25	Appraisals completed in quarter 2 2024/25	Percentage of appraisals completed (quarter 2)	Appraisals completed over the last 12 months *
CX	80	17	21.3%	54
DCE	41	11	26.8%	90
DMD	10	10	100.0%	12
DHI	69	15	21.7%	82
Authority Wide	200	54	27.0%	238

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

The council has changed how appraisals are completed, whereby appraisals are no longer completed between April and 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 2024/25, 200 appraisals were due for completion. Of these, 54 appraisals were recorded as being completed within the ITrent system (27.0%).

It should also be noted that the outturn above is based on those appraisals that have been completed and formally recorded within the ITrent system. It is likely that additional appraisals were completed in the quarter and had not yet been uploaded to the ITrent system at the time of writing this report. The outturn for this measure does not take account of appraisals that have been arranged and are awaiting completion.

Health & Wellbeing

During quarter 2 2024/2025, to support Financial Wellbeing a 'Planning for Retirement Course' was held at City Hall which was well attended and gathered highly positive feedback from participants. To help identify local discounts that may be offered to staff a new process/form was introduced and made available on the Hub.

Our Health and Wellbeing Champions attended a meeting to go over the recently published Health and Wellbeing Commitment and Action Plan for them to help promote and participate in this going forward.

Health Awareness initiatives promoted included our internally offered Cycle Benefit Scheme, Flu Vaccination vouchers and Eye Care Vouchers. The latter promoted our change to now using Specsavers for eye test vouchers and associated discounts along with the opportunity to provide information on eye care to support National Eye Health Week. Additionally, we promoted the Drink Aware Drinking Check campaign.

Sickness Performance

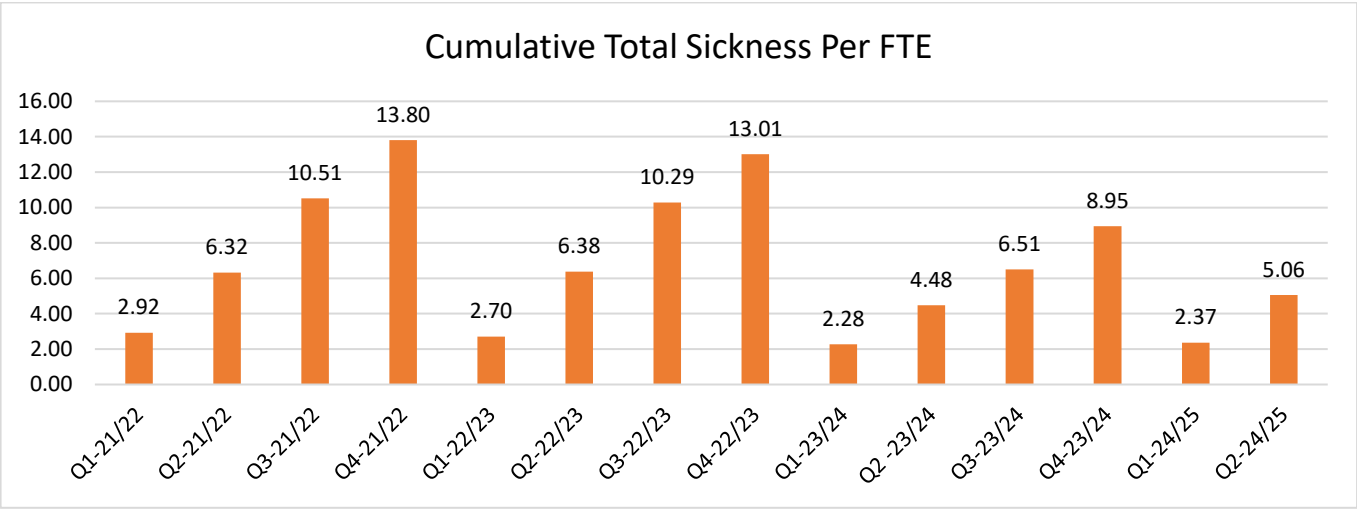
During quarter 2 2024/25 the total sickness levels for the council stood at 2.69 days lost per FTE. When compared to the previous quarter, sickness levels have increased (quarter 1 2024/25 figure stood at 2.37 days lost per FTE). Additionally, when compared to the same quarter last year sickness levels have also increased (quarter 2 2023/24 figure was 2.20 days lost per FTE).

During quarter 2 2024/25, 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 Musculo Skeletal problems.

