



County Offices
Newland
Lincoln
LN1 1YL

5 March 2018

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 13 March 2018 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 blue ink that reads 'Richard Wills'. The signature is written in a cursive style and is underlined with a single horizontal stroke.

Richard Wills
Interim Chief Executive

Membership of the Public Protection and Communities Scrutiny Committee
(11 Members of the Council)

Councillors N H Pepper (Chairman), A N Stokes (Vice-Chairman), B Adams, C J T H Brewis, W J Aron, K J Clarke, C R Oxby, L Wootten, R Wootten, M A Whittington and 1 Conservative Vacancy

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 13 MARCH 2018**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declaration of Members' Interests	
3	Minutes of the meeting held on 23 January 2018	5 - 10
4	Announcements by the Chairman, Executive Councillors and Lead Officers	
5	Draft Engagement Strategy 2018-2023 <i>(To receive a report from Sarah Moody, Programme Officer – Community Engagement, which invites the committee to consider a pre-decision scrutiny item on the Draft Engagement Strategy 2018 – 2023 which is due to be considered by the Executive at its meeting on 4 April 2018)</i>	11 - 56
6	Citizens Advice Lincolnshire <i>(To receive a report from Bev Finnegan, Programme Manager – Community Engagement, which invites the Committee to consider a pre-decision scrutiny item on Citizens Advice Lincolnshire which is due to be considered by the Executive Councillor for NHS Liaison and Community Engagement between 16 March and 23 March 2018)</i>	57 - 86
7	Quarter 3 Performance Report (1 October to 31 December 2017) <i>(To receive a report by Daniel Steel, Scrutiny Officer, which provides members with key performance information relevant to the work of the Public Protection and Communities Scrutiny Committee)</i>	87 - 104
8	Blue Light Collaboration Programme - Progress Report <i>(To receive a report by Tim Joyce, Group Manager, Lincolnshire Fire and Rescue, which provides an update on the progress made to date with the Blue Light Collaboration Programme and also gives an indication of work which has been or is planned to be undertaken)</i>	105 - 110
9	Public Protection and Communities Scrutiny Committee Work Programme <i>(To receive a report from Daniel Steel, Scrutiny Officer, which 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 most value)</i>	111 - 118

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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



**PUBLIC PROTECTION AND
COMMUNITIES SCRUTINY
COMMITTEE
23 JANUARY 2018**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors A N Stokes (Vice-Chairman), B Adams, C J T H Brewis, W J Aron, K J Clarke, L Wootten, R Wootten and M A Whittington

Councillors: R D Butroid and B Young attended the meeting as observers

Officers in attendance:-

Sara Barry (Safer Communities Manager), Chief Superintendent Chris Davison (County Officer Public Protection), Michelle Grady (Head of Finance (Communities)), Marie Kaempfe-Rice (Senior Procurement Officer), Ian Reed (Emergency Planning and Business Continuity Manager), Donna Sharp (County Service Manager (Registration, Celebratory & Coroners Services)), Daniel Steel (Scrutiny Officer) and Catherine Wilman (Democratic Services Officer)

40 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

No apologies were received.

41 DECLARATION OF MEMBERS' INTERESTS

There were no declarations of interest.

42 MINUTES OF THE MEETING HELD ON 12 DECEMBER 2017

The minutes of the meeting held on 12 December 2017 were considered and the following amendments were made:

Minute 39 (page 7 of the minutes) – Second paragraph should read"Clare (Newborn) had been appointed to a new role as Community Safety Manager and **before that she** was on secondment from the Youth Offending Service"...

Minute 39 (page 9 of the minutes) – second bullet point from the bottom should read"therefore the issues **faced** were not necessarily"....

RESOLVED

That the minutes be approved and signed by the Chairman as a correct record subject to two minor amendments.

43 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND LEAD OFFICERS

Councillor B Young welcomed Detective Chief Superintendent Chris Davison, who was on secondment from the Police to work with the Council's Safer Communities and other areas, as the County Public Protection Officer.

Chris would have strategic responsibilities for Safer Communities, Trading Standards, Coroner's and Registration Services, and work closely with the Youth Offending Service and safeguarding and wellbeing services.

44 COUNCIL BUDGET 2018/19

The Committee received a report which was due to be considered by the Executive at its meeting on 6 February 2018. The comments made by the Committee would be passed to the Executive.

The report set out the budget proposals for the next two financial years based on the four year funding deal announced by Government as part of the 2018/19 Local Government Finance Settlement.

The report particularly focussed on the following commissioning strategies:

- Community Resilience and Assets;
- Protecting the Public;
- Sustaining and Developing Prosperity Through Infrastructure (Heritage Services only)

The Committee endorsed the reduction of the use of 'bank' operational staff to support Retained Duty System (RDS) availability given assurances from officers that this would not put communities at increased risk, due to a reported increase in RDS recruitment and overall smarter working practices within the service.

The Committee supported the announcement for Lincolnshire to retain 100% of its business rates growth in a government pilot and noted that this has the potential to result in a £14m increase in funding across Lincolnshire CC, the seven district councils and North Lincolnshire Council.

The Committee highlighted the need for additional information in relation to the proposed transition for the Heritage service moving towards a self-financing model of delivery. The Committee endorsed the principle of the proposed changes, including a focus on effective management of Heritage assets going forward.

The Committee endorsed the proposed revenue and capital budget proposals for 2018/19 and 2019/20.

RESOLVED

That the comments made be passed to the Executive as part of its consideration of the item, at its meeting on 6 February 2018.

45 DOMESTIC ABUSE SUPPORT SERVICES RE-PROCUREMENT

The Committee considered a report concerning the Domestic Abuse Support Services re-procurement, as the existing arrangements would expire on 31 July 2018. The report provided an update on progress to date and sought approval for the re-procurement of DASS (Domestic Abuse Support Services) related services.

The Committee supported the recommendations included in the report and highlighted the need to ensure a consistency of service across Lincolnshire.

The Committee agreed to pass on the following comments to the Executive Councillor as part of his consideration of this item.

- The Committee highlighted the need to ensure a consistent county wide service was provided as part the procurement process, with effective cross border working with areas and hospitals outside of Lincolnshire.
- The Committee stressed the need to ensure the procurement process was effective, well managed and focused on high performance standards and strong key performance indicators (KPI). In addition, the committee highlighted concern in relation to sub-contractors providing aspects of the service, and highlighted the need to ensure the same performance standards and key performance indicators apply.
- The Committee highlighted the need to ensure effective management of demand on the service due to the fixed budget nature of the Re-procurement. Officers confirmed that analysis of demand from the current contract period would aid in managing demand going forward.
- The Committee highlighted the disparity between the numbers of domestic abuse estimates from the Crime Survey of England and Wales (25,500) and the actual incidents of domestic abuse were reported to Lincolnshire Police (10,000). Officers confirmed that work was being undertaken to try and increase the level of access to the service and were confident that resource levels were sufficient.
- A member of the Committee highlighted concern about the proposal for a single provider who could potentially sub-contract the service out for commercial gain. Officers confirmed that the market was limited for these services and that all providers were mainly third sector organisations such as charities.
- The Committee highlighted the need to ensure due diligence to reduce the risk of failed contracts, including; effective evaluation of bids and for contracts to be robust and realistic.

RESOLVED

1. That the recommendations to the Executive Councillor as set out in the report be supported;
2. That the comments agreed by the Committee be passed to the Executive Councillor for Community Safety and People Management for his consideration in the decision.

46 LESSONS AND ACTIONS FROM THE GRENFELL TOWER INCIDENT

A report was considered which provided an overview of the Grenfell Tower fire and informed the Committee of lessons learnt and any potential implications for the Council to consider following the Emergency Planning and Business Continuity Service visit to the Grenfell Tower site on 21 July 2017, which was hosted by Ealing Borough Council.

A list of recommendations for Lincolnshire, which had been developed by the Emergency Planning and Business Continuity Service, as a result of the lessons learnt, were included in the report. Officers went through each one and the following points were noted:

- Although local authority representatives were at the Grenfell Tower (GT) incident, they were not identifiable as they did not have reflective jackets. As a result Lincolnshire County Council had purchased a number of hi-viz jackets with the LCC logo printed on them. These would be made available to Councillors too. Any community groups present at an incident would also need to be wearing them;
- The media had been on site at the Grenfell Tower incident before many of the agencies had arrived. The media were conducting interviews with people before the situation could be managed by the appropriate agencies. This had prompted media awareness training for Lincolnshire County councillors and officers, including the use of social media;
- Donation centres needed to be situated away from the site of the incident. In addition, an appropriate channel for receiving monetary donations needs to be in place. Cash was donated during the Grenfell Tower incident;
- A volunteer reception site ought to be identified so that volunteer help can be appropriately managed. Although well-meaning, many people at GT were trying to help without having been given specific instructions, which created chaos;
- At GT, the Humanitarian Assistance Centre was a local sports centre, which was in viewing distance of the tower. Using hotels would actually be more cost effective. Using rented office space was more useful for accommodation than a sports centre;
- Welfare support for volunteers would be needed in order to provide respite for people untrained for the situation;

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
23 JANUARY 2018

- Derbyshire County Council had established a counselling support team to help in a humanitarian crisis, should it be needed. There were plans to develop a partnership with them to help should the need arise;
- The Emergency Planning and Business Continuity Service would review the aide memoire for Lincolnshire elected member reflecting new LGA guidance and lessons learnt at GT. Officers would ensure all Councillors received one;
- Training for Members would be developed, and the content would be based on what Members felt would be most useful. Interview training for media questioning would be included. This would also be included in the induction sessions for newly elected members;

In response to questions from the Committee, the following was confirmed:

- Emergency Planning at Lincolnshire used interoperability sets, as airway radios were expensive to buy and not cost effective;
- Ealing Borough Council did not have a spontaneous volunteers policy in place at the time of GT. Co-ordinating ad-hoc volunteers took away valuable officer time from dealing with the actual incident. As such, the media had opportunity to criticise the poor management of the situation;
- If a multi-agency response was required for a serious incident in Lincolnshire, the local Member would be informed as a matter of course. A multi-agency response to a minor incident, would not trigger the same response;
- There was a five stage training programme for areas in Lincolnshire at risk of flooding. It was suggested that this be cascaded down to parish councils in the target areas. The Emergency Planning section would contact parish councils in order to do this. It was suggested that any training be organised for clusters of parish councils, rather than individually.

RESOLVED

That the report, its contents and comments made be noted.

47 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
WORK PROGRAMME

The Committee considered a report which provided an opportunity to consider and comment on the content of its work programme for the coming year.

It was noted that a Councillor Development Session around emergency planning had been suggested, to include all Councillors.

Community Cohesion was being looked into as part of the Community Safety Partnership, and therefore would not be chased as a priority for the Committee.

Any further ideas on topics for the Committee, to be emailed to Daniel Steel, Scrutiny Officer.

RESOLVED

That the work programme and changes made therein, be noted.

**48 ALCOHOL RELATED ANTI-SOCIAL BEHAVIOUR AND ALCOHOL
RELATED VIOLENCE IN LINCOLNSHIRE****SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE**

The Committee considered a report which provided information on alcohol related violence and alcohol related anti-social behaviour in Lincolnshire and the measures undertaken by the Community Safety Partnership to address this issue.

Members received a summary of the report from Officers and during questions, the following points were noted:

- Issues were highlighted regarding begging in Lincoln, which appeared to be on the increase. It was reported that some of this was alcohol related, some was genuine homelessness and some had been proven to be entrepreneurial. In many cases, the genuinely homeless, be it through alcohol or other reasons, mental health problems were a factor. It was noted that the Lincolnshire Community Safety Partnership was investigating the issue;
- Reoffenders were assisted through the Blue Light Project and ARC (Assisted Rehabilitation through Collaboration). Often reoffenders had chaotic lifestyles, and an outreach based wraparound approach for each individual was provided;
- Public Space Orders had provided that alcohol related anti-social behaviour in public places had reduced. However, there was a need to ensure not to demonise all public consumption of alcohol, as picnics and openair events often proceeded with no issues;
- However, as consumption in public places was reducing, there was evidence that alcohol related violence was not reducing in the home, where it was harder to eliminate;
- Evidence was proving that alcohol consumption was dropping dramatically within the 16-24 age group. However, it was not clear if it was being replaced by drugs.

RESOLVED

That the report, contents and comments made, be noted.

The meeting closed at 12.10 pm

**Open Report on behalf of Richard Wills,
Executive Director for Environment and Economy**

Report to:	Public Protection and Communities Scrutiny Committee
Date:	13 March 2018
Subject:	Draft Engagement Strategy 2018 - 2023

Summary:

This report invites the Public Protection and Communities Scrutiny Committee to consider a pre decision scrutiny item on the Draft Engagement Strategy 2018 – 2023 which is due to be considered by the Executive at its meeting on 04 April 2018.

The views of the Scrutiny Committee will be reported to the Executive as part of the consideration of this item.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited to:

- 1) To consider the attached report and to determine whether the Committee supports the recommendation(s) to the Executive as set out in the report.
- 2) To agree any additional comments to be passed to the Executive in relation to this item.

1. Background

The Executive is due to consider the report regarding the Draft Engagement Strategy (2018 – 2023) at its meeting on 04 April 2018. The full report to the Executive is attached at Appendix 1 to this report.

As the Community Engagement Policy is part of the Policy Framework. The Executive is also being asked to recommend the draft Strategy to the full Council for approval and adoption as part of the Policy Framework.

2. Conclusion

Following consideration of the report, the Public Protection and Communities Scrutiny Committee is requested to consider whether it supports the recommendations in the report and whether it wishes to make any additional comments to the Executive.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

N/A

b) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix 1	Draft Engagement Strategy 2018 - 2023

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 Sarah Moody, who can be contacted on 01522 552539 or sarah.moody@lincolnshire.gov.uk



Executive

**Open Report on behalf of Richard Wills,
Executive Director for Environment and Economy**

Report to:	Executive
Date:	04 April 2018
Subject:	Draft Engagement Strategy 2018 - 2023
Decision Reference:	I014208
Key decision?	No

Summary:

This report presents a draft strategy that outlines plans for how Lincolnshire County Council will engage over the next five years. It has been created following a workshop with 16 councillors and feedback from them. It has also been informed by the Community Engagement Team's experience of providing engagement advice and working with communities for many years. It includes aims, objectives, commitments and an action plan to ensure it provides context and influences real change.

Executive is invited to recommend the draft Strategy attached at Appendix A to the full Council for approval as part of the Council's Policy Framework.

Recommendation(s):

That the Executive:-

- 1) Approve the draft Engagement Strategy attached at Appendix A to be recommended for approval at Full Council and adoption as part of the Council's Policy Framework
- 2) Specifically support an amendment to the Community Engagement Policy to reflect the Strategy that all teams carrying out engagement activity and consultation must approach the Community Engagement Team.

Alternatives Considered:

- | | |
|----|---|
| 1. | Extend dates on the current Engagement Strategy. However this is no |
|----|---|

	longer fit for purpose.
2.	Continue without an Engagement Strategy. The Engagement Strategy is part of the Council's Policy Framework. Not to have an Engagement Strategy would leave all parties unsure of standards and expectations.
<p>Reasons for Recommendation:</p> <p>1) Brings previous practice and context up to date, while strengthening current policy</p> <p>2) Makes clear what all parties should do and expect</p> <p>3) Includes and highlights the role of councillors in engagement</p> <p>4) Requiring teams carrying out engagement activity to approach the current Community Engagement Team before embarking on this type of activity will strengthen the current policy advice and ensure expert advice is obtained and there is consistency in approach and compliance with the Council's Strategy commitments</p>	

1. Background

An Engagement Strategy was produced in 2013 which summarised how communities would be able to participate in County Council business and influence decision making. This document is now due to be reviewed and refreshed.

Following conversations and learning from previous projects, it was suggested that a workshop be held to allow councillors an opportunity to inform the development of a revised strategy. The workshop was held on 9 January 2018 with 16 councillors and two officers in attendance. What engagement is, priorities, recommendations and ideas were discussed at the two-hour session and the feedback received, along with input from members of the public and experiences from officers who work with them, formed the basis of an initial draft. This draft was sent to 18 councillors who had expressed an interest in the document and comments were invited. The comments received led to the re-shaping of the strategy, and it is this draft (attached at Appendix A) that is being presented to the Executive.

The document is more informal than previous strategies to reflect what engagement is and how we want to engage with people who live in, work in and visit the county. It maintains links with the Council's business plan and the Community Engagement Team's service area commissioning plans. It also makes connections to around 15 other strategies, policies, pieces of legislation and initiatives to ensure it is nationally and locally relevant.

It contains the following clear commitments ('you' refers to the public and 'we' refers to officers and elected members of the County Council):

- ➔ We will involve you when making significant changes to your services – this will usually be directly with you and can be done in a number of different ways. Sometimes we will also work with other organisations that represent

you, such as supporting organisations, advocates, town or parish councils, networks and forums

- We will work within the law and regulations set out by courts and [Government](#), with specific reference in this context to our [equalities](#) duties, [consultation](#) and using your [personal information](#)
- We will share our knowledge and expertise through training, advice and support to councillors, council staff and volunteers so engagement is as good as we can make it
- We, particularly the Community Engagement Team, will participate in project work that helps communities come together, celebrate achievements and enhance your sense of belonging and value
- We will also share and/or transfer resources, ideas, funding information and facilities so you can do things for yourselves if you wish to
- We will keep you informed so you know what is happening, how it will affect you and how you can be involved. When you've taken time to give us feedback we will 'close the loop' and feedback to you in a clear way, for example using a 'you said, we did' approach to check our understanding and so you know what action has been taken or have an explanation as to why something hasn't happened
- Communication is key to any relationship, so we will always try to be clear, concise and approachable. The Community Engagement Team and equalities champions throughout the Council will promote and encourage the use of formats and methods that make sure people are included, regardless of age, ability, gender or ethnicity for example. We'll aim to resolve any queries or complaints as efficiently and fully as possible, and within the guidelines set out, so you know what to expect

The Community Engagement Policy is part of the Policy Framework. The Executive is therefore asked to recommend the draft Strategy at Appendix A to the full Council for approval and adoption as part of the Policy Framework.

2. Legal Issues:

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- * Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
- * Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- * Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

* Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic

* Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it

* Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding

Compliance with the duties in section 149 may involve treating some persons more favourably than others

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process

An Equality Impact Analysis has been carried out to ensure all protected characteristics have been considered. The EIA is attached at Appendix B to this Report. Potential impacts were identified which could affect some age groups, people with disabilities and those from different racial groups who do not confidently speak or understand English. Rural residents and prisoners are also highlighted as groups that might require additional support if engagement was carried out with them. The strategy already addresses issues raised by providing different methods of engagement to suit different needs, for example Appreciative Inquiry is inclusive of people with all needs and avoiding reliance solely on an online survey for those affected by slower broadband speeds.

