

Quarter 4 2024/25 Operational Performance Report

- Performance overview



Business Intelligence Officer
Policy and Performance Officer(s)

Contents

How to read this report3

Executive summary.....4

Our People and Resources6

Vision Priority – Reducing Inequality8

Customer Experience and Review10

Vision Priority – Remarkable Place.....12

Vision Priority – Quality Housing14

Vision Priority – Inclusive Economic Growth.....16

Vision Priority – Addressing Climate Change.....18





How to read this report

This report provides an overview of the council's performance in Quarter 4 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 4 2024/25, performance measure commentary provided by service areas and corporate performance measure outturns can be found at Appendix B.

Performance Key:

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

 G	At or above target
 A	Acceptable performance - results are within target boundaries
 R	Below target
 V	Volumetric / contextual measures that support targeted measures



Performance has improved since last quarter / year



Performance has stayed the same since last quarter / year



Performance has deteriorated since last quarter / year

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

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

Corporate performance measures

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

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

Executive summary

During quarter 4 2024/25 the council monitored performance against **87** quarterly performance measures and **0** annual measures. Of these measures **64** had targets allocated to them, of which **42 (65.6%)** were within or exceeding the targets set. The remaining **23** measures were volumetric (untargeted) measures reported for contextual purposes, **7** measures had no data available.

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 4 2024/25 performance measure outturns by status and by direction of travel. These are displayed by each Directorate and by Portfolio.

Directorate Summary

Performance measure outturns by status					
Status	Chief Executives Directorate	Directorate of Communities & Environment	Directorate of Housing Investment	Directorate of Major Developments	Total
Below target	5 (20.0%)	5 (14.3%)	3 (16.7%)	0 (0.0%)	13 (14.9%)
Acceptable	2 (8.0%)	8 (22.9%)	1 (5.6%)	0 (0.0%)	11 (12.6%)
Above target	10 (40.0%)	11 (31.4%)	7 (38.9%)	5 (55.6%)	33 (37.9%)
Volumetric	7 (28.0%)	6 (17.1%)	6 (33.3%)	4 (44.4%)	23 (26.4%)
Data not available	1 (4.0%)	5 (14.3%)	1 (5.6%)	0 (0.0%)	7 (8.0%)
Total	25	35	18	9	87

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	8 (32.0%)	10 (28.6%)	6 (33.3%)	0 (0.0%)	24 (27.6%)
No change	3 (12.0%)	4 (11.4%)	1 (5.6%)	2 (22.2%)	10 (11.5%)
Improving	6 (24.0%)	10 (28.6%)	4 (22.2%)	3 (33.3%)	23 (26.4%)
Volumetric	7 (28.0%)	6 (17.1%)	6 (33.3%)	4 (44.4%)	23 (26.4%)
Data not available	1 (4.0%)	5 (14.3%)	1 (5.6%)	0 (0.0%)	7 (8.0%)
Total	25	35	18	9	87

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	0 (0.0%)	2 (20.0%)	4 (23.5%)	2 (12.5%)	5 (22.7%)	0 (0.0%)	Currently no measures reported through the quarterly performance reporting process. Progress updates provided
Acceptable	0 (0.0%)	0 (0.0%)	2 (11.8%)	3 (18.8%)	2 (9.1%)	4 (20.0%)	
Above target	2 (100.0%)	3 (30.0%)	5 (29.4%)	4 (25.0%)	8 (36.4%)	11 (55.0%)	
Volumetric	0 (0.0%)	5 (50.0%)	5 (29.4%)	2 (12.5%)	6 (27.3%)	5 (25.0%)	
Data not available	1 (0.0%)	0 (0.0%)	1 (5.9%)	5 (31.3%)	1 (4.5%)	0 (0.0%)	
TOTAL	2	10	17	16	22	20	