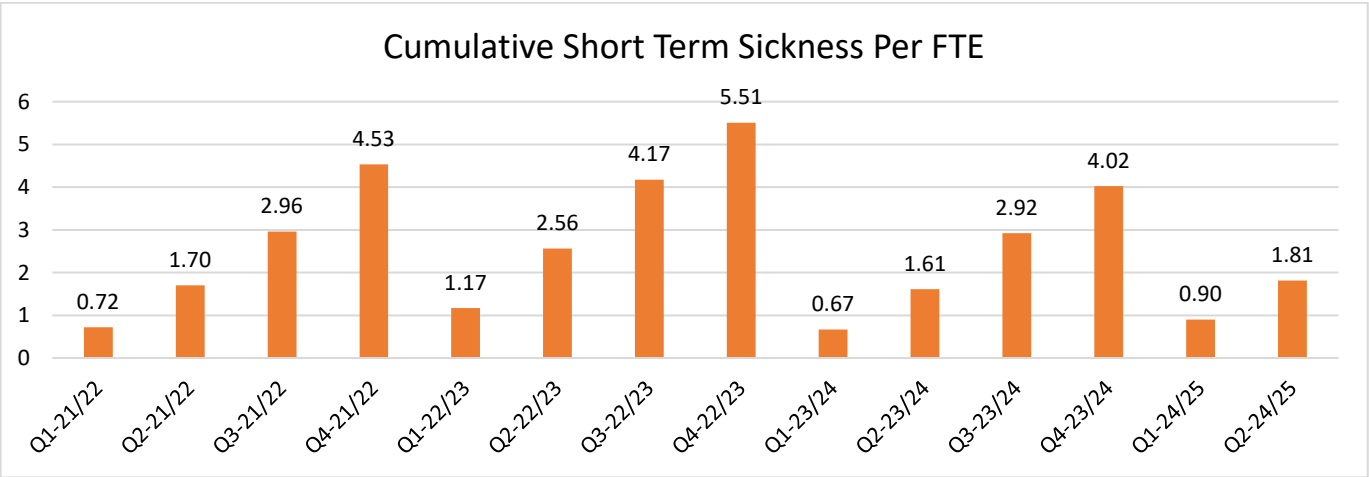
Quarter 2 2024/25 ONLY

	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	186	285	471	184.66	1.01	1.54	2.55
Apprentices	22	0	22	7.91	2.78	0.00	2.78
DCE	69	256	325	132.17	0.52	1.94	2.46
DMD	18	0	18	20.42	0.88	0.00	0.88
DHI	232	450.5	682.5	219.90	1.06	2.05	3.10
Total	527	991.5	1518.5	565.06	0.93	1.75	2.69
Less Apprentices	505	991.5	1496.5	557.15	0.91	1.78	2.69

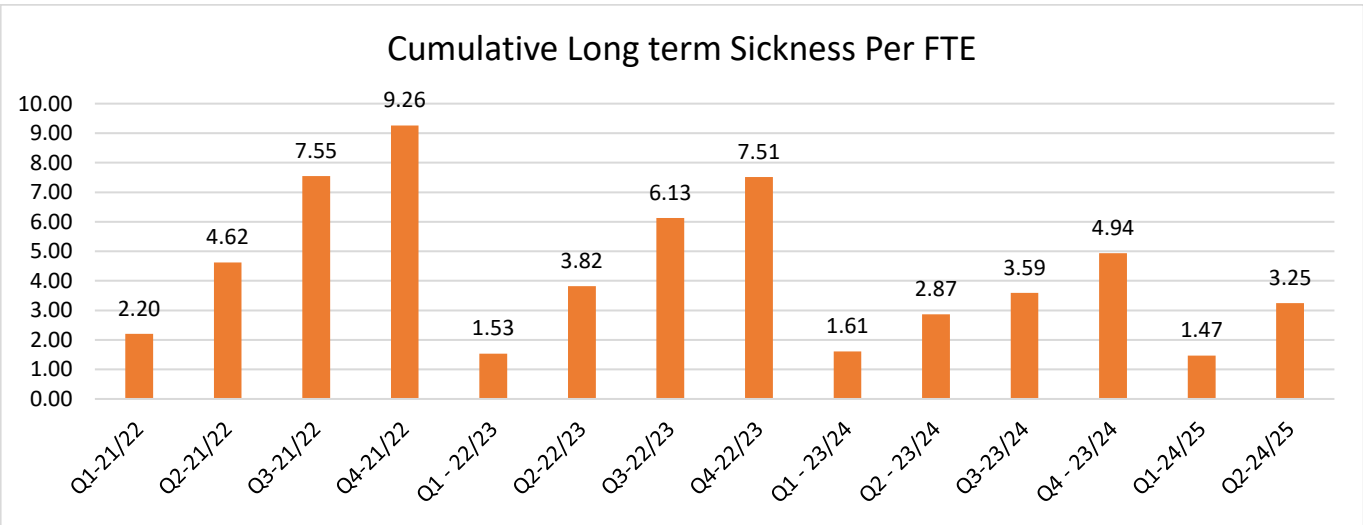
Cumulative total sickness per FTE in days (excluding apprentices)



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 2024/25 there were **144** 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 91% (258). In quarter 2 2024/25, there were 0 Local Government Ombudsman (LGO) complaints decided and 1 Local Housing Ombudsman (LHO) complaints decided. A dip in performance in responding to complaints within target time is expected during quarter 2, as the period coincides with increased annual leave across the summer, resulting in less staff being available to respond to complaints received during the period.