Joint Strategic Needs Analysis (JSNA) and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision

Adoption and implementation of the Strategy should improve engagement with the people of Lincolnshire thereby improving understanding of their needs and issues and enabling services to be better attuned to meeting those needs and ensuring health and wellbeing.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area

Section 17 matters have been taken into account and the Engagement Strategy is not considered to have any direct implications.

3. Conclusion

The Engagement Strategy has been co-produced to ensure it is relevant, up to date and inclusive. It makes connections to other policies and strategies, both national and local. It has an action plan, which will deliver enhanced engagement with local people and, as such, is considered to be fit for purpose.

Executive are asked to recommend the Strategy for approval by full Council as part of the Policy Framework

4. Legal Comments:

The Council has the power to adopt the Strategy proposed.

As the Community Engagement Strategy is part of the Policy Framework its approval is a decision for the full Council on the recommendation of the Executive.

5. Resource Comments:

Accepting the recommendations within this report to approve the Engagement Strategy and action plan, should have no material impact on the Council's budgets.

6. Consultation

a) Has Local Member Been Consulted?

n/a

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

To be added following the Public Protection and Community Scrutiny Committee meeting on 13 March 2018

d) Have Risks and Impact Analysis been carried out?

Yes

e) Risks and Impact Analysis

Potential impacts on groups and individuals who might be affected were highlighted and mitigated against. The Strategy includes reference to, and the use of, different engagement methods that are inclusive of those who could be negatively impacted.

7. Appendices

These are listed below and attached at the back of the report	
Appendix A	2018 - 2023 Draft Engagement Strategy
Appendix B	EIA for 2018 - 2023 Draft Engagement Strategy v0.1
Appendix C	Community Engagement Policy v0.1

8. Background Papers

Document title	Where the document can be viewed
Community Engagement Strategy 2013-2018	Community Engagement Team

This report was written by Sarah Moody, who can be contacted on 01522 552539 or sarah.moody@lincolnshire.gov.uk

Insert Lincolnshire cover image
when formatting document, for
example Imp

Engagement Strategy

This document explains how we, the County Council, will engage with the people of Lincolnshire, what we'll do and why we'd like to do it. The strategy is the result of conversations about what engagement means so it includes a series of commitments to you, as we embark on what we would like to be a positive relationship (cover page to be formatted with font and locally relevant image/collage).

The Introduction

As the Community Engagement Team talked to people about what should be in this strategy, the recurring theme was about making a commitment to one another, so this document is our proposal to you, the people who live in, work in and visit Lincolnshire!

The Council has a Community Engagement Team that provides [advice and support](#) on the best ways to reach people. Before any of our staff begin planning how they will engage you, they will have spoken to the team. Engaging with you refers to any interaction that you have with the County Council. When delivered well, engagement demonstrates our commitment to making the whole experience of dealing with us as easy as possible and can help to build relationships. It is important to offer different ways of keeping in touch with each other. You can engage in a number of ways, including contact with the [Customer Service Centre](#), filling in an online form, submitting a [petition](#), responding to a survey we've sent about developing services or talking something through with your local councillor.

As you can imagine, there are quite a few strategies, policies, procedures, guidelines, rules and laws that we work with every day. Some are national and others are quite unique to Lincolnshire. We've made links to some of these things throughout this document.

References to 'you' throughout the strategy mean members of the public, community and business leaders; people who live in, work in or visit Lincolnshire. 'We' refers to the County Council, of which the Community Engagement Team is a part.

Aims and objectives – the proposal

The Community Engagement Team is part of the Community Resilience and Assets Service. As such, the team will work towards the service's aims to ensure:

- You are informed and engaged
- You can do things for yourselves
- Resources are transferred to you so you can take action
- Assets are protected and celebrated
- You have a strong 'sense of place'



It's really important that you have the chance to have a say on local issues, whether it's something we're asking for your views on or something you want to tell or ask us about. There are all sorts of different ways to engage from a simple conversation over the telephone to focus groups and a Facebook post to attending community events. We can't always give you lots of ways to engage with us because we have limited resources, but we'll always try to offer more than one method so people can find something that suits them and you can sign up to our [Engagement Database](#) to receive information about relevant opportunities.



Councillors have many different roles and are also known as elected members, the front door to the council, the face of the council and so on. They are your representatives and could be your greatest ally. You can [contact them](#), by telephone, e-mail, via social media, post and even meet them in person and they will work with you and council staff to help resolve any issue you have. They can make contact with the right officer inside the Council and find out information if they don't have it to hand. Staff within the Council will work with our councillors and other organisations, such as those in the voluntary & community sector, town and parish councils, other public sector services, the private sector and others who wish to engage with local people, to make it as easy as possible for everyone to contact and respond to the County Council.



We'd like to be bold and say that by 2023 we want to not only get better at engaging with you, but do the best job that we can when it comes to engaging with each other. So if we ask you what you think about how well we engage, at least 95% of you would say we do it well. We can't promise to always say 'yes'. Some resources are limited which means sometimes we will only be able to deliver a 'statutory service'. This means not all

conversations we have will be easy, particularly when we have to make difficult decisions or when you tell us we got something wrong. We will, however, do our best. We'll talk to you about your needs, concerns, frustrations and desires and listen to what you tell us, then feedback to you so all parties can check that we've understood correctly.

Our commitment to you

- We will involve you when making significant changes to your services – this will usually be directly with you and can be done in a number of different ways. Sometimes we will also work with other organisations that represent you, such as supporting organisations, advocates, town or parish councils, networks and forums
- We will work within the law and regulations set out by courts and [Government](#), with specific reference in this context to our [equalities](#) duties, [consultation](#) and using your [personal information](#)
- We will share our knowledge and expertise through training, advice and support to councillors, council staff and volunteers so engagement is as good as we can make it
- We, including the Community Engagement Team, will participate in project work that helps communities come together, celebrate achievements and enhance your sense of belonging and value
- We will also share and/or [transfer resources](#), ideas, [funding information](#) and facilities so you can do things for yourselves if you wish to
- We will keep you informed so you know what is happening, how it will affect you and how you can be [involved](#). When you've taken time to give us feedback we will feedback to you in a clear way, for example using a 'you said, we did' approach to check our understanding and so you know what action has been taken or have an explanation as to why something hasn't happened
- The Community Engagement Team and equalities champions throughout the Council will promote and encourage the use of [formats](#) and methods that make sure people are included, regardless of age, ability or ethnicity for example. We'll aim to resolve any queries or [complaints](#) as efficiently and fully as possible and within the guidelines set out so you know what to expect
- Communication is key to any relationship, so we will always try to be clear, concise and approachable.

Appendices (the extra information you might want) - How will we meet our Aims and Objectives? Let's get on with it...

There's more detail about exactly what the Community Engagement Team and other teams within the Council, will do and what the main benefits will be in the Community Resilience and Assets Commissioning Strategy and action plan, but this table summarises our main activities:

What we'll do	Why we're doing it: So that...	Who will do it	What we'll need to do it	When we'll start	How we'll report progress/next steps
Deliver training and share good practice to help others engage well	Engagement is as good as it can be; Staff and volunteers feel more confident, skilled and supported	Community Engagement Team; Community networks	Trainers; Venues; Promotion; Training packs	Already underway	Throughout life of strategy; Evaluate each course
Work with councillors to enhance engagement	Engagement is as good as it can be; you can inform decision making	Community Engagement Team; Council service areas	Workshop-style sessions; Good working relationships	July 2018	Throughout life of strategy
Work with parish/town councils and their urban equivalents	Those who represent you can do so more easily; you can inform decision making	Community Engagement Team; Council service areas, particularly Highways	Workshop-style sessions; Good working relationships with named contacts	Already underway	Throughout life of strategy; Annual updates until June 2023; Mid-term review Sept 2021
Work with partner organisations to make sure engagement and customer service is as inclusive as can be	Those who represent you can do so more easily; You can inform decision making; Work well together	Community Engagement Team; Council service areas Partner and representative organisations	Workshop-style sessions; Good working relationships with named contacts	Already underway	Throughout life of strategy; Annual updates until June 2023; Mid-term review Sept 2021
Continue to support engagement	Those whose voices aren't always heard	Community Engagement;	Staff to attend/facilitate;	Already underway with established	Throughout life of Strategy;

What we'll do	Why we're doing it: So that...	Who will do it	What we'll need to do it	When we'll start	How we'll report progress/next steps
activities with specific groups	have a direct route in to the Council	Children's Services; Adult Services (depending on audience)	Venues to meet; Good working relationships	partners	Annual updates until June 2023
Provide information on funding opportunities	Enhance access to resources, resilience and sustainability; Support each other	Community Engagement Team;	Funding portal; Training; Networks	Already underway	Throughout life of strategy; Annual updates until June 2023; Review Sept 2021
Support the transfer of community resources where appropriate, for example Bourne Town Hall	Enhance access to resources; Increase community action and resilience	Community Engagement Team; Council service areas, such as property and Legal Services	Training; Good working relationships; Funding; Legal advice	June 2018	Mid-term review Sept 2021
Support volunteers	Their role and community resilience is enhanced; Support each other	Community Engagement Team; Council service areas, such as Heritage	Robust policies; Training; Networks; People and time	LCC Strategy review June 2018	Review again June 2021
Participate in, support and lead appropriate projects, for example Join the Dots	Community resilience and learning is enhanced eg sharing expertise	Community Engagement Team; Partner organisations	Good working relationships; Funding; People and time	Already underway	Review March 2019
Routinely provide feedback	You're informed of what's happening and more likely to engage with us again	Community Engagement Team; Council service areas	A feedback loop; You said we did template; Means to share	July 2018	Annual updates until June 2023

What we'll do	Why we're doing it: So that...	Who will do it	What we'll need to do it	When we'll start	How we'll report progress/next steps
Recognise and celebrate achievements	You know that you are valued and belong/ have meaningful connections to your community; Support each other	Community Engagement Team; Corporate Communications; Voluntary and other public sector partner organisations	Awards and events; Funding; People and venues; Promotional messages	Already Underway	Annual updates until June 2023
Carry out an audit of community engagement	Check how the Community Engagement Team and Policy are doing; Review and build on our strengths; Learn lessons to improve further	Community Engagement Team; Scrutiny Committee	Feedback process/ citizen survey Baseline of views on engagement now re 95% satisfaction	June 2018	Annually until June 2023

Glossary – what do you mean by that?

We've tried to avoid too much council-speak and the use of abbreviations and acronyms, but if there are any terms you don't understand, you should find an explanation here:

Term	Explanation
Asset Transfer	Transfer of management and/or ownership of public land and buildings from its owner (usually a local council) to a community organisation (such as a development trust or social enterprise) for less than market value to achieve a local social, economic or environmental benefit
Commissioning Strategy	A plan of what the whole service area (our part of the County Council) will do, which teams will do it and how we'll know the team has done it well
Community	A group of people with something in common. They might live in the same place or share an interest, such as knitting; a characteristic, such as age; or a belief, such as religion or ideals
Community Resilience and Assets	People coming together to use their resources to prepare for, respond to or recover from a difficult situation or challenge. People themselves can be an asset, as well as physical resources like money, buildings or 4x4s for example. This is also the name of our service area within the Council
Consultation	A formal opportunity to have a say on a specific matter, at a given time, using different methods to communicate that opinion
Customer Insight	Using data and information that we hold to better understand people who use Council services and help us to make improvements
Elected member	Another name for a local councillor – a local person who has been elected by local residents and can help with County Council-related enquiries
Engagement	A relationship between at least two people that involves a conversation and often a commitment to act
General Data Protection Regulation (GDPR)	A law in force from 2018 to provide a more up to date set of rules to protect data in Europe (and will remain in place after we leave the EU in 2019). As a result it will significantly change previous data protection legislation in the UK, replacing the Data Protection Act 1998
Legitimate Expectation	A legal term that means we will act in accordance with our policies or when something has been done before during consultation, for example a particular method, the public has a right to assume that service will offer something similar next time
Protected Characteristics	Person who could be affected (positively or negatively) due to their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity
Public sector	Government-run organisations that provide services for local people
Service area/s	Teams within the Council working toward a shared interest/goal
Statutory service	Services the Council has to provide by law. Rules are in place to explain what is expected, for example 'comprehensive and efficient'. Other services are 'non-statutory' or 'discretionary'/the Council's choice
Voluntary Sector	Organisations that don't make a profit, often run to support communities
You said, we did	A simple method of feeding back to people with whom we've engaged that explains what was said and what the Council has done about it, will do or why we haven't done something if it's not been possible

Making sure you're included

Lincolnshire County Council, in accordance with current legislation, wants to treat everyone fairly.

Although we do not translate things as a matter of course, there are times when the language barrier prevents people from accessing a service. In such cases it may be appropriate to provide an interpreter or written translation. Further information can be found by accessing the following web link:

<https://www.lincolnshire.gov.uk/residents/community-and-living/equality-and-diversity/interpreting-and-translating/>

In line with the Accessible Information Standard, where a customer needs this document in a different format, for example, large print, braille or easy read, they should contact us on 01522 782060.

Councillor contributions

The following councillors attended a workshop which led to the development of this document:

Cllr B Adams
Cllr T Ashton
Cllr W Bowkett
Cllr T Bridges
Cllr M Brookes
Cllr I Fleetwood

Cllr R Foulkes
Cllr M Overton
Cllr R Oxby
Cllr R Parker
Cllr N Pepper

Cllr C Perraton-Williams
Cllr S Roe
Cllr E Sneath
Cllr M Thompson
Cllr S Woolley

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Equality Impact Analysis to enable informed decisions

The purpose of this document is to:-

- I. help decision makers fulfil their duties under the Equality Act 2010 and
- II. for you to evidence the positive and adverse impacts of the proposed change on people with protected characteristics and ways to mitigate or eliminate any adverse impacts.

Using this form

This form must be updated and reviewed as your evidence on a proposal for a project/service change/policy/commissioning of a service or decommissioning of a service evolves taking into account any consultation feedback, significant changes to the proposals and data to support impacts of proposed changes. The key findings of the most up to date version of the Equality Impact Analysis must be explained in the report to the decision maker and the Equality Impact Analysis must be attached to the decision making report.

****Please make sure you read the information below so that you understand what is required under the Equality Act 2010****

Equality Act 2010

The Equality Act 2010 applies to both our workforce and our customers. Under the Equality Act 2010, decision makers are under a personal duty, to have due (that is proportionate) regard to the need to protect and promote the interests of persons with protected characteristics.

Protected characteristics

The protected characteristics under the Act are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

Section 149 of the Equality Act 2010

Section 149 requires a public authority to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by/or under the Act
- Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share those characteristics
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The purpose of Section 149 is to get decision makers to consider the impact their decisions may or will have on those with protected characteristics and by evidencing the impacts on people with protected characteristics decision makers should be able to demonstrate 'due regard'.

Decision makers duty under the Act

Having had careful regard to the Equality Impact Analysis, and also the consultation responses, decision makers are under a personal duty to have due regard to the need to protect and promote the interests of persons with protected characteristics (see above) and to:-

- (i) consider and analyse how the decision is likely to affect those with protected characteristics, in practical terms,
- (ii) remove any unlawful discrimination, harassment, victimisation and other prohibited conduct,
- (iii) consider whether practical steps should be taken to mitigate or avoid any adverse consequences that the decision is likely to have, for persons with protected characteristics and, indeed, to consider whether the decision should not be taken at all, in the interests of persons with protected characteristics,
- (iv) consider whether steps should be taken to advance equality, foster good relations and generally promote the interests of persons with protected characteristics, either by varying the recommended decision or by taking some other decision.

Conducting an Impact Analysis

The Equality Impact Analysis is a process to identify the impact or likely impact a project, proposed service change, commissioning, decommissioning or policy will have on people with protected characteristics listed above. It should be considered at the beginning of the decision making process.

The Lead Officer responsibility

This is the person writing the report for the decision maker. It is the responsibility of the Lead Officer to make sure that the Equality Impact Analysis is robust and proportionate to the decision being taken.

Summary of findings

You must provide a clear and concise summary of the key findings of this Equality Impact Analysis in the decision making report and attach this Equality Impact Analysis to the report.

Impact – definition

An impact is an intentional or unintentional lasting consequence or significant change to people's lives brought about by an action or series of actions.

How much detail to include?

The Equality Impact Analysis should be proportionate to the impact of proposed change. In deciding this asking simple questions “Who might be affected by this decision?” “Which protected characteristics might be affected?” and “How might they be affected?” will help you consider the extent to which you already have evidence, information and data, and where there are gaps that you will need to explore. Ensure the source and date of any existing data is referenced.

You must consider both obvious and any less obvious impacts. Engaging with people with the protected characteristics will help you to identify less obvious impacts as these groups share their perspectives with you.

A given proposal may have a positive impact on one or more protected characteristics and have an adverse impact on others. You must capture these differences in this form to help decision makers to arrive at a view as to where the balance of advantage or disadvantage lies. If an adverse impact is unavoidable then it must be clearly justified and recorded as such, with an explanation as to why no steps can be taken to avoid the impact. Consequences must be included.

Page 31

Proposals for more than one option If more than one option is being proposed you must ensure that the Equality Impact Analysis covers all options. Depending on the circumstances, it may be more appropriate to complete an Equality Impact Analysis for each option.

The information you provide in this form must be sufficient to allow the decision maker to fulfil their role as above. You must include the latest version of the Equality Impact Analysis with the report to the decision maker. Please be aware that the information in this form must be able to stand up to legal challenge.

Background Information

Title of the policy / project / service being considered	Engagement Strategy	Person / people completing analysis	Sarah Moody
Service Area	Community Engagement	Lead Officer	Nicole Hilton
Who is the decision maker?	Executive Committee	How was the Equality Impact Analysis undertaken?	Desktop exercise initially, including discussions with community representatives
Date of meeting when decision will be made	04/04/2018	Version control	V0.1 27/02/18 typos corrected
Is this proposed change to an existing policy/service/project or is it new?	Existing policy/service/project	LCC directly delivered, commissioned, re-commissioned or de-commissioned?	Directly delivered
Describe the proposed change	A Community Engagement Strategy has been produced on a five-yearly basis. The new draft has been created following discussion with community representatives, and as such, is much more people focussed than previous target-based strategies.		

Evidencing the impacts

In this section you will explain the difference that proposed changes are likely to make on people with protected characteristics. To help you do this first consider the impacts the proposed changes may have on people without protected characteristics before then considering the impacts the proposed changes may have on people with protected characteristics.

You must evidence here who will benefit and how they will benefit. If there are no benefits that you can identify please state 'No perceived benefit' under the relevant protected characteristic. You can add sub categories under the protected characteristics to make clear the impacts. For example under Age you may have considered the impact on 0-5 year olds or people aged 65 and over, under Race you may have considered Eastern European migrants, under Sex you may have considered specific impacts on men.

Data to support impacts of proposed changes

When considering the equality impact of a decision it is important to know who the people are that will be affected by any change.

