

# Quarter 2 2024/25 Operational Performance Report

## - Performance overview



Business Intelligence Officer  
Policy and Performance Officer(s)

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## How to read this report

This report provides an overview of the council's performance in Quarter 2 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 2 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:

<b>G</b>	At or above target
<b>A</b>	Acceptable performance - results are within target boundaries
<b>R</b>	Below target
<b>V</b>	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 measure outturns by Vision Priority are categorised below and in Appendix B using the following codes:

<b>PR</b>	Our People and Resources
<b>RI</b>	Reducing Inequality
<b>CE</b>	Customer Experience & Review
<b>RP</b>	Remarkable Place
<b>QH</b>	Quality Housing
<b>EG</b>	Inclusive Economic Growth
<b>CC</b>	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
- Compliments

## Executive summary

During quarter 2 2024/25 the council monitored performance against **87** quarterly performance measures and **2** annual measures. Of these measures **65** had targets allocated to them, of which **50 (76.9%)** 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 2 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	4 (16.0%)	6 (16.2%)	5 (27.8%)	0 (0.0%)	15 (16.9%)
Acceptable	4 (16.0%)	12 (32.4%)	1 (5.6%)	0 (0.0%)	17 (19.1%)
Above target	10 (40.0%)	11 (29.7%)	7 (38.9%)	5 (55.6%)	33 (37.1%)
Volumetric	7 (28.0%)	8 (21.6%)	5 (27.8%)	4 (44.4%)	24 (27.0%)
Data not available	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total</b>	<b>25</b>	<b>37</b>	<b>18</b>	<b>9</b>	<b>89</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	7 (28.0%)	17 (45.9%)	9 (50.0%)	0 (0.0%)	33 (37.1%)
No change	2 (8.0%)	1 (2.7%)	1 (5.6%)	1 (11.1%)	5 (5.6%)
Improving	9 (36.0%)	11 (29.7%)	3 (16.7%)	4 (44.4%)	27 (30.3%)
Volumetric	7 (28.0%)	8 (21.6%)	5 (27.8%)	4 (44.4%)	24 (27.0%)
Data not available	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
<b>Total</b>	<b>25</b>	<b>37</b>	<b>18</b>	<b>9</b>	<b>89</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	1 (50.0%)	1 (10.0%)	3 (17.6%)	2 (11.1%)	8 (36.4%)	0 (0.0%)	Currently no measures reported through the quarterly performance reporting process. Progress updates provided
Acceptable	0 (0.0%)	0 (0.0%)	4 (23.5%)	5 (27.8%)	1 (4.5%)	7 (35.0%)	
Above target	1 (50.0%)	4 (40.0%)	5 (29.4%)	7 (38.9%)	8 (36.4%)	8 (40.0%)	
Volumetric	0 (0.0%)	5 (50.0%)	5 (29.4%)	4 (22.2%)	5 (22.7%)	5 (25.0%)	
Data not available	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	
<b>TOTAL</b>	<b>2</b>	<b>10</b>	<b>17</b>	<b>18</b>	<b>22</b>	<b>20</b>	

	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
<b>Deteriorating</b>	0 (0.0%)	2 (20.0%)	6 (35.3%)	7 (38.9%)	12 (54.5%)	6 (30.0%)	Currently no measures reported through the quarterly performance reporting process. Progress updates provided
<b>No change</b>	0 (0.0%)	0 (0.0%)	2 (11.8%)	1 (5.6%)	1 (4.5%)	1 (5.0%)	
<b>Improving</b>	2 (100.0%)	3 (30.0%)	4 (23.5%)	6 (33.3%)	4 (18.2%)	8 (40.0%)	
<b>Volumetric</b>	0 (0.0%)	5 (50.0%)	5 (29.4%)	4 (22.2%)	5 (22.7%)	5 (25.0%)	
<b>Data not available</b>	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	
<b>TOTAL</b>	<b>2</b>	<b>10</b>	<b>17</b>	<b>18</b>	<b>22</b>	<b>20</b>	

Factors such as resource pressures, recruitment challenges and the ongoing cost of living challenges have continued to have an impact on performance in quarter 2 2024/25.

The following pages provide an overview of council performance by Vision Priority during quarter 2 2024/25. Also provided are highlight reports for quarter 2 2024/25.

## Quarter 2 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
<b>Below target</b>	1 (50.0%)	<b>Deteriorating</b>	0 (0.0%)
<b>Acceptable performance</b>	0 (0.0%)	<b>No change</b>	0 (0.0%)
<b>Above target</b>	1 (50.0%)	<b>Improving</b>	2 (100.0%)
<b>Volumetric</b>	0 (0.0%)	<b>Volumetric</b>	0 (0.0%)
<b>Data not available</b>	0 (0.0%)	<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>2</b>	<b>TOTAL</b>	<b>2</b>

### Performance measure overview

During quarter 2 2024/25, within the Our People and Resources theme ,1 performance outturn delivered above its high target, WBL 2 - Percentage of apprentices moving into Education, Employment or Training. The measure additionally delivered an improving direction of travel when compared to the previous quarter.