	Performance measure outturns by direction of travel						
	Our People and Resources	Reducing Inequality	Customer Experience & Review	Remarkable Place	Quality Housing	Inclusive Economic Growth	Addressing the challenge of Climate Change
Deteriorating	0 (0.0%)	3 (30.0%)	6 (35.3%)	5 (31.3%)	8 (36.4%)	3 (15.0%)	Currently no measures reported through the quarterly performance reporting process. Progress updates provided
No change	2 (100.0%)	0 (0.0%)	1 (5.9%)	0 (0.0%)	1 (9.1%)	5 (25.0%)	
Improving	0 (0.0%)	2 (20.0%)	4 (23.5%)	4 (25.0%)	6 (27.3%)	7 (35.0%)	
Volumetric	0 (0.0%)	5 (50.0%)	5 (29.4%)	2 (12.5%)	6 (27.3%)	5 (25.0%)	
Data not available	0 (0.0%)	0 (0.0%)	1 (5.9%)	5 (31.3%)	1 (4.5%)	0 (0.0%)	
TOTAL	2	10	17	16	22	20	

Factors such as resource pressures, recruitment challenges and the ongoing cost of living challenges have continued to have an impact on performance in quarter 4 2024/25.

The following pages provide an overview of council performance by Vision Priority during quarter 4 2024/25. Also provided are highlight reports for quarter 4 2024/25.

Quarter 4 2024/25 performance measure outturns by status and direction of travel

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

Performance measure overview

During quarter 4 2024/25, within the Our People and Resources theme, 2 performance outturns delivered above their high target, WBL 1 - Percentage of apprentices completing their qualification on time, and WBL 2 - Percentage of apprentices moving into Education, Employment or Training.

It is important to note that due to the small number of apprentices due to complete during each quarter, the impact on performance is much larger, with the year-to-date number of apprentices moving into Education, Employment or Training for 2024/25 being 7.

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

Highlight Reports

Within Our People and Resources theme, the Human Resources team are pleased to announce that the City of Lincoln Council was successful in assessment for renewal of our status as a Disability Confident Employer. The Council commits to undertaking several actions, including ensuring the recruitment process is inclusive and accessible, communicating and promoting vacancies, offering an interview to disabled people if they meet the minimum criteria for the post, and anticipating and providing reasonable adjustments as required.

Following extensive consultation with residents, businesses, elected officials and key stakeholders, the Council have approved Vision 2030, setting out a clear roadmap for the City's future and priorities for the next 5 years, particularly its action plan for the next 12-18 months.

OUR PEOPLE AND RESOURCES

DISABILITY CONFIDENT EMPLOYER RENEWAL

Disability Confident is creating a movement of change, encouraging employers to think differently about disability and take action to improve how they recruit, retain and develop disabled people.

City of Lincoln council's accredited status as a Disability Confident Employer has been renewed following assessment. As such, we undertake actions on the following commitments:

1. Ensure the recruitment process is inclusive and accessible
2. Communicate and promote vacancies
3. Offer an interview to disabled people if they meet the minimum criteria for the post
4. Anticipate and provide reasonable adjustments as required



Our People
and Resources

Through our Health and Wellbeing commitment and action plan, we continue to take a proactive and engaging approach to enhancing the health and wellbeing of our employees.



OUR PEOPLE AND RESOURCES

VISION 2030

The Council has approved its Vision 2030 strategy, which sets a clear roadmap for the city's future and its priorities for the next five years, particularly its action plan for the next 12-18 months.

Vision 2030 will guide the city's development over the next five years, focusing on five key priorities:

- Let's drive inclusive, sustainable, economic growth
- Let's reduce all kinds of inequality
- Let's deliver quality housing
- Let's enhance our remarkable place
- Let's address the challenge of climate change

Our People
and Resources

The plan was shaped by extensive consultation with residents, businesses, elected officials, and key stakeholders.





Vision Priority – Reducing Inequality

Quarter 4 2024/25 performance measure outturns by status and direction of travel

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

Performance measure overview

During quarter 4 2024/25, within the Reducing Inequality Vision Priority there were 3 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 4 - Percentage of risk-based quality checks made where benefit entitlement is correct.

2 of the measures BE 1 and BE 4 also improved in their direction of travel when compared to the previous quarter.

During the quarter, 2 measures delivered below target, BE 3 - Number of Housing Benefits / Council Tax support customers awaiting assessment, which also reports a deterioration in performance when compared to the same quarter of the previous year, and PPASB 3 - Number of live cases open at the end of the quarter (across full PPASB service), with the outturn remaining consistent when compared to previous quarters, however it is important to note the measure is being replaced for 2025/26 to report on the average days to close a case in quarter across the full service, to better reflect the volume of work undertaken by the team on case management.