Population data and the Joint Strategic Needs Assessment

The Lincolnshire Research Observatory (LRO) holds a range of population data by the protected characteristics. This can help put a decision into context. Visit the LRO website and its population theme page by following this link: <http://www.research-lincs.org.uk> If you cannot find what you are looking for, or need more information, please contact the LRO team. You will also find information about the Joint Strategic Needs Assessment on the LRO website.

Workforce profiles

You can obtain information by many of the protected characteristics for the Council's workforce and comparisons with the labour market on the [Council's website](#). As of 1st April 2015, managers can obtain workforce profile data by the protected characteristics for their specific areas using Agresso.

Positive impacts

The proposed change may have the following positive impacts on persons with protected characteristics – If no positive impact, please state 'no positive impact'.

Age	Michael Bruter, professor of political science at the London School of Economics said in 2017 'It is not just that young people are apathetic while they are young, but that society is creating generations of people who may never vote. If young people don't vote for the first election of their lives, they're not likely to vote in later elections either'. For this reason the strategy is aimed at people of all ages, but the Council has specific engagement methods and opportunities to encourage and include young people. Being able to have their say should have a positive influence on their lives now and in the future because early involvement in democratic processes encourages more active citizenship in later life. The Joseph Rowntree Foundation and the United Nations have also both done work on this subject. Conversely, older people are more likely to participate in democracy and civic activities. This will be able to continue under the new engagement strategy as it encourages the use of more than one type of engagement (to avoid just using online surveys for example).
Disability	The strategy specifically references engagement in relation to service design and development. Many of these services are aimed at vulnerable people with disabilities for example. As well as talking directly to people with disabilities, the strategy states that we will also work with representative organisations and those who advocate on behalf of people with a disability because Public Health research conducted in 2014 revealed that British adults with a learning disability had less favorable perceptions of important neighborhood characteristics and lower levels of social and civic participation than their non-disabled peers. The engagement methods document, which supports this strategy, offers alternative approaches such as Appreciative inquiry to involve people for whom surveys or more formal focus groups are inappropriate. Using this approach will ensure our engagement activities are more inclusive so people with disabilities can actively participate.
Gender reassignment	There are no specific positive impacts on people whose gender is being, or has been, reassigned. We will however ensure that representative organisations, such as Rainbow, are included in engagement on matters that could be of particular interest to this group.
Marriage and civil partnership	There are no specific positive impacts on this group, but they will be included in engagement matters that specifically affect them.
Pregnancy and maternity	There are no specific positive impacts on this group, but they will be included in engagement matters that specifically affect them. We will ensure avenues, such as health visitors and children's centres are used, when required, to reach this cohort. These bodies already use inclusive methods of engagement to reach their clients.

Race	There are no specific positive impacts on this group, but given that Electoral Commission research (below in 'negatives' section) shows that certain BME groups are less likely to participate than others we will make sure that representative organisations are included in the work we do and that translation services are available on request for those who do not confidently speak or read English. The Council's current service is specifically referenced in the strategy.
Religion or belief	There are no specific positive impacts on this group, but they will be included in engagement matters that specifically affect them
Sex	There are no specific positive impacts on this group, but they will be included in engagement matters that specifically affect them
Sexual orientation	There are no specific positive impacts on people of any sexual orientation. We will however ensure that representative organisations, such as Rainbow, are included in engagement on matters that could be of particular interest to this group.

<p>If you have identified positive impacts for other groups not specifically covered by the protected characteristics in the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.</p>
<p>Rural residents – the strategy states that we will use more than one method to engage people and this should benefit rural residents as it will reduce reliance on primarily online surveys where broadband connections might still be slower than urban counterparts.</p>

Adverse/negative impacts

You must evidence how people with protected characteristics will be adversely impacted and any proposed mitigation to reduce or eliminate adverse impacts. An adverse impact causes disadvantage or exclusion. If such an impact is identified please state how, as far as possible, it is justified; eliminated; minimised or counter balanced by other measures.

If there are no adverse impacts that you can identify please state 'No perceived adverse impact' under the relevant protected characteristic.

Negative impacts of the proposed change and practical steps to mitigate or avoid any adverse consequences on people with protected characteristics are detailed below. If you have not identified any mitigating action to reduce an adverse impact please state 'No mitigating action identified'.

Age	There are no perceived negative impacts that will result from the implementation of this strategy as action is proposed to overcome any barriers young and older people might face when trying to engage.
Disability	Public Health research conducted in 2014 revealed that British adults with a learning disability had less favorable perceptions of important neighborhood characteristics and lower levels of social and civic participation than their non-disabled peers so this strategy has been created to overcome common barriers faced by this group, for example using advocate organisations and alternative format documentation.
Gender reassignment	There are no perceived negative impacts that will result from the implementation of this strategy.
Marriage and civil partnership	There are no perceived negative impacts that will result from the implementation of this strategy.
Pregnancy and maternity	There are no perceived negative impacts that will result from the implementation of this strategy.

Race	There are no perceived negative impacts that will result from the implementation of this strategy, but Electoral Commission research shows that certain BME groups are less likely to participate than others we will make sure that representative organisations are included in the work we do and that translation services are available on request for those who do not confidently speak or read English. Action is proposed to overcome barriers people who do not confidently speak, read or write English might face when trying to engage, for example translation services on demand. Example research findings - completeness of the electoral register for White British people is 85.9%, for Asian people it is 83.7%, but for Black people it is 76%, for people of Mixed ethnicity it is 73.4% and for people whose ethnicity falls into the "Other" category it is 62.9%. A survey by Ipsos Mori in 2010 also found that the turnout rate for white voters was 67%, while for non-white voters it was 51%. The Council's current service is specifically referenced in the strategy.
Religion or belief	There are no perceived negative impacts that will result from the implementation of this strategy. Where an engagement topic might have a greater impact on this group we will use our network of contacts to ensure the Council is doing all we can to include and represent people with particular beliefs.
Sex	There are no perceived negative impacts that will result from the implementation of this strategy.
Sexual orientation	There are no perceived negative impacts that will result from the implementation of this strategy.

If you have identified negative impacts for other groups not specifically covered by the protected characteristics under the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.

Prisoners are excluded from general engagement due to their inability to attend events or complete online surveys. Additional efforts will be made through the prison on topics which might directly affect this cohort.

Stakeholders

Stake holders are people or groups who may be directly affected (primary stakeholders) and indirectly affected (secondary stakeholders)

You must evidence here who you involved in gathering your evidence about benefits, adverse impacts and practical steps to mitigate or avoid any adverse consequences. You must be confident that any engagement was meaningful. The Community engagement team can help you to do this and you can contact them at consultation@lincolnshire.gov.uk

State clearly what (if any) consultation or engagement activity took place by stating who you involved when compiling this EIA under the protected characteristics. Include organisations you invited and organisations who attended, the date(s) they were involved and method of involvement i.e. Equality Impact Analysis workshop/email/telephone conversation/meeting/consultation. State clearly the objectives of the EIA consultation and findings from the EIA consultation under each of the protected characteristics. If you have not covered any of the protected characteristics please state the reasons why they were not consulted/engaged.

Objective(s) of the EIA consultation/engagement activity

The first draft of this strategy and EIA was produced in conjunction with the Community Engagement Team, including the Community Collaboration Officers and elected members who represent the interests local people. It is based on the experiences of and feedback to and from the aforementioned when dealing directly with communities of geography and interest. The EIA has been produced to ensure that the strategy considers all residents, employees/ers and visitors to Lincolnshire.

Who was involved in the EIA consultation/engagement activity? Detail any findings identified by the protected characteristic

Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	
Religion or belief	

Sex	
Sexual orientation	
<p>Are you confident that everyone who should have been involved in producing this version of the Equality Impact Analysis has been involved in a meaningful way?</p> <p>The purpose is to make sure you have got the perspective of all the protected characteristics.</p>	<p>No, there will be further work during engagement and consultation to ensure the strategy and its aims are sufficiently robust.</p>
<p>Once the changes have been implemented how will you undertake evaluation of the benefits and how effective the actions to reduce adverse impacts have been?</p>	<p>All engagement activity and consultation undertaken with advice and guidance from the Community Engagement Team is evaluated using an electronic form, which asks a series of questions to establish value and participation. This is reported on annually and any issues highlighted and addressed.</p>

Further Details

Are you handling personal data?	No If yes, please give details.
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Page 41

Actions required	Action	Lead officer	Timescale
Include any actions identified in this analysis for on-going monitoring of impacts.	Monitor strategy action plan implementation	Bev Finnegan	Annual review commencing in May 2019

Version	Description	Created/amended by	Date created/amended	Approved by	Date approved
V0.1	Pre-Scrutiny version to accompany draft strategy	Sarah Moody	07/02/18		

Examples of a Description:
 'Version issued as part of procurement documentation'
 'Issued following discussion with community groups'
 'Issued following requirement for a service change; Issued following discussion with supplier'

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Contents

Community Engagement Policy

2016



1	Introduction and context
2	Purpose and scope
3	Definition of engagement and consultation
4	Policy principles
5	The law
6	Roles and Responsibilities
7	Process

Appendices:	Quality Assurance Process
	Community Engagement Team role
	Useful references
	Glossary of terms
	Supporting documents

1. Introduction and context

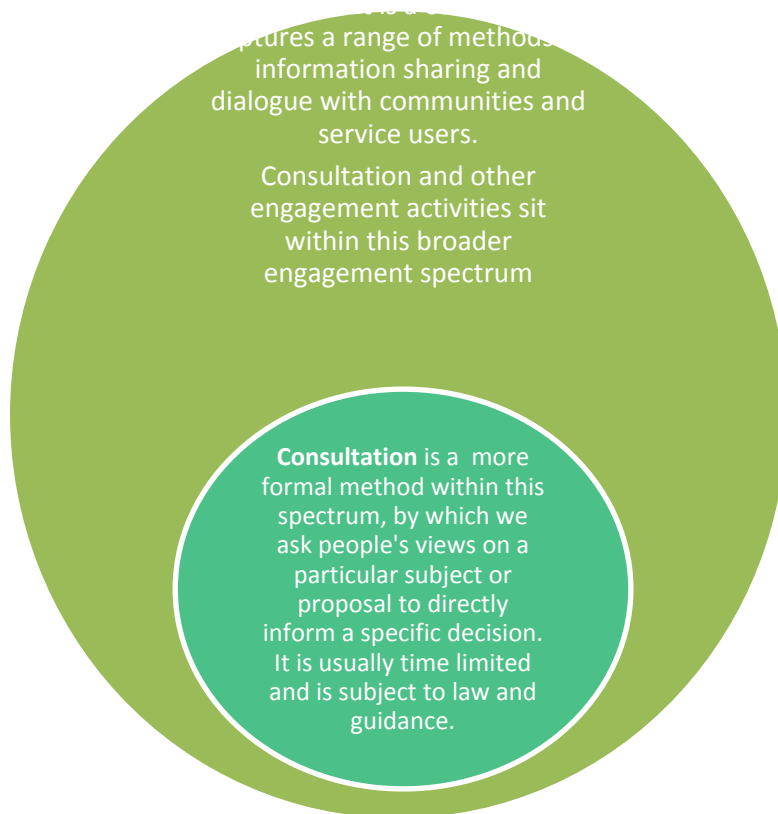
- 1.1 A five-year Corporate Community Engagement Strategy was approved by Lincolnshire County Council's Executive in 2013. The strategy explains how we will effectively engage communities to ensure they have an opportunity to understand and influence the decisions we make.
- 1.2 It is not always clear whether information sharing, consultation or a more participatory-style of engagement is required. Community engagement is a positive thing to do, but it can be a complex discipline that encompasses a range of methods, one of which is consultation. This policy has been created to provide a framework to help clarify matters and show why the support of the Community Engagement Team is important. It will help officers to understand the type of engagement that will best suit their needs; the difference between consultation and engagement, when and if it is required, and the type of support available through the specialist Community Engagement Team.

2. Purpose and scope

- 2.1 The purpose of this policy is to explain what Lincolnshire County Council means by engagement and all that it encompasses. It will particularly help to clarify the differences between engagement and consultation. It also lays out what is expected in terms of quality and standards when engaging with communities. It serves to clarify the role of the Community Engagement Team - all service areas **must** make best use of their support and advice.
- 2.2 The policy covers all forms of community engagement, across all service areas and geographical parts of the county. It cannot give legal advice or definitive answers on all questions relating to engagement and consultation, but provides clarity on the type of support and advice available to all staff wishing to undertake such activity.

3. Definitions

- 3.1 For the purposes of this Community Engagement Policy 'community' refers to individuals, residents, groups or organisations of Lincolnshire.
- 3.2 As mentioned above there can be confusion around the difference between engagement and consultation. Consultation is one form of engagement activity, alongside other techniques such as information sharing, collaboration and involvement. The following diagram demonstrates that consultation sits within the broader concept of engagement, followed by definitions of the terms:



Engagement

As an activity, 'engagement' is defined as on-going, regular dialogue, it includes collaborative approaches to working with our communities and partners. It is generally seen to offer great value in ensuring we make informed decisions, with stakeholders involved throughout the whole process.

Consultation

Consultation is just one element of engagement. Generally we consult where we are legally or ethically obliged to do so, for example when a service or policy change is being considered. Good practice here also helps protect the reputation of the organisation.

4. Policy Principles

- 4.1 To achieve the Council's aim of engaging with communities effectively you **must** access the support of the Community Engagement Team at the earliest possible opportunity. The Team will help you to decide how to proceed and what types of engagement activity will best suit you and your consultees needs.

The Team will work with you to ensure that:

- the purpose, scope and objectives of any engagement (or consultation) are clearly stated at the outset, informed by an Equality Impact Analysis, where required, and clarification of the stage that the service development or commissioning activity has reached so far
- accessible engagement methods and tools are utilised to match audience needs and engagement objectives, with guidance and supporting documents made available to ensure robust and auditable practice
- engagement activities are delivered within time-frames that are proportionate and realistic, enabling stakeholders to contribute with sufficient time to provide considered responses
- engagement activities are widely advertised and promoted including publicising feedback within 12 weeks of a consultation closing
- staff are provided with the specialist training, development and support they need to get the job done well
- continual improvement is achieved by keeping pace with current engagement and consultation research and good practice, developing case law and guidance, and by evaluating engagement activities along with the support and advice provided

4.2 It is **essential** to consider the Gunning Principles when undertaking a **consultation** exercise and good practice to bear these and the Brown Principles in mind when planning and running engagement. A link to more detailed information can be found in Appendix three, but the key Gunning principles are:

- consultation must take place when the proposal is still at a formative stage
- sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response
- adequate time must be given for consideration and response
- the product of the consultation must be conscientiously taken into account

4.3 Brown Principles (due regard):

- decision-makers must be aware of their equality duties
- the due regard duty must be fulfilled before and at the time of decisions
- analysis must be rigorous
- the duty to have due regard cannot be delegated
- the duty is a continuing one
- it is good practice to keep an adequate record

4.4 If relevant to the service area the Care Act, for example, stipulates that if a change to an adult care service is significant, will have a considerable impact upon people, or has been consulted upon before (or a commitment to do so has been demonstrated) consultation should take place.

4.5 This policy will follow Lincolnshire County Council's risk governance and assurance structure and processes. Day to day responsibility for risks associated with this policy and

provision of consultation/engagement advice and support to services across the whole council will rest with the Directorate Management Team and the Public Health Consultants, who are ultimately accountable for the risk and related control environment within Public Health. They are responsible for ratifying the directorate risk register and any directorate risk policies in line with the corporate risk appetite, as laid out in the (currently draft) Public Health Risk Management Policy and Process Guide.

- 4.6 To ensure all of the above is achieved/followed you **must** seek specialist advice and support for engagement and consultation as early as possible in service development/commissioning processes (including legal advice from the Legal Service, if required).

5. The law with regard to engagement and consultation

- 5.1 Whilst there is no legal duty to *engage* with communities (therefore no legal risk), it is a positive thing to do as it builds relationships over time and ultimately leads to better policies, strategies and services. It also offers greater freedom and flexibility for the consultor and the consultee than consultation.
- 5.2 Consultation can also be seen as a matter of good practice because of the difficulty in identifying definitively whether a legal obligation exists. This is because the law of consultation is based on the principles of fairness and legitimate expectation. Therefore, the question of legal obligation will often be a risk assessed judgment that may best be managed by carrying out a consultation.
- 5.3 There is no general duty on local authorities to consult when they are considering changes to services or policies. In fact the courts recognise a large degree of autonomy in public bodies, not least because public bodies are often seeking to balance a number of competing or conflicting interests and because of the impact on decision-making if everything had to be the subject of consultation. The courts have identified a number of circumstances where consultation will be required. However, they are still developing and are a matter of judgment in every case. These circumstances fall into two categories: firstly, where there is a statutory duty to consult and secondly, where the courts will imply a duty to consult from the Council's general obligation to act fairly.
- 5.4 Where a consultation is carried out it must be done properly in accordance with the principles laid down by the courts. The potential for challenge means that the Council is keen to accurately describe its proposals and establish, in written audit trails, the information it has provided and the responses it receives. The Council must also demonstrate it has given proper consideration to public and stakeholder views when reaching a decision.
- 5.5 The law allows consultation to take place on a preferred option as long as any other options that have been considered are included with clear reasons for their rejection.

- 5.6 Where there is uncertainty about the legal obligation to consult, the Community Engagement Team will advise whether further guidance should be sought from LCC Legal Services.
- 5.7 Further references can be found in section four above and in Appendix three. Additional terms are explained in Appendix four at the end of this policy document.

6. Roles and Responsibilities

- 6.1 The Council has a specialist Community Engagement Team which provides support and advice to LCC staff from all director areas and elected members on the need for planning and delivery of **all** engagement (including consultation activities). The team draws on many years of experience on the varying methods of engagement, carrying out and advising on consultation working with service areas across the authority.

The support and advice provided is designed to help services ensure that good quality engagement occurs, avoiding duplication and contributing to improving community confidence in the Council. It seeks to ensure a consistent and inclusive approach across all of our services and any service considering undertaking engagement or consultation activity **must** contact the Community Engagement Team at the earliest opportunity.

- 6.2 In return it is expected that the service area responsible for the engagement/ consultation will carry out activities included in the Quality Assurance Process, (QAP, see Appendix one) to ensure that the consultation or engagement activity is of the best possible standard and achieves what it aims to do.
- 6.3 The QAP serves to ensure standards are met with 'sign off' required at each stage of consultation and engagement from the formation of the idea, to development and through activity to completion. Supporting documentation sits against key stages of the QAP process. For consultation activities, 'sign off' from the service area's Portfolio Holder will be required at Stage 6.

7. Process

- 7.1 The QAP was developed to support effective delivery of the Community Engagement Strategy Objectives and this Policy's principles. The Community Engagement Team encourages all members of staff who are undertaking engagement or consultation activities to follow this process.
- 7.2 The engagement or consultation advice process, captured on the QAP diagram overleaf, follows 16 key steps supported by key templates. Each step identifies the activities that will take place and the supporting documents you may need to use, depending on the scale and scope of the piece of work. After each step has been completed, the CET will ensure sign off with you at the right time. Once signed the documents provide a record of decision making throughout your consultation.

