

# Public Protection and Communities Scrutiny Committee

Pete Moore – Executive Director Finance and Public Protection

Nick Borrill – Chief Fire Officer, Lincolnshire Fire and Rescue

Nicole Hilton – Chief Community Engagement Officer

Daryl Pearce – County Officer Public Protection

# Public Protection and Communities Scrutiny Committee

## Community Resilience and Assets

- Advice, information and support services from community and voluntary sector infrastructure organisations
- Financial Inclusion
- Library and information services
- Heritage Services

## Protecting the Public

- Preventing and reducing crime
- Tackling domestic abuse
- Preventing and tackling fires & emergency response
- Protecting the public through trading standards
- Protecting the public by planning for and responding to emergencies
- Improving road safety
- Registration, Celebratory and Coroners service

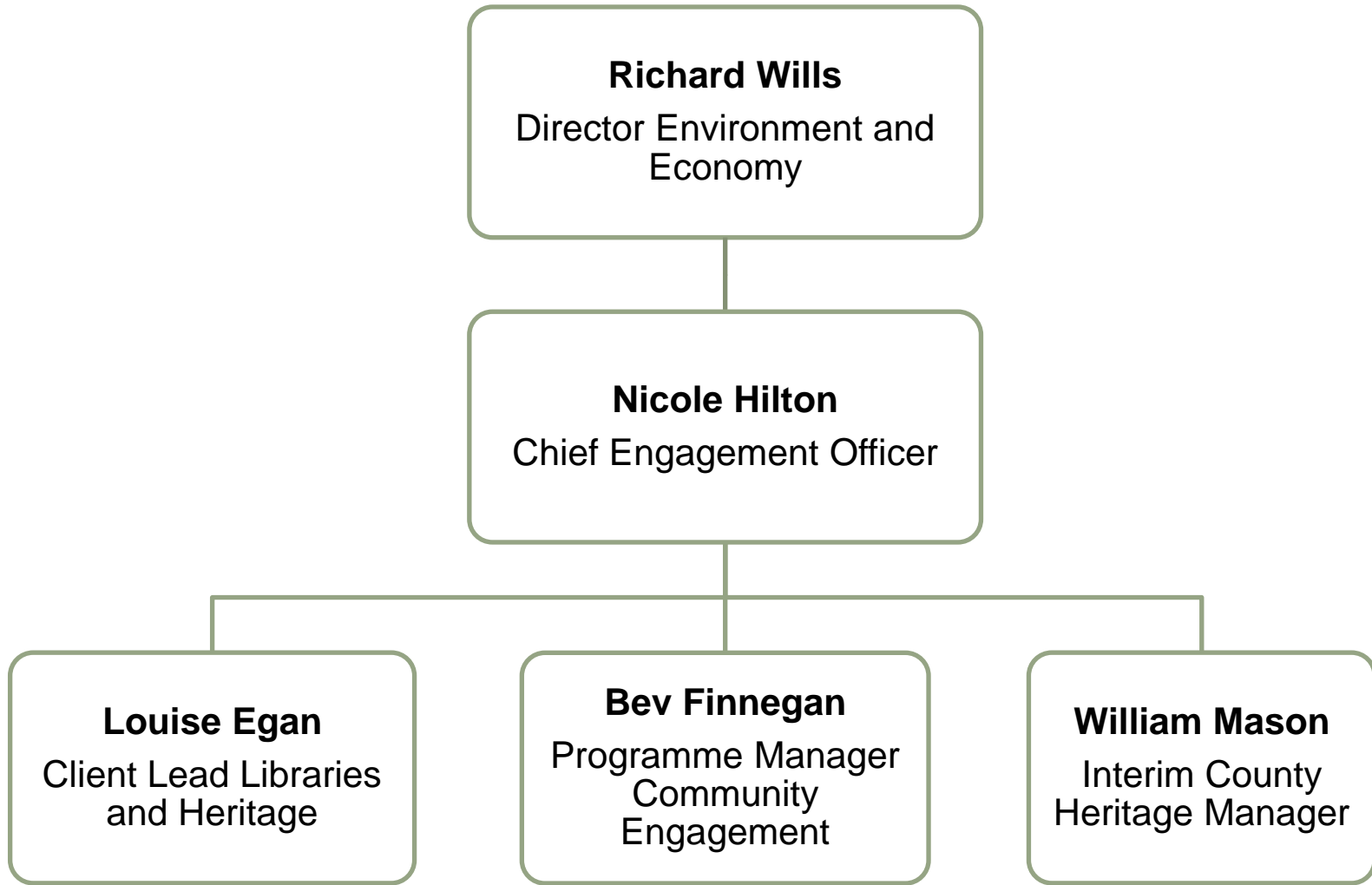
## Crime and Disorder Scrutiny

- The Public Protection and Communities Scrutiny Committee also serves as the Crime and Disorder Committee.

# Community Resilience and Assets

**Nicole Hilton – Chief Community Engagement Officer**

- **Advice, information and support services from community and voluntary sector infrastructure organisations**
- **Financial Inclusion**
- **Library and information services**
- **Heritage Services**



# Community Engagement - What We Do

- **Provide** colleagues with advice and guidance on engagement & consultation, supporting effective service change/delivery
- **Provide** advice and support on funding and grants to voluntary & community groups, charities, officers and councillors
- **Support volunteering** – Facilitate LCC Volunteer Policy Support Group and manage funding to Voluntary sector to support volunteering in the community; co-ordinate volunteer support in emergency planning
- **Review policy** – Corporate Compliments & Complaints; Community Engagement; Volunteer Engagement; Petitions
- **Deliver** a comprehensive and efficient Library Service to all Lincolnshire residents
- **Deliver** partnership projects such as Financial Inclusion; Welcoming Voices; Armed Forces Covenant; PREVENT; Community Collaboration ; Town & Parish Liaison; Emergency Planning
- **Ensure** effective budgetary and relationship management for the Customer Service Centre (CSC)

# Community Engagement – Aims

- To provide effective advice and support on all aspects of engagement, ensuring that activities supported and delivered are accessible, meaningful and effective
- To provide advice and support on funding and grants to voluntary & community groups, charities, officers and councillors
- To ensure time limited projects are delivered in partnership within project parameters agreed by partners and stakeholders
- To engage with partners to ensure delivery of PREVENT; Town & Parish Council liaison role and Emergency Planning responsibilities
