



County Offices
Newland
Lincoln
LN1 1YL

5 April 2016

Community and Public Safety Scrutiny Committee

A meeting of the Community and Public Safety Scrutiny Committee will be held on **Wednesday, 13 April 2016 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Tony McArdle', written over a horizontal line.

Tony McArdle
Chief Executive

Membership of the Community and Public Safety Scrutiny Committee (11 Members of the Council)

Councillors C J T H Brewis (Chairman), L Wootten (Vice-Chairman), K J Clarke, D C Morgan, C R Oxby, S L W Palmer, N H Pepper, R J Phillips, Mrs A E Reynolds, Mrs N J Smith and R Wootten

**COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE AGENDA
WEDNESDAY, 13 APRIL 2016**

Item	Title	Pages
1	Apologies for Absence	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting of the Community and Public Safety Scrutiny Committee held on 9 March 2016	5 - 12
4	Update from Executive Councillors and Chief Operating Officers	Verbal Report
5	Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure (Civil Emergencies) <i>(To receive a report from David Powell, Head of Emergency Planning, on Lincolnshire County Council's 'Co-ordination of Spontaneous Volunteers Policy and Procedure.')</i>	13 - 42
6	Exercise Barnes Wallis Update <i>(To receive a verbal report by David Powell, Head of Emergency Planning, on the Barnes Wallis Exercise)</i>	Verbal Report
7	Community Substance Misuse Treatment Services - Re-commissioning Update <i>(To receive a report by Tony McGinty, Consultant in Public Health, which provides an update on progress on this re-commissioning work, identifying achievement against the key milestones for delivery)</i>	43 - 48
8	Community and Public Safety Scrutiny Committee Work Programme <i>(To receive a report by Daniel Steel, Scrutiny Officer, in connection with the latest situation of the Committee's work programme)</i>	49 - 54

SITTING AS THE CRIME AND DISORDER COMMITTEE

9	An update on the Lincolnshire Community Safety Partnership Priority areas <i>(To receive a report by Mark Housley, County Officer Public Protection and Sara Barry, Safer Communities Manager, which provides an update on the Lincolnshire Community Safety Partnership (LCSP). This includes the priority setting process, structure of the LCSP and progress highlights for each of the priority areas)</i>	55 - 62
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Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:

www.lincolnshire.gov.uk/committeerecords

Agenda Item 3



COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE 9 MARCH 2016

PRESENT: COUNCILLOR C J T H BREWIS (CHAIRMAN)

Councillors L Wootten (Vice-Chairman), K J Clarke, D C Morgan, C R Oxby, S L W Palmer, N H Pepper, Mrs A E Reynolds and Mrs N J Smith

Councillors: R Fairman, Mrs J M Renshaw and B Young attended the meeting as observers.

Officers in attendance:-

Nick Borrill, Tony McGinty (Consultant Public Health Children's), Donna Sharp (County Service Manager (Registration, Celebratory & Coroners Services)) and Daniel Steel (Scrutiny Officer), Catherine Wilman (Democratic Services Officer)

58 APOLOGIES FOR ABSENCE

Apologies were received from Councillors R J Phillips and R Wootten.

59 DECLARATIONS OF MEMBERS' INTERESTS

No interests were declared.

60 MINUTES OF THE PREVIOUS MEETING OF THE COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE HELD ON 13 JANUARY 2016

RESOLVED

That the minutes from the meeting held on 13 January 2016 be approved and signed by the Chairman as a correct record.

61 UPDATE FROM EXECUTIVE COUNCILLORS AND CHIEF OPERATING OFFICERS

The Chairman read a statement written by Councillor N Worth, Executive Councillor for Libraries, Heritage, Culture, Registration and Coroners Service as follows:

This will be the last meeting of this Committee before the delivery of our library services moves out of the Council and I would like to thank the staff across the Library Service for their sterling work in maintaining delivery to the public in what has been a challenging time. I would reflect upon the fact that:

COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE

9 MARCH 2016

1. The 15 core libraries have exceeded interaction targets by 8%, with Gainsborough currently exceeding their target by 20%.
2. Customer satisfaction with libraries has remained extremely high, with regards to staff friendliness, user enjoyment and overall experience.
3. Nearly all community hubs planned have now been delivered, with the final few opening over coming months. Collectively, opening hours at the community hubs have increased by 27.45%, from 479 hours to 610.5 hours per week, since they transferred to community leadership. Major contributors include Spilsby Library with an increase from 12 hours to 43 hours - a 258% increase! Birchwood, Boutham and Ermine community hubs have more than doubled their opening hours going from 16 hours to 43.5 hours, and Bracebridge Heath Library has gone from 6 hours to 14 hours per week - an increase of 133%.
4. Of the 30 Tier 3 Libraries only three communities did not come forward to run a community run library; Washingborough, Skellingthorpe and Coningsby. There are currently 29 hubs in operation with the following opening over the coming months; Welton, Donington, Swineshead, Sutton Bridge, and Wainfleet, with Swineshead being a new community library.

62 THE FUTURE SHAPE OF THE CORONERS' SERVICE

The Committee considered a report on the Future Shape of the Coroners' Service which was due to be considered by the Executive on 5 April 2016. The views of the Committee would be reported to the Executive as part of its consideration of this item.

The Committee supported the recommendations made in the report and in addition, the following points were noted:

1. Members queried the support provision for one Coroner and specifically how workload would be managed within the service. Concerns were also highlighted with regards to caseloads and questions were asked in relation to the use of Assistant Coroner. Officers confirmed that Senior Coroners would be responsible for ensuring cases were managed and the allocation of caseloads would be on a common sense approach;
2. Members highlighted concerns around the involvement of external parties in the service and how this would affect cover for annual leave, sickness, etc. Officers confirmed that Coroner's Officers were employed by Lincolnshire Police but the proposal was that they would be managed by Lincolnshire County Council. An agreement had been reached with Lincolnshire Police to enable better workload management;
3. Members raised concerns regarding the location of inquests and appointments as part of the changes and how these would impact on the Coroner's time should Lincolnshire become one geographical coronial area. Officers confirmed the commitment to retain local inquests was possible and practical. However, the

COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE
9 MARCH 2016

Committee highlighted that there may be occasions when an inquest outside of Lincolnshire may be more convenient and kinder to the recently bereft;

4. Members queried whether the Coroner's Officers being employed by Lincolnshire Police would result in a reduction of staffing levels in the future. Officers confirmed that there was no intention to reduce the capacity at the moment and that while the Coroner's Officers were employed by Lincolnshire Police they would only be seconded to the Coroners Service and managed through Lincolnshire County Council.

5. Members queried what impact the reduction in Magistrates Courts would have on the proposed changes. Officers confirmed that the Coroners and Justice Act 2009 amended some of the geographical requirements to hold inquests and the Magistrates Courts impact would be limited with the offer of the use of Registration Service accommodation.

6. Members queried whether there would be any charges for service delivery as part of these changes. Officers confirmed that there would be no charges to the bereaved; however, a copy of inquest paperwork would incur a nominal charge of £5, but that copies for the family would normally be free of charge;

7. Members questioned whether consideration had been given to a Greater Lincolnshire geographical coronial area. Officers confirmed that consideration had been given but that agreement of other Local Authorities would be needed to progress this; however, there could be opportunities to consider further savings in the future.

Members praised the report writers for producing a comprehensive report. It was noted that the Committee would receive progress reports as the reorganisation of the coroners' service took place.

RESOLVED

That the recommendations to the Executive as set out in the report be supported and that the comments made be agreed and passed to the Executive.

63 LIBRARIES UPDATE

Following the decision by the Council Executive on 3 February 2015 to adopt a new model of library provision for Lincolnshire, the Executive subsequently approved the decision to award a contract for the delivery of the Library Services to Greenwich Leisure Limited (GLL) on 1 December 2015.

The Committee considered a report which provided an update on progress with the transition of the library service from the Council to GLL and the following points were noted:

1. The transfer would become effective on 1 April 2016;
2. The contract with GLL had been signed and a 30-day consultation with staff who would transfer to GLL had commenced. Staff transferring would be subject to TUPE regulations (Transfer of Undertakings (Protection of Employment));

COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE

9 MARCH 2016

3. In terms of property for the libraries, premises had been found for the Mablethorpe library and a lease was soon to be signed. The site at Grantham had recently been bought by a venture capital company and communicating with them to negotiate a lease was proving difficult. The existing lease was on a peppercorn rent, and an equivalent lease would cost 40-50K per annum. The staff at Grantham library and the lease would remain under LCC control until issues had been resolved. A property trawl in Grantham for an alternative had taken place, however, as yet nothing suitable had been found;
4. The branding of libraries had been discussed with GLL and it had been decided this would be organic and would be phased in from site to site;
5. 29 community hubs were now operational, with several more yet to come;
6. GLL were keen to get their ICT systems in place, however the libraries would stay on the Council's system for a reasonable period of time;
7. Customers would not notice any difference in service from 1 April onwards.

Questions from Members confirmed the following:

1. GLL could become an employer within the Lincolnshire Pension Fund as an admitted body and had made steps towards doing so;
 2. The main changes for existing LCC library staff would be a statutory GLL uniform and a change of pay date, all other working conditions would remain the same;
 3. LCC would retain the duty of providing the service, with GLL operating it. Executive was still responsible for making decisions on the libraries service and updates would still be brought to scrutiny;
 4. Tony McGinty (Assistant Director, Healthy Communities) was the commissioner for the service;
 5. Discussion regarding self-service machines took place and it was reported that these were more of a priority on sites where there did not have to be a library assistant present (for example in a post office or village shop).
- It was agreed that the Committee would receive an update on the Library Service in the autumn of 2016. It was also suggested that the Committee visit a library for one of its meetings in the autumn.

RESOLVED

That the progress made since 1 December 2015 towards the delivery of the Library Service from 1 April 2016 by GLL, and the report and comments be noted.