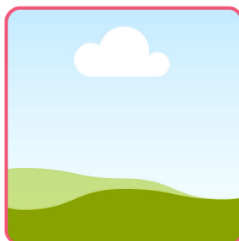
5 measures within this Vision Priority report as a volumetric outturn, including CPT 1 - Number of internal safeguarding referrals received, BE 5 - Number of new benefit claims year to date (Housing Benefits/Council Tax Support), PPASB 1 - Number of cases received in the quarter (ASB cases only), PPASB 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, throughout the quarter City of Lincoln Council's Assistant Director for Shared Revenue and Benefits has attended events aimed at bringing residents and local organisations together, to discuss poverty within the region. Lincoln against Poverty Assembly and the Lincolnshire Financial Inclusion Partnership conference both focus on a range of critical topics including financial inclusion, skills, attainment and opportunities, food issues, gambling support, welfare transformation, accessibility and awareness. The well attended events are extremely important opportunities for connection, networking and coordination, whilst promoting and supporting City of Lincoln's anti-poverty strategy work, in a positive and innovative way.

Effective cross directorate collaboration is showcased in the safeguarding highlight, where customer services were able to raise concerns to a safeguarding lead, tenancy services and homelessness officers, who were able to provide support and encouragement to an individual with significant ill health, using vital links with agencies, to develop a safety plan to protect the individual from harm.



LINCOLN AGAINST POVERTY ASSEMBLY

149 people attended this event held on 16th January 2025, aiming to bring together a whole range of local residents and local organisations to get talking about poverty in a positive and innovative way.

A number of stage performances took place and roundtable discussions on some specific issues – including Welfare Transformation, Accessibility, Awareness and One Stop Shop/ Central Contact Point. The event was co-ordinated by several partners including LocalMotion and City of Lincoln Council.



LINCOLNSHIRE FINANCIAL INCLUSION PARTNERSHIP CONFERENCE

The third post-pandemic Lincolnshire Financial Inclusion Partnership (LFIP) annual conference was attended by around 115 people at The Storehouse in Skegness, focussing on a range of topics relating to financial inclusion – including: Skills attainment and opportunities, Credit Union, Universal Credit, food issues in the county, LFIP social media and communications, and gambling support.

City of Lincoln Council and North Kesteven District Council's Assistant Director Shared Revenues and Benefits is currently LFIP Chair, and the importance of the wider impacts of financial inclusion in Lincolnshire are extremely important, with the connecting and networking from such events being vital to the success of City of Lincoln's anti-poverty strategy work.



Reducing Inequality



REDUCING INEQUALITY

Safeguarding

The council has seen over the last few months effective cross-directorate collaboration in safeguarding customers and staff, exemplified in Q4 (24/25), showcasing its commitment to statutory safeguarding duties.

Case Background:

An individual with significant mental and physical ill-health, previously hospitalised for 6 years, was discharged in December to live with their partner in insecure housing without a care plan. Between December 22nd and January 3rd, Customer Services received multiple calls from this individual, which were reviewed and referred to the safeguarding lead.

Over 12 days the safeguarding lead and staff from Housing Solutions, Tenancy, and Customer Services used their training and professional curiosity to piece together the individual's situation. The individual disclosed small pieces of information in each call, sometimes indicating distress or hiding from danger.

Through numerous calls, Housing and Homelessness Officers built trust with the individual, completed a DASH risk assessment, and developed a safety plan. The individual was moved to temporary accommodation, disclosed their pregnancy, and was transferred to another local authority to protect against domestic violence.

Reducing Inequality

Customer services were able to piece together the numerous dropped calls and raise their concerns accordingly with the safeguarding lead. The Tenancy Housing Officer persisted with the individual, ensuring the person would call back and provided support and encouragement to complete the DASH risk assessment to understand the situation the person was facing. The Homelessness Officer, making vital links with agencies to support the individual as best possible, with mental health, Adult Services and IDVA (Independent Domestic Violence Advisor).