- To develop the utilisation of intelligence data in service improvement (captured through CSC, Complaints & Compliments and citizen engagement)

# Aims and Objectives

## Policy Development & Delivery

To oversee review of and adherence to the following LCC Policies:

- **Volunteer Engagement** - responsible for the review, development, delivery and promotion of the Council's Volunteer commitment, ensuring that the council adheres to good practice with regard to volunteer management
- **Corporate Complaints & Compliments** – responsible for delivery of review actions, including development of training package; communications, reporting and quality assurance processes
- **Community Engagement** - responsible for the review, development, and delivery of the policy which provides clarity on what is meant by engagement, the role of the team and the Team's Offer
- **Petitions** – working with Democratic Services to review the Councils' Petition Scheme and the e-petition facility and agree an appropriate model for handling petitions that is accessible, efficient and robust.

# Aims and Objectives Projects

To work with partners to ensure effective delivery of community projects:

- **Welcoming Voices** (supporting Lincoln University in development and delivery) - The project is exploring how immigration has influenced cultural activities within Lincolnshire's migrant communities and wider local population, and how arts and music can strengthen communities
- **Community Collaboration** - support for new and existing 'Community Activities' in order to develop successful community connections and a more collaborative and cohesive society ('Community Activities' represent the plethora of projects and services delivered in and by Community Hubs, groups and organisations that support different people within local communities)
- **Financial Inclusion** - bringing organisations together, through the Financial Inclusion Partnership, to raise the profile of Financial Inclusion, share good practice and information, and gain funding (when available) to develop positive solutions



# Aims and Objectives Projects (2)

- **PREVENT** – providing an effective resource through the Prevent Officer role in support of the management and transition of the Channel process
- **Emergency Planning** – providing effective leadership and bringing together various agencies for the Community (& Voluntary) Cell of the Community Resilience Partnership Group
- **Town & Parish Liaison** – providing a point of contact for Town & Parish Councils to LCC services; providing training on consultation, engagement and Emergency Led Plans
- **Lincolnshire Armed Forces Covenant** - supporting a Partnership Board to raise awareness of the armed forces and issues experienced by communities (Armed Forces & local)