64 INTEGRATED RISK MANAGEMENT PLAN

As part of its normal planning process, Lincolnshire Fire and Rescue (LFR) aimed to seek the views and opinions of its stakeholders on any proposed key changes to service delivery.

The Committee considered the Integrated Risk Management Planning (IRMP) consultation document which outlined a number of proposed changes for 2016/17 and sought feedback as appropriate. The consultation period began on 1 March and would run until 16 May 2016.

COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE
9 MARCH 2016

The Committee received a presentation from Nick Borrill (Acting Chief Fire Officer), which outlined the proposals in the consultation as follows:

- Proposal 1** Agree new IRMP Baseline Document for 2016-2020;
- Proposal 2** Savings option – change Lincoln South fire station from Shift Duty System to the Lincolnshire Crewing System;
- Proposal 3** Reduce the number of Rescue Support Units;
- Proposal 4** Permanently relocate an Aerial Ladder Platform to Boston;
- Proposal 5** Further develop the Joint Ambulance Conveyance Project;
- Proposal 6** Introduce a cost recovery process for attendance to Unwanted Fire Signals;
- Proposal 7** Service priorities for 2016/2017

The Committee discussed the options at length and the following points were noted:

1. There was strong opposition to the reduction of funding for LFR and the consequences to the public. Some Members felt the Council should lobby for more funding for the service. Officers had to deliver the best service possible with the available funding;
2. Changing Lincoln South Fire Station to the Lincolnshire Crewing System was discussed and it was noted that with this system, firefighters would be required to live within 5 minutes of the station during night time hours. They would be required to work a rotating pattern of 4 days on 4 days off, 4 days on, 4 days off followed by 5 days on 3 days off. It was already in action at other stations and worked well;

At this point in the meeting, the following motion was proposed;

The Committee are of the view that the Executive takes every step to acquire more funding for LFR before the Community and Public Safety Scrutiny Committee consider it further.

This motion was not carried.

At this point in the meeting, the following motion was proposed and carried:

RESOLVED

That if *Proposal 2 – Savings Option – Change Lincoln South Fire station from the Shift Duty System to the Lincolnshire Crewing System* was implemented, the Executive must inform the Government that the consequences of their decision to cut funding would adversely affect the people of Lincolnshire.

**COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE
9 MARCH 2016**

There was discussion and support for Proposal 5 to further develop the Joint Ambulance Conveyance Project, the pilot of which had been successful.

It was noted that the consultation ended on 16 May 2016 and a further update would be brought back to the Committee at a later date.

RESOLVED

That the proposals within the consultation document and comments made be noted.

65 ANNUAL REPORT OF THE DIRECTOR OF PUBLIC HEALTH ON THE
HEALTH OF THE PEOPLE OF LINCOLNSHIRE 2015

Consideration was given to the Annual Report on the health of the people in Lincolnshire from the Director of Public Health. The Committee received a presentation on the report from the Assistant Director (Healthy Communities).

It was highlighted that the report was the personal and professional observations of the Director of Public Health (Dr Tony Hill) and not a report of the Council's.

The focus of the report was liver disease and its main causes: alcohol, obesity and viral infections of the liver (Hepatitis B).

Following questions from Members, the following was confirmed:

1. Certain areas of Lincolnshire seemed to be more prone to liver disease than other and some of these were inexplicable;
2. Liver disease seemed to be more prevalent amongst low income areas;
3. The suggestion was made for hepatitis home screening tests and officers made a note of this for further research;
4. Blood samples taken could not be tested for hepatitis as a matter of course, as it was too expensive;
5. Hepatitis was a notifiable disease in the UK and there were often more cases of it amongst migrant populations who travelled out of the country regularly.

The Committee praised the Annual Report for its topic and content.

RESOLVED

That the report and comments made be noted.

66 QUARTER 3 PERFORMANCE - 1 OCTOBER TO 31 DECEMBER 2015

The Committee considered the Quarter 3 Performance report from 1 October to 31 December 2015.

The following points were noted:

1. The target for reducing the number of Primary Fires had not been achieved, however it was reported that the number of primary fires had reduced year between 2009/10 and 2013/14;
2. The number of Fire Fatalities in Primary Fires was higher than the same period last year.

The Committee praised the new performance report template as it was easy to read and digest.

RESOLVED

That the Quarter 3 Performance Report 2015 be noted.

67 COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE WORK PROGRAMME

The Committee considered its work programme for the coming months.

RESOLVED

That the work programme and changes made therein be noted.

The meeting closed at 1.10 pm

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**Open Report on behalf of Pete Moore,
Executive Director of Finance and Public Protection**

Report to:	Community & Public Safety Scrutiny Committee
Date:	13 April 2016
Subject:	Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure (Civil Emergencies)

Summary:

This report is being shared with the committee for information and awareness on the Lincolnshire County Council 'Co-ordination of Spontaneous Volunteers Policy and Procedure.'

The policy details how Lincolnshire County Council will co-ordinate spontaneous offers of assistance in civil emergencies.

The policy was discussed and signed off at officer level (as an operational policy) at the Corporate Management Board Meeting on the 30th April 2015 by Pete Moore Director of Finance and Public Protection.

Actions Required:

- For the committee to be aware of the County Council's responsibility for the co-ordination of the voluntary sector including spontaneous volunteers in civil emergencies;
- And, to consider and comment on the Spontaneous Volunteers policy and highlight any further actions required.

1. Background

Under the Civil Contingencies Act, local authorities are given the 'lead responder' role of 'co-ordinating the voluntary sector, including spontaneous volunteers, on behalf of all partners'.

Accordingly, Lincolnshire County Council, through the Emergency Planning and Business Continuity Service, has taken the lead in the co-ordination of the Voluntary Sector in the response and recovery to civil emergencies on behalf of the Lincolnshire Resilience Forum. Two key documents determine how this is to be achieved; a memorandum of understanding with the 'organised' voluntary sector

(in place since 2010), and a policy outlining the co-ordination of 'spontaneous' volunteers.

"Spontaneous Volunteers" are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to a civil emergency.

Recent incidents have highlighted that spontaneous volunteers can make an important contribution toward community responses to civil emergencies, especially in the recovery phase from major incidents such as flooding, as proven in Lincolnshire during the Boston Storm Surge, 2013.

Lessons learned from the response and recovery of the Boston flooding highlighted that there was a need for a process to co-ordinate spontaneous volunteers in order to ensure their activities could be integrated with, and would complement, the wider response efforts of agencies, community groups and the 'organised' voluntary sector (e.g. British Red Cross). Planning for the involvement of these volunteers in emergency response and recovery is important to ensure that all resources are used effectively.

The Lincolnshire Resilience Forum (LRF) recognises the huge benefit that volunteers can have in the response and recovery to civil emergencies if they are integrated and co-ordinated as part of the official response.

The policy has been created to provide guidance on how LCC can effectively co-ordinate voluntary offers of assistance from spontaneous volunteers who do not belong to an organised voluntary organisation. This includes roles, activation and processes for tasking and co-ordination, risk assessment and communication. It also provides detail on volunteer insurance, risk assessment, data protection and safeguarding issues.

2. Conclusion

The policy will only apply to individuals or groups who identify themselves as willing to co-ordinate their own efforts with those of official responders. In doing so, it offers some structure and protection to both volunteers and responders. It is recognized that, for a variety of reasons, some may not wish to work under the co-ordination of official responders and will wish to take 'independent action'. Whereas this should be discouraged (or prevented where hazardous), the policy and its protections, will not apply in those circumstances.

The policy recognises the benefits and capability to work with local individuals who are not members of a voluntary organization but who wish to contribute, safely, and over a limited period only, to the response or recovery phase of an emergency, in turn enhancing capacity and building community resilience.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	LCC Co-ordination of Spontaneous Volunteers Policy and Procedure

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Laura Edlington, who can be contacted on 01522 582272 or laura.edlington@lincoln.fire-uk.org.

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LINCOLNSHIRE COUNTY COUNCIL

Co-ordination of Spontaneous Volunteers Policy and Procedure

VERSION 5 (2016)

Document Control

Reference	Co-ordination of Spontaneous Volunteers Policy and Procedure
Version Number	1
Dated	August 2015
Author	Laura Edlington Lincolnshire County Council Emergency Planning Officer
Approved by	Pete Moore Director of Finance and Public Protection

Revision History

Version Number	Version Date	Revision Notes	Author/ Date approved
2	21/01/2016	Amended after Exercise Barnes Wallis, Debrief and Exercise Report. Including Safeguarding section.	Laura Edlington
3	25/2/2016	Amended after consultation feedback and national steering group meeting discussions.	David Powell/ Laura Edlington
4	14/3/2016	Amended to reflect consultation with the Lincolnshire Resilience Forum.	David Powell/ Laura Edlington
5	23/032016	Amended to reflect LCC Data Protection advice.	Laura Edlington

Acknowledgements

This policy has been developed in line with guidance presented by Duncan Shaw (Manchester University), Graham Heike, Chris M Smith, Margaret Harris, Judy Scully in a report to Department for Environment, Food and Rural Affairs (DEFRA) on the use of the report 'Involving convergent volunteers in the response and recovery to emergencies, 2014.

The policy has been further refined in conjunction with a national working group considering the use of spontaneous volunteers, chaired by Civil Contingencies Secretariat (CCS) at Cabinet Office, Department for Communities & Local Government (DCLG), ourselves in Lincolnshire together with colleagues from Somerset County Council.

Finally, we would like to acknowledge the independent reflections of Duncan Shaw, Chris Smith and Ayham Fattoum, University of Manchester, as observers of Exercise Barnes Wallis held in December 2015 during which we tested some of the processes proposed within this policy.