Together, let's deliver Lincoln's ambitious future

Quarter 4 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	4 (23.5%)	Deteriorating	6 (35.3%)
Acceptable performance	2 (11.8%)	No change	1 (5.9%)
Above target	5 (29.4%)	Improving	4 (23.5%)
Volumetric	5 (29.4%)	Volumetric	5 (29.4%)
Data not available	1 (5.9%)	Data not available	1 (5.9%)
TOTAL	17	TOTAL	17

Performance measure overview

During quarter 4 2024/25, within Customer Experience and Review, there were 5 performance outturns that performed above their high target, these include ACC 1 - Average return on investment portfolio, ACC 2 - Average interest rate on external borrowing, DCT 1 Percentage of invoices paid within 30 days, DCT 2 Percentage of invoices that have a Purchase Order completed, REV 2 Business Rates – in year collection rate for Lincoln (cumulative).

Of these 5 measures performing above their high targets, 2 measures (DCT 2 and DCT 2) improved in performance when compared to the previous quarter. 3 measures (ACC 1, ACC 2 and REV 2) showed slight deterioration in direction of travel, whilst continuing to perform above their target boundary.

4 measures delivered below target during the reporting period, CS 3 - Average time taken to answer a call to customer services, AUD 1 - Completion of the Internal Audit annual plan, REV 1 - Council Tax – in year collection rate for Lincoln (cumulative) and REV 3 - Number of outstanding customer changes in the Revenues Team, with only REV 1 showing an improvement in direction of travel when compared to the same quarter of the previous year.

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, ICT 2 - Percentage of first time fixes, REV 4 - Number of accounts created for the My Lincoln Accounts system.

Data for the performance measure PRO 1 - Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor) for quarter 4 2024/25 is not available until mid June 2025, so that it reflects the final spend for the financial year (24-25). Therefore quarter 4 data will be provided in quarter 1 2025/26. This will be the position for quarter 4 data for all years moving forwards.

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

Highlight Reports

Within Customer Experience and Review, the Council have successfully completed a complete rewrite of the Councils contract Procedure rules, following the most notable overhaul of procurement since 2006, with the Procurement Act 2023 coming into effect in February. A detailed training programme of the new act, contract procedure rules, and relevant teams requirements has been devised, and is currently being delivered to those relevant officers and teams across the Council.

The 2023/24 yearly Statement of Accounts has been produced by the Councils Finance team, receiving an 'unqualified audit opinion' by the external auditors. An unqualified audit opinion is the best type of report that can be received, concluding that accounts are accurately prepared following required accounting standards, there are no material errors or misstatements, and the councils financial reporting is transparent and reliable. This signals to the public, government bodies and stakeholders that the Council is managing public funds properly and maintaining solid financial governance.

CUSTOMER EXPERIENCE AND REVIEW


Procurement Act

The new Procurement Act 2023 came into force on 24th February 2025. Significant work has taken place by the Procurement Manager and the City Solicitor to plan and be ready for the commencement of the new requirements. Part of this planning has included the complete rewrite of the Council's Contract Procedure Rules, and these have been presented to various committees for feedback/comments. This consultation process culminated in the final version being presented to Full Council on 4th March 2025 and adoption into the Council's Constitution.

Training of relevant Officers including the Corporate Management Team, Assistant Directors, Service Managers and Contract Managers is currently being delivered to ensure that all are aware of the requirements of the PA23 and the new CPR's. This should be completed by the end of April 2025.

The Procurement Act 2023 sees the **most notable overhaul of procurement since 2006 and will have a significant impact on resources within the Council with all the new reporting & publication of notices requirements.**

Customer Experience and Review

 Together, let's deliver Lincoln's ambitious future

CUSTOMER EXPERIENCE AND REVIEW

Financial Statements External Audit

Each year the City of Lincoln Council produce a Statement of Accounts detailing how the council has spent it's money for the financial year. This is accompanied by the external auditor's report.


The external audit report expresses an opinion on whether the financial statements give a true and fair view of the financial position of us, our expenditure, and income for the year then ended; and have been prepared properly in accordance with the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom.

We have recently received an unqualified audit opinion on the financial statements for the year ended 31 March 2024. This is a significant achievement as we are in the minority of Councils in the country that have received an unqualified opinion for 2023/24. Performance of councils against the 28 February 2025 backstop date for the sign off of 2023/24 accounts nationally shows that of the 459 accounts:

- 174 received unqualified audit opinions (38%)
- 216 disclaimed audit opinions (47%)
- 48 have yet to be signed (10%).

This is due to the hard work and determination of the Finance Team, and the support of service areas in the preparation of the Statement of Accounts.