# Aims and Objectives

Delivery of a Library Service that is

- **Modern** providing world-class access to its services both online and through digital technology
- **Sustainable** a network of sustainable libraries offering opportunities for life-long learning and access to information
- **Strong** helping communities to help themselves by supporting the development of Community Libraries
- **Engaged** promoting the benefits of reading and learning
- **Supportive** providing a range of specialist support to people who have difficulty reaching libraries, including without limitation the Home Library Service and Listening Lincs

# Library Service - Changes

- September 2015 – January 2017 saw the implementation of 34 Community Hubs across Lincolnshire
- These are managed by Community Groups, Parish Councils or existing organisations (Learning Communities and the Co-Op)
- They receive financial support from LCC for 4 years;
  - £5,167 per annum for 4 years
  - £15,000 capital investment to be utilised throughout the 4 year term
- 34 Community Hubs  
Alford, Birchwood, Boultham, Bracebridge, Bracebridge Heath, Branston, Burgh Le Marsh, Caistor, Cherry Willingham, Crowland, Deeping, Donington, Ermine, Heckington, Holbeach, Ingoldmells, Keelby, Kirton, Metheringham, Navenby, Nettleham, North Hykeham, Pinchbeck, Ruskington, Saxilby, Scotter, Spilsby, Sutton Bridge, Sutton on Sea, Swineshead, Waddington, Wainfleet, Welton, Wragby

# Library Service – Changes (2)

April 2016 saw the implementation of a new Library Contract with Greenwich Leisure Limited (GLL)

## **GLL deliver –**

- Universal Services (website, online catalogue, online resources)
- Library Services to 15 'Core' Sites (staffed) across Lincolnshire
- A Mobile Library Service
- Targeted provision (Home Library Service, Listening Lincs, Bookstart)
- Support to 34 Community Hubs
- Stock to all 51 sites (inc. 1 Children's Centre, 1 Hospital Service)
- 15 Core sites;  
Boston, Bourne, Gainsborough, Grantham, Horncastle, Lincoln, Long Sutton, Louth, Mablethorpe, Market Rasen, Skegness, Sleaford, Spalding, Stamford and Woodhall Spa

# Community Engagement Budget

	2016/17		2017/18	
	REVENUE	CAPITAL	REVENUE	CAPITAL
Volunteer Support	£220,000		£220,000	
Financial Inclusion	£616,135		-	
Library Service	£5,516,544	£834,531*	£5,116,544	TBC

\* Please note this is a shared resource with the Heritage Service

# Community Engagement Challenges

- Reaching people cost effectively - service planning and delivery across a large, rural County
- Taking account of trends and changes in expectations
- Skills development to meet commercial agenda

# Opportunities

- Through collaboration with partners and local communities we will be developing networks, sharing best practice, supporting increased participation in local politics and decision making, improving value for money (by supporting others to work together better) and improving integration, thereby increasing community wellbeing and enabling communities to 'do it for themselves'
- Review of the Community Engagement Strategy enabling it to become a broader Citizen Engagement Strategy that will demonstrate how citizen information/feedback will be utilised proactively and effectively to improve service provision

# 2016/17 Achievements (1)

- **Community Engagement Advice & Support** - 16 engagement activities supported (Evaluation Summary Report – positive)
- **Healthy Hubs Project** - 33 Community (library) Hubs and 52 Community Groups supported to develop health and wellbeing-related activities
- **Volunteer Support Grant redesigned** – developed through engagement with the sector
- **Emergency Planning** – developed and delivered training; promotion of self-help to communities
- **Prevent** - 2000 awareness raising sessions provided (Town & Parish Councils, Elected members, community members)



# 2016/17 Achievements (2)

- **Funding** - *'Join the Dots' Funding Seminars (five held)* – Boston event particularly well attended and discussed cohesion /collaboration; *Armed Forces Covenant* - 33 projects secured £729,614 of funding from the Covenant Fund, leveraging in match funding of £730,897; total of £1,460,511 for local Lincolnshire projects
- **Financial Inclusion** – added as a Joint Strategic Needs Assessment topic; received 'Highly Commended Award' for raising awareness of illegal money lending