Contents

Document Control	2
1 Background	5
2 Aim of the Policy	6
3 Activation	7
4 Management Structure and staffing	7
5 Process of co-ordinating spontaneous volunteers	9
6 'Co-ordinating & Deploying' Spontaneous Volunteers	10
7 Spontaneous Volunteer Co-ordinator Role (VC)	11
8 Training Strategy	12
9 Volunteer Reception Centre (VRC)	12
10 Registration layout (<i>for a large scale response</i>)	13
11 Process Documentation	15
12 Data Protection Considerations	16
13 Collective Groups of Volunteers presenting at a VRC	17
14 Identifying Suitable Tasks	17
15 Volunteer Welfare	19
16 Equipment for Volunteers	19
17 Communications/ Media	20
18 Risk Assessments	20
19 Volunteer Insurance	21
20 Safeguarding	22
21 Deniability Process	22
22 First Aid Provision	24
23 Debriefing and Longer Term Recovery	24

1 Background

“Spontaneous Volunteers are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to a disaster”¹

Recent incidents have highlighted that spontaneous volunteers can make an important contribution toward community responses to civil emergencies, especially in the recovery phase from major incidents such as flooding, as proven in Lincolnshire during the Boston Storm Surge, 2013.

Lessons learned from the response and recovery of the Boston flooding highlighted that there was a need for a process to co-ordinate spontaneous volunteers in order to ensure their activities could be integrated with, and would complement, the wider response efforts of agencies, community groups and the ‘organised’ voluntary sector (e.g. British Red Cross). Planning for the involvement of these volunteers in emergency response and recovery is important to ensure that all resources are used effectively.

This policy recognises the benefits and capability to work with local individuals who are not members of a voluntary organization but who wish to contribute, safely, and over a limited period only, to the response or recovery phase of an emergency, in turn enhancing capacity and building community resilience.

The local Authority, Lincolnshire County Council (LCC), is responsible for the co-ordination of volunteers in an emergency as per the Civil Contingencies Act 2004. This includes the co-ordination of spontaneous volunteers.

¹ Duncan Shaw, Graham Heike, Chris M Smith, Margaret Harris, Judy Scully (2014) Guidelines: Involving convergent volunteers in the response and recovery to emergencies. 31st October, 2014

2 Aim of the Policy

The aim of this policy is to provide guidance on how LCC can effectively co-ordinate voluntary offers of assistance from spontaneous volunteers in emergency response and recovery. This includes roles, activation and processes for tasking and co-ordination, risk assessment and communication. This policy will only apply to individuals or groups who identify themselves as willing to coordinate their own efforts with those of official responders. In doing so, it offers some structure and protection to both volunteers and responders. It is recognized that, for as variety of reasons, some may not wish to work under the coordination of official responders and will wish to take 'independent action'. Whereas this should be discouraged (or prevented where hazardous), this policy and its protections, will not apply in those circumstances.

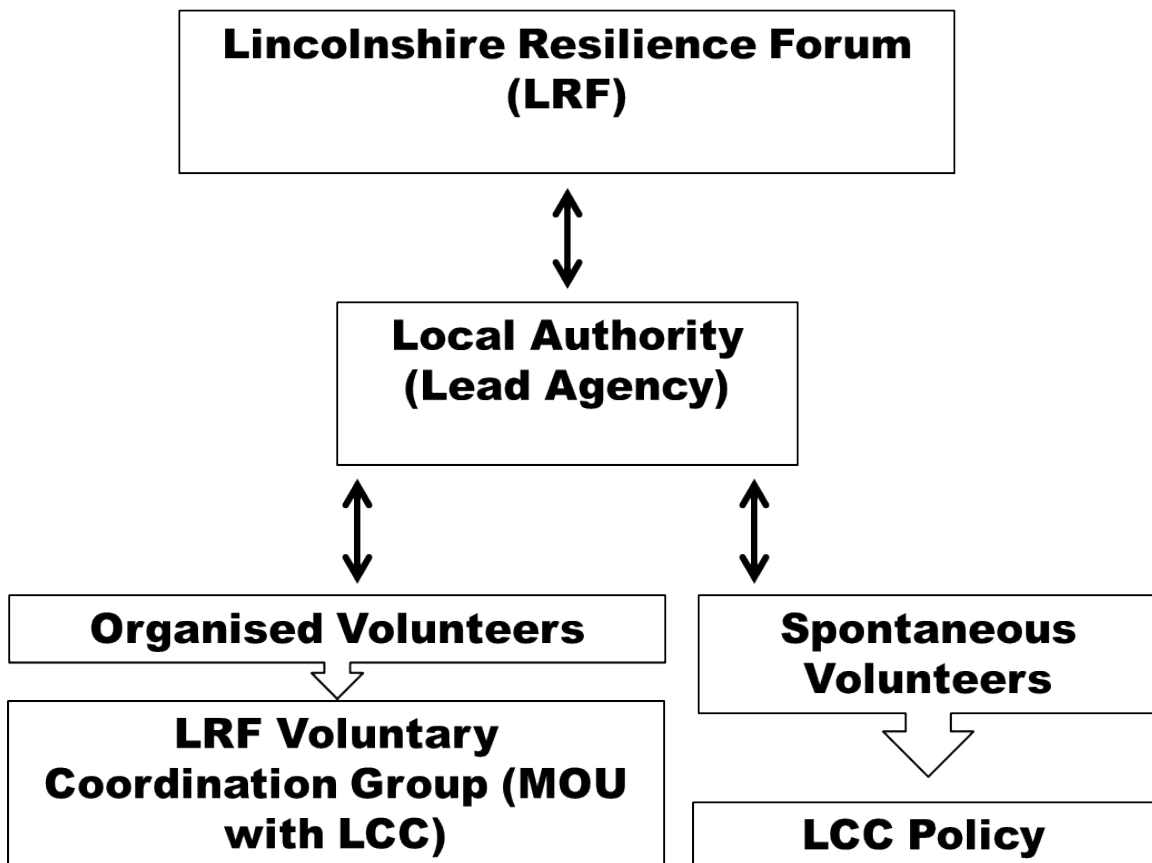
3 Activation

This policy will be activated by LCC when:-

- The Lincolnshire Resilience Forum activates the voluntary sector response via the Memorandum of Understanding.
- There is evidence that a spontaneous volunteer response to an emergency is developing.

Spontaneous Volunteers should be considered at the LRF Strategic Command Group.

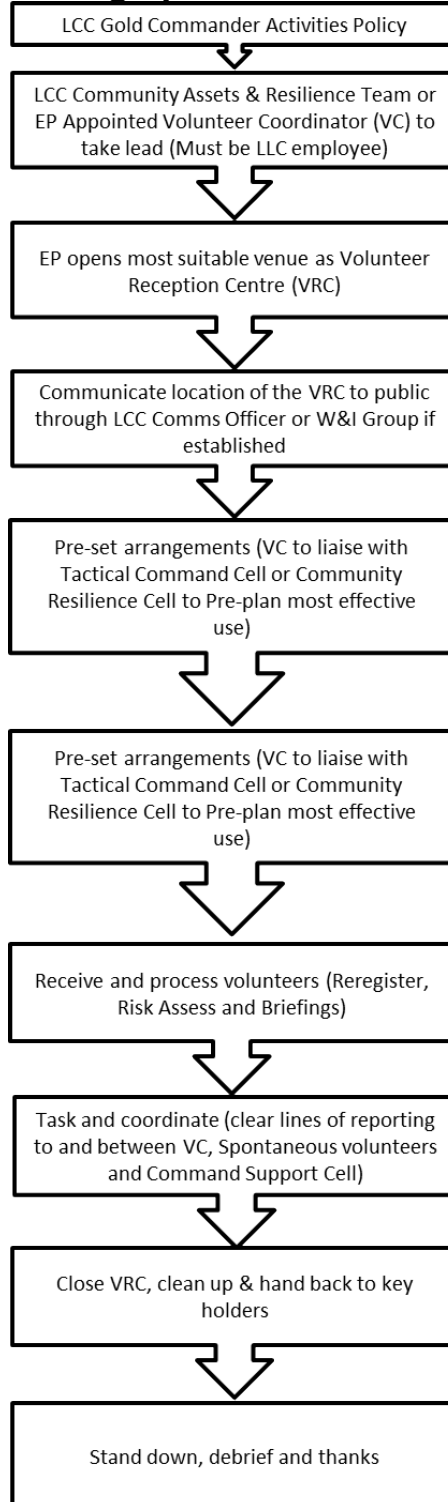
4 Management Structure and staffing



This policy allocates specific roles to the County Council (in particular, its emergency planning and business continuity service and the community assets and resilience team). As always, for any large scale, wide-area or prolonged civil emergency, resourcing response and recovery from local authorities will ultimately be the responsibility of the strategic lead/s. It may be necessary for those leads to undertake an early assessment of all resource requirements, including the management of this policy, and discuss solutions such as mutual aid at the earliest opportunity.

The County Council will continue to work with other partners, including Department for Work & Pensions, and the organized voluntary sector, to develop the capacity for additional resources who can be deployed to help manage spontaneous volunteers during civil emergencies.

5 Process of co-ordinating spontaneous volunteers



6 'Co-ordinating & Deploying' Spontaneous Volunteers

LCC should consider the circumstances under which they are willing to utilise spontaneous volunteers and accept their support in a particular emergency. As part of this, LCC should:

- Develop a co-ordinated approach with a single point of contact;
- Inform people how they can volunteer;
- Develop a framework for registering and briefing volunteers;
- 'Deploy' volunteers for the approved tasks that are appropriate for them to complete;
- Expect all volunteers to be competent in their offer of assistance;
- Develop a registration process to select suitable volunteers to conduct each task;
- Establish whether any tasks require specialist skills or training. For such tasks, decide whether it is possible to verify volunteers skills, qualifications or experience;
- Develop procedures for briefing/debriefing volunteers to highlight on-going risks and receive feedback from volunteers;
- Ensure that volunteers have the correct PPE at the start of each shift
- Consider volunteers who can leverage local knowledge and resources, including:
 - Knowledge of the location that could help responders who are unfamiliar with the area;
 - Knowledge of the location of vulnerable people; and
 - Social networks (for example, recognised clubs and societies) that can be used to 'deploy' trustworthy volunteers.