Quarter 2 2024/25

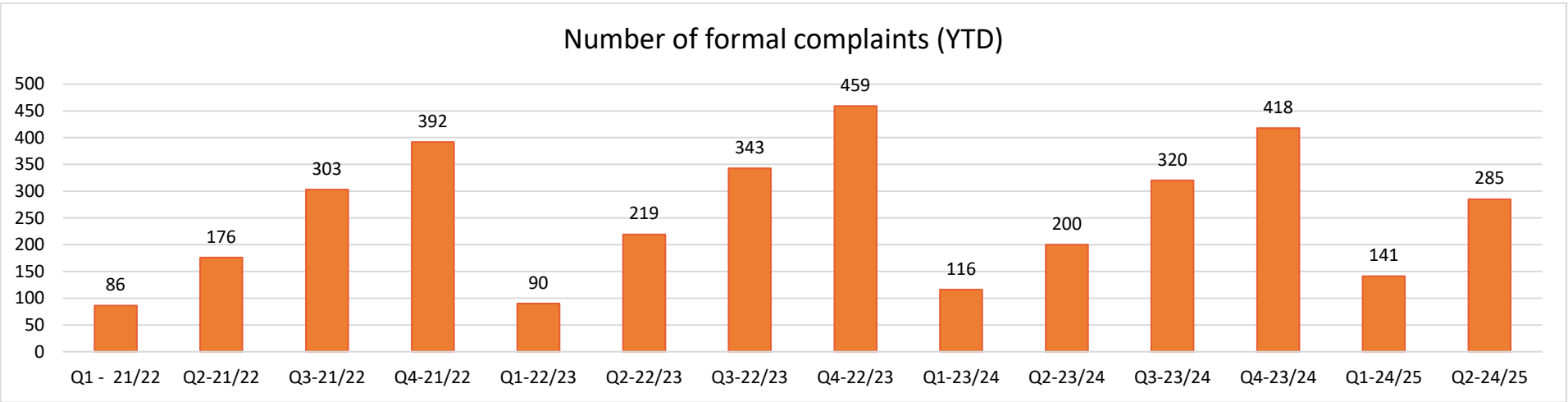
	CX	DCE	DHI	DMD	TOTAL
Number of formal complaints dealt with this quarter (Q2)	8	15	121	0	144
Number of formal complaints upheld this quarter (Q2)	5 (63%)	5 (33%)	72 (60%)	0	82 (57%)
YTD total number of complaints investigated	13	27	244	1	285
YTD number of formal complaints Upheld	6 (46%)	6 (22%)	156 (64%)	0	168 (59%)
No / % of responses within target time this quarter (Q2)	7 (88%)	12 (80%)	104 (86%)	0	123 (85%)
No / % of responses within target time YTD	12 (92%)	22 (81%)	223 (91%)	1 (100%)	258 (91%)
LGO complaints decided (Q2)	0	0	0	0	0
HOS complaints decided (Q2)	0	0	1	0	1

This quarter has seen 1 upheld complaint by the Housing Ombudsman, bringing the half-year figure to 2.

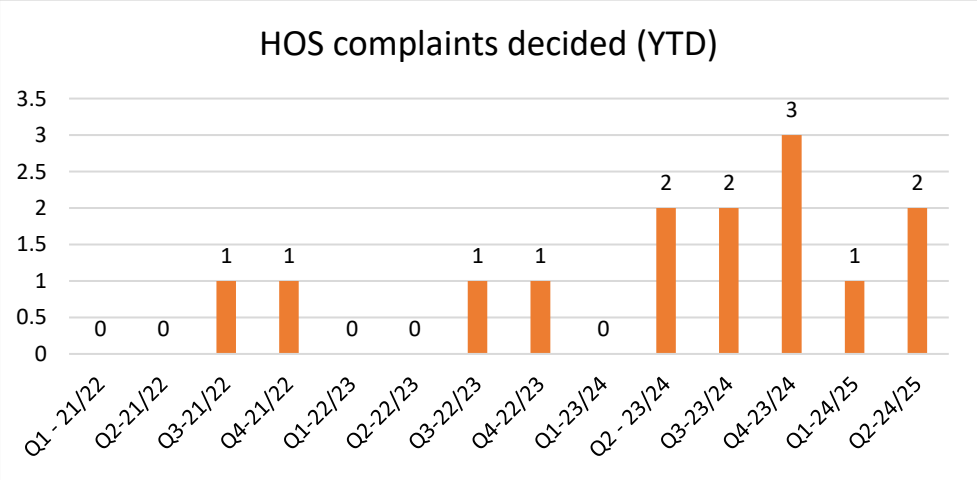
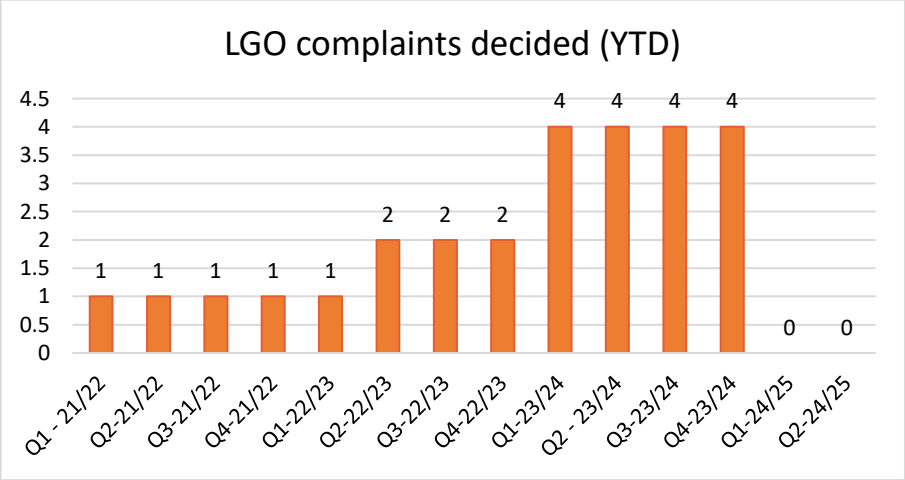
The percentage of complaints responded to within the service standard has reduced this quarter to 85% with all directorates (except DMD) seeing a dip in performance over the course of Q2. DHI had 17 complaints out of target response, DCE had 3 of its 15 and CX had 1 complaint out of date.