# 2016/17 Achievements (3)

- Increased members to the Libraries
- Increased borrowing at Libraries
- Refurbishment across Core Libraries (at GLL cost)
- Implementation of 34 Community Hubs
- Receipt of £231,000 ACE funding to improve IT in Libraries to help reduce social isolation

# Community Engagement – Priorities

- Skills development for potential commercialisation
- Review and renew Community Engagement Strategy (and engagement of services as contribution to this)
- Develop Town & Parish Council liaison role and engagement /inclusion with Community Collaboration
- Implementation of a new IT system in Libraries
- Implementation of a new mobile service by GLL (as a direct result of the increase in Community Hubs)

# Community Engagement

## Questions / Views?

# Heritage Services

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# Who We Are

- Lincoln Castle
- Museum of Lincolnshire Life
- Battle of Britain Memorial Flight Visitor Centre
- The Collection
- Usher Gallery
- Lincolnshire Archives
- Gainsborough Old Hall

# What We Do

- Provide a showcase to the world for Lincolnshire's rich history.
- Supply access to the stories of Lincolnshire's history through our sites and collections.
- Deliver an award winning heritage service to the people of Lincolnshire and visitors to the county.

# Aims and Objectives

To connect people and places by:

- Sharing stories that inspire through engagement with our sites and collections.
- Deepening our audiences' understanding of themselves and the world around them through the stories within our sites and collections.
- Creating experiences that put our visitors at the heart of all we do.
- Bringing history to life through experiences that ignite the imagination, delight and entertain. We celebrate history where it happened.
- Valuing our heritage so that it can be enjoyed now and by future generations.
- Caring for our sites and collections and make them accessible for all





# Heritage Service – Changes

- April 2015 saw the reopening of Lincoln Castle following over £20million of investment with the number of visitors and income generated far exceeding expectation.
- Transfer of Tennyson Research Centre to Lincolnshire Archives.
- Application for Designated Status for Tennyson collection, recognising the significance of the collection.

# Budget

	2016/17		2017/18	
	REVENUE (actual)	CAPITAL	REVENUE (budget)	CAPITAL
Heritage Service	2,534,086	Nil	918,571	Nil



# A community buries its dead

The items in this display have been found at the site of a large cemetery at Colchester in Essex.

Over 1000 years ago, the Romans buried their dead in a cemetery at Colchester in Essex. The items in this display have been found at the site of a large cemetery at Colchester in Essex.



# Challenges

- Becoming financially sustainable.
- Reaching people cost effectively - service planning and delivery across a large, rural County.
- Taking account of trends and changes in expectations.

# Opportunities

- Increase income through a more commercial approach.
- Develop partnership working.
- Increase engagement with the history of Lincolnshire.

# 2016/17 Achievements

- Half a million visits to Poppies: Wave installation at Lincoln Castle.
- National Portrait Gallery 'Portrait of the Year' exhibition at the Usher Gallery.
- Secured £373,256 HLF funding for Bastion in the Air Aviation Heritage project in partnership with West Lindsey District Council.
- Secured £15,000 HLF funding for Skills for the Future Heritage Skills project in partnership with Lincoln Cathedral and Heritage Lincolnshire. Funding provided to develop bid for additional £570,000.

# Future Priorities

- Financial resilience and sustainability through business development and operational delivery.
- Growing engagement through events and programming to maximise public benefit.