During the quarter, 1 measure delivered below target, WBL 1 - Percentage of apprentices completing their qualification on time. The measure, however, delivered an improving direction of travel when compared to the previous quarter. It is important to note that due to the small number of apprentices due to complete during the quarter, the impact on performance of 1 apprentice not completing on time is much larger.

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

## Highlight Reports

Within Our People and Resources theme, to support Financial Wellbeing a series of financial education courses were made available by the Human Resources team, courses included a 'Planning for Retirement Course' which was held at City Hall and was well attended, gathering highly positive feedback from participants, and 'Pension Credit Week of Action', providing a week of free online presentations and informative communications.

Additional Health and Wellbeing support offered to employees and advertised on the HUB throughout the quarter included the Drinking Aware Drinking Check campaign, free employee Flu Vaccination vouchers, employee Eyecare vouchers, and a series of Safe talk Suicide Awareness courses designed to support resilience within frontline staff.

### OUR PEOPLE AND RESOURCES

## FINANCIAL EDUCATION COURSES

A series of Financial Education courses and informative communications have been produced and made available, **delivered in-house at City Hall and online**, via Affinity Connect in conjunction with West Yorkshire Pension Fund covering:

**Pension Credit Week of Action** saw a whole week of free online presentations ideal for those looking to learn more about their pension scheme in an easy-to-follow format.

Experienced professionals covered various topics, ensuring members felt confident about how the LGPS works and its benefits. Sessions catered to all members, from beginners to those seeking to increase benefits or understand deferred benefit.

### Planning for Retirement and Financial Wellbeing

The course is designed to help employees improve their financial wellbeing by making informed decisions about financial planning. It covers key topics like managing take-home pay, budgeting, understanding pensions, and managing debt. By focusing on pension planning, the course encourages participants to secure a more comfortable retirement and future.

Our People  
and Resources



Leeds City Council | Together, we're achieving  
Leeds' ambitious future

### OUR PEOPLE AND RESOURCES

## HEALTH AND WELLBEING SUPPORT

Health and Wellbeing support offered to employees has included:

- **Employee Flu Vaccination voucher** - All employees are eligible for a flu voucher. The flu vaccine helps protect against flu, which can be a serious or life-threatening illness. There's still a chance you might get flu after getting vaccinated, but it's likely to be milder and not last as long. Protection from the flu vaccine goes down with time and the types of flu virus the vaccine protects against are updated each year, this is why it's important to get the flu vaccine every year.
- **Eye Care vouchers** - A sight test is a vital check on the health of the eyes and includes the detection of eye conditions. In addition, a sight test can also detect other health conditions such as high blood pressure, raised cholesterol or diabetes. It is recommended that everyone should have a sight test at least once every two years. Every COLC employee is entitled to a free eye care voucher every 2 years.

- **A series of Safe Talk Suicide Awareness** courses to support resilience for frontline roles, delivered at City Hall, Hamilton House, and Sleaford by Intervention Skills Training, with participant feedback "I would recommend this session to a colleague", "Brilliant presentation - good interaction with the whole group" and "very informative and clear information presented".

- **Drinking Check campaign** - a free online Drinking Check with personalised results and guidance to discover more about drinking, and articles encouraging people to have more open conversations about drinking.

Our People  
and Resources



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Leeds' ambitious future





## Vision Priority – Reducing Inequality

### Quarter 2 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	1 (10.0%)	Deteriorating	2 (20.0%)
Acceptable performance	0 (0.0%)	No change	0 (0.0%)
Above target	4 (40.0%)	Improving	3 (30.0%)
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 2 2024/25, within the Reducing Inequality Vision Priority there were 4 performance outturns that delivered above their high 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, BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment, BE 4 - Percentage of risk-based quality checks made where benefit entitlement is correct.

3 of the measures performing above their high targets have further improved when compared to the same quarter of the previous year.

During the quarter, 1 measure delivered below target, PPASB 3 - Number of live cases open at the end of the quarter (across full PPASB service). This outturn was as a result of the team receiving a greater volume of ASB cases and service requests in general, which could be attributed to the proactive work of the team within the City Centre and surrounding area.

5 measures within this Vision Priority report as a volumetric outturn, including 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 Reports

Within the Reducing Inequality Vision Priority, collaboration, learning and support has been seen across several teams through attendance, participation and presentations delivered at the Lincolnshire Suicide Prevention Conference, bringing together professionals across the region to address this critical issue.

Throughout the quarter, support has been made available to all residents of the city through the Lincoln Community Grocery. COLC Housing teams have additionally provided vouchers for new tenants to cover a year's membership plus 3 food shops at the grocery, where residents can also access further wraparound support services.

### LINCOLNSHIRE SUICIDE PREVENTION CONFERENCE

The annual Lincolnshire Suicide Prevention Conference was held on 4 September.