- 7.3 Whilst the Community Engagement Team can support and advise you with your engagement, when planning any activity it is important that you consider and identify any resource requirements. This could include securing venues, identifying a member of staff responsible for collating and analysing feedback, staffing your consultation or engagement event or activity, and the production of any materials and postage. The CET has planning templates and references and can guide you through this part of the process as well.
- 7.4 With regard to questionnaires or survey development, the Community Engagement Team will advise on the content, wording or format of your questionnaire but are not able to extract and analyse SNAP data, however the team can connect you with Corporate Business Support who undertake this activity. Business Support colleagues will produce a data analysis report from completed SNAP survey forms. However, this does not include interpretative analysis that would need to be undertaken within your service.

For more information on any of the above please contact the CET via consultation@lincolnshire.gov.uk

The QAP is available at appendix one overleaf.



The Community Engagement Team role to support officers with:

- advice and support in the development of consultation planning (including a consultation pack - a useful resource which provides guidance and templates to aid the consultation process)
- advice and support on appropriate wording to ensure surveys/questionnaires are in plain language and are fit for purpose
- advice and support to test the survey/questionnaire
- connections with organisations carrying out similar consultation or working with similar audiences – enabling joint working and sharing of results
- advice and support in the completion of Equality Impact Analyses
- facilitation at workshops or engagement activities
- access to Lincolnshire Consultation Community - contacts for people within the community who want to be informed/consulted about issues that may interest or affect them
- access to Community Engagement Community of Practice which enables sharing of experience, ideas and learning
- dissemination of training information so that colleagues are able to deliver engagement/ consultation activity themselves
- ensuring consultation adheres to relevant legal precedents (where required working closely with Legal Services) including Gunning and Brown Principles.
- providing a contact point to help individuals and external organisations contact the relevant member of staff within LCC
- raising an issue on behalf of an individual or external organisation with the relevant member of LCC staff by such methods as forwarding e-mails or setting up a meeting
- facilitating responses to queries by making a 'reminder' contact with a member of staff if they do not respond to an individual or external organisation

Useful references

Policies, guidance and legal principles (both national and local) will influence the way this policy is delivered. Case law is continually developing, but the key legal principles governing the Council's engagement and consultation activity are included below. Full details are available through the links below:

Central Government Cabinet Office Consultation Principles (revised 2016) - www.gov.uk/government/publications/consultation-principles-guidance

Gunning Principles - www.adminlaw.org.uk/docs/18%20January%202012%20Sheldon.pdf and also at: <http://www.nhsinvolvement.co.uk/connect-and-create/consultations/the-gunning-principles>

Equalities legislation such as the Brown Principles - http://www.equalityhumanrights.com/sites/default/files/documents/PSD/technical_guidance_on_the_public_sector_equality_duty_england.pdf

Lincolnshire County Council's Customer Charter - <http://www.lincolnshire.gov.uk/local-democracy/how-the-council-works/key-plans-and-strategies/customer-service-charter/49249.article>

Guidance relating to decommissioning and service change

As well as general guidance there is some specific legal opinion regarding the need for engagement and consultation as part of any programme to review commissioning of services that might lead to de-commissioning decisions. The key points of this guidance include:

- The setting of a budget is not authority for the actions that underpin that budget
- Consultation on the budget is unlikely to be sufficiently specific to meet any consultation responsibility in relation to an individual proposal that underpins the budget
- It is lawful for the Council to set a budget and then consult on individual proposals provided certain conditions are met
- The budget represents a limit that the Executive cannot exceed. It does not require the Executive to spend the money allocated by the full Council in the budget
- There is not anything fundamentally unlawful in consulting on changes which would lead to expenditure being incurred which is below the current budget

Glossary of Terms

Term	Definition
Community	Individuals, residents, groups and organisations (of interest or geography) of Lincolnshire
Community Engagement Team	The team that supports and advises LCC staff and elected members to deliver effective, inclusive and legally sound engagement and consultation
Consultation	The opportunity to have a say on a specific issue at a given time using a set of planned methods within a planned process
Consultor	Person leading consultation or engagement exercise to establish answers to their questions
Engagement	Ongoing dialogue with individuals, groups and organisations to ensure they influence decisions that affect them
Feedback	Letting people know in good time how their views and ideas have contributed to decision making around implementing a change or improvement
Equality Impact Analysis (EIA)	Must be completed to inform dialogue so that stakeholders and decision makers are aware of the potential positive and negative impact(s) of proposals on the protected characteristics of service users or citizens
Gunning and Brown Principles	Legal principles, developed through case law to explain how consultation should be carried out inclusively, transparently and fairly
Information	Facts and figures provided clearly and accessibly to help people understand an issue and make informed contribution and comment
Quality Assurance Process (QAP)	A written process against which the engagement and consultation activity can be assessed to ensure it has met appropriate criteria and will be effective and legal

Supporting documents (please note that the links to these documents will not work if viewing a pdf version of the document):



Consultation
Guidance v1.0 270416.docx



Community
Engagement Quality /



Consultation How to
sheets v1.0 270416.docx



Engagement Plan
template v1.0 270416.docx



Stage 1 Scoping
Agreement v1.0 270416.docx



Stage 2 Areas of
responsibility v1.0 270416.docx



Stage 3 Evaluation
Form v1.0 270416.docx



EIA template
v1.0.docx



Consultation activity
template v1.0 270416.docx



Engagement Matrix
Tool template v1.0 270416.docx



You said we did table
template v1.0 270416.docx

Lincolnshire County Council, in accordance with current legislation, wants to treat everyone fairly.

Although we do not translate things as a matter of course, there are times when the language barrier prevents people from accessing a service. In such cases it may be appropriate to provide an interpreter or written translation. Further information can be found by accessing the following web link:

<https://www.lincolnshire.gov.uk/residents/community-and-living/equality-and-diversity/interpreting-and-translating/>

In line with the Accessible Information Standard, where a customer needs this document in a different format, for example, large print, braille or easy read, they should contact us on 01522 782060.

**Open Report on behalf of Richard Wills,
Executive Director for Environment and Economy**

Report to:	Public Protection and Communities Scrutiny Committee
Date:	13 March 2018
Subject:	Citizens Advice Lincolnshire

Summary:

This report invites the Public Protection and Communities Scrutiny Committee to consider a pre decision scrutiny item on Citizens Advice Lincolnshire which is due to be considered by the Executive Councillor for NHS Liaison and Community Engagement between 16 March and 23 March 2018.

The views of the Scrutiny Committee will be reported to the Executive Councillor as part of her consideration of this item.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited to:

- 1) To consider the attached report and to determine whether the Committee supports the recommendation(s) to the Executive as set out in the report.
- 2) To agree any additional comments to be passed to the Executive in relation to this item.

1. Background

The Executive Councillor for NHS Liaison and Community Engagement is due to consider a report regarding Citizens Advice Lincolnshire between 16 March and 23 March 2018.

The full report to the Executive is attached at Appendix 1 to this report.

2. Conclusion

Following consideration of the report, the Public Protection and Communities Scrutiny Committee is requested to consider whether it supports the recommendations in the report and whether it wishes to make any additional comments to the Executive Councillor.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

N/A

b) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix 1	Citizens Advice Lincolnshire

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 Bev Finnegan/Lynne Faulder, who can be contacted on 01522 550516 / 01522 550824 or Bev.Finnegan@lincolnshire.gov.uk
Lynne.Faulder@lincolnshire.gov.uk

**Open Report on behalf of Richard Wills,
Executive Director for Environment and Economy**

Report to:	Councillor Mrs S Woolley, Executive Councillor for NHS Liaison and Community Engagement
Date:	Between 16 March and 23 March 2018
Subject:	Citizens Advice Lincolnshire
Decision Reference:	I
Key decision?	No

Summary:

Historically, Citizens Advice Services in Lincolnshire have been supported through a Grant Funding Agreement (GFA) which enables Citizens Advice Lincolnshire to deliver free, confidential and impartial advice and assistance through the network of local Citizens Advice Offices in the county. This includes a 'core service' across a broad range of advice areas including debt and money, benefits, housing and employment, consumer, relationships and family, discrimination, law and rights, tax and education and an 'Income Maximisation Service' providing intensive support to enable people to claim all of the benefits they are entitled to.

The current one year Grant Funding Agreement provided £616,135 to enable the delivery of this support in 2017/18 with no commitment to further funding beyond 31 March 2018.

A service review involving consideration of the benefits of the two elements of the existing funding agreement has been undertaken. This review identified that as a result of already existing specialist support available within communities from a wide range of both statutory, community and voluntary organisations; there should be a shift in focus to concentrate on the broader and more inclusive range of advice being available to assist citizens through the core service including appropriate advice about their finances. Rather than renewing funding for the Income Maximisation project, greater value within available resources would be obtained by funding the generic 'core service' with an additional amount being made available to those requiring additional support specifically with issues relating to Universal Credit.

Therefore, a single year amount of £278,000 has been allocated from contingency to continue to fund Citizens Advice Lincolnshire for 'core service' for 2018/2019 with a further one off £53,000 identified from within the service area to enable the provision of advice and support in areas around welfare reform and specifically Universal Credit. Both amounts will be incorporated within a new Grant Funding Agreement that will be drawn up.

Executive Councillor approval is therefore sought for the award of grant funding to Citizens Advice Lincolnshire and to delegate the conclusion of legal documentation and the decision to enter into the Grant Funding Agreement to the Executive Director for Environment and Economy, in consultation with the Executive Councillor.

Recommendation(s):

That the Executive Councillor:

- 1) approves the award of grant funding to Citizens Advice Lincolnshire for 2018/2019 of £278,000 for core services plus £53,000 for additional support relating to welfare reform including Universal Credit
- 2) delegates the conclusion of legal documentation and the decision to enter into the Grant Funding Agreement to the Executive Director for Environment and Economy, in consultation with the Executive Councillor for NHS Liaison and Community Engagement.

Alternatives Considered:

- 1) To offer the grant funding to alternative providers. Research indicates that other providers do not have the ability, resources or facilities to provide the same range of holistic support across the county at this time.
- 2) Providing no funding for Citizens Advice including for core services. Whilst there are other organisations supporting particular demographics e.g. age, re-offenders etc. with advice, there is no other single organisation in Lincolnshire that supports the number of individuals or that address the range of advice that Citizens Advice services deliver. The core services provided by Citizens Advice in Lincolnshire contribute to outcomes sought by the County Council which would be lost as would additional analysis of the wider social and economic trends through policy research and added value from local, regional and national partnerships and the infrastructure provided through the national Citizens Advice organisation.
- 3) To fund the Income Maximisation Project for 2018/19

This would continue intensive support to categories of individuals to maximise their income from benefits. However, the Council has a number of competing demands on its budgets such that it must consider whether it is appropriate to fund core services and the more intense support provided by the income maximisation project. The core service already provides support to individuals to manage their finances of which benefits advice is a part. Other organisations working with particular groups of individuals such as older people or people with a disability provide advice on welfare benefits. The Council's proposal would see

£53,000 funding being given to ensure that Citizens Advice can supplement their core service with a specific offering county-wide supporting people to navigate the transition to Universal Credit.

Reasons for Recommendation:

To ensure continuation of the free, confidential, impartial and quality assured advice delivered through Citizens Advice Lincolnshire core service.

The services provided by Citizens Advice in Lincolnshire contribute to outcomes sought by Lincolnshire County Council. For example, enabling communities to have easier access to services and information, supporting individuals to care for themselves and develop a stronger sense of self, built on improved self-efficacy, confidence and self-esteem.

In addition, through their networks, Citizens Advice provides valuable connections and insight into the problems faced by people and communities in Lincolnshire with analysis of the wider social and economic trends through policy research.

Furthermore, the local, regional and national partnerships they participate in and the infrastructure provided through the national Citizens Advice organisation add value to the services that are delivered.

Additional funding will allow the Core Service which already includes welfare benefits advice to be supplemented by specific advice to support people through the transition to Universal Credit

1. Background

At its meeting on 4 January 2017 the Executive received a Report proposing a two year grant agreement for Citizens Advice Lincolnshire for the amount of £684,594 in each of the two financial years 2017/18 and 2018/19.

At its meeting the Executive expressed concern at the level of funding and the two year commitment given the budgetary pressures facing the Council. They approved a one year grant agreement at the proposed level less 10% and called for a review of future funding.

Historically, Citizens Advice Services in Lincolnshire have been supported through a Grant Funding Agreement (GFA) which enables Citizens Advice Lincolnshire to deliver free, confidential and impartial advice and assistance through the network of local Citizens Advice Offices in the county, from a trusted source. This includes (i) a core service across a broad range of advice areas including debt and money, benefits, housing and employment, consumer, relationships and family, discrimination, law and rights, tax and education and (ii) an 'Income Maximisation Service' providing intensive support to enable people to claim all of the benefits they are entitled to.

In addition, through their networks, Citizens Advice provides valuable connections and insight into the problems faced by people and communities in Lincolnshire with analysis of the wider social and economic trends through policy research. Their delivery of free, holistic advice and countywide coverage places them in the unique position of providing a comprehensive advice service across the whole of Lincolnshire. These factors make Citizens Advice Lincolnshire the only organisation of choice for grant funding a county wide advice service by Lincolnshire County Council. Furthermore, the local, regional and national partnerships they participate in and the infrastructure provided through the national Citizens Advice organisation add value to the services that are delivered.

The Citizens Advice organisations in Lincolnshire are non-profit making registered charities funded by grants secured from numerous sources. They are also financially supported by their local District Councils. Lincolnshire County Council core service funding enables the sustainability of the service and enables Citizens Advice to secure other local and national funding for projects and services to further support residents in the county, bringing additional value.

The services provided by Citizens Advice in Lincolnshire contribute to outcomes sought by Lincolnshire County Council. For example, enabling communities to have easier access to services and information, supporting individuals to care for themselves and develop a stronger sense of self, built on improved self-efficacy, confidence and self-esteem.

The one year Grant Funding Agreement approved by Executive in January 2017 has provided funding of £277,957 for the core service and £338,178 for the Income Maximisation Project making £616,135 in total with the aim of:

- Providing information and advice to the people of Lincolnshire in a timely manner and as efficiently as possible
- Raising awareness of support services which may be accessible to recipients
- Ensuring the service is accessible to all
- Ensuring advice given is quality assured, in accordance with the requirements of the national Citizens Advice organisation
- Ensuring advice is based on need and provided by telephone, email, webchat and, where necessary or appropriate, on a face to face basis
- Relieving the anxiety and financial distress associated with severe debt problems through support by specialised debt caseworkers.

And specifically for the Income Maximisation service:

- Providing intensive support to clients to maximise their income by ensuring they claim all the benefits to which they are entitled through casework, applications, renewal claims, reviews and appeals
- Providing an inclusive and accessible service offering home visits to clients, where appropriate, to ensure that no one is unable to receive the help they require due to their inability to travel or access services

- Increasing the number of people claiming Attendance Allowance (AA), Disability Living Allowance (DLA), Personal Independence Payment (PIP), Personal Independence Allowance, Carers Allowance, Pension Credit and Employment Support Allowance (ESA).

In recognition that the current Grant Funding Agreement expires at the end of March 2018, and as required by Executive in January 2017 a review involving consideration of the benefits of the two elements of the existing funding agreement has been undertaken.

As set out earlier in this Report the advantage of Citizen's Advice Lincolnshire as a recipient of local authority funding lies in the wide geographic reach and subject-matter scope of its core services. No other organisation can provide such a county-wide advice service. Added to this is the value of the insight provided into the issues facing Lincolnshire residents and the local regional and national partnerships and infrastructure that the local Citizens Advice can access.

In terms of reaching the greatest number of people in such a way as to support those with the widest range of advice and expertise the Council's priority must be the support of the core service.

In terms of the Income Maximisation Service this is a different kind of service involving more intensive involvement with a more specific group of individuals assisting them to maximise their income from welfare benefits. This service has been looked at again in the light of the following points:-

- The Citizen's Advice core service already includes general advice on managing finances and on welfare benefit entitlement
- A number of other organisations provide more targeted financial, income maximisation and welfare benefits advice to particular groups including:-
 - Age UK (for older people),
 - Lincolnshire Home Improvement Agency (for those entitled to benefits such as illness, disability, age),
 - Lincolnshire Community Foundation via the 'MoneyLincs' programme (eligibility criteria apply – for those out of work),
 - Lincolnshire Action Trust (for offenders and those at risk of offending as well as welfare of families and dependents),
 - The Wellbeing Service (short-term support only),
 - P3,
 - The National Money Advice Service (offers help online and over the phone for free).
- If additional welfare benefits support is required to supplement this overall mix of generic and more targeted support then:
 - for the reasons set out above it should be done by supplementing the Citizens Advice core service; and

- should be targeted to a specific issue affecting welfare benefit recipients where the core service of Citizens Advice would benefit from additional capacity.

That specific issue at the present time is the change to Universal Credit where specific support to individuals as part of a generic service would add significant value to the Citizens Advice offer.

This review identified that greater value for the Council's funding would be obtained by funding the generic 'core service' (with an additional amount for generic welfare advice), with a shift towards a more holistic and inclusive advice service, rather than the specific 'Income Maximisation' 'project'. Therefore, it is proposed that a single year amount of £278,000 (allocated from contingency) is used to continue to fund Citizens Advice Lincolnshire for 'core service' only for 2018/2019 with a further one off allocation of £53,000 (identified from within the service area) to enable the provision of advice and support in areas around welfare reform and in particular Universal Credit. Both amounts will be incorporated within a new Grant Funding Agreement that will be drawn up.

A Grant Agreement can legitimately be used in these circumstances as the Council is not procuring a service. The services that Citizens Advice Lincolnshire deliver are delivered under Citizens Advice Lincolnshire's own objects as an organisation. The grant enables the Council to ensure that the organisation is funded to carry on delivering those services and to do so on a scale which supports the Council's own objectives.

Legal Issues:

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- * Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
- * Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- * Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- * Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic
- * Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it

* Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding

Compliance with the duties in section 149 may involve treating some persons more favourably than others

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process

An Equality Impact Analysis for not funding the Income Maximisation service is attached at Appendix A.

Potential negative impacts are identified principally for the protected characteristic groups of Age, Disability and Marriage and Civil Partnership.

Mitigation is identified in the range of other organisations providing targeted advice to certain groups within Lincolnshire. While none of these supports the number of individuals or address the range of issues that Citizens Advice Service deliver, they do provide support with a specific focus on the needs of specified groups including older people and people with a disability. This includes support with claiming available benefits.

Further mitigation is provided by the Council supplementing its core funding to Citizens Advice to enable them to provide additional support as part of their core service to individuals navigating the effects of welfare reform and the introduction of Universal Credit.