# Heritage Services

## Questions / Views?

# County Public Protection

**Daryl Pearce – County Officer Public Protection**

**Sara Barry, Andy Cook and Donna Sharp – Service Managers**

- Preventing and reducing crime
- Tackling domestic abuse
- Preventing and tackling fires & emergency response
- Protecting the public through trading standards
- Protecting the public by planning for and responding to emergencies
- Improving road safety
- Registration, Celebratory and Coroners service

# Public Protection Management Team



**Daryl Pearce**

*County Officer Public Protection,  
Safer Communities*



**Sara Barry**

*Manager, Safer  
Communities*



**Andy Cook**

*Manager ,  
Youth Offending*



**Donna Sharp**

*Manager, Registration,  
Celebratory & Coroners  
Service*

# Safer Communities

## ❖ Two overlapping Services

### Trading Standards

- a safe, healthy and sustainable food chain for the benefit of consumers and the rural economy. Protect the supply chain against animal diseases.
- support economic growth especially in small businesses, by tackling rogue trading, supporting businesses to comply with the law and protecting consumers from scams

### Community Safety

- Manage the Lincolnshire Community Safety Partnership so that Lincolnshire continues to be a safe place where people can live free from fear of crime. Current priorities Domestic Abuse, ASB, Sexual Violence, Reduce offending, Substance Misuse and Serious and Organised Crime. These SMBs report to the LCSP.
- Reducing repeat victimisation in high risk domestic abuse and manage Statutory review process following Domestic Homicide.

# Safer Communities

## Priorities and Challenges:

### Trading Standards

- Tackling Organised Criminals who target vulnerable consumers-inc. Doorstep Crime and Scams; Illicit Tobacco; Product Safety ;Second-hand Car Sales and Food Fraud
- Supporting economic growth by helping businesses to comply with their legal responsibilities-provision of enhanced support at cost
- Key challenges
  - small team (25 fte), need to prioritise based upon threat, risk and harm
  - Brexit-changing legislation
  - Changing face of consumerism
  - Growing elderly socially isolated population

### Community Safety

- Refresh and revise partnership priorities and arrangements
- Commission Victim and Perpetrator programmes
- Key Challenges funding and partnership working

# Lincolnshire Youth Offending

- Funded by the Ministry of Justice, LCC and PCC
- County wide multi-agency partnership
- Oversight by the Youth Justice Board
- Located within Children Services Directorate
- Statutory management of children and young people aged 10-18 within the youth justice system.
- Core aims of preventing offending, reducing re-offending and protecting the public.
- Statutory duty to supporting victims of crime.
- Providing advice, guidance and sentencing reports to Courts

# Lincolnshire Youth Offending Challenges and Priorities

- Reliance upon external funding sources to support service delivery.
- Remand legislation places significant financial burden upon the local authority.
- Complex caseload with multiple needs.
- Working to achieve a fully integrated model within Children Services.
- Maintaining multi-agency resource commitments.
- Reducing the criminalisation of children and diverting them away from the formal criminal justice system.
- Implications of the recent Taylor Review.
- Managing adolescent risk taking behaviour.

# Registration Celebratory & Coroners

- Births, deaths, stillbirths, marriages and civil partnerships.
- Ceremonies including marriage, civil partnership, citizenship, naming, renewal of vows, funeral and memorial services.
- Customer service that is delivered plays an important part in Key life events.
- Coroners Service is funded and supported by the Council.
- Coroners are Independent Judicial Officers who investigate deaths.
- In Lincolnshire there are currently two part-time Coroners for two jurisdictions – Central Lincolnshire and South Lincolnshire.



# Registration Celebratory & Coroners

- The key priorities will be:
- Meeting statutory obligations;
- Fulfilling the needs of increasing customer expectations and ensuring high levels of customer satisfaction;
- Income generation;
- Responding to changing legislation;
- Facilitating increased demand for services;
- Accommodating the increasing complexity of Coroner cases;
- Merger of Coroner Areas.

# County Public Protection

## Questions / Views?

# Lincolnshire Fire and Rescue



# The Management Team



Nick Borrill  
Chief Fire Officer



Mick Green  
Deputy Chief  
Fire Officer



John Cook  
Assistant Chief  
Fire Officer



Ian Reed  
Emergency Planning and  
Business Continuity Manager

# FRA Responsibilities

- Fire and Rescue Authorities
  - Combined Fire Authority (23)
  - Metropolitan (6)
  - London Fire & Emergency Planning Authority
  - County/Unitary Authority (15)
- Portfolio Holder
- Police and Crime Commissioner