The conference brings together a diverse group of professionals from across the region for meaningful and impactful conversations on suicide prevention. With powerful guest speakers sharing their lived experiences and engaging breakout sessions, **the conference created a vibrant space for collaboration, learning and sparking new ideas to address this critical issue.** It was an inspiring opportunity for individuals to unite in their shared commitment to saving lives and making a difference in their communities.

Feedback was shared that the event "had been instrumental in our learning, awareness and support of suicide prevention locally." And "as a Lived Experience Lead, I consider it a privilege to help others have a better understanding about mental health issues, including why someone might consider suicide."

The event was attended by Cllr Donald Nannestad - Portfolio Holder for Quality Housing, Simon Colburn - Assistant Director Health and Environmental Services, Martin Walsley - Assistant Director Shared Revenues and Benefits and additionally in his role as Chair of Lincolnshire Financial Inclusion Partnership, co-presenting a well-received breakout session on the links between 'Money and Mental Wellbeing.'

This led to lots of suggestions from attendees in the session, that LFIP will now look to link into their work programme moving forward, including barriers for people accessing financial and debt advice and support.

Cllr Donald Nannestad - Portfolio Holder for Quality Housing

**Reducing Inequality**

Simon Colburn - Assistant Director Health and Environment Services

Martin Walsley - Chair of the Lincolnshire Financial Inclusion Partnership

## LINCOLN COMMUNITY GROCERY

Lincoln Community Grocery and COLC Housing colleagues have continued to deliver support to residents of Lincoln through a **UKSPF-funded project**, where new tenants of the Council and those being placed into accommodation by the Council can receive a **£20 voucher for the Lincoln Community Grocery, covering 1 year membership + 3 shops.**

Not only does the Grocery provide **low cost, high quality food**, which additionally helps to **reduce dependency on foodbanks**, but members are also able to access other 'wraparound' support there - such as debt advice and money management support, one-on-one support, and life skills such as healthy cooking courses, practical help and tools needed to seek and find work through job clubs, plus so much more.

At the Community Grocery as well as saving money on food, members are helping save the planet too! A lot of the food has been supplied close to its best before date and would have likely been thrown away despite being perfectly fine to eat. Typical shops can include items from the bakery, fresh fruit and vegetables, canned or boxed items as well as chilled and frozen or non-food items.

**Reducing Inequality**

"keeping families fed by providing **affordable weekly shopping and support services** to the people of Lincoln"

Located on several bus routes it's easy to get to the Community Grocery on **Beaumont Fee, by public transport**, and is open **Monday-Friday**

## Quarter 2 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
<b>Below target</b>	3 (17.6%)	<b>Deteriorating</b>	6 (35.3%)
<b>Acceptable performance</b>	4 (23.5%)	<b>No change</b>	2 (11.8%)
<b>Above target</b>	5 (29.4%)	<b>Improving</b>	4 (23.5%)
<b>Volumetric</b>	5 (29.4%)	<b>Volumetric</b>	5 (29.4%)
<b>Data not available</b>	0 (0.0%)	<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>17</b>	<b>TOTAL</b>	<b>17</b>

### Performance measure overview

During quarter 2 2024/25, within Customer Experience and Review, there were 5 performance outturns that performed above their high target, these include PRO 1 - Percentage spend on contracts that have been awarded to "local" contractors, ACC 1 - Average return on investment portfolio, ACC 2 - Average interest rate on external borrowing, DCT 3 - Average number of days to pay invoices, and REV 2 - Business Rates – in year collection rate for Lincoln.

Of these 5 measures performing above their high targets, 3 measures (PRO 1, DCT 3 and REV 2) improved in performance when compared to the previous quarter. 1 measure (ACC 2) had no change in its direction of travel, and 1 measure (ACC 1), showed a slight deterioration in direction of travel, whilst continuing to perform significantly above its target boundary.

3 measures delivered below target during the reporting period, CS 3 - Average time taken to answer a call to customer services, CS 4 - Average customer feedback score (telephone, face to face and e-mail enquiries), and REV 3 - Number of outstanding customer changes in the Revenues Team.

Of the outturns performing below target, CS 3 showed an improvement in direction of travel for the measure, while CS 4 and REV 3 have both declined in performance direction of travel, when compared to the previous quarter.

5 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, and REV 4 - Number of accounts created for the My Lincoln Accounts system.