Customer Experience and Review

 Together, let's deliver Lincoln's ambitious future



Vision Priority – Remarkable Place

Quarter 4 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	2 (12.5%)	Deteriorating	5 (31.3%)
Acceptable performance	3 (18.8%)	No change	0 (0.0%)
Above target	4 (25.0%)	Improving	4 (25.0%)
Volumetric	2 (12.5%)	Volumetric	2 (12.5%)
Data not available	5 (31.3%)	Data not available	5 (31.3%)
TOTAL	16	TOTAL	16

Performance measure overview

During quarter 4 2024/25, within the Remarkable Place Vision Priority there were 4 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, FHS 3 - Percentage of food inspections that should have been completed and have been in that time period, LIC 1 - Percentage of premises licences issued within 28 days of grant.

2 measures delivered below target during the reporting period, SC 1 - Contractor points recorded against target standards specified in contract - Street Cleansing and WM 1 - Percentage of waste recycled or composted (seasonal).


2 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).

Following the announcement that Active Nation ceased trading on Thursday 3 April 2025, collection of 5 quarterly performance measures relating to Yarborough Leisure Centre & Birchwood Leisure Centre will be paused. These will be reviewed as the Council proceeds with proposals to procure an interim leisure provider.

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

Highlight Report

Within the Remarkable Place Vision Priority, the teams have been invited to submit a full application for funding for Nature Towns and Cities, following a successful Expressions of Interest bid in January 2025. The proposal is to use the funding to employ a Nature Towns and Cities Project Engagement Manager and Nature Towns and Cities Project Assistant, who will enable research and testing of new models of governance, management, funding and partnering across a range of assets.



REMARKABLE PLACE





Expression of Interest Bid successful for Nature Towns & Cities Funding

Following a successful Expression of Interest bid in January, we have been invited to submit a full application for funding for Nature Towns & Cities. This is jointly funded scheme administered by National Lottery, National Trust and Natural England which is aimed at increasing people's access to Nature in towns and cities across England.

The bid is for capacity building and revenue costs only and our proposal is to use the funding to employ two members of staff (a Nature Towns & Cities Project Engagement Manager and Nature Towns & Cities Project Assistant) who will enable research and testing of new models of governance, management, funding and partnering across a range of assets (Registered Historic Park, SSSI, LNR, flood plain, waterways, city greenspace, and new provision) in the context of a new urban extension, City Centre Masterplan review and Local Government reorganisation.

Remarkable Place

The aim is to harness the opportunities to address the challenges to ensure resilience, enhancement and sustainability across the City's natural and cultural assets now and into the future.

    Together, let's deliver Lincoln's sustainable future

Quarter 4 2024/25 performance measure outturns by status and direction of travel

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

Performance measure overview

During quarter 4 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 (cumulative), HI 1 - Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals), HI 3 - Percentage of dwellings with a valid gas safety certificate, HM 1a - Percentage of reactive repairs completed within target time (priority 1 day only), HM 2 - Percentage of repairs fixed first time (priority and urgent repairs) - HRS only, CC 2 - Percentage of Lincare Housing Assistance calls answered within 60 seconds, RC 1 - Rent collected as a proportion of rent owed, and RC 2 - Current tenant arrears as a percentage of the annual rent debit.

Of these 8 above target outturns, 4 have further improved since last quarter (HI 1, HI 3, HM 2 and CC 2), 3 measures (PH 3, RC 1 and RC 2) report a deterioration in direction of travel whilst continuing to perform well above target boundaries, and HM 1b maintained its performance direction when compared to the previous quarter.

During the quarter there were 5 measures that delivered below target, AH 1 - Number of affordable homes delivered (cumulative), PH 2 - Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level, - HM1b Percentage of reactive repairs completed within target time (urgent 3 day repairs only), HV 1 - Percentage of rent lost through dwelling being vacant, and HV 3 - Average re-let time calendar days for all dwellings (including major works)

Of the 5 outturns performing below target, PH 2 showed an improvement in direction of travel, while AH 1, HM 1b, HV1 and HV 3 deteriorated in direction of travel, when compared to the previous quarter.

6 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, HS 5 - Number of successful preventions and relief of homelessness.