7 Spontaneous Volunteer Co-ordinator Role (VC)

This key role is to manage the Volunteer Reception Centre and oversee the process of registering, tasking and deploying spontaneous volunteers. It will need to be undertaken by a trained employee of LCC from the LCC Assets and Resilience team or LCC Emergency Planning and Business Continuity Service.

Support staff can be provided to the VC from other agencies that are signed up to Lincolnshire's Voluntary sector Memorandum of Understanding such as the British Red Cross or LCVS and trained District Council Staff. Training for this role will be provided by LCC Emergency Planning and Business Continuity Service (*see training strategy*).

Resourcing staffing for the Volunteer Reception Centre will be the Gold Command's responsibility.

The VC should consider a number of steps before deploying volunteers:

- Ensure contact details/health and insurance forms are completed.
- Make sure they understand essential information about the emergency and its effects on the community.
- Make sure the volunteer is aware of their specific role.
- Ensure they have a clear understanding of the lines of communication and any procedures to use.
- Brief them on any equipment they may be using and how to use it safely.
- Inform them of work hours and welfare details.
- Tell them whom to report to, where and when and how to report back any issues.
- Confirm how you will debrief the volunteer and how you may follow up any future communication.

8 Training Strategy

Lincolnshire County Council Emergency Planning and Business Continuity Service will provide training in relation to this policy on the Volunteer Co-ordinator Role. The training will cover;

- The differences between volunteers, paid members of staff and organised volunteers, such as their motivations, aims and skill levels;
- Briefing on safeguarding
- The need for different styles of management to maximise the productivity of spontaneous volunteers;
- How volunteers can help achieve operational objectives;
- How volunteers may have personal aims to achieve;
- The processes that assist volunteer co-ordination, such as registration, tasking, monitoring and feedback, and how this may be used to enhance the response and recovery; and
- The importance of setting a good example for volunteers, such as ensuring that staff and others have the correct PPE and follow proper procedure.

The VC will need to be trained on how to communicate with the existing command and control structures to ensure that volunteers are being used in the most appropriate way.

9 Volunteer Reception Centre (VRC)

A Volunteer Reception Centre (VRC) provides the rally point to co-ordinate, register and deploy volunteers.

The venues of reception centres cannot be pre-identified as it will be dependent on the location, nature, type and scale of the emergency. The most suitable venue for a VRC will be established by LCC Emergency Planning and Business Continuity Service as they hold contact details of suitable venues that could be utilised in emergency response and recovery as part of their places of safety planning.

Lincolnshire County Council's Emergency Planning and Business Continuity Service will open up a VRC. The VRC will be open during office hours only. Signage will clearly identify the entrance and reception desks. All signage will be provided by LCC Emergency Planning and Business Continuity Service.

10 Registration layout (for a large scale response)

This process for registration of spontaneous volunteers has to be very flexible and adaptable and can be scaled up or down depending on the requirements of the VRC and the number of SVs presenting at the centre.

Possible Roles and Layout

- **Welcome Officer**

This role is to distribute forms and pens to all potential SVs for them to complete and then to answer questions about the form.

- **Queue Keeper**

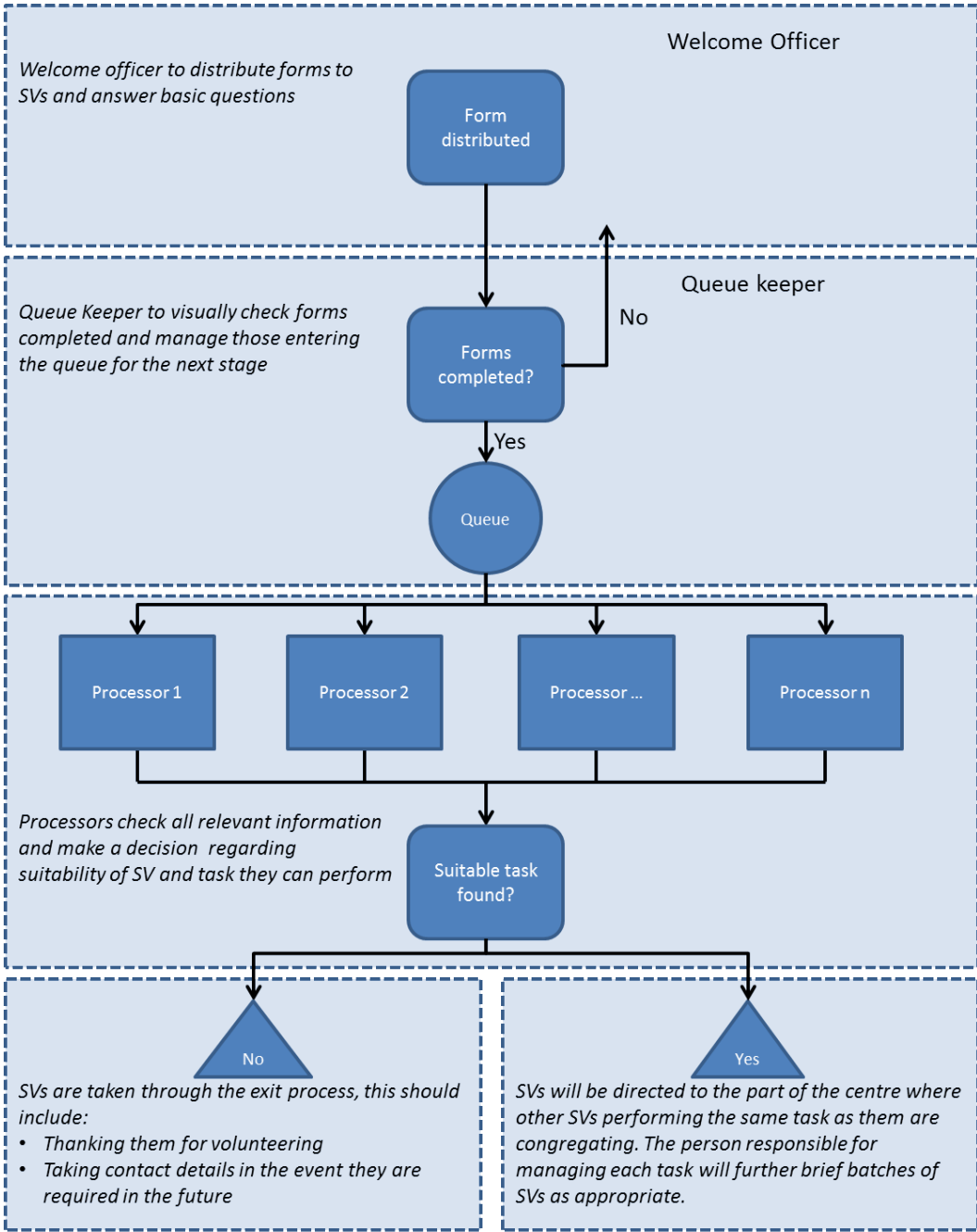
Once the potential SV has filled out the form they take it to the Queue Keeper who checks the form to ensure all sections have been completed, if this is the case the potential SV can join the queue to be processed. This role is responsible for ensuring the queue moves forward.

- **Processor**

This is a trained role to review all sections of the form that have been answered by the potential SV, asking pertinent questions to get more information from (and answer questions posed by) the SV. On completion, the Processor should identify if the SV is to be involved at this stage in the response/recovery and which task(s) they are eligible to perform. If the task that the SV is to perform requires further briefing the SV is directed to a place where all SVs performing this task will be briefed simultaneously.

- **Supervisor**

This role is responsible for managing any SVs who are asking complex questions or becoming difficult. If an SV falls into this category either the Processor or Welcome Officer will move the SV to a separate queue where they will wait to see the Supervisor. When the Supervisor has dealt with the enquiry, the SV will re-join the process at the appropriate stage.



Supervisor
The Supervisor is to answer more difficult questions posed by SVs. Processors and the Welcome Officer identify SVs who are posing challenging questions or exhibit more challenging behaviours. Challenging SVs are directed to a queue and will be seen when the Supervisor is available. When their enquiry has been resolved they re-join the process at the point they exited or exit the process if decided by the Supervisor.

11 Process Documentation

All process documentation will be provided by LCC Emergency Planning and Business Continuity Service, this includes;

- Volunteer Briefing Sheet
- Volunteer Registration and Contact Details Form
- Volunteer Health Form
- Insurance Briefing Form
- Volunteer Task Sheet
- Risk Assessments
- Data Consent Form (under Data Protection Act)
- Model Release Form

All documentation is held in a separate document “Spontaneous Volunteer Coordinator Document Pack.”

Fast Track Registration

Depending on the scale and type of emergency response/recovery and what tasks spontaneous volunteers are being asked to conduct, it will be at the Volunteer Co-coordinators discretion on how much information is taken from the volunteer. In some cases a name addresses and contact number is sufficient if the volunteer is carrying out a very low risk task.

It is important to avoid any unnecessary bureaucracy however it is essential that volunteers are deployed in a safe and effective way.

Upon arrival at the VRC the volunteer will be asked to sign in. They will be asked to sit with the VC or VC assistants to complete the relevant paperwork before being deployed to the most appropriate task for their skill set/ ability.

Processes for recording offers of help from volunteers, may include:

- Contact details and next of kin;
- Relevant skills, experience and training;
- Whether the offer was accepted or why it was declined.

12 Data Protection Considerations

This policy acknowledges the Lincolnshire County Council's principles on data protection and confidentiality as per the Lincolnshire County Council Information Governance Data Protection Policy.