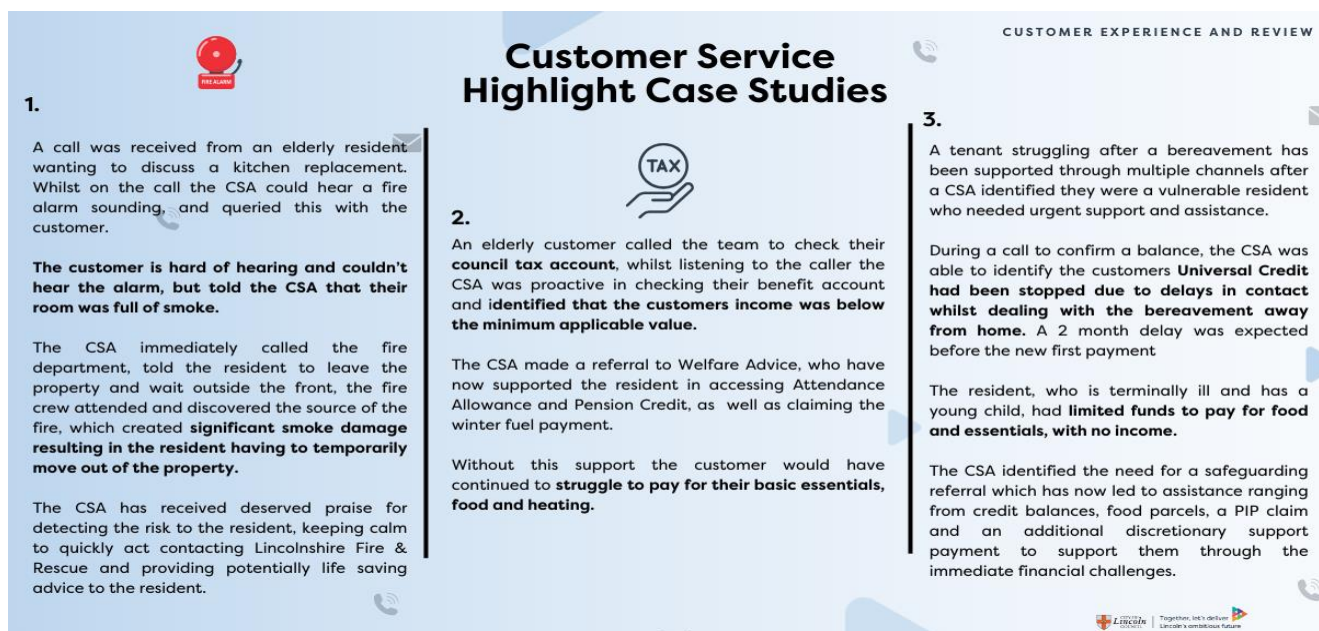
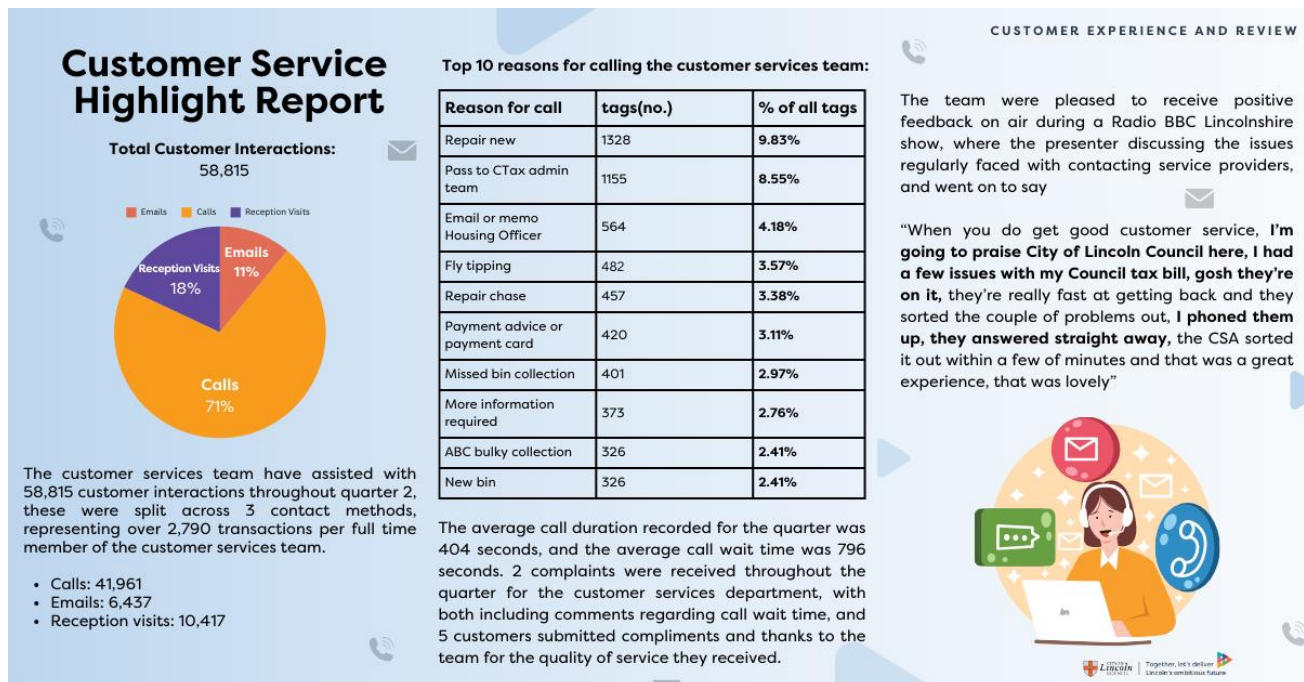
Performance measure outturns and supporting commentary can be found at Appendix B.