# Key Legislation

FRS Act 2004

Fire and Rescue  
National Framework  
for England

Regulatory Reform  
(Fire Safety) Order  
2005FRS Act 2004

FRS (Emergencies)  
Order 2007

Civil Contingencies  
Act 2004

Policing and Crime  
Act 2017

- Make provision for the extinguishing of fires, protection of life and property from fire
- Promote fire safety
- Rescue people from road traffic collisions
- Respond to other emergencies such as flooding and terrorist attacks

# Key Legislation

FRS Act 2004

Fire and Rescue  
National Framework  
for England

Regulatory Reform  
(Fire Safety) Order  
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FRS Act 2004

FRS (Emergencies)  
Order 2007

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Act 2004

Policing and Crime  
Act 2017

- Government's strategic priorities for FRS
  - Integrated Risk Management Planning
  - Work in partnership
  - Be accountable to communities

# Key Legislation

FRS Act 2004

Fire and Rescue  
National Framework  
for England

Regulatory Reform  
(Fire Safety) Order  
2005FRS Act 2004

FRS (Emergencies)  
Order 2007

Civil Contingencies  
Act 2004

Policing and Crime  
Act 2017

- Applies to all non-domestic premises, flats (shared areas) and HMOs
- Responsible persons to carry out a fire risk assessment and implement a plan
- FRSs are responsible for enforcement of legislation



# Key Legislation

FRS Act 2004

Fire and Rescue  
National Framework  
for England

Regulatory Reform  
(Fire Safety) Order  
2005FRS Act 2004

FRS (Emergencies)  
Order 2007

Civil Contingencies  
Act 2004

Policing and Crime  
Act 2017

- Make provision for:
  - CBRN decontamination
  - Rescue from collapsed structures/train/aircraft
- Support other FRAs with specialist resources

# Key Legislation

FRS Act 2004

Fire and Rescue  
National Framework  
for England

Regulatory Reform  
(Fire Safety) Order  
2005FRS Act 2004

FRS (Emergencies)  
Order 2007

Civil Contingencies  
Act 2004

Policing and Crime  
Act 2017

- Duty for specified Category 1 responders, including FRAs, to assess, plan and advise in relation to emergencies
- Produce a Community Risk Register under the direction of the Local Resilience Forum