Due to the nature of spontaneous volunteering (e.g. for a limited purpose and time period) it is important that any personal data collected during the registration process is (only) 'adequate, relevant, and not excessive' in relation to the purpose for which it is processed, and not kept any longer than is necessary. The need to share personal data beyond the registration process is highly unlikely. The Spontaneous Volunteers registration form should include an acknowledgement of confidentiality and data protection.

At the point of contact, volunteers will be made aware and required to give consent for the recording of personal details sufficient to ensure their own safety. Depending on the nature of the emergency, the volunteer activities undertaken, and the occurrence of any accidents, records collected during registration should be destroyed within a reasonable time period, and in line with retention and disposal schedules currently set by Lincolnshire County Council.

13 Collective Groups of Volunteers presenting at a VRC

In some cases it will not be individuals presenting at a VRC but collective groups of people with a common desire to offer their time, this could be for example a whole family or next door neighbours who are not 'official' volunteers. In this case the VC can use their discretion on registration and take for example the 'head of the families' details as the central contact on behalf of the collective rather than all the family registering individually to save unnecessary paperwork.

14 Identifying Suitable Tasks

A framework for tasking volunteers should be developed in advance of an emergency to reduce risk. Potential risks include those to:

- The volunteers;
- The victims of the emergency;
- Other responders; and
- The reputation of the organizations involved.

LRF partner agencies should identify which of their tasks, if any, may benefit from the support of volunteers. Risk assessment of the tasks should be undertaken.

As far as practicable a list of approved tasks should be developed that are suitable for volunteers to be tasked to carry out. However, some tasks only become apparent during an emergency and so a dynamic risk assessment process is also needed. Volunteers should not be allocated to tasks if there is uncertainty about the risk assessment. Risk assessments should be periodically reviewed to identify how to further reduce risks.

In most circumstances, spontaneous volunteers will be used to carry out unskilled tasks under supervision. Tasks will be dependent on the type of incident. While volunteers shouldn't feel over-committed or over-loaded in their work, it is also important that they are engaged in productive tasks and get a sense of achievement from their voluntary work. The VC will allocate appropriate tasks to volunteers depending on what is required by tactical commanders and the volunteer ability/skill set.

Pre identified suitable tasks could include;

- Distribution of donated items: sorting out clothing / bagging up food parcels
- Assisting with evacuated pets
- Provision of light refreshments
- Assistance in interpreting (not medical interpretation)
- Cleaning
- Assisting with re-occupation of homes/affected sites
- Physical labour (such as street/ house clean up)
- Community Impact Assessments – an assessment of the overall impact of the incident on the community
- Open area searching (Only under supervision of Police Search Advisors)
- Clearing Snow and Ice

Things to consider when tasking volunteers;

- Appropriate qualifications or experience required for each role, and whether these can be confirmed during an emergency;
- The availability of the PPE required for certain tasks.

Appropriate monitoring and supervision of volunteers should help LCC reduce the level of risk associated with volunteer duties and increase the satisfaction of volunteers and recipients of assistance. LCC should:

- Minimise the amount of lone working of volunteers by establishing appropriate levels of supervision by emergency managers and the organised voluntary sector,
- Develop record keeping process to monitor where volunteers are deployed to and the hours they have assisted for;
- Match the capability of the volunteer with the demands of the task to ensure individuals are working within their capabilities; and
- Consider other forms of monitoring, such as volunteers working with other local structures that are already known and trusted by LCC.

15 Volunteer Welfare

It is the responsibility of the VC to ensure that volunteers understand the task they have been given and to report back to them should any issues arise. It is important to advise volunteers have breaks. It will be essential to account for all volunteers at the end of the day by ensuring they are debriefed and signed out.

To ensure volunteers know what to expect the media message will need to outline;

- The equipment they will be expected to bring with them;
- To wear appropriate clothing including footwear;
- Means of communication ie mobile phone

As part of the briefing all volunteers will be informed on;

- The equipment that will be provided dependent on the task;
- The provision of on-going support that volunteers may require during and after their involvement, including;
- Rest centre facilities including food and washing facilities;
- Psychological well-being as volunteers may not have the training on how to manage the strain of emergencies; and
- The reimbursement of expenses that volunteers will be entitled to, and how to claim these.

16 Equipment for Volunteers

Equipment required for tasks that have been identified as suitable to allocate to spontaneous volunteers will need to be provided. British Red Cross has a contract with Tesco supermarket for immediate emergency provisions at the discretion of the store manager. LCC Emergency Planning and Business Continuity Service will be able to procure equipment such as basic personnel protective equipment.

As part of the registration process volunteers will be given a form of identification.

Volunteers will not be deployed until they have been properly briefed on the health and safety considerations of the task & clear parameters of the task to be undertaken have been understood.

17 Communications/ Media

Media messages will be crucial to assist in the co-ordination of the spontaneous volunteers. Through the LRF Warning and Informing cell public information messages should be given out over social media and local radio/television regarding the spontaneous volunteer response.

This could include;

- Where and when volunteers can offer their help;
- The types of tasks volunteers are doing;
- The resources that volunteers should bring with them;
- The support that will be provided to volunteers;
- .Where they can get more information about being a volunteer;
- Issues regarding volunteer liability and insurance; and
- The benefits of working with the official response, such as reducing the duplication of effort.

Social media should be closely monitored throughout the event as this is often how spontaneous volunteers will communicate with each other.

LCC should consider;

- When to communicate with volunteers, from the beginning of the response to after the recovery stage has been completed;
- What sort of information should be frequently communicated to volunteers, for example
 - When volunteers first offer their help, to communicate why the style of leadership is command and control;
 - During the response, to communicate regular updates of the number of households that have received help and how many still need support; and
 - After the response, to communicate how they may continue to volunteer.

18 Risk Assessments

Underpinning volunteer tasks and any liability claims will be the completion of task risk assessments. Generic risk assessments and a dynamic risk assessment template will be provided to the VC in the document pack.

(Please refer to co-ordination of Spontaneous volunteer's document pack)

Volunteers may have training needs that would increase their effectiveness and reduce risks. If appropriate LCC should provide volunteers with training on:

- Frequently encountered hazards for different types of emergencies.
- How to complete simple tasks such as:
 - Safe handling procedures;
 - Properly using any equipment provided by responders; and
 - Etiquette for using communication radios.
- Forbidden acts;
- Specific and specialist roles that volunteers might be given.

LCC should consider which of this training is offered before volunteer 'deployment', during response, or after the emergency.

19 Volunteer Insurance

LCC's insurers will cover both organised and spontaneous volunteers acting 'under its direction' (logged as an individual who has 'deployed.')

This can be achieved through other LRF partners directing activity on the ground. It would not cover anyone who simply self deploys without LCC's knowledge.

Volunteers are covered by LCC's employer's liability policy which is currently placed through Zurich, policy number QLA-10A002-0143. The policy provides cover in the unlikely event that if an individual volunteer is injured and the Council is found at fault then compensation will be paid. This policy is not an automatic compensation policy. It is the same level of cover in place for all the Council's employees. It also provides protection to volunteers from claims being made against them providing you are carrying out activities that have been approved by your volunteer supervisor.

The key policy point is the insurance provides cover for activities but does not infer automatic compensation payment – unless LCC 'negligence' can be proved. This policy details what, how and when we will use volunteers so it can be documented for insurance purposes.

It is for insurance purposes that the VC must be an employee of LCC.

20 Safeguarding

Safeguarding is 'everyone's responsibility' LCC must ensure that their approach to volunteers is compliant with safeguarding principles.

The VC should review LCC Safeguarding policies and procedures this will ensure safeguarding best practice is adhered to.

Spontaneous volunteers should never be deployed into a scenario where they would have 'unsupervised contact with any child or vulnerable adult.'

Disclosure and Barring Service (DBS) checks would only be required if volunteers were put into 'regular, unsupervised contact' with vulnerable groups.

Everyone is responsible for reporting any safeguarding concerns they may encounter, during any work with volunteers or whilst supporting communities, groups or individuals who may have been affected by civil emergencies.

The VC must appropriately brief SVs on safeguarding issues when they are deployed and ensure that volunteers are aware of the Council's Safeguarding Policy on Children and Adults. The SV should be made aware of how to report any issues they may encounter. Further guidance can be found in the County Council's safeguarding policies and procedures (*Currently draft document*).

The VC should report any child or vulnerable adult protection issues through to the County Councils Customer Service Centre for appropriate action.

21 Deniability Process

Some volunteers may have to be informed that they are not suitable for the required tasks. This could be due to factors such as declared medical conditions or criminal convictions. If a volunteer declares a medical condition, disability or other factor that may affect their ability to carry out certain tasks required the VC must be consulted and appropriate action taken. This could be to thank the volunteer but to explain that they are not required on this occasion, a referral or doctors note on the state of their health or further investigation/discussion. An audit trail of why the decision has been made not to accept the volunteer must be kept in writing.

If volunteers are abusive to VRC staff this is unacceptable behavior that will not be tolerated.

LCC should;

- Agree procedures for declining offers of help from volunteers, such as:
 - Where the risk to volunteers is too high; and
 - Where volunteers may be incapable of completing the work (for example, due to the physical or mental health of the volunteer).
- Consider the potential added risks from volunteers working without support of emergency managers if their offer of help is declined, and whether finding ways of involving these individuals may minimise risk; and
- Consider involving organised voluntary groups which have volunteers that have already had their credentials checked and who have been trained in emergency response.

Appropriate work practices for volunteers should include;

- Ensuring volunteers are supervised whilst working;
- Only asking volunteers to work during daylight hours;
- Ensuring volunteers avoid hazards;
- Ensuring that volunteers have the appropriate resources to safely deliver their task, such as PPE;
- Removing volunteers from potentially dangerous situations early; and
- Withdrawing or redeploying volunteers when risks cannot be reduced to a satisfactory level.

Consider the potential reputational damages posed by the involvement of volunteers, such as:

- Breaches in confidentiality;
- Misrepresentation of the organization to the public/media;
- Misconduct by volunteers;
- Harm to volunteers or those they help; and
- Provision of misinformation.