The year to date outturn has therefore reduced from the Q1 figure of 96% to 91%.

Number of formal complaints decided (YTD)



Local Government Ombudsman (LGO) complaints decided (YTD) and Local Housing Ombudsman (HOS) complaints decided (YTD)



Compliments Performance

In quarter 2 2024/25 there were **32** compliments recorded across the council through the formal compliment recording process.

	CX	DCE	DHI	DMD	TOTAL
Number of compliments received	7	10	12	3	32

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

CX	Friendly and supportive staff in Customer Services, support with Council Tax query
DCE	Support with street cleansing query, support with parking payment, Food Standards Agency compliance, parking signage, support with anti-social behaviour query, support with finding relatives in cemetery.
DMD	Support with business advice, Friendly and supportive staff in the Business Support Team.
DHI	Support with rent payments, support with housing repairs, supportive staff from Housing Solutions.

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 in each directorate during the quarter are provided below:

CX

Friendly and supportive staff in Customer Services

“Would like to pass on my sincere thanks for how helpful, caring, understanding and supportive a member of your Customer Service Team has been. People are always ready to complain but never think of giving praise when it is due, thank you so much”.

DCE

Support with paying for parking

“Thank you so much for your amazingly fast response and rectification to my problem. This was our first visit to your wonderful city and it won’t be long before we return. You should be proud of your team and council”.

Food Standards Agency compliance

“It’s really encouraging to see that you’ve pretty much delivered a full intervention programme, along with sampling and dealing with non-compliance including taking enforcement action such as HINs, seizure of food and voluntary closures were necessary. All of this is important to a well balanced service, and down to a great deal of hard work and commitment by all involved, so please pass on my appreciation and recognition to all involved”.

DMD

Support with business advice

"As a sole trader and freelancer, navigating the complexities of running a business can often feel overwhelming. However, the invaluable support and guidance I received from the City of Lincoln Council, was invaluable. From our very first one-to-one meeting, it was clear that you were committed to understanding the unique challenges and opportunities within my industry. Through a series of insightful discussions, we identified new types of organisations and sectors that matched my skills and business goals. This strategic direction has opened doors to new opportunities that I hadn't previously considered. As well as broadening my business horizons, you provided critical feedback on my marketing materials. I received feedback on my website and suggestions to better reflect my brand and attract the right clients. This process has not only improved my professional image but has also given me greater confidence in presenting my services. As a result of the tailored support from the Business Advisor, I have experienced personal growth and feel more equipped to handle the demands of freelancing. Her guidance has been greatly appreciated and I look forward to our next review meeting."

DHI

Tenancy Services – Rent Team

“I just want to say a big thank you for your help, support, guidance and understanding today with my Rent Payments and setting up future payments via, direct debit, you put my mind at ease, explained everything to me step by step whilst being professional, empathetic, friendly and easy to talk to so that's why I'm leaving you positive feedback”.