# Key Legislation

FRS Act 2004

Fire and Rescue  
National Framework  
for England

Regulatory Reform  
(Fire Safety) Order  
2005FRS Act 2004

FRS (Emergencies)  
Order 2007

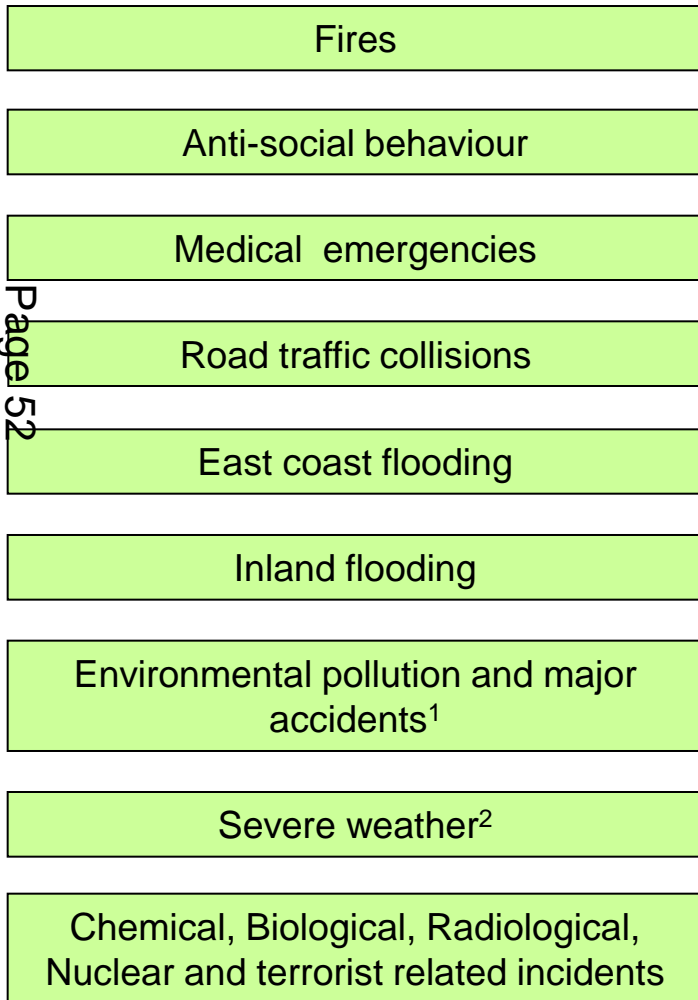
Civil Contingencies  
Act 2004

Policing and Crime  
Act 2017

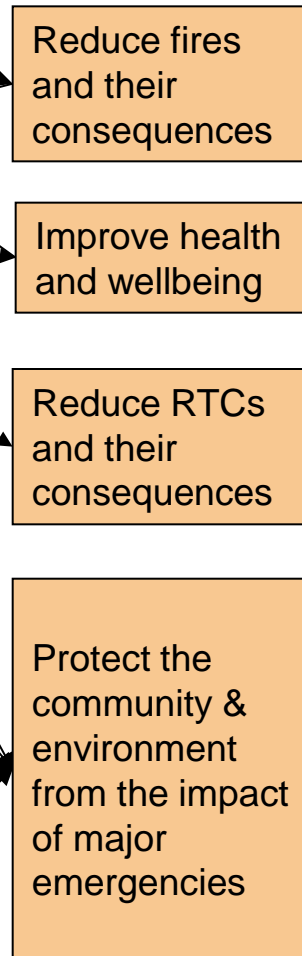
- Places a duty on police, fire and ambulance services to collaborate
- Enables PCCs to take on responsibility for fire and rescue services where a local case is made