If a volunteer is reported to have breached any of the above the VC has the authority to tell the volunteer that their assistance will not be required and the offer of help terminated and recorded in the VC incident log.

22 First Aid Provision

Depending on the scale and numbers of spontaneous volunteers first aid provision by trained personnel should be considered at the VRC. This will most likely be provided by an organised voluntary agency such as the British Red Cross or St John Ambulance and will be co-ordinated through the LCC Emergency Planning and Business Continuity Service on the request of the VC.

23 Debriefing and Longer Term Recovery

It is an essential part of the process to debrief volunteers who have played a role in the response or recovery to an emergency. In extreme circumstances some individuals may need signposting to support services as some volunteers may have unknowingly been exposed to stressful or upsetting events.

All volunteers should be thanked for giving up their time to assist. Records of all volunteers' details should be destroyed unless the volunteer requests to be kept on file as they could be called upon for future events or signposted to existing voluntary sector agencies.

LCC should consider the longer term roles that volunteers can have in the on-going recovery. For example, before the volunteers leave the response and recovery, LCC should communicate to volunteers:

- The resources that will remain after the official recovery phase has ended, and the continuing roles available to volunteers;
- The role of the community in its own long term recovery and how volunteers may support this; and
- The value of volunteers providing longer-term support to those affected by the emergency, such as helping to rebuild social groups.

LCC should maintain and enhance resilience by encouraging volunteers to accept an organised volunteer role, by encouraging volunteers to:

- Join voluntary organisations aligned to the tasks they have been delivering as a spontaneous volunteer, such as the organised voluntary sector or groups already established by emergency services;
- Establish their own organised voluntary group that could operate independently of established organizations; and
- Participate in exercises and training that are conducted by the LRF.

LCC should evaluate and continually improve spontaneous volunteer's involvement procedures. Following exercises or an actual emergency, LCC should evaluate and update its plans for working with spontaneous volunteers. This should involve reviewing volunteer involvement in the response and recovery from the perspectives of spontaneous volunteers, emergency managers, organised voluntary sector and other stakeholders. Other sources of information to improve the plans should be regularly identified from published reports (such as research projects and government studies) and lessons learned from exercises and training.

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**Open Report on behalf of Dr Tony Hill,
Executive Director of Community Wellbeing and Public Health**

Report to:	Community & Public Safety Scrutiny Committee
Date:	13 April 2016
Subject:	Community Substance Misuse Treatment Services Re-commissioning Update

Summary:

In March 2015 the Executive approved the re-commissioning of substance misuse treatment services, agreeing that the contracts should be reviewed at the end of the current contract period. Given the contribution that substance misuse treatment makes towards achieving key outcomes in the Public Health Outcomes Framework and towards the objectives of the Joint Health and Wellbeing Strategy, it was felt re-commissioning was appropriate. The treatment of substance misuse is a statutory obligation of the Council.

The Executive also agreed to extend contracts from 31 March 2016 to the 30 September 2016 to support the re-commissioning and re-procurement of substance misuse treatment and to allow an adequate handover period for this vulnerable client group.

This paper provides an update on progress on this re-commissioning work, identifying achievement against the key milestones for delivery.

Actions Required:

Members of the Community and Public Safety Scrutiny Committee are invited to consider and comment on the report and highlight any further actions required.

1. Background

Lincolnshire County Council is responsible for the treatment of substance misuse for all Lincolnshire residents. At the present time service providers include Addaction, Young Addaction, LPFT (Drug and Alcohol Recovery Team) and NACRO, and incorporate pharmacological and psychosocial services, including brief interventions, harm minimisation, relapse prevention and peer support. On the whole, these services have been in place for 16 years and have not been subject to a competitive tender during this time; this is because contracts were previously held within the NHS.

The transfer of commissioning responsibility for this, and other contracts, to the County Council has provided the opportunity to re-commission these services as contracts expire, and in March 2015 the Council's Executive gave agreement that these contracts could be re-commissioned owing to the contribution they make to the Public Health Outcome Framework and the wider Joint Health and Wellbeing Strategy.

Significant engagement and consultation has been undertaken which has included:-

- Meetings with current providers, potential new providers, the Lincolnshire Local Medical Committee, the Lincolnshire Local Pharmacy Committee, the Police and Crime Commissioner, Shared Care General Practitioners, United Lincolnshire Hospitals NHS Trust representatives, Lincolnshire Courts, the Integrated Offender Management Board and Healthwatch;
- Engagement events with service users and peer mentors;
- Three engagement events with current providers, potential providers and stakeholders;
- Attendance at Clinical Commissioning Group Board meetings;
- Questionnaire for treatment naive, previous and current service users;
- Questionnaire for GP's
- Questionnaire for family, friends, interested parties and staff.

Findings from this engagement and consultation indicate overall support for the continuation of specialist treatment services and provide insight into what service users, providers and stakeholders expect of a new system. Key findings include:-

- The potential to review the opening hours of the services and their locations given the vast geographical area Lincolnshire covers;
- The current services on the whole have been well received and are valued;
- The levels of support received and the understanding nature of the treatment service workers was particularly noted; and
- A recurring theme around a desire to volunteer within the services, or gain employment within them, once the service user had completed their own recovery journey.

A session held during June 2015 with current providers, stakeholders and interested parties was used to understand their view of treatment services, both at a strategic and operational level. Detail was provided on a benchmarking exercise undertaken and attendees were asked to consider the strengths and weaknesses

of each of the five proposed models of service delivery that had been evidenced elsewhere.

The five models proposed were:-

- Model One: One contract encompassing all elements, i.e. an integrated drug and alcohol treatment and recovery service for all ages.
- Model Two: One contract for an integrated drug and alcohol treatment service for all ages and a second contract for recovery/move on and mutual aid.
- Model Three: One contract for an integrated drug and alcohol treatment service for adults and a separate contract for an integrated drug and alcohol treatment service for young people.
- Model Four: One contract for a drug treatment service and a separate contract for an alcohol treatment service.
- Model Five: One contract for opiate treatment and recovery for all ages, a separate contract for alcohol treatment and recovery for all ages, and a third contract for non-opiate treatment and recovery for all ages.

Attendees also had the opportunity to state what their "must haves", "nice to haves" and "can live without" elements of service would be given a restricted budget. The main areas of discussion centred on consideration of an integrated drug and alcohol service with a contract that allowed flexibility and innovation from the successful provider.

Following the session, the findings were reviewed in detail and the potential models were narrowed down from five to one. The delegates initially showed preference for either model one or model two, but wanted a contract that was not prescriptive in the way services and support was delivered. They preferred a contract which could be segmented as required in terms of providing services to both young people and adults covering all drugs and alcohol use. After consideration, it was concluded that model two would allow for development of this.

As such the newly commissioned services contain one contract for treatment services and one contract for recovery services. As part of the procurement process providers have had the opportunity to bid on both elements, evidencing value for money and economies of scale.

At a second engagement event, model two was presented to delegates to undertake an impact analysis of the two elements. Attendees supported this proposed model and were pleased their views had been taken into consideration. The session also concentrated on the overarching principles of service delivery because details around where services would be located would not be known until the contracts had been awarded at the start of 2016. The two services ensure that there would be a focused treatment service which provides both pharmacological and psycho-social interventions for users of all drug types and alcohol. Alongside

this clinical service is a recovery service which provides users with peer support and practical assistance to re-integrate into the community, e.g. through support to access employment and housing.

The impact analysis highlighted areas for consideration for the new provider, such as ensuring services were accessible to all ethnic groups, with consideration given to ethnic minority groups who have a higher propensity to misuse substances. Although Lincolnshire has a relatively small population of these groups and, thereby does not indicate the need for a separate service provision, any future services would need to ensure they are accessible and sensitive to the needs of this population. Stronger working links also need to be developed with domestic abuse services, children and family services, mental health services and sexual health services.

Agreement for the budget for this recommissioning was set with a 25% reduction in finance for the new services to reflect the need for the council to meet its future budget targets. This decrease in funding was anticipated by the commissioning team and work had been conducted to reduce the risks this posed and to ensure that the new model was still capable of achieving its aims and objectives with the lower amount of finance available.

A third and final engagement and consultation event was held on the 17th November 2015 to confirm the model with potential providers and provide more detail around the tendering process, including the timescales and the e-tendering portal – Delta.

The two service specifications were completed in December 2015 and the tender went 'live' from the 29th December 2015 until the 3rd February 2016. In total 12 bids were received, 6 for Lot 1, the countywide drug and alcohol treatment service; and 6 for Lot 2, the countywide recovery service. Bids were received both from the current, incumbent providers and also from organisations from around the country, including large drug and alcohol charities, localised NHS trusts and smaller drug and alcohol services who presently work in smaller geographical areas.

Marking and moderation of the received bids was conducted between the 4th February 2016 and the 7th March 2016 with the result being a recommendation that Addaction be awarded the contract for Lots 1 and 2. This recommendation was agreed by Tony Hill and Cllr Bradwell on the 11th March 2016 and notification to the successful and unsuccessful bidders was communicated to them on the 14th March 2016.

The implementation of the new services commenced in earnest at the beginning of April 2016 with both new services having detailed mobilisation plans as part of their tender submission. The commissioning team are fully involved in the implementation process and will ensure that all necessary assurances are in place that the services will be ready to go live on October 1st 2016.