## Highlight Report

Within Customer Experience and Review, the Customer Services team supported 51,815 customers and residents through calls, emails and face to face interactions at City Hall reception desk throughout quarter 2, with positive feedback on the service delivered by the team broadcast live during a show on Radio BBC Lincolnshire.

The team have received praise and thanks for their dedication and professionalism whilst handling some particularly poignant cases this quarter, including a vulnerable resident being guided by a CSA to leave a property that had a fire occurring, and residents struggling financially from ill health and bereavements, who CSAs identified as eligible for additional support that they were missing.



## Highlight Report

Within Customer Experience and Review, the 2023/24 edition of the Lincoln City Profile was published during the quarter, with copies sent to City of Lincoln Councillors, local partners and businesses including Lincoln University and Bishops Grosseteste University, as well as the Lincoln Social Responsibility Charter, and has since been shared more widely by many COLC partners.

The profile is a keenly anticipated document each year, collating the latest available datasets of a varied and diverse range of topics, utilised throughout the city to support decision making as well as applications and funding bids.

This latest version of the Profile will advise and provide an evidence base for supporting the development of COLC 'Vision 2030' corporate plan, in addition to the five strategic priorities and review of 'Vision 2025.'

Lincoln City Profile 2023/24 saw additional datasets included to provide a more detailed overview of life and work within Lincoln, as well as 'Key Points' front pages for each of the 8 chapters contained within the profile, which have been shared online through communications and advertisements to highlight the varied topics and insightful statistics included within each chapter.

# Lincoln City Profile

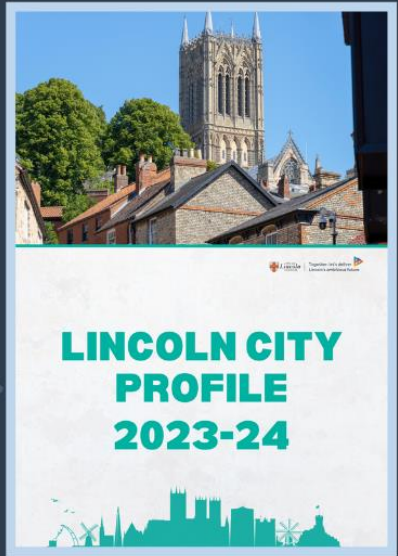
The annually reviewed Lincoln City Profile has been presented to members and published on our website, providing a valuable document utilised by businesses and partners throughout the city to support funding bids, by both the Council and partner organisations, delivering an in depth and insightful overview of life and work in Lincoln.

The Lincoln City Profile 2023/2024 provides an overview of the key **demographics and characteristics of the city and serves as a valuable and timely source of business intelligence and information upon which the Council bases its decision making.** The document collates the latest available statistical data from a comprehensive range of information sources, which supports all five Strategic Priorities and the implementation and review of Vision 2025, and will support development of the corporate plan 'Vision 2030'.

The introduction to the profile provides contextual information about the city. This is followed by eight chapters which provide a wealth of information on our city's **Population, Economy, Welfare, Crime, Education, Housing, Health, Environment & Climate.**

The profile is available as a whole document or as individual chapters. Each chapter of the profile comprises an introduction highlighting the key findings within that section; charts presenting the latest data available for datasets; and commentary to aid interpretation and raise awareness of the key data findings presented.

CUSTOMER EXPERIENCE AND REVIEW



**LINCOLN CITY  
PROFILE  
2023-24**

Lincoln City Council  
Together, let's define  
Lincoln's ambitious future



### Quarter 2 2024/25 performance measure outturns by status and direction of travel

Measure status	Total
<b>Below target</b>	2 (11.1%)
<b>Acceptable performance</b>	5 (27.8%)
<b>Above target</b>	7 (38.9%)
<b>Volumetric</b>	4 (22.2%)
<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>18</b>

Measure direction of travel	Total
<b>Deteriorating</b>	7 (38.9%)
<b>No change</b>	1 (5.6%)
<b>Improving</b>	6 (33.3%)
<b>Volumetric</b>	4 (22.2%)
<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>18</b>

### Performance measure overview

During quarter 2 2024/25, within the Remarkable Place Vision Priority there were 7 performance outturns that have delivered above their high targets, these include FHS 1 - Percentage of premises fully or broadly compliant with Food Health & Safety inspection, FHS 2 - Average time from actual date of inspection to achieving compliance, LIC 1 - Percentage of premises licences issued within 28 days of grant, SP 2 - Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre, SP 3a - Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England, SP 3b - Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England, and SC 1 - Contractor points recorded against target standards specified in contract - Street Cleansing.