Measure CC 1 - Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre had no data available, due to the pre-election period falling within the quarter, whereby no surveys can be sent out, this will recommence for Q1 2025/26.

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

Highlight Report

Within the Quality Housing Vision Priority, City of Lincoln Tenants were sent the first Winter edition of the Home Digital Newsletter. Through the newsletter, Housing teams are pleased to be able to provide tenants with the latest news, upcoming events, and important updates to keep them informed about their homes and community.

The newsletter contains helpful and informative articles that include information about scheduled repairs and a calendar of works, how to reduce, prevent or report damp and mould within properties, Tenant Satisfaction Measures and how happy tenants are with how COLC maintains homes and delivers key services, fire, electrical and gas safety checks, information and responsibilities, antisocial behaviour updates including a new online reporting form, 'you said/we did' feedback and some of the changes made in response to input received, resident involvement opportunities through various groups and online surveys, Lincoln Tenants Panel and their role in ensuring residents views are represented and considered when decisions are being made, monitoring and reviewing the council's service delivery and performance, as well as current vacancies within specialised working groups, and much more.

Tenants can sign up to the newsletter using the QR code below, or read the newsletter at:

<https://www.lincoln.gov.uk/resident-involvement-newsletter>

QUALITY HOUSING

Tenants' Digital Newsletter

We launched our new tenants' quarterly digital newsletter in March 2025, improving our approach to keeping tenants informed about the services we provide and how they can access support and advice.

The newsletter has been developed by the Resident Involvement Team, in partnership with Lincoln Tenants' Panel who have overseen its design and content. The first edition has been well received and included a wide range of articles on topics like our Scheduled Repairs service, Tenant Satisfaction Measures, fire safety and safety in communal areas, and information about gas and electrical safety testing.

We're also using the newsletter to help signpost tenants to other services, with the first issue informing people how to access free advice from the Local Energy Advice Partnership (LEAP).

Quality Housing Signing up is easy, just scan the QR code and enter your email:

City of Lincoln Tenants

Resident Newsletter

Each quarter, we will inform tenants how we have used their feedback to improve how we work and the different ways they can get involved in shaping our services. We want as many of our tenants as possible to engage with us and are actively promoting the newsletter to encourage more tenants to sign up.

We will be continuing to further expand our tenant communications over next few months, to ensure everyone who lives in our homes is informed about issues important to them.

Quarter 4 2024/25 performance measure outturns by status and direction of travel

Measure status	Total	Measure direction of travel	Total
Below target	0 (0.0%)	Deteriorating	3 (15.0%)
Acceptable performance	4 (20.0%)	No change	5 (25.0%)
Above target	11 (55.0%)	Improving	7 (35.0%)
Volumetric	5 (25.0%)	Volumetric	5 (25.0%)
Data not available	0 (0.0%)	Data not available	0 (0.0%)
TOTAL	20	TOTAL	20

Performance measure overview

During quarter 4 2024/25, within the Inclusive Economic Growth Vision Priority, 11 performance outturns performed above their high targets, these include DM 2 - End to end time to determine a planning application (Days), 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, DM 5a Number of decisions appealed in the quarter, DM 5b Number of appealed decisions in the quarter overturned by the inspectorate, 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.

7 measures, DM 2, DM 4, DM 6, DM 7, DMD 1, DMD 2 and DMD 5 reported an improving direction of travel compared to the previous quarter, 5 measures DM 5, DM 5a, DM 5b, DMD 3, DMD 4 had no change, and 3 measures DM 3, PS 1 and PS 2, whilst deteriorating in direction of travel, continued to perform well above and within their target boundaries.

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, the Events Tourism and Culture team received multiple awards and nominations recognising their hard work and contribution to Lincoln's tourism. At the Destination Lincolnshire Excellence Awards the teams achieved shortlisting for the 'Going places' and 'Events/Festival of the Year' awards, 'Outstanding contribution to tourism' and winning 'Award for Excellence' by the Society for Lincolnshire History and Archaeology.

Throughout the summer the tourism team supported Zest, a key advocate of local creative initiatives, to deliver 'The Zone' an inclusive pop up youth arts space, held at City square, Moorland Community Centre and Pelham Bridge. Zest won 'Best Product Design of the Year' for 'The Zone' and were finalists for 'Best Theatre Company of the Year' at the We Are Creative awards, celebrating the Midlands most innovative organisations and projects.

