



County Offices  
Newland  
Lincoln  
LN1 1YL

11 April 2019

**Public Protection and Communities Scrutiny Committee**

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 23 April 2019 at 10.00 am in County Offices, Newland, Lincoln Lincs LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in cursive script that reads 'DBarnes'.

Debbie Barnes OBE  
Head of Paid Service

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

Councillors N H Pepper (Chairman), A N Stokes (Vice-Chairman), W J Aron,  
C J T H Brewis, K J Clarke, Mrs P Cooper, Mrs C J Lawton, C R Oxby,  
M A Whittington, L Wootten and R Wootten



**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA  
TUESDAY, 23 APRIL 2019**

<b>Item</b>	<b>Title</b>	<b>Pages</b>
<b>1</b>	<b>Apologies for Absence/Replacement Members</b>	
<b>2</b>	<b>Declarations of Members' Interests</b>	
<b>3</b>	<b>Minutes of the previous meeting held on 12 March 2019</b>	5 - 10
<b>4</b>	<b>Announcements by the Chairman, Executive Councillors and Chief Officers</b>	
<b>5</b>	<b>Future Model of the Heritage Service Update</b> <i>(To receive a verbal update from Will Mason (Cultural Services Manager), on the Future Model of the Heritage Service, including an update on the public consultation process)</i>	Verbal Report
<b>6</b>	<b>Update on Community Hubs</b> <i>(To receive a report from Louise Egan (Library and Heritage Client Lead), which provides an update on the performance of the Community Hub Model)</i>	11 - 30
<b>7</b>	<b>Public Protection and Communities Scrutiny Committee Work Programme</b> <i>(To receive a report by Daniel Steel (Scrutiny Officer), which provides the Committee with the opportunity to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focussed where it can be of greatest benefit)</i>	31 - 36
<b>SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE</b>		
<b>8</b>	<b>Update on the Response to Domestic Abuse in Lincolnshire</b> <i>(To receive a report from Sara Barry (Safer Communities Manager), which provides an update on the work that is being undertaken in relation to Domestic Abuse in Lincolnshire)</i>	37 - 44

Democratic Services Officer Contact Details

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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](http://www.lincolnshire.gov.uk/committeerecords)



**PUBLIC PROTECTION AND  
COMMUNITIES SCRUTINY  
COMMITTEE  
12 MARCH 2019**

**PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)**

Councillors A N Stokes (Vice-Chairman), W J Aron, K J Clarke, C R Oxby, M A Whittington, L Wootten, R Wootten and Mrs K Cook

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

Officers in attendance:-

Sara Barry (Safer Communities Manager), Les Britzman (Acting Chief Fire Officer), Chief Superintendent Chris Davison (County Officer Public Protection), Dan Quinn (Assistant Chief Fire Officer) and Daniel Steel (Scrutiny Officer) and Emily Wilcox (Democratic Services Officer)

**57 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS**

Apologies for absence were received from Councillor C J T H Brewis and Councillor Mrs C J Lawton.

It was reported that, under the Local Government (committee and Political Groups) Regulations 1990, Councillor Mrs K Cook had been appointed as a replacement member for Councillor C J T H Brewis, for this meeting only.

**58 DECLARATIONS OF MEMBERS' INTERESTS**

There were no declarations of interest.

**59 MINUTES OF THE PREVIOUS MEETING HELD ON 22 JANUARY 2019**

RESOLVED:

That the minutes of the previous meeting held on 22 January 2019 be approved as a correct record and signed by the Chairman.

**60 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS**

The Executive Councillor for Community Safety and People Management announced that Chris Davison had been would be leaving his role as County Public Protection Officer and returning to Lincolnshire Police start a new role in June 2019. There were discussions as to who would be the replacement County Public Protection Officer.

The Chairman congratulated the County Officer for Public Protection on his new role and thanked him for his work.

61 HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE AND RESCUE SERVICES REPORT ACTION PLAN UPDATE

Consideration was given to a report by the Assistant Chief Fire Officer, which presented the finalised Action Plan produced in response to the Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) report on Lincolnshire Fire and Rescue (LFR).

Officers were working hard to make the required improvements and discharge the cause for concern highlighted in the HMICFRS report.