In quarter 2, 2 measures delivered below target during the reporting period. These include, FHS 3 - Percentage of food inspections that should have been completed and have been in that time period - this has been attributed to reduced resource due to staff holiday, the impact of which in a small team is larger, the outturn relates to 19 out of a total of 161 inspections not completed in the quarter. The second measure was GM 2 – Satisfaction with our public open spaces overall (collected via Citizens' Panel) - cleanliness standards in Lincoln are generally seen to be good, however, some negative feedback was provided around the provision of litter bins, and some overflowing bins at times. This feedback is subject to review by the Portfolio Holder and with the contractors at Performance Management Board meetings.

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 1,120 additional visitors compared to the previous quarter, and SP 1b - Quarterly visitor numbers to Yarborough Leisure Centre, which also reported an increase of 253 visitors when compared to quarter 2.

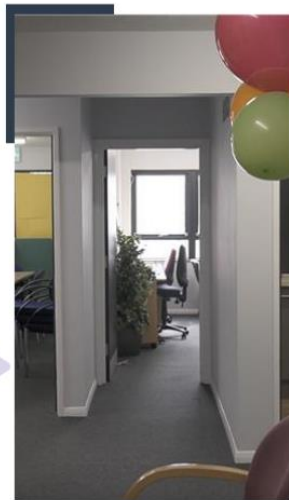
Performance measure outturns and supporting commentary can be found at Appendix B.



## Highlight Reports

Within the Remarkable Place Vision Priority, the teams have been celebrating the successful refurbishment of Moorland Community Centre, following a remodel to the layout creating an upgraded look and feel, the space now offers users improved facilities, meeting rooms, kitchen space, security provisions and storeroom, enabling local groups and the wider community to access services in the area.

City of Lincoln Council won the 'Regeneration Project of the Year Award' at the annual East Midlands property awards, for the redevelopment and refurbishment of the Cornhill Market. The preservation of heritage features, creation of a vibrant public space, and emphasis on environmental sustainability were key considerations commended at the ceremony.



REMARKABLE PLACE

### Refurbishment of Moorland Community Centre

The refurbishment of Moorland Community Centre was completed at the end of August, using funding received through the Government's UK Shared Prosperity Fund.

Moorland Community Centre is at the heart of the Moorland community, providing a facility to hire for local groups on a regular and ad-hoc basis. **The Community Centre will now be a base for the Volunteer Centre Service (VCS).** VCS staff will lead on volunteering and community engagement, support the use of the Community Centre, and work with local partner organisations to develop capacity and community access to local services for the local area.



Remarkable Place

Capital improvements to Moorland Community Centre included remodelling the layout to create a single storeroom and office meeting space, kitchen and office refurbishments and decorating, upgraded electrics and improved outdoor lighting, CCTV provision and security measures, upgrades to meeting rooms to provide better facilities for users, as well as aesthetic improvements to make the entrance to the building more welcoming.

REMARKABLE PLACE

### Winner of the 'Regeneration Project of the Year Award'

City of Lincoln Council has won the 'Regeneration and Restoration Project of the Year Award' at the annual East Midlands Property Awards 2024

The ceremony celebrated excellence across the region's property, real estate, and construction sectors and highlighted the council's innovative approach to the **successful delivery of the £8.75 million regeneration of the Grade II listed Cornhill Market.**

The refurbishment was commended for its positive environmental impact and creation of a vibrant public space, which now can accommodate outdoor stalls, al fresco dining, and community events, enhancing the social and commercial activity in the city.

Key considerations in accessing the award were the project's success in preserving the market's original 1930s façade, signs, clock and other heritage features and the strong emphasis on environmental sustainability, with a thermally efficient double-glazed roof reducing the need for excessive heating, the approach to minimising waste during the construction phase, and initiatives to reduce the project's carbon footprint through promotion of car-sharing and walking, all of which has saved over 23 metric tons of CO2.

Remarkable Place





## Vision Priority – Quality Housing

### Quarter 2 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	8 (36.4%)	Deteriorating	12 (54.5%)
Acceptable performance	1 (4.5%)	No change	1 (4.5%)
Above target	8 (36.4%)	Improving	4 (18.2%)
Volumetric	5 (22.7%)	Volumetric	5 (22.7%)
Data not available	0 (0.0%)	Data not available	0 (0.0%)
<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 performed above their high 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, HI 3 - Percentage of dwellings with a valid gas safety certificate, HM 1a - 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, CC1 - Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre, and CC 2 - Percentage of Lincare Housing Assistance calls answered within 60 seconds.

Of these 8 above target outturns, 4 (PH 3, HI 3, HM 2 & HM 4) have improved since last quarter, 1 (CC 1) has maintained consistent performance, and 3 (HI 1, HM 1a & CC 2) have shown a deterioration in direction of travel compared to the previous quarter, whilst continuing to perform well above target boundaries.