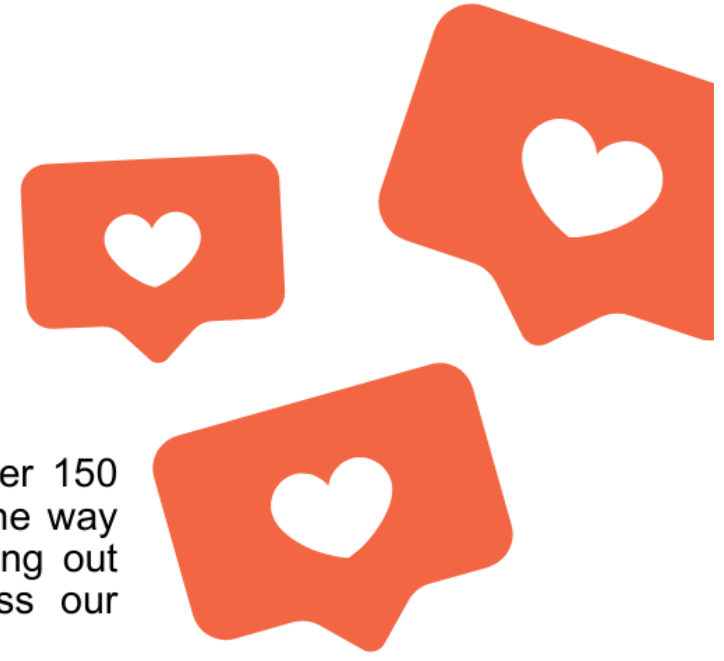


Throughout quarter 2 2024/25 the Communications Team have provided support across the council and city to capture and broadcast the latest news, events and updates in Lincoln.

The update provides a detailed overview of social media highlights, key stats and performance, press releases, key events and campaigns from the quarter, as well as a podcast by the Housing Team discussing the 30-year housing business plan, subscriber newsletters and an overview of the internal communications, and the upcoming campaigns and events expected for quarter 3 2024/25.



Social media highlights



During this past quarter, City of Lincoln Council has shared over 150 posts onto Facebook. This increase has followed a change in the way we create our posts with additional non-news related posts going out onto social media in an attempt to boost engagement across our platforms.

Support has continued for the Lincoln Lottery and Social Responsibility Charter across the quarter as well as additional posts supporting the Events in Lincoln account, Lincoln Pride, car parks, and our continued promotion of diversity days including World Suicide Prevention Day.

In this quarter we also had Lincoln Live take place for the second year running, with the team supporting through the creation of graphics, videos, event photography and more.

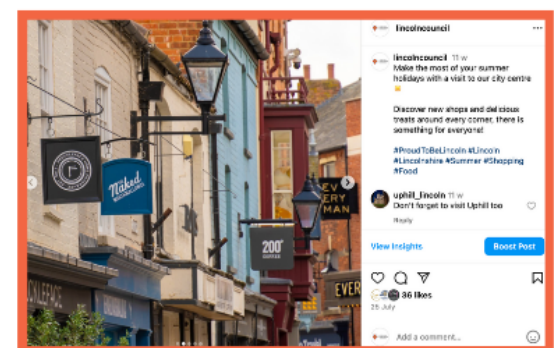
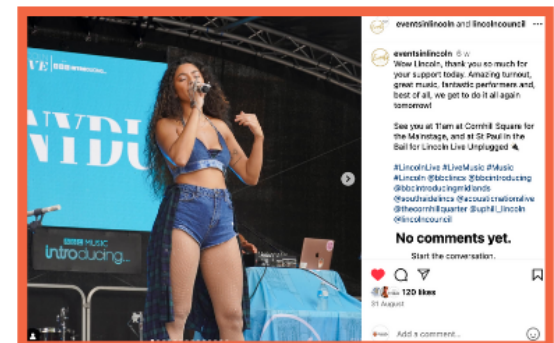
Most liked and shared posts

As we have changed our content on Instagram to include non-news-related feel-good content, we have noticed a significant increase in the number of likes we have received on the platform.

On the COLC account alone, from Q1, there was just one post on Instagram that had more than 12 likes which was the announcement of the Cornhill Market opening. To directly contrast this, in this quarter we have seen that increase to 19 separate posts with 3 also matching the second most popular from Q1.

This shows that we are creating a more engaged community feel to our social media posts, as people are more regularly liking our posts and not just the big pieces of news.

The most popular posts could be found on Instagram, these were about Lincoln Live. We were able to achieve 328 likes off three of our posts through sharing these as 'collaboration' posts on Instagram, allowing them to fall into the feeds of COLC and Events in Lincoln followers at the same time.



Events in Lincoln aside, the most popular Instagram post gained 36 likes and was a post encouraging the public to try out different areas of the city, showcasing the fantastic shops and restaurants on offer.

The most popular Facebook posts followed a similar trend with our posts about Lincoln as a city doing the best. A post about Newport Arch was the best performer with 113 likes during the quarter. The announcement of scrapping the plan to make RAF Scampton and asylum centre was the second most popular with 86 likes, with a 'Did You Know' post about Steep Hill gaining 81 likes too.