Overall this is considered to represent a mix of provision that mitigates sufficiently the negative impacts of not funding Citizens Advice to provide the existing Income Maximisation project to enable the Executive Councillor properly to proceed with the recommendations set out in this Report.

Joint Strategic Needs Analysis (JSNA) and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision

Consideration has been given to the JSNA and the JHWS and it is noted that the services provided by Citizens Advice contribute to the outcomes sought by the Joint Health and Wellbeing Strategy (JHWS) through the delivery of information, advice and assistance that reflects the key themes of the JHWS. Regarding the

JSNA, insight into issues and problems in Lincolnshire gained by Citizens Advice together with policy research has the potential to support the Joint Strategic Needs Assessment process.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area

This has been taken into account in this instance and the role of Citizens Advice considered. Citizens Advice remit includes advice on neighbourhood disputes, anti-social behaviour in housing and problems with local environment. Citizens Advice works in partnership with some providers of drug and alcohol support services in Lincolnshire and has a role in combating hate crime. Continuation of funding will enable this to carry on.

2. Conclusion

In January 2017 the Executive declined to approve a two year funding agreement with Citizens Advice Lincolnshire in the light of the financial constraints impacting on the Council. Those financial constraints have not gone away.

The Council continues to face future reductions in its government funding with the overall financial funding position affected by uncertainty relating to such fundamental issues as the funding formula, the mechanisms for effecting local retention of business rates and the future funding of adult care including the future of the Better Care Fund.

As has been the case for a number of years now the Council must manage these funding reductions whilst also funding cost increases in relation to its core statutory duties including adult and children's social care and waste disposal. Despite making significant cost savings over the period the Council has used its reserves to balance the budget in each of the last 5 years with the likelihood that that will continue into the foreseeable future. Such reserves are one-off sources of funding which cannot be used indefinitely. The need for the Council to effect savings is as great as ever.

It is in this context that the grant funding to CAB has been reviewed as requested by Executive.

In recognition of the expiration of the existing Grant Funding Agreement in March 2018 and service review undertaken, funding of £278,000 is proposed (identified from contingency) to enable the continuation of grant funding for Citizens Advice 'core service' only for one year . In addition one off funding of £53,000 is proposed from the service area to be used for advice and support for areas around welfare reform.

This is considered to represent an appropriate balance between ensuring continued funding of Citizens Advice as a key county-wide provider within the wider economy of advice and support within Lincolnshire and financial prudence in what is discretionary expenditure by the Council at a time of continued financial constraint as identified by the Executive in January 2017.

Executive Councillor approval is therefore sought for the continued award of grant funding to Citizens Advice Lincolnshire as set out in the Report and to delegate the conclusion of legal documentation and the decision to enter into the Grant Funding Agreement to the Executive Director for Environment and Economy, in consultation with the Executive Councillor for NHS Liaison and Community Engagement.

3. Legal Comments:

The Council has the power to provide the funding proposed and may lawfully provide it by way of grant.

The decision is consistent with the Policy Framework and within the remit of the Executive if it is within the budget.

4. Resource Comments:

Accepting the recommendation within this report to award a grant to Citizens Advice Lincolnshire, will incur a one off cost in 2018/19 of £278,000 to support core services and £53,000 to support areas around welfare reform. These costs will be met from the approved contingency budget for 2018/19 and from service earmarked reserves.

5. Consultation

Has The Local Member Been Consulted?

N/A

Has The Executive Councillor Been Consulted?

Yes

Scrutiny Comments

The decision will be considered by the [] Scrutiny Committee on [] march 2018 and the comments of the Committee will be reported to the Executive Councillor

Has a Risks and Impact Analysis been carried out?

Yes

Risks and Impact Analysis

Please see body of report and Appendix A

6. Appendices

These are listed below and attached at the back of the report	
Appendix A	Equality Impact Analysis CAL IMAX Service

7. Background Papers

Document title	Where the document can be viewed
Executive Report "Citizens Advice Lincolnshire dated 4 January 2017	Democratic Services

This report was written by Bev Finnegan/Lynne Faulder, who can be contacted on 01522 550516 / 01522 550824 or Bev.Finnegan@lincolnshire.gov.uk
Lynne.Faulder@lincolnshire.gov.uk

Equality Impact Analysis to enable informed decisions

The purpose of this document is to:-

help decision makers fulfil their duties under the Equality Act 2010 and for you to evidence the positive and adverse impacts of the proposed change on people with protected characteristics and ways to mitigate or eliminate any adverse impacts.

Using this form

This form must be updated and reviewed as your evidence on a proposal for a project/service change/policy/commissioning of a service or decommissioning of a service evolves taking into account any consultation feedback, significant changes to the proposals and data to support impacts of proposed changes. The key findings of the most up to date version of the Equality Impact Analysis must be explained in the report to the decision maker and the Equality Impact Analysis must be attached to the decision making report.

****Please make sure you read the information below so that you understand what is required under the Equality Act 2010****

Equality Act 2010

The Equality Act 2010 applies to both our workforce and our customers. Under the Equality Act 2010, decision makers are under a personal duty, to have due (that is proportionate) regard to the need to protect and promote the interests of persons with protected characteristics.

Protected characteristics

The protected characteristics under the Act are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

Section 149 of the Equality Act 2010

Section 149 requires a public authority to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by/or under the Act
- Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share those characteristics
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The purpose of Section 149 is to get decision makers to consider the impact their decisions may or will have on those with protected characteristics and by evidencing the impacts on people with protected characteristics decision makers should be able to demonstrate 'due regard'.

Decision makers duty under the Act

Having had careful regard to the Equality Impact Analysis, and also the consultation responses, decision makers are under a personal duty to have due regard to the need to protect and promote the interests of persons with protected characteristics (see above) and to:-

consider and analyse how the decision is likely to affect those with protected characteristics, in practical terms, remove any unlawful discrimination, harassment, victimisation and other prohibited conduct,

consider whether practical steps should be taken to mitigate or avoid any adverse consequences that the decision is likely to have, for persons with protected characteristics and, indeed, to consider whether the decision should not be taken at all, in the interests of persons with protected characteristics,

consider whether steps should be taken to advance equality, foster good relations and generally promote the interests of persons with protected characteristics, either by varying the recommended decision or by taking some other decision.

Conducting an Impact Analysis

The Equality Impact Analysis is a process to identify the impact or likely impact a project, proposed service change, commissioning, decommissioning or policy will have on people with protected characteristics listed above. It should be considered at the beginning of the decision making process.

The Lead Officer responsibility

This is the person writing the report for the decision maker. It is the responsibility of the Lead Officer to make sure that the Equality Impact Analysis is robust and proportionate to the decision being taken.

Summary of findings

You must provide a clear and concise summary of the key findings of this Equality Impact Analysis in the decision making report and attach this Equality Impact Analysis to the report.

Impact – definition

An impact is an intentional or unintentional lasting consequence or significant change to people's lives brought about by an action or series of actions.

How much detail to include?

The Equality Impact Analysis should be proportionate to the impact of proposed change. In deciding this asking simple questions “Who might be affected by this decision?” “Which protected characteristics might be affected?” and “How might they be affected?” will help you consider the extent to which you already have evidence, information and data, and where there are gaps that you will need to explore. Ensure the source and date of any existing data is referenced.

You must consider both obvious and any less obvious impacts. Engaging with people with the protected characteristics will help you to identify less obvious impacts as these groups share their perspectives with you.

A given proposal may have a positive impact on one or more protected characteristics and have an adverse impact on others. You must capture these differences in this form to help decision makers to arrive at a view as to where the balance of advantage or disadvantage lies. If an adverse impact is unavoidable then it must be clearly justified and recorded as such, with an explanation as to why no steps can be taken to avoid the impact. Consequences must be included.

Proposals for more than one option If more than one option is being proposed you must ensure that the Equality Impact Analysis covers all options. Depending on the circumstances, it may be more appropriate to complete an Equality Impact Analysis for each option.

The information you provide in this form must be sufficient to allow the decision maker to fulfil their role as above. You must include the latest version of the Equality Impact Analysis with the report to the decision maker. Please be aware that the information in this form must be able to stand up to legal challenge.

Background Information

Title of the policy / project / service being considered	CAL IMAX service	Person / people completing analysis	Lynne Faulder Bev Finnegan
Service Area	Environment & Economy	Lead Officer	Nicole Hilton
Who is the decision maker?	Cllr Mrs S Woolley, Executive Councillor for NHS Liaison and Community Engagement	How was the Equality Impact Analysis undertaken?	Desk top with CAL
Date of meeting when decision will be made	Click here to enter a date.	Version control	
Is this proposed change to an existing policy/service/project or is it new?	Existing policy/service/project	LCC directly delivered, commissioned, re-commissioned or de-commissioned?	Commissioned
Describe the proposed change	Not to fund Income Maximisation services		

Evidencing the impacts

In this section you will explain the difference that proposed changes are likely to make on people with protected characteristics. To help you do this first consider the impacts the proposed changes may have on people without protected characteristics before then considering the impacts the proposed changes may have on people with protected characteristics.

You must evidence here who will benefit and how they will benefit. If there are no benefits that you can identify please state 'No perceived benefit' under the relevant protected characteristic. You can add sub categories under the protected characteristics to make clear the impacts. For example under Age you may have considered the impact on 0-5 year olds or people aged 65 and over, under Race you may have considered Eastern European migrants, under Sex you may have considered specific impacts on men.

Data to support impacts of proposed changes

When considering the equality impact of a decision it is important to know who the people are that will be affected by any change.

Population data and the Joint Strategic Needs Assessment

The Lincolnshire Research Observatory (LRO) holds a range of population data by the protected characteristics. This can help put a decision into context. Visit the LRO website and its population theme page by following this link: <http://www.research-lincs.org.uk> If you cannot find what you are looking for, or need more information, please contact the LRO team. You will also find information about the Joint Strategic Needs Assessment on the LRO website.

Workforce profiles

You can obtain information by many of the protected characteristics for the Council's workforce and comparisons with the labour market on the [Council's website](#). As of 1st April 2015, managers can obtain workforce profile data by the protected characteristics for their specific areas using Agresso.

Positive impacts

The proposed change may have the following positive impacts on persons with protected characteristics – If no positive impact, please state '*no positive impact*'.

Age	No positive impact
Disability	No positive impact
Gender reassignment	No positive impact
Marriage and civil partnership	No positive impact
Pregnancy and maternity	No positive impact
Race	No positive impact
Religion or belief	No positive impact
Sex	No positive impact
Sexual orientation	No positive impact

Page 74

If you have identified positive impacts for other groups not specifically covered by the protected characteristics in the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.

No positive impact

Adverse/negative impacts

You must evidence how people with protected characteristics will be adversely impacted and any proposed mitigation to reduce or eliminate adverse impacts. An adverse impact causes disadvantage or exclusion. If such an impact is identified please state how, as far as possible, it is justified; eliminated; minimised or counter balanced by other measures.

If there are no adverse impacts that you can identify please state 'No perceived adverse impact' under the relevant protected characteristic.

Negative impacts of the proposed change and practical steps to mitigate or avoid any adverse consequences on people with protected characteristics are detailed below. If you have not identified any mitigating action to reduce an adverse impact please state *'No mitigating action identified'*.

Age

Evidence

Should IMAX not be funded, thus reducing capacity in the service, individuals in all age groups will be adversely affected. However, in terms of groups with protected characteristics:

- Approximately **5%** of clients are children or young people aged 25 and under
- Around **42%** of clients aged 65 and over
- The **remaining 53%** could still have an impact on children and child poverty and their health and wellbeing, as the majority are families.

Impact

Not funding IMAX could produce the following negative impacts on individuals with protected characteristics due to age:

- **Older people may be less likely to remain independent in their own homes** through lack of preventative advice and support (including home visits) on welfare, benefits and housing through IMAX. This could negatively impact both the individual's health and wellbeing, and increase demand on local health and social care services.
- **People may be less able to afford to buy specific services that reduce risk of harm, without access to specialist advice** thereby increasing reliance and cost to statutory body funding and services
- **People who will suffer with dementia** will have less support available to them thereby increasing reliance on already stretched services and social care budget
- **May** see a pressure on carers, many of whom are also elderly.

	<p>Mitigation</p> <p>Many other organisations support these particular age groups (for example, Age UK, Pension Wise, Alzheimer’s Society, P3 and Eighteen and Under), where there is increasing expertise on accessing specialist advice, services and provision. The Council will fund CAL to provide as part of the core service additional welfare benefit advice relating to welfare reform including Universal Credit</p>
Disability	<p>Evidence</p> <p>Over 85% of IMAX clients have a long term health condition or disability. Part of the IMAX service is to support individuals and increase the number of people successfully claiming their benefits entitlements including:</p> <ul style="list-style-type: none"> ● Attendance Allowance ● Disability Living Allowance ● Personal Independence Payments ● Carers Allowance ● Pension Credit ● Employment Support Allowance <p>Impact</p> <p>Any reduction in the IMAX service would impact on clients with disabilities and long term health conditions, including:</p> <ul style="list-style-type: none"> ● Decrease the available support to those who have a physical disability or sensory impairment who see IMAX service as part of their overall support package when facing their life challenges. ● Risk of increasing the number of families with at least one disabled member who live in relative income poverty (from the existing 19% - as compared with 15% in families with no disabled family member) ● Impact upon mental health due to the reduction of a provider of advice and support (Citizens Advice impact report 2015/16)

	<p>Mitigation</p> <p>It is recognised that IMAX provides access to advice and support for disabled clients. However, alternative support, from Jobcentre Plus, Statutory Services, LPFT Community Support Services or Community Hubs have a wide geographical spread for access and have specific expertise both in the areas of Mental Health and the barriers and challenges facing this community as well as knowledge of the services and benefits available to them. The Council will fund CAL to provide as part of the core service additional welfare benefit advice relating to welfare reform including Universal Credit</p>
Gender reassignment	<p>Evidence</p> <p>Data on gender reassignment is not collected.</p> <p>Impact</p> <p>Although the number of people with this protected characteristic is not known the majority of people in receipt of support from the service are already accounted for within the protected characteristic of age or disability. It is not considered that any specific negative impacts affect people with this protected characteristic separately from whether they also have the protected characteristic of age or disability.</p> <p>Mitigation</p> <p>Not applicable.</p>
Marriage and civil partnership	<p>Evidence</p> <p>A large proportion of IMAX clients are older married couples in situations where one or both individuals has health condition (such as dementia), and need care in the home. The advice and casework for individuals and their carers to access the support they need to access care in their homes is important in improving outcomes.</p> <p>There is no data collection on this group.</p> <p>Impact</p> <ul style="list-style-type: none"> ● Anecdotal information would suggest that casework with this group has a positive outcome.

	<p>Mitigation There are a number of other statutory, community and volunteer groups who provide universal advice and support within Lincolnshire. Insofar as these individuals also fall within the category of age or disability as a protected characteristic the mitigation referred to above will also apply.</p>
Pregnancy and maternity	<p>Evidence There is no data collection on this group.</p> <p>Impact Although the number of people with this protected characteristic is not known the majority of people in receipt of support from the service are already accounted for within the protected characteristic of age or disability. It is not considered that any specific negative impacts affect people with this protected characteristic separately from whether they also have the protected characteristic of age or disability.</p> <p>Mitigation Not applicable.</p>
Race	<p>Evidence There is no data collection on this group</p> <p>Impact Although the number of people with this protected characteristic is not known the majority of people in receipt of support from the service are already accounted for within the protected characteristic of age or disability. It is not considered that any specific negative impacts affect people with this protected characteristic separately from whether they also have the protected characteristic of age or disability.</p> <p>Mitigation Not applicable.</p>

<p>Religion or belief</p>	<p>Evidence There is no data collection on this group.</p> <p>Impact Although the number of people with this protected characteristic is not known the majority of people in receipt of support from the service are already accounted for within the protected characteristic of age or disability. It is not considered that any specific negative impacts affect people with this protected characteristic separately from whether they also have the protected characteristic of age or disability.</p> <p>Mitigation Not applicable.</p>
<p>Sex</p>	<p>Evidence There is no data collection on this group.</p> <p>Impact Although the number of people with this protected characteristic is not known the majority of people in receipt of support from the service are already accounted for within the protected characteristic of age or disability. It is not considered that any specific negative impacts affect people with this protected characteristic separately from whether they also have the protected characteristic of age or disability.</p> <p>Mitigation Not applicable.</p>
<p>Sexual orientation</p>	<p>Evidence There is no data collection on this group.</p> <p>Impact Although the number of people with this protected characteristic is not known the majority of people in receipt of support from the service are already accounted for within the protected characteristic of age or disability. It is not considered that any specific negative impacts affect people with this protected</p>

characteristic separately from whether they also have the protected characteristic of age or disability.

Mitigation

Not applicable.

If you have identified negative impacts for other groups not specifically covered by the protected characteristics under the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.

Evidence

It is recognised that the brand of Citizens Advice is a trusted brand and source of information and provides advice and support to a number of other key groups that fall outside the recognised protected characteristics:

Carers:

Many carers obtain benefits via the IMAX service, accessing basic advice and Assisted Digital support to make their claims. In the last year CAL supported 55 carers directly to claim carer's allowance. With 85% of IMAX clients living with a disability or long term health condition, this support benefits carers to maintain their caring duties and access the care they need for their family members.

Impact

Carers:

With reduced IMAX provision, carers may experience a delay in accessing support and advice through CAB.

Mitigation

It is recognised that support and advice can still be accessed through CAB (supplemented with funding for advice on welfare reform) as well as a number of other statutory, community and volunteer groups who provide universal advice and support within Lincolnshire such as; Age UK (for older people), Lincolnshire Home Improvement Agency (for those entitled to benefits such as illness, disability, age), Lincolnshire Community Foundation via the 'MoneyLincs' programme (eligibility criteria apply – for those out of work), Lincolnshire Action Trust (for offenders and those at risk of offending as well as welfare of families and dependents), The Wellbeing Service (short-term support only), P3, The National Money Advice Service (offers help online and over the phone for free).

Stakeholders

Stake holders are people or groups who may be directly affected (primary stakeholders) and indirectly affected (secondary stakeholders)

You must evidence here who you involved in gathering your evidence about benefits, adverse impacts and practical steps to mitigate or avoid any adverse consequences. You must be confident that any engagement was meaningful. The Community engagement team can help you to do this and you can contact them at consultation@lincolnshire.gov.uk

State clearly what (if any) consultation or engagement activity took place by stating who you involved when compiling this EIA under the protected characteristics. Include organisations you invited and organisations who attended, the date(s) they were involved and method of involvement i.e. Equality Impact Analysis workshop/email/telephone conversation/meeting/consultation. State clearly the objectives of the EIA consultation and findings from the EIA consultation under each of the protected characteristics. If you have not covered any of the protected characteristics please state the reasons why they were not consulted/engaged.