2. Conclusion

- The project plan for the re-commissioning of these services is on target and progress against key milestones is summarised in Appendix A.
- The 'Go Live' date for the new services is the 1st October 2016.
- As previously discussed, following the implementation of the new services there will be an offer to councillors to be involved in a 'meet and greet' with the providers, as per this Committee's previous request

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Re-Commissioning Milestones

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Tony McGinty, who can be contacted on 01522 554229 or tony.mcginty@lincolnshire.gov.uk

APPENDIX A

Milestone	Deadline	Progress
Issue the Prior Information Notice (PIN)	March 2015	Completed
Review corporate needs (Including a review of relevant national policies and guidance; regional and local guidance and literature; local priorities and objectives)	March 2015	Completed
Review of felt/expressed/normative needs (Including undertake stakeholder analysis; produce a communication/engagement plan; stakeholder engagement events)	March 2015	Completed
Review of comparative needs (including desktop commissioner consultation; agree framework for benchmarking exercise and analysis; analyse comparator area data)	April 2015	Completed
Complete the Health Needs Assessment (including a review of epidemiological evidence base)	April 2015	Completed
Commissioning Plan written	July 2015	Completed
Impact Analysis	August 2015	Completed (to be reviewed with new provider)
Pre-procurement consultation (Market analysis)	September 2015	Completed
Specification writing	November 2015	Completed
ITT writing	December 2015	Completed
Evaluation of tender	March 2016	Completed
Notify successful/ unsuccessful tenderers	March 2016	Completed
Mobilisation – handover period	April – September 2016	Commenced
GO LIVE	1st October 2016	

**Open Report on behalf of Richard Wills,
Director responsible for Democratic Services**

Report to:	Community and Public Safety Scrutiny Committee
Date:	13 April 2016
Subject:	Community and Public Safety Scrutiny Committee Work Programme

Summary:

This item enables the Committee to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focused where it can be of greatest benefit. Members are encouraged to highlight items that could be included for consideration in the work programme.

The work programme will be reviewed at each meeting of the Committee to ensure that its contents are still relevant and will add value to the work of the Council and partners.

Actions Required:

Members of the Committee are invited to consider and comment on the work programme as set out in Appendix A to this report and highlight any additional scrutiny activity that could be included for consideration in the work programme.

1. Background

The Committee's work programme for the coming year is attached at Appendix A to this report. The Committee is invited to consider and comment on the content of the work programme.

Work Programme Definitions

Set out below are the definitions used to describe the types of scrutiny, relating to the items on the Work Programme:

Budget Scrutiny - The Committee is scrutinising the previous year's budget, or the current year's budget or proposals for the future year's budget.

Pre-Decision Scrutiny - The Committee is scrutinising a proposal, prior to a decision on the proposal by the Executive, the Executive Councillor or a senior officer.

Performance Scrutiny - The Committee is scrutinising periodic performance, issue specific performance or external inspection reports.

Policy Development - The Committee is involved in the development of policy, usually at an early stage, where a range of options are being considered.

Consultation - The Committee is responding to (or making arrangements to) respond to a consultation, either formally or informally. This includes pre-consultation engagement.

Status Report - The Committee is considering a topic for the first time where a specific issue has been raised or members wish to gain a greater understanding.

Update Report - The Committee is scrutinising an item following earlier consideration.

Scrutiny Review Activity - This includes discussion on possible scrutiny review items; finalising the scoping for the review; monitoring or interim reports; approval of the final report; and the response to the report.

2. Conclusion

To consider and comment on the Work Programme.

3. Consultation

a) Policy Proofing Actions Required

This report does not require policy proofing.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Community and Public Safety Scrutiny Committee Work Programme
Appendix B	Forward Plan of Decisions relating to Community and Public Safety Scrutiny Committee

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE

Chairman: Councillor Chris Brewis
Vice Chairman: Councillor Linda Wootten

13 April 2016		
Item	Contributor	Purpose
Emergency Planning – Volunteers Policy	David Powell, Head of Emergency Planning	Consultation
Exercise Barnes Wallis Update	David Powell, Head of Emergency Planning	Update Report
Substance Misuse Treatment Recommissioning Update	Tony McGinty, Consultant in Public Health; Robin Bellamy, Wellbeing Commissioning Manager	Update Report
Lincolnshire Community Safety Partnership Priority Areas Update	Mark Housley, County Officer Public Protection, Sara Barry, Safer Communities Manager	Update Report
Sitting as the Crime and Disorder Committee		
Crime and Disorder Priorities Progress Report	Mark Housley, County Officer Public Protection	Update Report

01 June 2016		
Item	Contributor	Purpose
Lincolnshire Association of Local Councils (LALC)	Trisha Carter, Chief Executive LALC	Update Report
Assuring Sustainability of the Lincolnshire Archive	Tony McGinty, Consultant in Public Health	Pre-Decision Scrutiny <i>Executive: 7 June 2016</i>
Integrated Risk Management Plan	Nick Borrill, Acting Chief Fire Officer	Pre-Decision Scrutiny <i>Executive: 7 June 2016</i>
Blue Light Collaboration Project	Nick Borrill, Acting Chief Fire Officer	Pre-Decision Scrutiny <i>Executive: Between 6 June 2016 and 6 July 2016</i>
Performance Report, Quarter 4 (1 January to 31 March 2016)	Jasmine Sodhi, Performance and Equalities Manager; Mark Housley, County Officer Public Protection; Tony McGinty, Consultant in Public Health; Nick Borrill, Acting Chief Fire Officer	Performance Scrutiny

13 July 2016		
Item	Contributor	Purpose
Domestic Abuse Update	Karen Shooter, County Domestic Abuse Manager	Update Report
Substance Misuse Treatment Recommissioning Update	Tony McGinty, Consultant in Public Health; Robin Bellamy, Wellbeing Commissioning Manager	Update Report

14 September 2016		
Item	Contributor	Purpose
Future of the Heritage Services	Tony McGinty, Consultant in Public Health	Pre-Decision Scrutiny <i>Executive: 4 October 2016</i>
Prevent Update	Nicole Hilton, Community Assets and Resilience Commissioning Manager	Update Report
Integrated Approach to Reducing Offending; and Reoffending	Mark Housley, County Officer Public Protection	Status Report
Performance Report, Quarter 1 (1 April to 30 June 2016)	Mark Housley, County Officer Public Protection; Tony McGinty, Consultant in Public Health; Nick Borrill, Acting Chief Fire Officer	Performance Scrutiny

02 November 2016 Committee Room, NKDC, Sleaford – 10.00 am Site Visit – Sleaford Library & Ruskington Community Hub		
Item	Contributor	Purpose
Libraries Update	Tony McGinty, Consultant in Public Health	Update Report
Performance Report, Quarter 2 (1 July to 30 September 2016)	Mark Housley, County Officer Public Protection; Tony McGinty, Consultant in Public Health; Nick Borrill, Acting Chief Fire Officer	Performance Scrutiny
Domestic Abuse Update	Karen Shooter, County Domestic Abuse Manager	Update Report

To be scheduled

- Lincolnshire Resilience Forum
- Local Welfare Support Scheme

For more information about the work of the Community and Public Safety Scrutiny Committee please contact Daniel Steel, Scrutiny Officer on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Forward Plan of Decisions relating to Community and Public Safety Scrutiny Committee

DEC REF	MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	DOCUMENTS TO BE SUBMITTED FOR DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	RESPONSIBLE PORTFOLIO HOLDER AND CHIEF OFFICER	KEY DECISION YES/NO	DIVISIONS AFFECTED
I010171	Assuring Sustainability of the Lincolnshire Archives	7 June 2016	Executive	Depositors' Stakeholder Event; Community and Public Safety Scrutiny Committee	Report	Community Assets and Resilience Commissioning Manager Tel: 01522 553786 Email: nicole.hilton@lincolnshire.gov.uk	Executive Councillor: Libraries, Heritage, Culture, Registration and Coroners Service and Executive Director of Community Wellbeing and Public Health	Yes	All Divisions
I010919	Fire and Rescue - Draft Integrated Risk Management Plan	7 June 2016	Executive	Public consultation; Community and Public Safety Scrutiny Committee	Report	Acting Chief Fire Officer Tel: 01522 582202 Email: nick.borrill@lincoln.fire-uk.org	Executive Councillor: Fire and Rescue, Emergency Planning, Trading Standards, Equality and Diversity and Chief Fire Officer	Yes	All Divisions
I011034 New!	Blue Light Collaboration Project	Between 6 June 2016 and 6 July 2016	Executive	Community and Public Safety Scrutiny Committee	Report	Executive Director of Finance and Public Protection Tel: 01522 553961 Email: pete.moore@lincolnshire.gov.uk	Executive Councillor: Fire and Rescue, Emergency Planning, Trading Standards, Equality and Diversity and Executive Director of Finance and Public Protection	Yes	All Divisions
I010710	Future of the Heritage Services	4 October 2016	Executive	Community and Public Safety Scrutiny Committee	Report	Community Assets and Resilience Commissioning Manager Tel: 01522 553786 Email: nicole.hilton@lincolnshire.gov.uk	Executive Councillor: Libraries, Heritage, Culture, Registration and Coroners Service and Executive Director of Community Wellbeing and Public Health	Yes	All Divisions

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**Open Report on behalf of Pete Moore,
Executive Director of Finance and Public Protection**

Report to:	Community and Public Safety Scrutiny Committee
Date:	13 April 2016
Subject:	An update on the Lincolnshire Community Safety Partnership Priority areas

Summary:

This report provides an update on the Lincolnshire Community Safety Partnership (LCSP). This includes the priority setting process, structure of the LCSP and progress highlights for each of the priority areas.

Actions Required:

Members of the Committee are invited to consider and comment on the contents of the report and the progress of the priority areas.

1. Background

1.1 Structure of Lincolnshire Community Safety Partnership

- 1.1.1 Community Safety arrangements in Lincolnshire were restructured over four years ago to create an informally merged Community Safety Partnership for the county. Attendance is made up of 14 voting members and several non-voting organisations (see Appendix A). Since the restructure attendance at the quarterly meetings has been consistently high. Following a request at the February meeting, a paper is currently being drafted, to be discussed at the May meeting, regarding the formal merger of the partnership.
- 1.1.2 LCSP's priorities are supported by a Strategic Management Board (SMB). These multi-agency boards, led by different partners, are responsible for developing and actioning delivery plans; reporting progress to the LCSP on quarterly basis. The reports focus on current challenges and risks which will impede progress against the delivery plan and the support of the strategic LCSP is sought to unblock any issues. Please see Appendix A for an illustration of the LCSP's structure.
- 1.1.3 The partnership provides an opportunity to share good practice, discuss further opportunities for joint working and to challenge the way we do

things. There is a standing agenda item for 'Cross Cutting/Emerging Issues' under which themes identified as common to a number of SMBs or local CSPs can be discussed and addressed.