In the previous quarter, all of the most successful posts have been big announcements such as the Cornhill Market stall holders and Festival of History but we have seen this trend change over Q2. Through the use of powerful imagery and shift in focus to try and boost ourselves in the algorithm, we are still about to reach big numbers with out Lincoln Live announcements and news, we are creating a community and through the use of more engaging imagery and social media posts we are able to push our 'smaller' news stories too.

City of Lincoln Council

An overview of the stats of the City of Lincoln Council social media account over the last quarter. (1 July to 30 September)

Facebook

**11,887**

Followers

**268,967**

Reach

**1,674**

Reactions

**181**Increase
in followers**326,778**

Impressions

**467**

Shares

**22,477**

Engagement

Twitter

**16,523**

Followers

**84,542**

Impressions

**71**

Retweets

**164**

Likes

**10**

Replies

03

City of Lincoln Council

An overview of the stats of the City of Lincoln Council social media account over the last quarter. (1 July to 30 September)

Instagram



2,763
Followers



662
Interactions



120
Increase
in followers



24,292
Reach



21,676
Impressions

LinkedIn



4,874
Followers



487
Unique Views



2
Reposts



1342
Page Views



73
Reactions



1
Comment

Be Lincoln

An overview of the stats of the BeLincolnUK social media accounts over the last quarter.

Facebook



620
Followers



5,886
Reach



33
Reactions



14
Increase
in followers



5,684
Impressions



27
Shares



342
Engagement

Twitter



461
Followers



3,631
Impressions



10
Retweets



24
Likes



8
Replies

Be Lincoln

An overview of the stats of the BeLincoln UK social media accounts over the last quarter.

Instagram

**380**

Followers

**114**

Interactions

**47**increase
in followers**2,505**

Reach

**1,373**

Impressions

LinkedIn

**467**

Followers

**29**

Unique Views

**1**

Reposts

**69**

Page Views

**184**

Reactions

**0**

Comments

06

Events in Lincoln

An overview of the stats of the Events in Lincoln social media account over the last quarter.

**44,401**

Followers

**273,924**

Reach

**976**

Reactions

**415**Increase
in followers**325,449**

Impressions

**383**

Shares

**16,938**

Engagements

**2,418**

Followers

**13,278**

Impressions

**47**

Retweets

**85**

Likes

**4**

Replies

**4,844**

Followers

**1252**

Reactions

**267**Increase
in followers**62,846**

Reach

**65,471**

Impressions

The Cornhill Market

An overview of the stats of The Cornhill Market social media accounts over the last quarter.

Facebook



1,447
Followers



2,358
Interactions



151
Increase
in followers



5,900
Page visits



59,200
Reach

Instagram



1712
Followers



2,132
Interactions



195
Increase
in followers



2,083
Likes



19,000
Reach

Interviews



Key events and campaigns

Lincoln Live

Returning to the 2024 events calendar, Lincoln Live, was once again supported by the Communications Team. Working closely with the Events Team, we were able to produce an array of promotion content in the build up to, during and post the event.

A social media campaign, leaflets and posters were all created for the build up to create hype.

Leaflets and posters were designed in-house and the posters distributed across the city, in local shops, the visitors centre and the Cornhill Market too.

Our posters were also distributed in a similar manner, with posters in City Hall, Central Car Park and in shop windows too.

As this year saw the addition of a stage up at St. Paul in the Bail, during the event the team were split across the two stages to capture content.



In addition to this year's line-up announcement graphics, the team focused their efforts on two announcement videos for the bar and the acoustic set. These proved to be popular additions to the weekend and on social media with the content particularly on Instagram being shared and interacted with.

Lincoln Pride 2024

During the last quarter a key event in the calendar was Lincoln Pride 2024. This is a yearly event which takes to the streets of Lincoln to celebrate the diversity of our city. Every year we support this event through videography and photography as sharing content online gives people an opportunity to celebrate, tag each other as well as get an idea of the feeling of the day.

The day was supported by the Events, Comms and Civic teams as well as local councillors and our member of parliament.

To support this event, we produced content for our internal news bulletin, a photo album and a reel for instagram.



The reel gained over 1,200 views and followed a recent trend to the song Run by Run by the Woodkid and was received really well.

Over on facebook, the album and the look-back post both received in excess of 50 reactions each.



30-Year Housing Business Plan Podcast

The first in our series of podcasts for the Housing team, the 30-Year Housing Business Plan podcast was produced, shot and edited in this time quarter, offering a different type of content for our audience.

The podcast which was hosted by Strategic Director of Housing and Investment, Daren Turner alongside Cllr Donald Nannestad and covered the housing business plan a nice and easy to understand format.

The benefit of creating content in such a manner is that it allows our audience to get important information in a different style. Some may choose to sit down and watch this as a regular video, some may just listen to it whilst doing something else and some may break it down into parts, allowing us to provide content that suits different types of listener. This is highlighted by the average view during on the podcast. It currently sits at over 8 minutes of average view time, which backs up the idea that content presented in this manner allows staff to view it how they best see fit.