The committee were invited to consider and comment on the action plan, in which the following points were noted:

- It was confirmed that LFR shared the same HR department as the County Council.
- Officers explained that LFR tried to be as active as possible on social media as it was a great way of engaging with the public.
- The Assistant Chief Fire Officer acknowledged that more work needed to be done to evidence community engagement. It was noted that there would be divisional plans within the action plan, which would provide more detail of the levels of community engagement.
- It was noted that targets had been balanced against Local and Key Performance Indicators.
- Members were reassured that there was no critical training outstanding. A new training recording system had been procured prior to the inspection but was not in place at the time of inspection. Once the new training software was operating effectively the recording and monitoring of training should improve and become more effective.
- In response to a question, Officers explained that there was a requirement for LFR to publicise their response to the cause for concern which had been highlighted in the HMICFRS report. The cause for concern would be published on the LFR website in due course, as well publicising the report through the Public Protection and Communities Scrutiny committee.
- It was noted that a report reviewing the progress made against the action plan was scheduled to be brought to the committee in July 2019.

**RESOLVED:**

1. That the action plan be noted.
2. That a further report to review the progress made against the action plan be brought to the committee meeting scheduled for 23 July 2019.

**62**     **PUBLIC PROTECTION COMMISSIONING STRATEGY**

Consideration was given to a report by the County Officer for Public Protection, which set out the proposed Public Protection Commissioning Strategy.

Members were informed that there were some measures within the strategy that were still draft measures, and that officers were in consultation with the Executive Councillor for Community Safety and People Management to revise those measures.

The committee were invited to consider the context of the strategy, in which the following points were noted:

- Members were pleased to see that domestic abuse had been listed as a high priority.
- It was questioned why sexual violence had been deprioritised despite their being evidence to show that sexual offences were increasing. Members were assured that there was a localised team working on the priority and that there was a process in place which regularly assessed the priorities.
- There had been no evidence found to suggest that there was an increase in knife crime within Lincolnshire. However, Officers confirmed that they were monitoring the situation closely.
- It was recognised that there were external factors that meant that deaths could not always be registered within the target period of 5 days. The County Officer for Public Protection confirmed that this had been raised with the County Coroner.

RESOLVED:

That the report and comments made be noted.

**63**     **QUARTER 3 PERFORMANCE REPORT**

The Chairman referred Members to the report which contained key performance information relevant to the work of the committee.

It was highlighted that performance information had already been considered by the Overview and Scrutiny Management Board and the Executive.

Members were invited to consider and comment on the performance information contained within the report, in which the following points were noted:

- The County Officer for Public Protection confirmed that there were ongoing discussions about the effectiveness of the departure lounge system, which provided essential support and services to those leaving prison. It was hoped that the service could be improved to help give people the best chance when leaving prison, which could mean they are less likely to reoffend. It was likely that the situation for re-offending would take some time to improve.
- It was questioned why the target to increase the reporting of Domestic Abuse was only 3%, rather than a more aspirational higher target. Officers explained

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12 MARCH 2019**

that they were working hard to increase reporting but this was a realistic target at the present time as Domestic Abuse was significantly under reported.

- It was acknowledged that the target for 'Illicit alcohol and tobacco products seized', could appear misleading as it did not account for all of the preventative work carried out which prevented the products being on the market at all.
- Concerns were raised over the issuing of police cautions and the possibility that they could hinder people from gaining employment, which could be lead to people committing crimes to survive and provide for families. The County Finance Officer acknowledged that issuing cautions could be seen as problematic and a hindrance to young people later in life. It was noted that there was now a focus on preventing young people from entering the criminal justice system, and reoffending rates for young people had reduced as a result of the work carried out on restorative justice.

**RESOLVED:**

That the report and comments made be noted.

64 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE  
WORK PROGRAMME

The Scrutiny Officer presented the committee's prospective work programme.

Members were reminded that there were plans to hold the April meeting of the committee at the Usher Gallery, with would include a tour of the gallery.

**RESOLVED:**

That the work programme be noted.

**SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE**

65 SERIOUS AND ORGANISED CRIME

Consideration was given to a report from the Safer Communities Manager, which provided an overview of the Council's approach to tackling serious and organised crime in Lincolnshire, with a particular focus on Fraud and Modern Slavery.