During the quarter there were 8 measures that delivered below target, each with a deteriorating direction of travel, AH 1 - Number of affordable homes delivered, PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a Disabled Facilities Grant (DFG), PH2 - Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level, HS 3 - Successful preventions and relief of homelessness against total number of homelessness approaches, HV 1 - Percentage of rent lost through dwelling being vacant, HV 3 - Average re-let time calendar days for all dwellings (including major works), RC 1 - Rent collected as a proportion of rent owed, and RC 2 - Current tenant arrears as a percentage of the annual rent debit.

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.

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



## Highlight Report

Within the Quality Housing Vision Priority, the team have seen a significant increase in the completion rate of scheduled repairs carried out by the Housing Repairs Service, with a 28% increase in completions, as well as a reduction to the number of follow on repairs. This follows improvements and process changes made with the Customer Services team, reducing the wait time for residents for non-urgent repairs, and fully clearing a backlog of scheduled repairs for the first time since the Covid-19 pandemic, which had previously seen wait times of 12 weeks.

The Housing Repairs Service team jointly hosted a trade day at Hamilton House alongside Jewson's Lincoln builders' merchants, offering local suppliers and external contractors an opportunity to watch demonstrations, ask questions on products and services and meet and discuss how each work within the sector. The event was also attended by Lincoln Tenants Panel, Portfolio Holder for Quality Housing, as well as City Council members, who gave positive feedback on a successful day, which will now be reviewed to inform and influence future events.

QUALITY HOUSING

### Scheduled Repairs Service Improvements



**28% increase**  
in the completion rate  
of scheduled repairs



**3% reduction**  
in the proportion of  
follow-on repairs

There have been significant improvements to scheduled repairs within the Housing Repairs Service, reducing the amount of time our tenants wait to receive a non-urgent repair.

Due to process changes we have enacted with the Customer Services Team, we have now fully cleared our scheduled repairs backlog and this is first time since the Covid-19 pandemic that this has been the case and have reduced the wait time from 12 to 9 weeks

**Quality Housing**

The team has recently identified an increase in the proportion of repairs that cannot be completed due to lack of access to tenants' homes. **Work is underway to investigate any common causes behind this increase, and to work with tenants to ensure timely completion of repairs.**

### Jewson's Trade Day at Hamilton House

On 18 September the Housing Repairs Service and Jewsons held a trade day at Hamilton House.

A range of different suppliers attended, and answered questions and provided demonstrations on how their products and services work. The day was successful, with more than ten stalls and a range of visitors including Lincoln Tenants' Panel, Portfolio Holder and Members, and a variety of external contractors.

The team are seeking feedback from attendees, and reviewing how learnings from the event may influence the services procured in the future.



## Quarter 2 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>	6 (30.0%)
<b>Acceptable performance</b>	7 (35.0%)	<b>No change</b>	1 (5.0%)
<b>Above target</b>	8 (40.0%)	<b>Improving</b>	8 (40.0%)
<b>Volumetric</b>	5 (25.0%)	<b>Volumetric</b>	5 (25.0%)
<b>Data not available</b>	0 (0.0%)	<b>Data not available</b>	0 (0.0%)
<b>TOTAL</b>	<b>20</b>	<b>TOTAL</b>	<b>20</b>

## Performance measure overview

During quarter 2 2024/25, within the Inclusive Economic Growth Vision Priority, 8 performance outturns performed above their high targets, these include DM 3 - Number of live planning applications open, DM 5 - Percentage of total decisions made in the quarter that have subsequently been overturned at appeal, PS 2 - Sessional car parking income as a percentage of budget requirement, DMD 1 - Percentage spend on Town Deal programme, DMD 2 - Percentage of Town Deal projects on target, DMD 3 - Percentage spend on UKSPF programme, DMD 4 – Percentage of UKSPF projects on target and DMD 5 - Number of businesses receiving business support utilising the UKSPF fund.

6 of the above target measures, DM 3, PS 2, DMD 1, DMD 3, DMD 4 and DMD 5 reported an improving direction of travel compared to the previous quarter, DMD 2 had no change, and DM 5, whilst deteriorating in direction of travel, continues to perform significantly above the target boundary.

5 measures within the Inclusive Economic Growth Vision Priority report as a volumetric outturn, DM 1 - Number of applications in the quarter, DMD 6 - Percentage occupancy of Greetwell Place, DMD 7 - Percentage occupancy of The Terrace, DMD 8 - Unemployment rate within Lincoln, and DMD 9 - Average wage in Lincoln.

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

## Highlight Reports

Within the Inclusive Economic Growth Vision Priority, judges at the Royal Town Planning Institute named the 'Central Lincolnshire Local Plan' the best in the region, at the 2024 East Midlands Planning Excellence Awards. The plan maps out the shape and scale of development in Central Lincolnshire through to 2040, and informs decisions and infrastructure across City of Lincoln, North Kesteven and West Lindsey.

City of Lincoln Council hosted Lincoln Live 2024 during the quarter, receiving excellent feedback from residents and visitors for the hugely successful event. A free 2-day live music event bringing to the stage a vibrant celebration of the county and wider areas budding musical talent, with a wide variety of genres throughout the weekend as well as an exciting addition of a local business supplying a range of refreshments from a bar at the main stage.