# Our Approach...

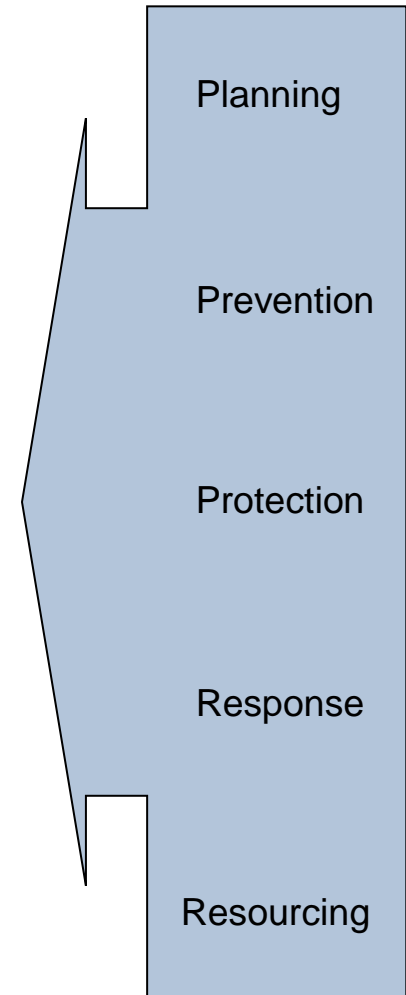
## Community Risks

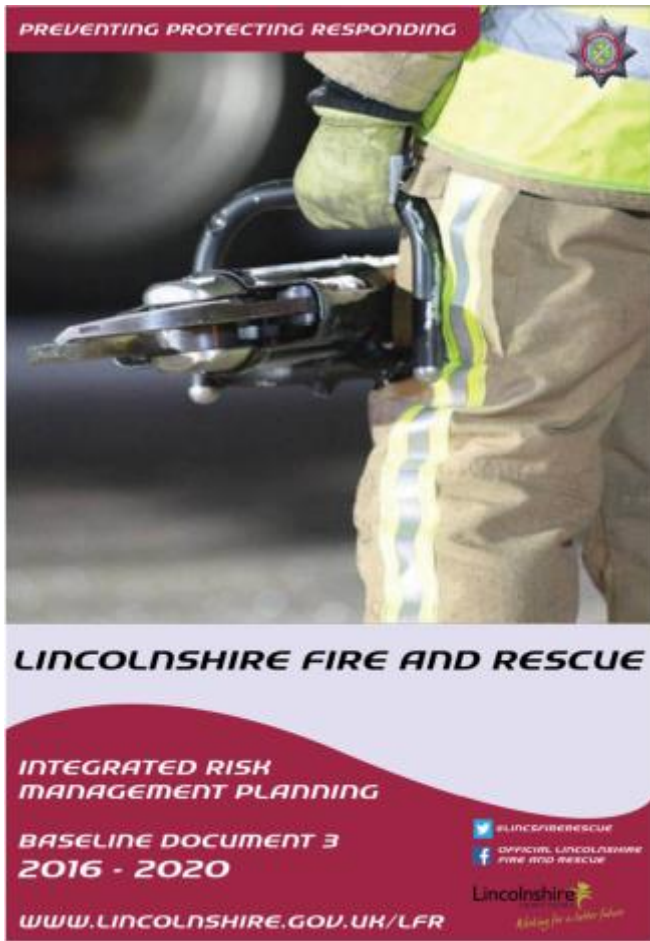


## Service Objectives



## Core Strategies





*‘The nicest thing about not planning is that failure comes as a complete surprise and is not preceded by a period of anxiety’*

John Preston (1809 — 1891)

# The Service...

38 Stations

48 fire engines

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Workforce circa 670

81% RDS fire engines



# Prevention



# Home Safety and Health and Wellbeing





# Road Safety



# Arson Reduction and Youth Engagement



# Protection

- Fire safety legislation
- Safe systems of work
- Environmental protection
- Business continuity management
- Unwanted fire signals



House of Commons  
Regulatory Reform Committee

Proposal for the  
Regulatory Reform  
(Fire Safety) Order  
2004



# Response



# Level 1 (Operator) and 2 (Technical) Response





## Level 3 – Specialist Response



## Level 4 – National Response





## Level 5 – International Response





# The In-tray



## The Finances...

- Budget 2017/18 - £18.46m (less grants)
- Savings
  - 2010 - Core Offer
  - 2014 - Fundamental Budget Review
  - 2016 - Financial Challenge



## ...and the changes

- Lincoln North
- Lincoln South
- Riding with crew of 4
- FDS Officers
- Internal changes





## The In-tray

- Finances
- Fire Reform Programme
- Retained Duty System
- Peer Challenge



# Emergency Planning and Business Continuity



# Emergency Planning and Business Continuity Service

## What we do

- provide EP & BC on behalf of the county council and (by SLA) 6 of the 7 districts
- continually plan for top risks in Lincolnshire as identified in Community Risk Register, have emergency plans in place, and have people trained to deliver a range of services during emergencies
- ensure council meets its roles and responsibilities when responding to emergencies, from the welfare of victims, survivors and evacuee's ... to the provision of an emergency mortuary.

# Emergency Planning and Business Continuity Service

- lead on co-ordinating the voluntary sector and long-term community recovery
- LCC is a key/lead member of the Lincolnshire Resilience Forum – a partnership held in high regard nationally
- gained a national reputation for leading work on resilience partnerships, preparing for East Coast flooding and Events Safety
- LCC has led closer partnership working in the county through its various strategic and programme management roles within the LRF

# Challenges

- Retaining organisational resilience and capacity to deal with emergencies
- Strengthening Health & Social Care resilience planning and emergency response
- Strengthen community resilience to disruption caused by emergencies
- Encouraging partners to do more through effective and efficient closer working in the county
- Conduct comprehensive LRF command & control review (2017)



# Achievements

- Award Winning Service;
  - Exercise Watermark and LRF (East Coast Flood) – 2011
  - RSPCA ‘Innovator in Animal Welfare’ Awards – 2011
- National ‘good practice’ – publication of the Community Risk Register (CRR) and joint working arrangements
- Olympic Torch Relay – Summer 2012
- Event Safety Partnership recognised as national good practice and mentioned in Cabinet Office Emergency Planning College guidance documents.
- Leading national work on coastal flood preparedness, mentioned positively in Prime Minister’s questions for response to tidal surge incident (Jan 2017).

A group of seven people are in a body of water, wearing yellow helmets and high-visibility yellow and red life jackets. They are arranged in a loose circle, looking towards each other, suggesting a group discussion or training session. The water is dark and reflects the sky. The overall scene is outdoors and appears to be a water-based activity or safety training.

# Any Questions