Objective(s) of the EIA consultation/engagement activity



Who was involved in the EIA consultation/engagement activity? Detail any findings identified by the protected characteristic

Age	CAL
Disability	CAL
Gender reassignment	CAL
Marriage and civil partnership	CAL
Pregnancy and maternity	CAL
Race	CAL

Religion or belief	CAL
Sex	CAL
Sexual orientation	CAL
Are you confident that everyone who should have been involved in producing this version of the Equality Impact Analysis has been involved in a meaningful way? The purpose is to make sure you have got the perspective of all the protected characteristics.	Yes
Once the changes have been implemented how will you undertake evaluation of the benefits and how effective the actions to reduce adverse impacts have been?	This will be managed through quarterly performance review meetings with CAL along with compliance and oversight of the grant aid agreement again through quarterly meetings.

Further Details

Are you handling personal data?

Yes or no – please select

Yes

If yes, please give details.

Client data that is relevant to their personal and financial circumstances held by CAL.

Page 86

Actions required	Action	Lead officer	Timescale
Include any actions identified in this analysis for on-going monitoring of impacts.			
Signed off by	Nicole Hilton	Date	27 February 2018

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	13 March 2018
Subject:	Quarter 3 Performance Report (1 October to 31 December 2017)

Summary:

The accompanying appendices to this report provide key performance information that is relevant to the work of the Public Protection and Communities.

Actions Required:

Members of the Public Protection and Communities are invited to consider and comment on the performance information contained in this report and highlight any recommendations or further actions for consideration.

1. Background

This report provides the Committee with performance and customer satisfaction information for Quarter 3 2017/2018 relevant to Public Protection, Lincolnshire Fire and Rescue and Libraries and Heritage Services as set out in the Council's Business Plan.

Council Business Plan 2017/2018

The Council Business Plan 2017/2018 was approved by Council on 24th February 2017. This report lists the measures in the Council Business Plan that are within the remit of this Scrutiny Committee. Appendix A includes further details on select indicators which have been highlighted for further discussion.

The full detail of all performance measures induced in the Council's Business Plan can be found online via the Performance Dashboard.

Web link - <http://www.research-lincs.org.uk/CBP-Landing-page.aspx>

Appendix B shows a breakdown of customer satisfaction information within the remit of this Scrutiny Committee.

Public Protection

The public are protected from unsafe and dangerous goods



Improve public safety by the reduction in drugs and alcohol misuse, focused on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse



Increase public confidence in how we tackle domestic abuse



Reduce the number of people killed and seriously injured on Lincolnshire's roads



Reduce adult reoffending



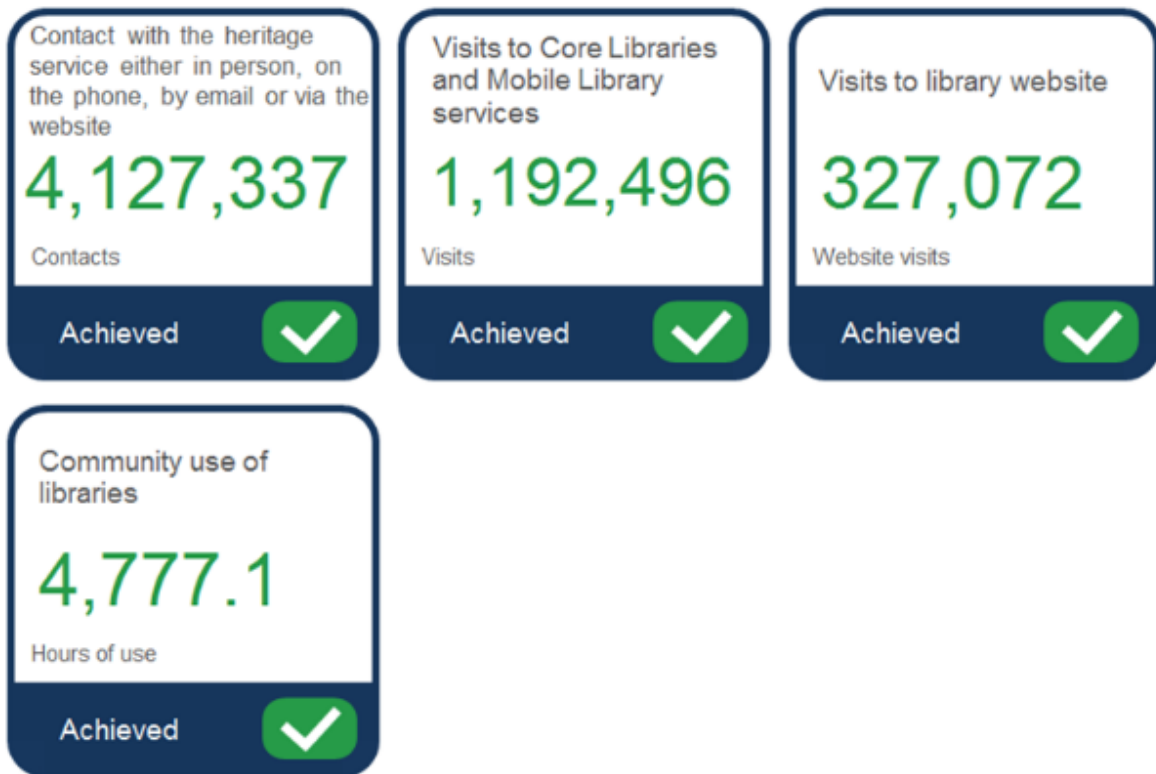
Lincolnshire Fire and Rescue

Reduce fires and their consequences



Community Assets and Resilience Commissioning

Enable and encourage people to participate in Lincolnshire's culture



Communities and residents are supported to be involved in local decision making and have their views taken into account



2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the Q3 performance information and highlight any recommendations or further actions for consideration.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

N/A

b) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Quarter 3 Performance Report
Appendix B	Q3 Customer Satisfaction Information

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 collated by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or daniel.steel@lincolnshire.gov.uk.

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Communities are safe and protected

Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse

Alcohol related violent crime incidents

This measure is a count of all Home Office notifiable violence against the person offences (excluding 'no crimes') where alcohol is identified as contributing to the incident. Violence against the person offences includes all assaults apart from sexual offences. This is not a statutory measure and is used as a local indicator only, Home Office notifiable offences refer to the offence classification. For more information about Home Office notifiable offences see:

<https://www.gov.uk/government/publications/counting-rules-for-recorded-crime>.

A lower number of alcohol related violent crime incidents indicates a better performance.



Not achieved

1,431

Incidents

Cumulative Actual as at
December 2017

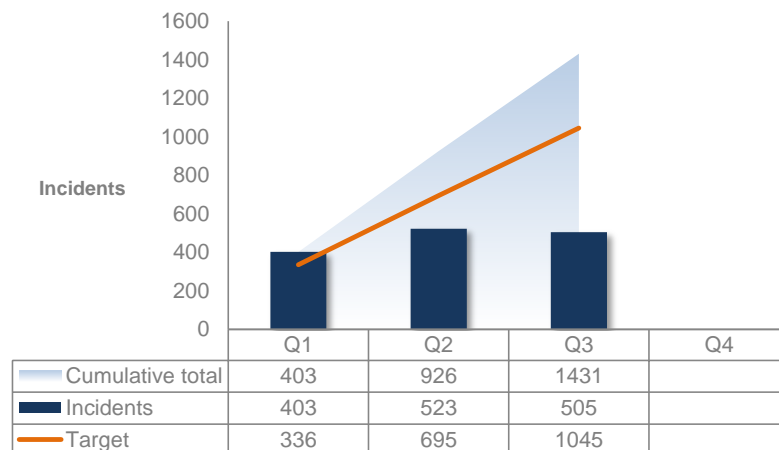


1,045

Incidents

Cumulative Target as at
December 2017

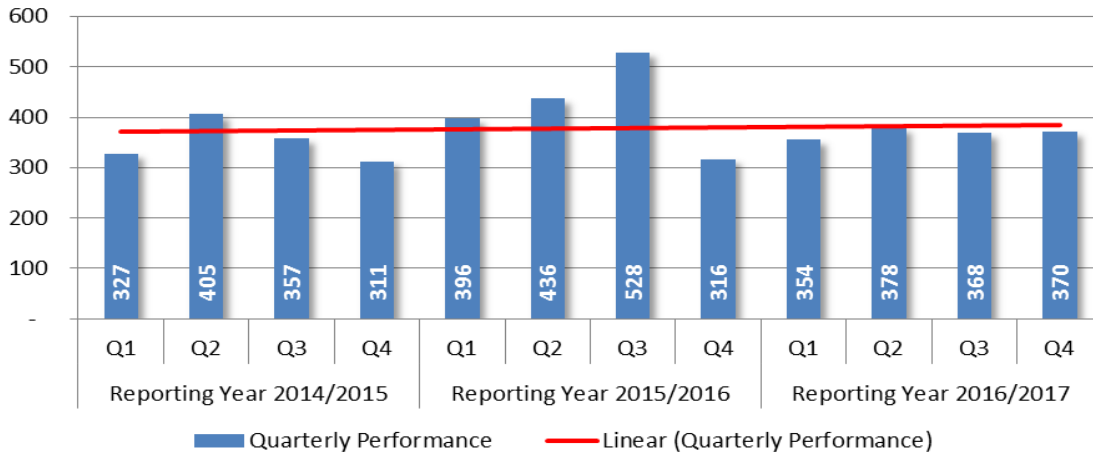
Alcohol related violent crime incidents



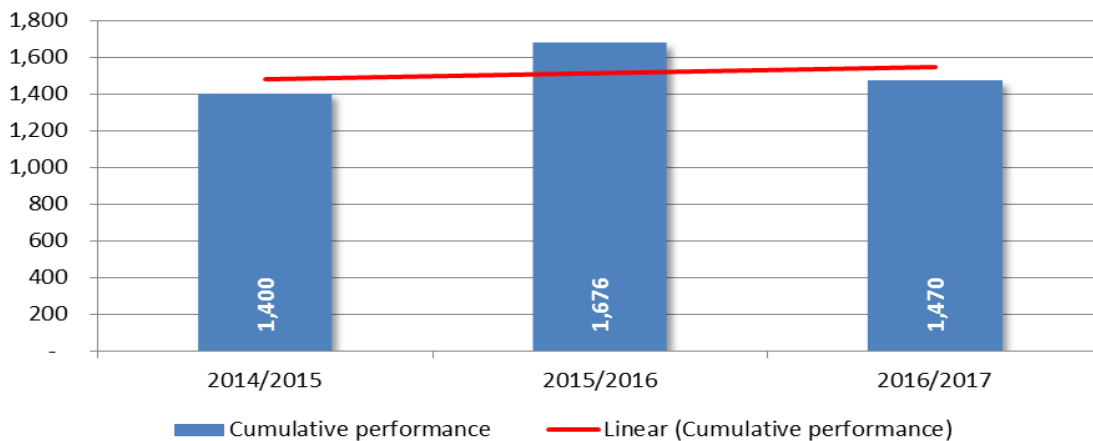
About the latest performance

Alcohol related violence increased by 37.2% in Q3 compared to the same quarter last year. This continues the upward trend noted in previous quarters. This indicator is influenced by changes in violent crime recording and the flagging of the presence of alcohol in police crime reports. The increase in violent crime recorded by the police in Lincolnshire is part of a national trend that has been noted by the Office for National Statistics. It is thought that the increase is at least partly driven by changed recording practices, and does not necessarily represent an increase in actual levels of violence.

Alcohol related violent crime incidents Quarterly Performance



Alcohol related violent crime incidents Annual Performance



About the target

Decrease alcohol related violent crime by 5%. A significant number of violence against the person offences are alcohol related. Reducing alcohol related violent offences will help us make sure Lincolnshire is a safe place to live and visit.

About the target range

The target range for this measure allows for a +/- 1% fluctuation against the target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Reported incidents of domestic abuse

This measure is a count of all incidents reported to the Police where a Domestic Abuse Stalking and Harassment (DASH) risk assessment was completed. These risk assessments are performed in all incidents that meet the government's definition of domestic abuse:

"Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to: Psychological, Physical, Sexual, Financial and Emotional abuse.

A higher number of reported incidents of domestic abuse indicates a better performance. Domestic Abuse is under reported for many reasons. We take reports of Domestic Abuse seriously and encourage reporting to the Police therefore an increase in reporting is to be seen as a positive, as it allows us to reach more people who need support.



Not achieved

7,249

Incidents

Cumulative Actual as at
December 2017

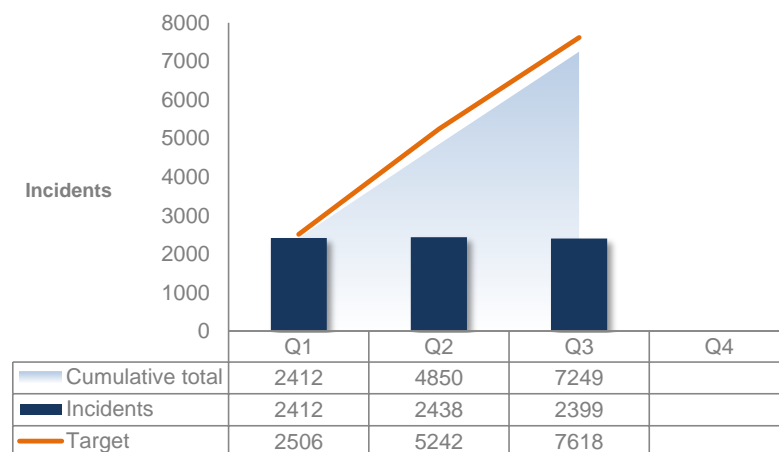


7,618

Incidents

Cumulative Target as at
December 2017

Reported incidents of domestic abuse

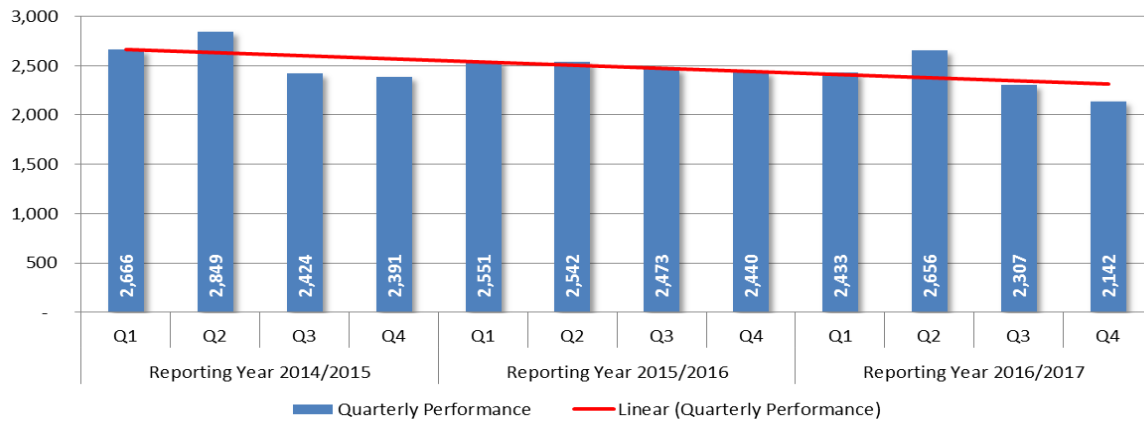


About the latest performance

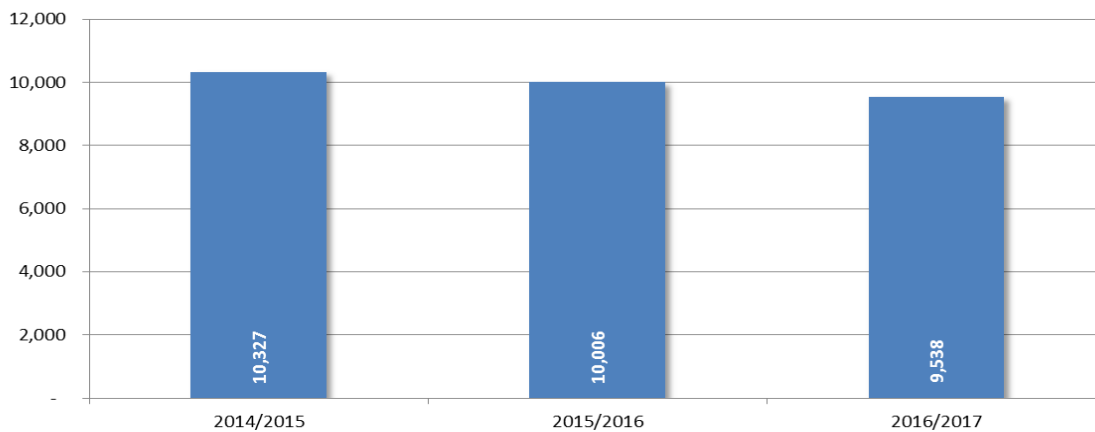
Domestic abuse incidents reported to the police have increased, for all districts apart from Boston and South Holland, compared to the same quarter last year. Overall there has been a 4% increase in reported incidents in Quarter 3 2017-18 compared to Quarter 3 of 2016-17. These figures do not include incidents reported to other agencies and support services such as district councils or housing agencies.

Further details

Reported Incidents of Domestic Abuse Quarterly Performance



Reported Incidents of Domestic Abuse Annual Performance



About the target

Our aim is to increase reports of domestic abuse to the Police by 3%. Any increase in reports of domestic abuse to the Police will allow us to reach more people who need support.

About the target range

The target range for this measure allows for a +/- 0.5% fluctuation against the target.

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



Communities are safe and protected

Reduce fires and their consequences

Primary fires

Number of incidents of fires involving property (i.e. buildings, vehicles, recycling banks, caravans etc.); and/or casualties, fatalities or rescues; and/or five or more pumping appliances where the Fire Service attended (per 100,000 population).

Numerator is the number of primary fires.

Denominator is the population of Lincolnshire.

The rate per 100,000 population is calculated as follows:

Numerator divided by the denominator multiplied by 100,000.

A lower rate of primary fires per 100,000 population indicates a better performance. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.