### INCLUSIVE ECONOMIC GROWTH

## Central Lincolnshire Local Plan is 'region's best'

A plan which maps out the shape and scale of development in **Central Lincolnshire through to 2040** and pushes the boundaries of government policy and legislation in its ambition to deliver net zero carbon across the area has been judged to be the region's best.

The Central Lincolnshire Local Plan provides an overarching suite of policies that inform planning decisions and infrastructure investments across **City of Lincoln, North Kesteven and West Lindsey**; targeting energy efficient buildings, renewable energy, adaptation and resilience to climate change, and much more.

It is this level of ambition and the rigour behind it which drew the praise of judges at the Royal Town Planning Institute who named it the Best Plan in the 2024 East Midlands Planning Excellence awards.

### Inclusive Economic Growth

Covering the three areas, the Central Lincolnshire Local Plan sets out where housing and businesses should be located across an 820 square mile area and identifies a list of requirements for what new development will need to achieve to be granted planning permission.



### INCLUSIVE ECONOMIC GROWTH

## Lincoln Live

Lincoln Live 2024 has proved to be a hugely successful event for a second year running.

**Lincoln Live is a free 2-day weekend live music event** for all ages, bringing to the stage a vibrant celebration of the county and wider area's budding musical talent, hosted by COLC in Lincoln city centre, with a wide variety of genres throughout the day

Located at Cornhill Square, the mainstage allowed visitors to discover BBC Introducing's line up of newly emerging artists on the music scene, visitors were also able to kick back and relax at the new 'Lincoln Live Unplugged' zone in St Paul in the Bail, featuring an exclusively acoustic line up of artists curated by Acoustic Nations Lincoln (AKA Southside) to offer an alternative style to the main stage.

The event saw 13 artists take to the stage to showcase their musical talent, over half of which are based locally in the Lincolnshire region, who received very positive feedback from visitors who commended the set up and line up of artists.

**With footfall increased and visitors in high spirits throughout, over 90% of people who attended the event felt it enhanced their visit to the city.**

### Inclusive Economic Growth

In collaboration with Events in Lincoln who managed the infrastructure, procuring a high quality a 7m x 6m main stage and sound system, another exciting addition for 2024 was a bar at the main stage, managed by Sipwell Events, with renowned local business 8 Sail Brewery supplying a range of ale brewed in the heart of Lincolnshire, as well as spirits, a Lincoln Live-themed cocktail, and a selection of soft drinks.



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 range of work across teams to achieve Lincolns target of net zero carbon by 2030 has seen significant progress, with refurbishments to buildings in order to achieve decarbonisation of our public buildings, upgrading the energy efficiency of buildings through replacing heating systems with new gas systems or low carbon electric options.

Additionally, the Councils new Electric Vehicle charging points have seen a 59% increase in usage this year, with 20 additional sockets currently in process, providing a practical charging option for Lincoln residents, as well as for commuters and visitors to the city.

ADDRESSING THE CHALLENGE OF CLIMATE CHANGE

## Decarbonisation of Public Buildings

**Climate Change**

To meet Lincoln's target of net zero carbon by 2030 and as part of the council's intention to replace fossil fuel reliant systems with low carbon alternatives, council teams representing all Directorates and service areas have been working with our partners, including the Lincoln Climate Commission, to refurbish and decarbonise a range of public buildings.

This involves improving the energy efficiency of buildings and replacing old gas heating systems with low carbon electric heating. Electricity is sourced from renewable energy either directly from Photovoltaic panels across several sites, or from a green electricity tariff, significantly reducing the carbon footprint.

Continuous progress on the decarbonisation action plan has resulted in the carbon performance of Council buildings recorded in Qtr 2 this year reducing by 13% compared to Qtr 2 in 2023.



ADDRESSING THE CHALLENGE OF CLIMATE CHANGE

## Electric Vehicle Charge Points

The Council's new Electric Vehicle Charge Points are now fully operational and there has been a 59% increase in usage this year.

A total of **16 EV charging sockets have been installed** at locations aimed to help residents who live in areas of the city with limited off-street parking, allowing residents to charge their vehicles at low cost overnight, providing a practical solution to the super rapid charge points found at retail parks and motorway services which are best used for quick top up charging.

Residents with electric vehicles are entitled to a **50% discount on their residents parking permit**, and the **charging points** are also used during the day by commuters and visitors to Lincoln.

**Climate Change**

The new charge points installation comes as a result of us being awarded a grant in February 2023 by the Office for Zero Emission Vehicles (OZEV) as part of their On Street Resident Chargepoint Scheme, along with match funding from the supplier and installer, Connected Kerb.

20 additional EV charging sockets are also in the process of being made operational at Rosemary Lane, Langworthgate and Lucy Tower Street Car park.





Together, let's deliver Lincoln's ambitious future