In the future we will be continue with the podcasts following great feedback internally, even looking to publish to an external audience too. Potential future topics include:

- Garage Letting Process
- Aids and adapts Policy and process
- Homefinder guidance
- Intratone - How to use



A enhanced approach

As mentioned earlier in the document, the team have recently changed their approach on social media in an attempt to improve the general engagement on our social media platforms. In doing so a few different posts have been shared on a weekly basis to engage the audience and get us back in with the algorithm.

The way that this has been achieved is through the reduction of social media graphics and tailoring our content more, dependent on the platform. This includes removing graphics from Instagram, utilising their unlimited character caption to explain our news, accompanied by a relevant but eye-catching photo or, like we do with Twitter, creating videos with the desired platforms requirements in mind.

One of the best examples of this new strategy is to showcase what makes our city special, featuring striking photography, hidden gems, historic facts to increase engagement with our audience an example of this is our current 'Did you know' campaign.

We want to install pride within our residents and visitors, as a beautiful and vibrant city to live in and visit, with posts that are highly shareable and visually engaging

This approach improves the algorithmic performance of our posts, expanding our organic reach and boosting overall engagement.

In a similar fashion we have started to use hashtags to help us reach the correct audience. Hashtags allow content to be categorised and subsequently promoted to accounts that follow that. In doing so we are able to create an audience who are more likely to be interested in our content.



Hermit Street/ Hermit Mews Updates

Throughout the last quarter the team has also worked on providing updates to the 11 homes being built down at Hermit Street.

As well as providing monthly photo updates to show the progress of the development, the team was also on site during the naming ceremony. This gave the team the opportunity to create content specific for our different social media channels through the creation of a video.

This video provided insight to the public on things such as how the street was named, what the street was named after as well as providing an updated timeline for potential residents.

The video also helped to showcase the high quality of the homes that we being built by the council. Through the content captured, residents of Lincoln were able to get a sneak peak of the hard work that goes into the buildings but also how they look on the interior too.



The 11 homes will be complete in October. Support will continue to be provided to the team through the creation of 'walkthrough' videos showcasing both the 2 bed and 3 bed homes which will be useful for future tenants as well as helping establish the council's portfolio of houses.



Internal Communications



Hub statistics



16

Articles Posted



4

In Briefs Shared



3,184

Total Staff Views



Most viewed Hub pages

- | | |
|---|------------------|
| 1. 30 Year Housing Business Plan Podcast | 279 Views |
| 2. In Brief: 2 August 2024 - Now Live | 235 Views |
| 3. In Brief: 20 August - Now Live | 223 Views |
| 4. Cornhill Market transformation wins top award | 220 Views |
| 5. City Hall - PAT Testing | 214 Views |



Newsletters

During the last quarter we have continued to share content for our subscribers on different topics. This is proving a reliable and important way of sharing news with our customers, residents and visitors.

People can subscribe to one or more topics of their choice including:

- Lincoln Parks (215 subscribers)
- Events (117 subscribers)
- Western Growth Corridor (591 subscribers)
- Be Lincoln Town news (266 subscribers)
- General news and updates (328 subscribers)



Our newsletter continues to have great engagement rate with our recipients with the engagement rate currently sitting at 78.9% for the quarter.

This means we are reaching people who really care about what is going on in, and engage with the challenges that face the city



Our Press Releases

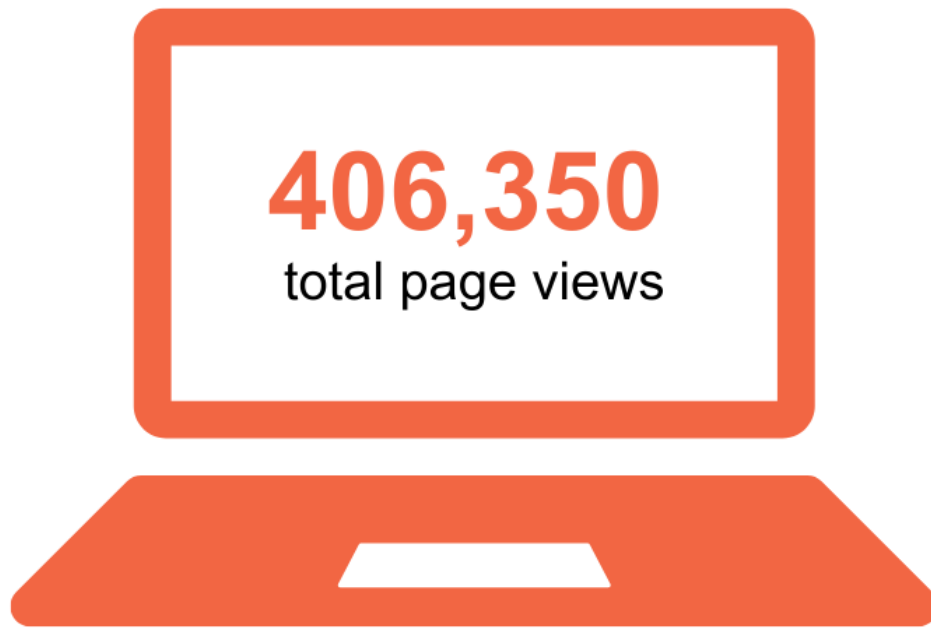


During the last quarter, normal output was resumed following Q1s back to back pre-election periods.