A key milestone has been reached in the construction of Charterholme's vehicular and multi-user bridge over the railway, with successful installation of bridge beams completed without any issues. Network Rail praised the professionalism of the delivery team and commended the management of the site.



INCLUSIVE ECONOMIC GROWTH

Lincoln's Tourism and Creative Excellence Celebrated with Prestigious Awards

The Events Tourism and Culture Team had a highly successful quarter, receiving multiple awards and nominations that recognised their contributions to Lincoln's tourism sector. At the Destination Lincolnshire Tourism Excellence Awards 2024-25, the team was nominated in three categories, reflecting the City of Lincoln Council's commitment to promoting Lincoln as a remarkable place to live and visit. Lucy Russon was shortlisted for the 'Going Places Award' as a rising talent, having started her career as an apprentice. Michele Sims, Manager of the Visitor Information Centre, was honoured with the 'Outstanding Contribution to Tourism' award for her more than 25 years of service.

The Lincoln Visitor Information Centre also won the Society for Lincolnshire History and Archaeology's 'Award for Excellence' for the Lincoln Heritage Leaflet, a new city guide launched at the Festival of History. This well-received guide will be reprinted due to popular demand. Meanwhile, the first-ever Lincoln Festival of History, shortlisted for 'Events/Festival of the Year,' will return from 3rd-5th May, bringing immersive historical re-enactments and themed experiences across the city.

Inclusive Economic Growth

Zest, a key supporter of creative initiatives, achieved major success at the We Are Creative Awards, which celebrate the Midlands' most innovative projects and organisations. Judged by industry leaders, Zest won Best Product Design of the Year for "The Zone," an inclusive pop-up youth arts space, and was also a finalist for Best Theatre Company of the Year. City of Lincoln Council supported Zest throughout last summer to deliver the Zone which was held on city square, at Moorland Community Centre and under Pelham Bridge.



Together, let's deliver Lincoln's ambitious future

INCLUSIVE ECONOMIC GROWTH

Major Milestone Achieved for Charterholme's New Railway Bridge

A key milestone has been reached in the construction of Charterholme's vehicular and multi-user bridge over the railway, with the successful installation of bridge beams in the early hours of Sunday, 23 March 2025.

This bridge, which is being built at the Eastern Access on Tritton Road, is a crucial infrastructure addition supporting the Charterholme development.

Previously referred to as the Western Growth Corridor, Charterholme has been more than 100 years in the making and will evolve over the next 25 years to create 3,200 homes, a school, local services, open spaces for leisure and recreation and wider land uses together with improved transport infrastructure.

The new bridge will provide the eastern access into the site to unlock the development as well as providing the opportunity for the delivery of a connecting link route between the western, Skellingthorpe Road access and Tritton Road, subject to future funding.

Inclusive Economic Growth

The installation was completed without any issues, and possession of the railway was handed back to Network Rail at 3:25am. Network Rail have praised the professionalism of the delivery team and commended the management of the site. This milestone marks a significant step forward in delivering vital infrastructure for the growing community.



Together, let's deliver Lincoln's ambitious future

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, working alongside ClimateEQ, the council have delivered fully accredited Carbon Literacy training courses to businesses across the city, supported by the UK Shared Prosperity Fund. Training has been held throughout the quarter at several sites to enable individuals and organisation to attend the free 8-hour course, empowering them to implement effective carbon reduction strategies in their workplace and communities.

ADDRESSING THE CHALLENGE OF CLIMATE CHANGE

Carbon Literacy Scheme

Climate Change City of Lincoln Council worked alongside ClimateEQ to deliver free Carbon Literacy training to businesses across the city, supported by the UK Shared Prosperity Fund.

The fully accredited, 8-hour training course focuses on building “awareness of the carbon costs and impacts of everyday activities, and the ability and motivation to reduce emissions, on an individual, community and organisational basis”.

The training empowers individuals and organisations to implement effective carbon reduction strategies in their workplace and communities, and provides individuals with the tools required to continue vital conversations around the climate change emergency and consider how we can work together to build a low-carbon future.

Three sessions were held across the city across January, February and March at Bishop Grosseteste University, Mosaic Digital Hub and Think Tank, University of Lincoln, with 38 people attending in total.