1.2 Setting Priorities

- 1.2.1 The LCSP priorities are set through a robust process that includes a comprehensive strategic analysis of crime, anti-social behaviour and other community safety issues (this is produced by the Police and Lincolnshire County Council with the input of a wide range of partner agencies) and a priority setting event which facilitated a healthy debate and thorough examination of the recommendations contained within the strategic assessment.
- 1.2.2 In 2015/16 the partnership moved from a one year to a three year cycle in recognition that re-visiting strategic priorities each year has undermined the partnerships ability to take a longer term, more sustainable, approach to tackling significant underlying issues across the county. The LCSP has also challenged its own approach to priority setting and set itself a criteria when considering each issue including, for example, do we add value as a partnership?; do we recognise and tackle the emerging? and do we tackle the cause and prevent more?
- 1.2.3 Following the process described above, the following priorities have been agreed by the LCSP for the period 2015-18:
- Anti-Social Behaviour and Hate Crime
 - Domestic Abuse
 - Reducing Offending
 - Serious & Organised Crime
 - Sexual Violence
 - Substance Misuse
- 1.2.4 In January 2016 a strategic review was completed. The purpose of the document was to review the crime and disorder areas in order to assess whether the existing priorities are still current and whether there are any emerging issues to consider. As a result, some new areas were recommended as priorities. These were discussed by the LCSP and it was agreed that the 2015-18 priorities would remain unchanged. A summary of the discussion held in relation to each area is available at Appendix B.

2. Priority Area Updates

2.1 Anti-Social Behaviour and Hate Crime

Anti-Social Behaviour incidents continue to follow a downward trend, albeit were up slightly in the last quarter (0.5% compared to the same quarter last year).

The present case management system is no longer fit for purpose. As such, a new solution is being sought by a project team led by the Safer Communities Service. Partnership input at every stage of the project is crucial to its long term success.

The SMB have also been evaluating the county's use of the new powers and tools introduced in 2014. This has produced mixed findings and the SMB are using this as an opportunity to share learning and good practice.

Reporting of hate incidents is increasing and are currently (quarter 3 2015/16) 7% higher than the same point last financial year. The upward trend also continues for the number of hate crimes reported to the police. This is currently 42% higher year to date than in 2014/15. As Hate Crime is significantly under-reported this is to be seen as a positive. The Hate Crime Strategy has been updated and is currently out for consultation with partners. The timings of the delivery group have been amended to increase the levels of attendance at the meetings.

2.2 Domestic Abuse

Positively, incidents of domestic abuse reported to the police are 4.2% higher than the same quarter last year. However, the county has seen one domestic homicide this year; a domestic homicide review (DHR) is underway.

A strategic overview of domestic abuse has been produced and members of the SMB have worked through the report to explore the data, identify gaps and make recommendations which will form part of the delivery plan going forward. The Domestic Abuse Protocol was successfully launched at an event which saw over 150 practitioners in attendance. The partnership has experienced a significant challenge in securing funding for support services for 2016/17. Whilst this has been achieved, the partnership faces difficulties maintaining these services longer term.

2.3 Reducing Offending

There are two significant measures¹; one being re-offending for young people, presently 32.4%, this is an increase on last year, and adult re-offending which currently sits at 26.4%. The challenge facing the Youth Offending Service is that we are experiencing an ongoing downward trend in respect of the number of young people entering the criminal justice system and thus the smaller cohort contains a high number of complex and very difficult young people.

The key piece of work to be progressed this year is the re-design of the Integrated Offender Management Model. Historically this has been delivered by Police and Probation and has failed to engage Social Care or focus on the complex reasons for offending and re-offending. The previous model was populated from offenders who committed Serious Acquisitive Crime (Theft from Cars, Shop Lift, Burglary) and failed to address perpetrators of domestic abuse, violence, sexual crime etc. The new model brings together a team drawn from Police, YOS, CRC, NPS, FWT, LPFT, HMP, Housing and DWP. The model will be populated by those offenders who pose the most threat and risk (top 2% (130) who commit 13% of offences where the offender is known) and focus on the cause of the problem rather than symptoms. We believe this model will be highly successful and offer leadership nationally.

2.4 Serious and Organised Crime

Serious and Organised Crime (SOC) was a new priority for the partnership in 2015. A SMB is now well established and made good progress in tackling SOC. A local SOC profile has been developed with excellent contributions from partners. The main benefit of the partnership has been the information being shared amongst agencies which has enabled partners to reprioritise their efforts in dealing with people/groups that cause severe and complex issues. An action plan is being developed and will be shared with the LCSP in due course. The partnership has received good feedback from the Home Office in respect of its approach to addressing SOC and the partnership were able to respond positively to 'Questions for the CSP' posed by the Local Government Association.

2.5 Sexual Violence

¹ The measures are local to Lincolnshire and do not replace the existing MOJ measures but are meant to compliment and allow more timely and practical analysis. Although partner agencies are accountable nationally for the MOJ reoffending rate, the LCSP works to the local rate.

A profile of sexual violence has been produced. The intention behind the profile was to provide partners with a greater understanding of sexual violence in the county in order to help inform the development of a delivery plan to address this area. Key facts extracted from the profile include:

- The majority of sexual offences fall under the 'Other Sexual Offences' classification of which 'Sexual Assault on a Female Aged 13 and Over' and 'Exposure and Voyeurism' are the predominant offences.
- Rape offences account for just below 40% of all sexual offences and are mostly 'Rape of a Female Aged 16 and Over'.
- Reports of sexual offences have increased over the last four years. Between 2012 and 2014 reports of sexual offences increased by 55%.
- Most offences are reported on the same day or within a day of the offence happening and the majority (69%) of offences are reported within at least a week. However 9.8% are not reported until more than a year has passed since the offence took place with the longest reported around 30 years from the initial offence and 7 years on average.

The Substance Misuse Co-ordinator has been tasked with providing a co-ordination role to Sexual Violence. As such, in line with the LCSP structure, a Sexual Violence SMB and Sexual Violence Delivery Group are being established. The latter have already met and terms of reference for the SMB are currently being drawn up. Using the findings of the profile, a delivery plan will be written and implemented by these groups.

2.6 Substance Misuse

The Substance Misuse SMB has a target to reduce the number of alcohol related police incidents. The first two quarters of this year saw reductions, however in quarter three incidents were 1.8% higher than the same quarter the previous year.

There are a number of projects which are in place which it is anticipated will have a positive impact on the indicator. Op Quicksand in Lincoln has been adapted to incorporate a Pubwatch ban as well as a fine if the awareness course (offered for being drunk and committing a low level offence) is not taken up. The Blue Light Outreach project is seeing a reduction in the amount of incidents those engaging with the scheme are involved in. The Chamber of Commerce have been commissioned to develop a standardised Pubwatch across the county and ensure they are implemented in areas where there isn't one currently. A dual diagnosis strategy has also been developed with the commissioners of mental health and substance misuse services.

Treatment Services in Lincolnshire have just been recommissioned and will 'go live' October 2016. Two lots have been awarded; a Lincolnshire Alcohol

and Drug Community Treatment Service to be delivered by Addaction and a Lincolnshire Recovery Service to be delivered by Addaction and Double Impact.

2.7 Cross Cutting

In addition, the LCSP participated in a recent Boston Challenge meeting. The meeting was called to explore and add greater understanding to the issues faced in Boston and identify any appropriate partnership responses.

The LCSP has a website; available at www.lincolnshire.gov.uk/lincolnshire-community-safety-partnership. Plans have been agreed for the development of the website which will take place over the next few weeks. These include; a specific area for each priority, a public survey and a members only area.

Performance Management of the LCSP has been enhanced through the production of a dashboard. The dashboard collates the primary indicator for each SMB and is used by the SMB chairs when presenting their updates to members.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Lincolnshire Community Safety Partnership Structure Diagram
Appendix B	2016 Strategic Review – Outcome of LCSP Discussion on Recommended Priorities

5. Background Papers

There are no background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

This report was written by Claire Seabourne, who can be contacted on 01522 552609 or claire.seabourne@lincolnshire.gov.uk



- County-wide strategic group
- County-wide strategic priorities
- Delivery mechanisms against county-wide priorities
- LCSP to monitor and respond as appropriate to emerging issues
- LCSP strategy and performance
- Local issues emerging from community and neighbourhood Policing Panels
- Voting LCSP member
- Non-voting LCSP member

Terrorism

There is an opportunity for the LCSP to become more involved in this area and enhance contributions that already exist through the Stay Safe Partnership and Public Health.

Child Sexual Exploitation

In identifying sexual violence as a priority for 2015-18, it was agreed the partnership would focus on adults in recognition that child related issues were being managed by the Lincolnshire Safeguarding Children Board. Links between the LCSP and the LSCB have been established.

Violence

The LCSP currently contribute to addressing violence through existing priorities including domestic abuse, sexual violence, substance misuse and serious & organised crime.

Cyber Crime, Modern Slavery, Fraud

The LCSP has a priority for Serious and Organised Crime. Through this, these three areas are addressed.

Indecent Images of Children

This area is being managed by the LSCB and also occurs in the area of Serious and Organised Crime.

Sexual Offences/Rape

In addition, it was recommended that sexual offences/rape should not be a priority. As an existing priority significant progress has been made in understanding the subject area more fully and in bringing partners together. It was therefore agreed that sexual violence would remain a LCSP priority to continue this progress.