Not achieved

115.68

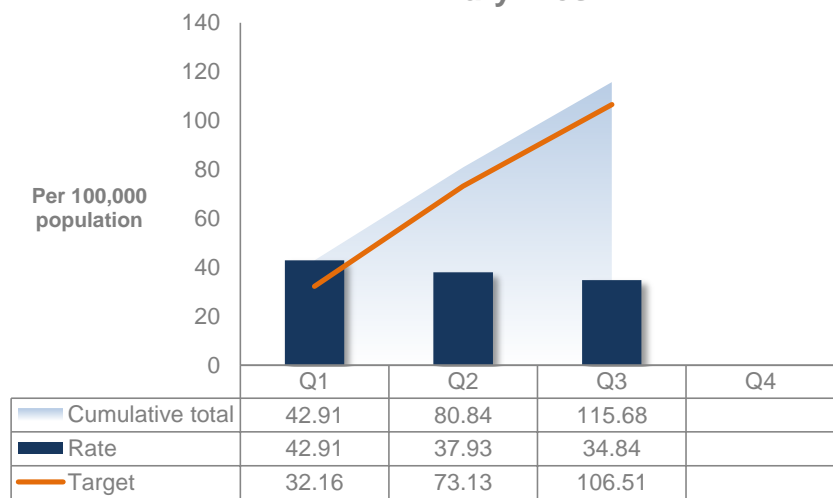
Per 100,000 population
**Cumulative Actual as at
December 2017**



106.51

Per 100,000 population
**Cumulative Target as at
December 2017**

Primary fires

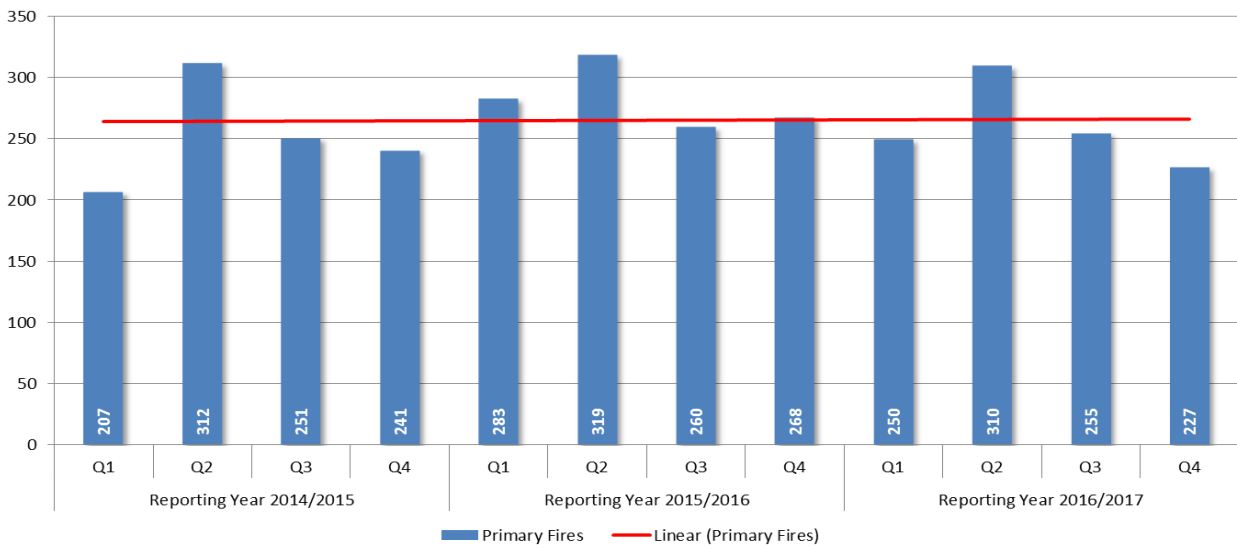


About the latest performance

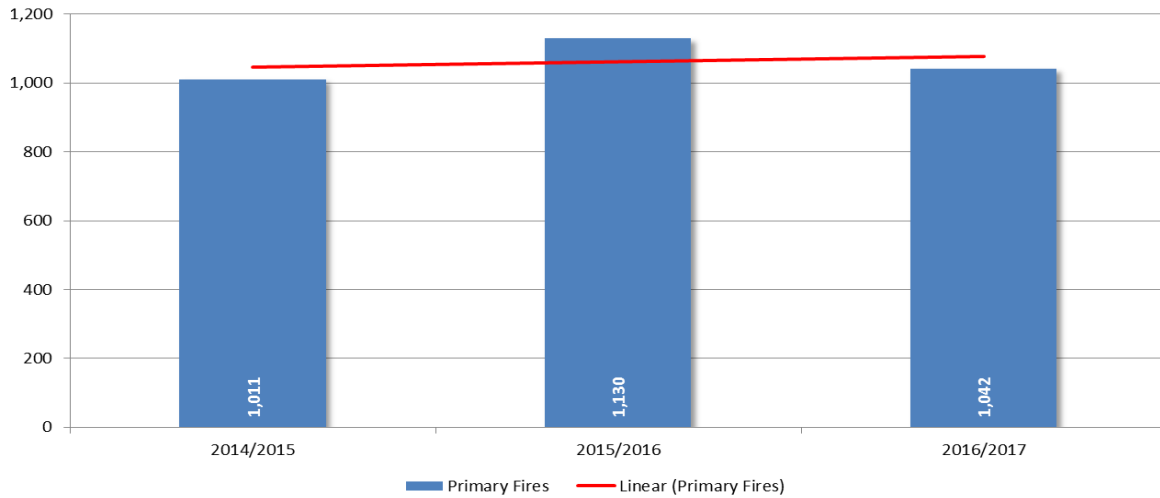
We are behind target for this indicator and have seen an increase of 45 primary fires (5.5% - up from 815 cumulative at Q3 last year to 860 cumulative). The increase can be attributed to rises in dwelling fires (up from 292 to 312 – 7%) and vehicle fires (up from 198 to 222 – 12%). The increase seen at Q3 is less significant than that at Q2 and Q1, this has had the effect of bringing the measure closer to target.

Further details

Primary Fires (Actual Numbers)



Primary Fires (Actual Numbers - Annual)



About the target

The target is set to aim for continuous improvement, including the following factors: 1) Progress towards 2020 Vision targets, 2) The results of our performance last year, 3) Our Service priorities and 4) Drive for continuous improvement.

About the target range

A target range of 2% either side of the likely number of incidents at the end of the year.

About benchmarking

Benchmarking data for this measure is not available



Communities are safe and protected

Reduce fires and their consequences

Deliberate primary fires

Number of incidents of fires involving property (for example buildings, vehicles, recycling banks, caravans and so on); and/or casualties, fatalities or rescues; and/or five or more pumping appliances where the Fire Service attended & determined that the cause of the fire was deliberate/malicious intent (per 10,000 population).

Numerator is the number of deliberate primary fires.

Denominator is the population of Lincolnshire.

The rate per 10,000 population is calculated as follows: Numerator divided by the denominator multiplied by 10,000.

A lower rate of deliberate primary fires per 10,000 population indicates a better performance. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.



Not achieved

2.68

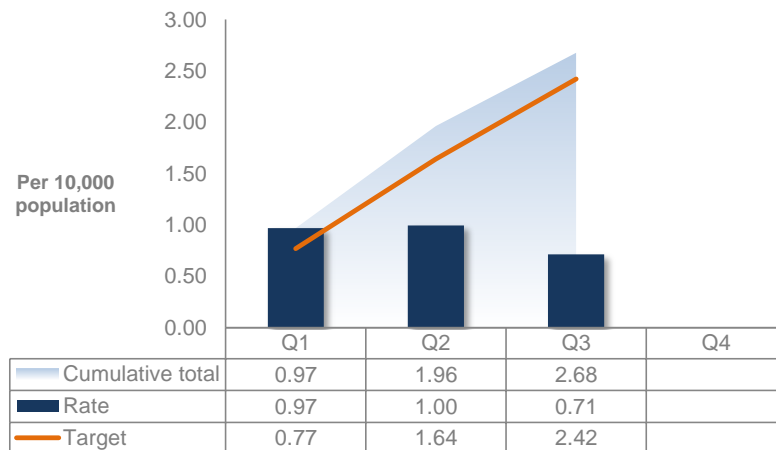
Per 10,000 population
Cumulative Actual as at
December 2017



2.42

Per 10,000 population
Cumulative Target as at
December 2017

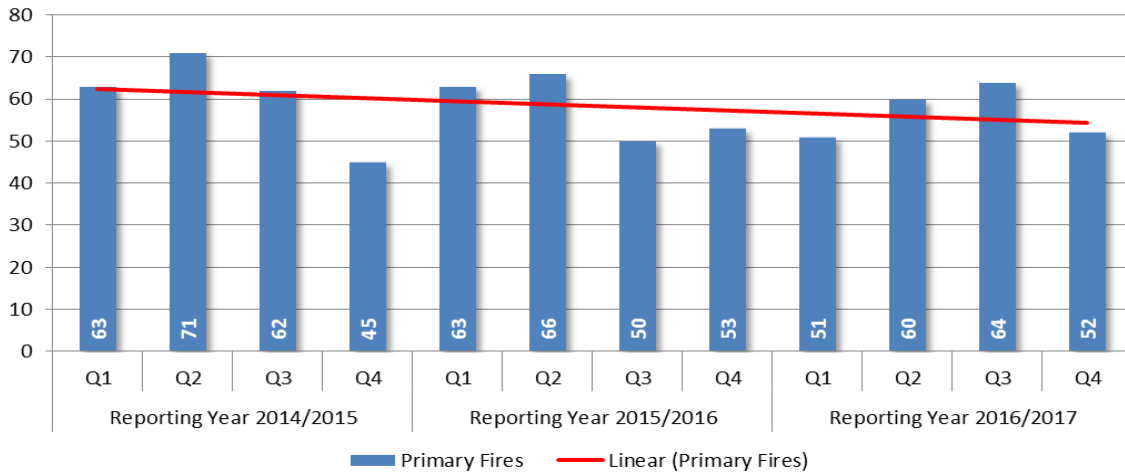
Deliberate primary fires



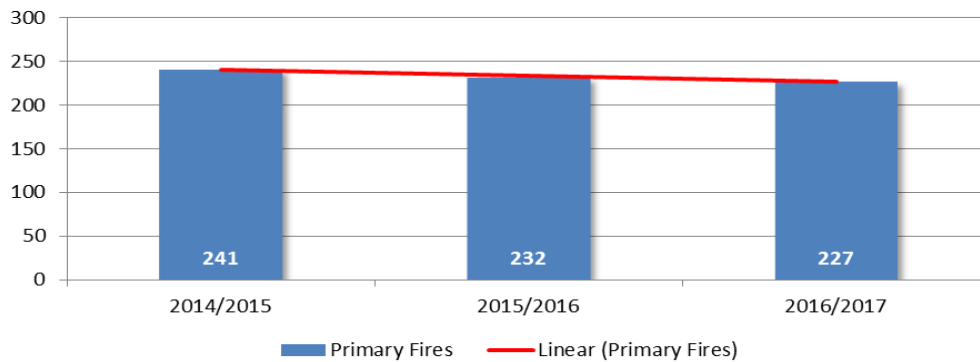
About the latest performance

We are currently behind target for this indicator and have seen an increase of 24 deliberate primary fires (14% - up from 175 cumulative at Q3 last year to 199 cumulative). The increase can be attributed to rises in deliberate dwelling fires (up from 19 to 30 – 58%) and deliberate vehicle fires (up from 73 to 92 – 26%). On a more positive note, deliberate fires in prisons have almost halved (down from 25 at Q3 last year to 13 this year). The increase in deliberate primary fires seen at Q3 is also less significant than at both Q2 and Q1, this has had the effect of bringing the measure closer to target. We have also reviewed our arson strategy to ensure that our activities continue to target these areas effectively.

Deliberate Primary Fires (Actual Numbers)



Deliberate Primary Fires (Actual Numbers - Annual)



About the target

The target is set to aim for continuous improvement, including the following factors: 1) Progress towards 2020 Vision targets, 2) The results of our performance last year, 3) Our Service priorities and 4) Drive for continuous improvement.

About the target range

A target range of 5% either side of the likely number of incidents at the end of the year.

About benchmarking

Benchmarking data for this measure is not available



Communities are safe and protected

Reduce fires and their consequences

Deliberate secondary fires

Number of incidents of fires:- not involving property; were not chimney fires in buildings; did not involve casualties, fatalities or rescues; were attended by four or fewer pumping appliances where the Fire Service attended and determined that the cause of the fire was deliberate/malicious intent (per 10,000 population).

Numerator is the number of deliberate secondary fires.

Denominator is the population of Lincolnshire.

The rate per 10,000 population is calculated as follows:

Numerator divided by the denominator multiplied by 10,000.

A lower rate of deliberate secondary fires per 10,000 population indicates a better performance. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.



Not achieved

3.08

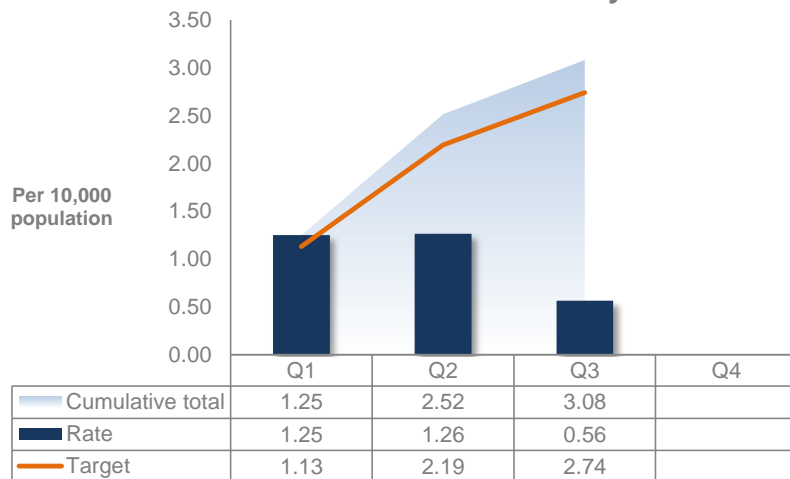
Per 10,000 population
**Cumulative Actual as at
December 2017**



2.74

Per 10,000 population
**Cumulative Target as at
December 2017**

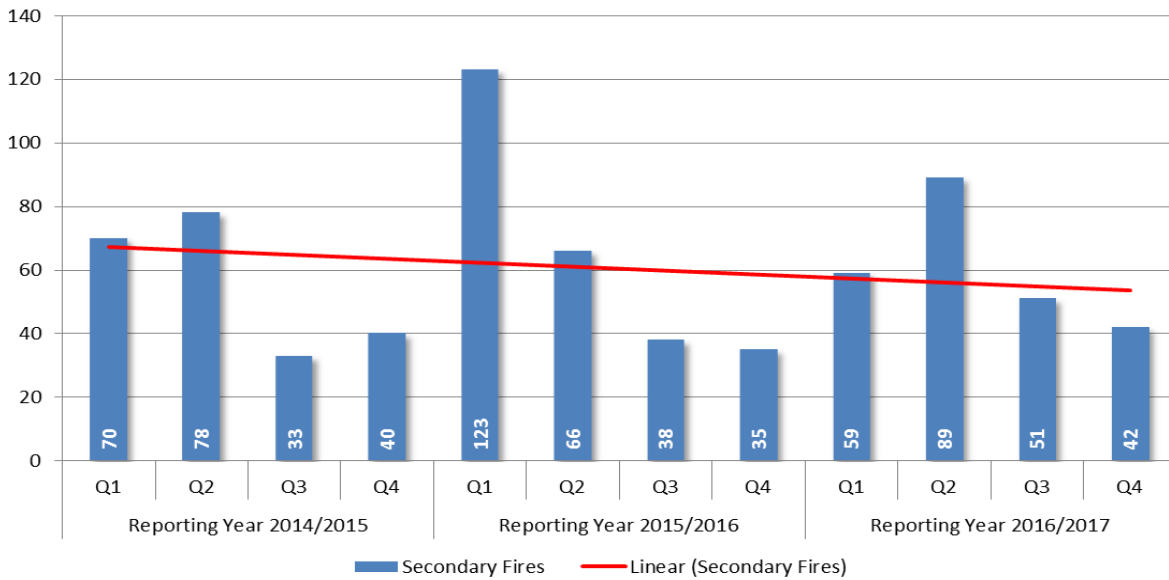
Deliberate secondary fires



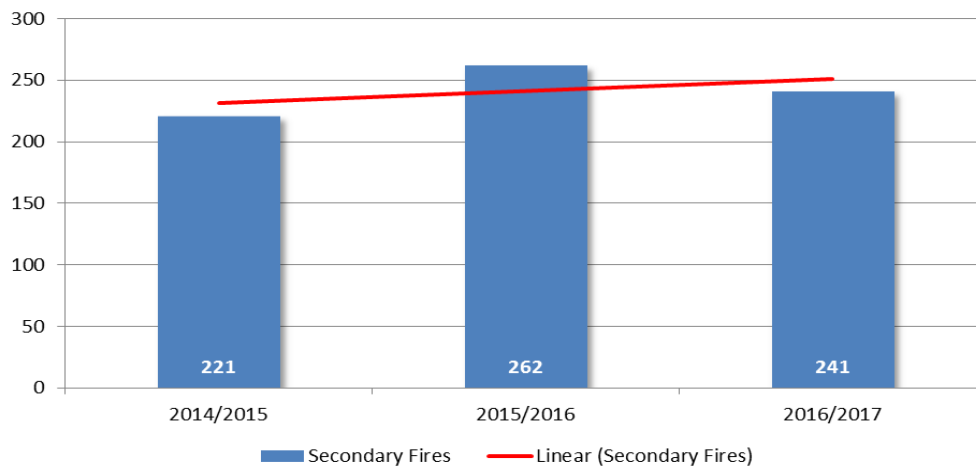
About the latest performance

We are currently behind target for this indicator and have seen an increase of 30 deliberate secondary fires (15% up from 199 cumulative at Q3 last year to 229 cumulative). Deliberate fires involving refuse/refuse containers continue to account for the majority of these incidents (153 of the 229 this year – 67%) which have increased in number by 32 from 121 at Q3 last year. However, the increase seen at Q3 is less significant than that at both Q2 and Q1, which has had the effect of bringing the measure closer to target. We have also reviewed our arson strategy to ensure that our activities continue to target these areas effectively.

Deliberate Secondary Fires (Actual Numbers)



Deliberate Secondary Fires (Actual Numbers - Annual)



About the target

The target is set to aim for continuous improvement, including the following factors: 1) Progress towards 2020 Vision targets, 2) The results of our performance last year, 3) Our Service priorities and 4) Drive for continuous improvement.

About the target range

A target range of 5% either side of the likely number of incidents at the end of the year.

About benchmarking

Benchmarking data for this measure is not available

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q3
Date range for report 1st October 2017 – 31st December 2017

LCC Overview of compliments

Overall Compliments

The overall compliments received for Public Protections and Communities shows an increase of 76% this Quarter, with 30 compliments being received compared to 17 received last Quarter.

Total number of compliments relating to <u>Public Protections and Communities Scrutiny Committee</u>	Current Q3	Q2	Q1	Q4	Q3
	30	17	21	26	47

Public Protections and Communities Compliments

Public Protections and Communities have received 30 compliments this Quarter. The compliments were:

10 x Fire and Rescue

- These were relating to incident responses, Fire Hydrant Installation, Training Exercise attendance & reception staff member at Nettleham.

18 x Registration, Celebratory and Coroners Service

- These were in relation to praise received for wedding ceremonies and coroner service.

1 x Heritage

- This was in relation to Archives staff.

1 x Trading Standards

- This was in relation to advice regarding a rogue trader matter.

LCC Overview of complaints

The total number of LCC complaints received this Quarter (Q3) shows a 10% increase on the previous quarter (Q2). When comparing this Quarter with Q3 of 2016/17, there is an 68% increase when 143 complaints were received.