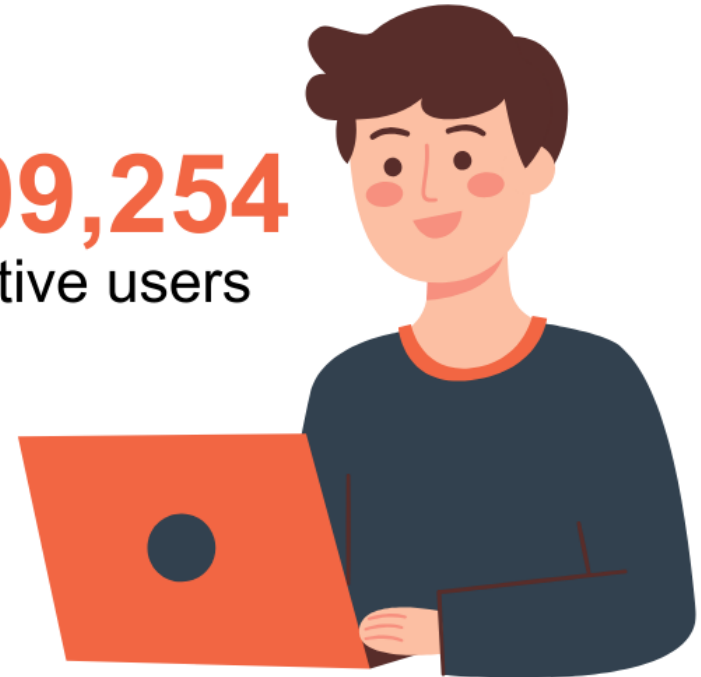
Therefore we were able to resume our regular sharing of press releases. In total during the last quarter we produced 11 press releases, this included:

<u>Date</u>	<u>Title</u>
11 July	<i>Central Lincolnshire Local Plan is region's best</i>
18 July	<i>Mayor of Port Lincoln gifts Mayor of Lincoln aboriginal painting</i>
22 July	<i>Moorland Community Centre to undergo works for improvement using UKSPF funding</i>
29 July	<i>Council appoints independent external experts to oversee running of crematorium as investigation launched</i>
16 August	<i>Lincoln Live: a spectacular showcase of local up-and-coming talent</i>
6 September	<i>City of Lincoln Council proposes new policy for the maintenance of the their trees in the city</i>
6 September	<i>City of Lincoln Council wins top award for Cornhill Market transformation</i>
9 September	<i>City of Lincoln Council joins 100 local authorities urging government to save council home</i>
12 September	<i>Help shape visual identity of your community by engaging in 'design code' consultation</i>
16 September	<i>Greyfriars construction is now underway, with official contractors now announced</i>
23 September	<i>GRAHAM leading on the next phrase of Key Infrastructure works for the Western Growth Corridor Development</i>

Website stats



109,254
active users



Most visited webpages

Page name:	Views:	Users:
1. /b/view-bin-collection-day	13,942	8,990
2. /m/accounts	9,303	4,687
3. /jobs/vacancies-2	7,501	4,500
4. /directory-record/53/lincoln-central-multistory-	7,282	5,155
5. /council-tax	7,143	4,677
6. /site-search/results/	6,541	3,907
7. /directory/search	6,432	3,936

The most popular pages excludes the landing page due to the fact this page will always be the most popular. In total, the landing page acquired **48,421 views** from **19,450 different users**.

CAMPAIGNS AND EVENTS

coming up in the next quarter

October 2024

Tuesday 15 October - Hermit Mews Completion

Friday 19 October - The Big Spook starts

Monday 21 October - Ban on overnight parking for motorhomes in our car parks.

Monday 28 October - The Big Spook ends

Thursday 31 October - Halloween

November 2024 - Movember

Friday 1 November - Diwali and Launch of Charterholme Brand

Tuesday 5 November - WGC - Home groundbreaking

Friday 8 November - Signing of new waste contract

Sunday 10 November - Remembrance Sunday

Monday 11 November - Remembrance Day

Tuesday 19 November - The Torchlight Procession and International Men's Day

Wednesday 28 November - Lincoln Christmas Lights Switch on

December 2024

7-8 December - Lincoln Ice Adventure

Tuesday 24 December - Christmas Eve

Wednesday 25 December - Christmas Day

Thursday 26 December - Boxing Day

Tuesday 31 December - New Year's Day

We also have further projects we will be involved in including: first results of radon testing are expected back, public consultation on plans for Vision 2030 as well as starting our yearly mould campaign.