Total number of complaints received across all LCC service area.	Current Q3 17/18	Q2 17/18	Q1 17/18	Q4 16/17	Q3 16/17
	241	219	159	169	143
Total number of complaints relating to <u>Public Protections and Communities Scrutiny Committee</u>	6	3	7	6	6
Total Service Area Complaints broken down					
Community Safety	0	0	0	0	0
Community Cohesion	0	0	0	0	0
Emergency Planning	0	0	0	0	0
Fire and Rescue	0	2	2	0	0
Registration, Celebratory and Coroners Services	4	0	5	6	3
Trading Standards	1	1	0	0	0
Public Health	0	0	0	0	0

Libraries & Heritage	1	0	0	0	0
Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	2	0	0	0	
How many LCC Corporate complaints have not been resolved within service standard	4	10	0	1	6
Number of complaints referred to ombudsman	10	11	9	7	8

This Quarter Public Protections and Communities have received 6 complaints which is a increase of 50% on last Quarter when they received 3 complaints. When comparing this Quarter with Q3 2016/17, there is a 0% change with 6 complaints also being received.

Trading Standards

This Quarter Trading Standards has received 1 complaint which is the same as last Quarter when 1 was received.

The complaint was regarding difficulty in contacting a Trading Standards officer.

This complaint was not substantiated.

Registration, Celebratory and Coroners Services

This Quarter Registration has received 4 complaints. None were received last Quarter. The complaints were regarding:

- Noise levels at Boston Registration Office.
This was Partly Substantiated
- Not being informed of extra cost for duplicate certificates.
This was Partly Substantiated
- Registrar payment
This was Substantiated
- Attitude and manner of Boston Coroner
This was Partly Substantiated

Libraries and Heritage

This Quarter Libraries and Heritage received 1 complaint. None were received last Quarter.

The complaint was regarding BBMF café that was closed after they had paid for a hangar visit.

- This was Partly Substantiated.

Complaint escalations

In Quarter 3 of 2017/18 there were a total of 32 complaint escalations for LCC.

2 of these related to Public Protection and Communities.

- One was a Trading Standards matter in relation to a Lincolnshire Estate Agent
- One was in relation to the attitude and the manner of a Boston Coroner.

Ombudsman Complaints

In Quarter 3 of 2017/18, 10 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	13 March 2018
Subject:	Blue Light Collaboration Programme - Progress Report

Summary:

In December 2015, the three Blue Light Services agreed a programme of collaboration and formally started the 'Lincolnshire Blue Light Collaboration Programme'.

A steering group meeting in May 2016 formally agreed the full programme management structures required which initiated the programme proper.

The programme structure defined the following key elements:

- A shared Fire and Police Service Headquarters (SHQ) project
- A shared Fire and Police Service Control Room (SCR) project
- A combined Lincoln Police/Ambulance/Fire station (South Park) project
- A Wider Estates (WE) review project
- A Wider Interoperability and Integration (WII) Project

The programme has a number of specific milestones although, given the rolling nature of the last 2 elements which are being considered on a case-by-case basis, no specified end date.

This report provides an update on the progress made to date and an indication of work which has been or is planned to be undertaken.

Actions Required:

The Public Protection and Communities Scrutiny Committee are invited to consider progress within the programme and provide feedback as appropriate.

1. Background

- 1.1 The Blue Light Programme is the umbrella term given to a range of projects that enable collaborative working across the 3 emergency services in Lincolnshire. In June 2016, the Executive considered and approved the Blue

Light Collaboration Programme¹. This firmly set the course for greater cooperation and joint working between the 3 emergency services in Lincolnshire. In March 2017, further key recommendations were agreed by the Executive² including an agreement to enter into a Collaboration Agreement and enter into a works contract for the combined station at South Park. The collaborative legal agreement and the South Park Campus support the Government's policy direction around increased collaboration and integration of emergency services.

- 1.2 The programme includes 3 projects (SHQ, SCR and South Park) which are funded by the 3 partners supported by a Home Office Police Innovation Fund (PIF). The remaining 2 elements (WE and WII) are required to be self-funding based on individual business cases.

2. Current Situation

Shared Headquarters

- 2.1 The first project, namely the inception of a shared Headquarters between Lincolnshire Police and Lincolnshire Fire & Rescue was completed in April 2017 with a formal project closure date of 1st November 2017 and a subsequent 'lessons learned' session.

Shared Control Room

- 2.2 The second project, to share a control room facility at Nettleham, has seen the first phase completed (the physical changes to the control room space, dining and welfare facilities within the building at Nettleham and the cabling infrastructure) and is in the process of working towards the second phase of staff movement which is estimated to take place in June 2018. This date is dependent on completion of fire and rescue's move to a new mobilising system (Vision 4) as part of the East Coast Collaboration project.
- 2.3 These first two projects are deemed to be enablers for the third flagship project, the building of a tri-service operational station on the former Fire HQ and EMAS sites at South Park.

South Park

- 2.4 The South Park development has been complex due in part to the lack of national models to learn from, the intricacies of the site and the building of a full custody suite to current Home Office regulations. As expected this has increased the duration of the design phase. During the tri-service workshops, additional capabilities and future proofing options have been examined and included where possible.
- 2.5 The legal documentation, consisting of a collaboration agreement, a land transfer from EMAS to LCC, an agreement for lease, a lease-back

¹ Executive paper dated 7 Jun 2016.

² Executive paper dated 7 Mar 2017.

agreement and an option agreement were signed on the 7th February 2018. This allowed the main construction contract between LCC and Willmott Dixon to be signed on the same day.

- 2.6 Demolition and preparation of the South Park site is currently underway with the first constructional elements expected to begin in March 2018. The building is planned for completion in May 2019 which will lead to Fire & Ambulance staff moving in first allowing EMAS to vacate their current station (which in turn enables demolition and remodelling of the site). Lincolnshire Police will commence a phased occupation during September 2019.
- 2.7 During the period of construction, Fire will maintain operations from South Park, in a temporary fire station. Throughout the project, it is anticipated there will be minimal impact on the standards of Fire cover in and around Lincoln.

Wider Estates

- 2.8 The Wider Estates programme includes various differing collaborative models ranging from potential use of Retained Duty fire stations for EMAS training to tri-service estate sharing. The first station to have shared areas was Grantham Fire station in December 2016 when the Police Underwater search team moved their facilities and vehicles to allow space to be freed at Nettleham.
- 2.9 The first shared Fire and Ambulance station, at Louth, opened officially on the 17th November 2017. The remodelling of the Fire station to enable EMAS to base and mobilise all their assets involved a significant amount of work. This was funded by EMAS.
- 2.10 The new, purpose built facility at Sleaford, which brings together EMAS, LCC departments and Fire & Rescue under one roof will be ready for occupation in May 2018. Work to share LCC estate with EMAS at Boston, Stamford and Spalding has moved to full feasibility stage (additional funding being sourced from the One Public Estate programme). Additional feasibility studies are currently underway to examine further development of Grantham station, a shared main Fire/EMAS facility at Skegness and potential tri-service buildings at Horncastle and Bourne.
- 2.11 Further strategic work to review the Police estate and identify collaborative efficiencies is currently underway.

Wider Integration and Interoperability

- 2.12 The Wider Integration and Interoperability project was added to the main programme early on to ensure a process could be followed for any ideas or concepts which begin to fall naturally from the collaborative work. So far work and discussion has taken place on the following subjects:

- Shared use of Drones
- Fuel sharing
- Community responders
- Command and control mobile unit
- Training facilities
- Health & Wellbeing
- Shared chaplaincy
- Logistical support services

Various levels of progress against these and other subjects are expected over the next 12 months.

3. Finances

3.1 The capital programme costs are shown in the table below. The table also indicates the anticipated contributions by each of the partners. The design of the South Park facility in particular has continued to evolve, as have the challenges of delivering such an innovative project. As the requirements have been refined, additional capital funding has been identified by partners as appropriate.

Key changes to the requirements during the design phase have included:

- An additional floor
- Increased clinical provision (In line with CQC requirements)
- Additional provision for future use of electrical vehicles
- Improved specification of security provisions
- Additional PV cells

At contract signature stage the programme steering group were provided with full clarity on the changes to the design. The County Council funding for the full design solution has been approved by the Executive Director of Finance and Public Protection under delegated authority.

Blue Light programme Budget	PIF	EMAS	PCC	LCC	Total
	2016-18	2016-20	2016-20	2016-20	
	£m	£m	£m	£m	£m
<i>Capital</i>					
SHQ/SCR	2.057	0	0.405	0.405	2.867
South Park	4.870	0.700	8.871	5.822	20.323
Sub Total	6.927	0.700	9.276	6.287	23.190

A subsequent planning application which captures the changes to the design will be submitted in March 2018.

4. Conclusion

4.1 The Blue Light programme continues to provide a strong basis for collaboration between the 3 emergency services (and beyond) within

Lincolnshire and has already proved to be a catalyst for collaborative ideas which can be built on in the future. Key points to date include:

- SHQ opened as planned and within budget.
- The proposed Go Live date of the SCR project has been delayed due to the dependencies with the East Coast Collaboration programme.
- Significant due diligence has increased the design phase of the South Park development. South Park still represents a good value, ground breaking and significant high profile county investment.
- The wider estates project has seen real positives with sharing of stations between both Police/Fire and EMAS/Fire with more positive collaborative opportunities to follow in the next 12 months and beyond. A number of the shared sites will create revenue savings for the council as other services contribute to running costs of the estate. In addition there are a number of non-financial benefits as the services work together more closely.

5. Consultation

a) Have Risks and Impact Analysis been carried out?

Yes

b) Risks and Impact Analysis

- There are live risk logs for each project within the programme which are reported at the monthly programme board.
- An Equality Impact Assessment (EIA) was carried out for the SHQ project.
- An EIA has not yet been carried out for the Shared Control Room project. (this will be completed by end of Feb 2018)
- An EIA has been carried out for the South Park Development.
- EIAs are carried out for each individual Wider Estate location.

6. 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 Group Manager Tim Joyce, who can be contacted on 01522 555948 or tim.joyce@lincoln.fire-uk.org.

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	13 March 2018
Subject:	Public Protection and Communities 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. 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.

Members are encouraged to highlight items that could be included for consideration in the work programme.

Actions Required:

Members of the Committee are invited to:

- 1) Review, consider and comment on the work programme as set out in Appendix A to this report.
- 2) Highlight for discussion any additional scrutiny activity which could be included for consideration in the work programme.

1. Background

Overview and Scrutiny should be positive, constructive, independent, fair and open. The scrutiny process should be challenging, as its aim is to identify areas for improvement. Scrutiny activity should be targeted, focused and timely and include issues of corporate and local importance, where scrutiny activity can influence and add value.

Overview and scrutiny committees should not, as a general rule, involve themselves in relatively minor matters or individual cases, particularly where there are other processes, which can handle these issues more effectively.

All members of overview and scrutiny committees are encouraged to bring forward important items of community interest to the committee whilst recognising that not all items will be taken up depending on available resource.

Committee Scope

As part of its terms of reference, the Public Protection and Communities Scrutiny Committee will work to review and scrutinise the following services and their outcomes:

- Volunteering support
- Adult education
- Financial inclusion
- Community engagement and development
- Community hubs
- Library services and archives
- Heritage services
- Preventing and reducing crime
- Tackling domestic abuse
- Fire and rescue and emergency response
- Trading standards
- Emergency planning
- Road safety
- Reducing anti-social behaviour
- Registration, celebratory and coroner's services

There will inevitably be service specific subjects that the scrutiny committee will want to consider, either through policy development, project updates, or through pre-decision scrutiny.

Purpose of Scrutiny Activity

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

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

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.

Policy Review - The Committee is reviewing the implementation of policy, to consider the success, impact, outcomes and performance.

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

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

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.

Requests for specific items for information should be dealt with by other means, for instance briefing papers to members.

Identifying Topics

Selecting the right topics where scrutiny can add value is essential in order for scrutiny to be a positive influence on the work of the Council. Members may wish to consider the following questions when highlighting potential topics for discussion to the committee:-

- Will Scrutiny input add value?
Is there a clear objective for scrutinising the topic, what are the identifiable benefits and what is the likelihood of achieving a desired outcome?
- Is the topic a concern to local residents?
Does the topic have a potential impact for one or more section(s) of the local population?
- Is the topic a Council or partner priority area?
Does the topic relate to council corporate priority areas and is there a high level of budgetary commitment to the service/policy area?
- Are there relevant external factors relating to the issue?
Is the topic a central government priority area or is it a result of new government guidance or legislation?

Scrutiny Review Activity

Where a topic requires more in-depth consideration, the Committee may commission a Scrutiny Panel to undertake a Scrutiny Review, subject to the availability of resources and approval of the Overview and Scrutiny Management Board. The Committee may also establish a maximum of two working groups at any one time, comprising a group of members from the committee.

2. Conclusion

The Committee's work programme for the coming year is attached at Appendix A to this report. A list of all upcoming Forward Plan decisions relating to the Committee is also attached at Appendix B.

Members of the Committee are invited to review, consider and comment on the work programme as set out in Appendix A and highlight for discussion any additional scrutiny activity which could be included for consideration in the work

programme. Consideration should be given to the items included in the work programme as well as any 'items to be programmed' listed.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

Not Applicable

b) Risks and Impact Analysis

Not Applicable

4. Appendices

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

Public Protection and Communities Scrutiny Committee

13 MARCH 2018 – 10:00am		
Item	Contributor	Purpose
Engagement Strategy	Nicole Hilton, Chief Community Engagement Officer, Bev Finnegan, Programme Manager, Community Engagement	PRE-DECISION SCRUTINY Executive – 04 April 2018
Citizens Advice Lincolnshire	Nicole Hilton, Chief Community Engagement Officer, Bev Finnegan, Programme Manager, Community Engagement	PRE-DECISION SCRUTINY Executive Councillor - 16 March and 23 March 2018
Quarter 3 Performance Report (1 October to 31 December 2017)	Nick Borrill, Chief Fire Officer, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.
Blue Light Collaboration Progress Report	Nick Borrill, Chief Fire Officer, Tim Joyce	Review of the current progress towards integrated Blue Light Collaboration in Lincolnshire.

24 APRIL 2018 – 10:00am		
Item	Contributor	Purpose
LFR Wellbeing Strategy	Simon York, Area Manager; Debbie Yeates, Area Manager Corporate Support	To provide an overview of the new fire and rescue strategy to promote health and wellbeing within the workforce
Sitting as the Crime and Disorder Scrutiny Committee		
Lincolnshire Community Safety Partnership Priorities	Sara Barry, Safer Communities Manager	Consultation item on the future priorities for the Lincolnshire Community Safety Partnership.

12 JUNE 2018 – 10:00am		
Item	Contributor	Purpose
Future Model of the Heritage Service	Nicole Hilton, Chief Community Engagement Officer, Louise Egan, Libraries & Heritage Client Lead	PRE-DECISION SCRUTINY Executive – 3 July 2018
Quarter 4 Performance Report (1 January to 31 March 2018)	Nick Borrill, Chief Fire Officer, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information
Fire Peer Challenge Action Plan	Nick Borrill, Chief Fire Officer	Update on progress Fire Peer Challenge action plan

12 JUNE 2018 – 10:00am		
Item	Contributor	Purpose
Consultation & Engagement Activity Review	Nicole Hilton, Chief Community Engagement Officer Bev Finnegan	A review of council wide consultation & engagement activity and how it helps the Council to effectively engage people and be better informed to improve service provision.
Volunteers	Nicole Hilton, Chief Community Engagement Officer Bev Finnegan	An update on the range of volunteering roles within the Council, the policy and documents that enable effective management, and how the invaluable contribution will be recognised during Volunteers Week.

24 JULY 2018 – 10:00am		
Item	Contributor	Purpose
Performance of the Library Services Contract – Year Two Review Report	Nicole Hilton, Chief Community Engagement Officer Michaela Finan	Review of GLL's second year performance and key performance indicators (KPI).
LFR Prevention and Protection Activities	Simon York, Area Manager	To provide an overview of the current activities undertaken to promote fire safety to the community and business
Financial Inclusion	Nicole/Bev Finnegan/ Lynne Faulder	Background on national documents and reports (including parliamentary / government), the financial inclusion challenges facing Lincolnshire, where we are within the local context, including key drivers, and priorities.

11 SEPTEMBER 2018 – 10:00am		
Item	Contributor	Purpose
Quarter 1 Performance Report (1 April to 30 June 2018)	Nick Borrill, Chief Fire Officer, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information
Fire and Rescue – Retained Duty System (RDS) Review	Debbie Yeates, Area Manager Corporate Support	To provide an update on the implementation of the RDS review action plan.

23 OCTOBER 2018 – 10:00am		
Item	Contributor	Purpose
Annual Prevent Review Report	Nicole Hilton, Chief Community Engagement Officer, Paul Drury, Programme Officer - Prevent	The Lincolnshire Annual report on Prevent related activities in relation to local authority responsibilities.
Road Safety Partnership Annual Report	Steven Batchelor, Lincolnshire Road Safety Partnership	Annual update on the Road Safety Partnership including information on fatal, killed and serious injury figures for Lincolnshire.

11 DECEMBER 2018 – 10:00am		
Item	Contributor	Purpose
Emergency Medical Response co-responding	TBC, Brigade Manager Response and Corporate Support	To provide an update on the medical response activities delivered by Lincolnshire Fire and Rescue.

Items to be Programmed

- Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services Report (proposed October 2018)
- Trading Standards Item
- Lincolnshire Archives Item
- Annual Review of Consultation and Engagement Activity
- Lincolnshire Registration, Celebratory and Coroners Services Item

Sitting as the Crime and Disorder Scrutiny Committee

- Serious and Organised Crime Update

For more information about the work of the Public Protection and Communities 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 the Public Protection and Communities 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
I015322 New!	Grant Funding for Citizens Advice Lincolnshire	Between 16 March 2018 and 23 March 2018	Executive Councillor: NHS Liaison, Community Engagement	Public Protection and Communities Scrutiny Committee	Report	Programme Manager, Community Engagement bev.finnegan@lincolnshire.gov.uk Programme Officer lynne.faulder@lincolnshire.gov.uk	Executive Councillor: NHS Liaison, Community Engagement and Executive Director for Environment and Economy	No	All Divisions
I014208	Citizen Engagement Strategy	04 April 2018	Executive	Public Protection and Communities Scrutiny Committee	Report	Programme Manager, Community Engagement Tel: 01522 550516 Email: bev.finnegan@lincolnshire.gov.uk	Executive Councillor: NHS Liaison, Community Engagement and Executive Director for Environment and Economy	Yes	All Divisions
I013959	Future Structure for the Heritage Service	03 July 2018	Executive	Public Protection and Communities Scrutiny Committee	Report	Chief Community Engagement Officer Tel: 01522 553831 Email: nicole.hilton@lincolnshire.gov.uk	Executive Councillor: NHS Liaison, Community Engagement and Executive Director for Environment and Economy	Yes	All Divisions