The Safer Communities Manager set out the serious risks posed by both Fraud and Modern Day Slavery within Lincolnshire, and highlighted the work that was being done to tackle these issues.

Members were provided with the opportunity to ask questions, in which the following points were noted:

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- It was questioned how a victim of modern day slavery was identified within society once they had been conditioned by the perpetrators. The County Finance Officer explained that a large part of identifying victims was through professional curiosity and being intuitive when encountering unusual scenarios or situations.
- It was confirmed that it was possible to press charges against the perpetrators without the victims agreeing to it.
- The Community Safety Manager explained that the Safer Lincolnshire Partnership was addressing the issue of people purchasing from high street stores on high rate credit. It was noted that there were some new restrictions in place to help tackle the problem, but it was affecting vulnerable people.
- There was an increasing amount of crime around Green Energy products.

**RESOLVED:**

That the report and comments made be noted.

The meeting closed at 11.53 am

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**Open Report on behalf of Andy Gutherson,  
Interim Executive Director for Place**

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>23 April 2019</b>
Subject:	<b>Update on Community Hubs</b>

**Summary:**

This report is to provide an update on the performance of the Community Hub Model to enable the Public Protection and Communities Scrutiny Committee to fulfil its role in scrutinising the service delivery.

**Actions Required:**

Members of the Community and Public Safety Scrutiny Committee are invited to consider and comment on the performance information included in the report and highlight any additional priorities for consideration.

## **1. Background**

2016 saw the introduction of a new model of service delivery for Lincolnshire Libraries. The aim and objective was to 'create an affordable Library Service, which meets Lincolnshire's needs.' This required a new way of delivering services and the creation of new partnerships with the communities.

Greenwich Leisure Limited (GLL) were awarded a 5 year (+5 year) contract to deliver 15 core libraries across Lincolnshire. Community groups were approached to deliver the remaining former Tier 3 libraries under the banner of 'Community Hubs'.

The development of Community Hubs was driven by two council priorities. The first was the desire to give communities more control and a bigger role in delivering services. The second was ensuring services remain affordable within the council's reduced budget.

Community Hubs are community-run facilities, operated by volunteers under a grant agreement with the council (please see Appendix A for details). The hubs receive finance support from the council under this agreement and professional library support from GLL. The Community Hubs are independent and so have autonomy around opening hours, activities available and other potential utilisation of the site. All income received is retained by the hub, for reinvestment into the

site. They are open for a minimum of six hours per week, offering a range of services, such as book lending and internet access.

Agreement was given, that the Service could develop a maximum of 40 Community Hubs to operate for an initial four year period and each to have an allocated a ring-fenced budget to support them during this time.

## 2. Current Position

There are currently 34 Community Hubs in operation, as shown below, with library provision also being provided at a Children's Centre and all three Lincolnshire Hospitals; these are managed by the staff at each location but again supported by GLL.

Ref	Name	Ref	Name
1	Alford	19	Kirton
2	Belton Lane (Children's Centre)*	20	Metheringham
3	Birchwood	21	Navenby
4	Boultham	22	Nettleham
5	Bracebridge	23	North Hykeham
6	Bracebridge Heath	24	Pinchbeck
7	Branston	25	Ruskington
8	Burgh le Marsh	26	Saxilby
9	Caistor	27	Scotter
10	Cherry Willingham	28	Spilsby (Co-op)
11	Crowland	29	Sutton Bridge
12	Deepings	30	Sutton on Sea
13	Donington	31	Swineshead
14	Ermine	32	Waddington (Co-op)
15	Heckington	33	Wainfleet
16	Holbeach (Co-op)	34	Welton
17	Ingoldmells	35	Wragby
18	Keelby	36	Hospital Hub*

Discussions are on-going with two other groups about the potential of establishing Community Hubs in Bennington and Chapel St Lenards.

### 2.1 Service Delivery Update

The commencement of the Community Hub model saw numerous issues for the sites to overcome at the start of this approach, mainly around IMT and building volunteer confidence in the activities they were undertaking. Since then, the Hubs themselves are going from strength to strength. Many have established customer groups, have invested in redeveloping the sites and have increased the use of the

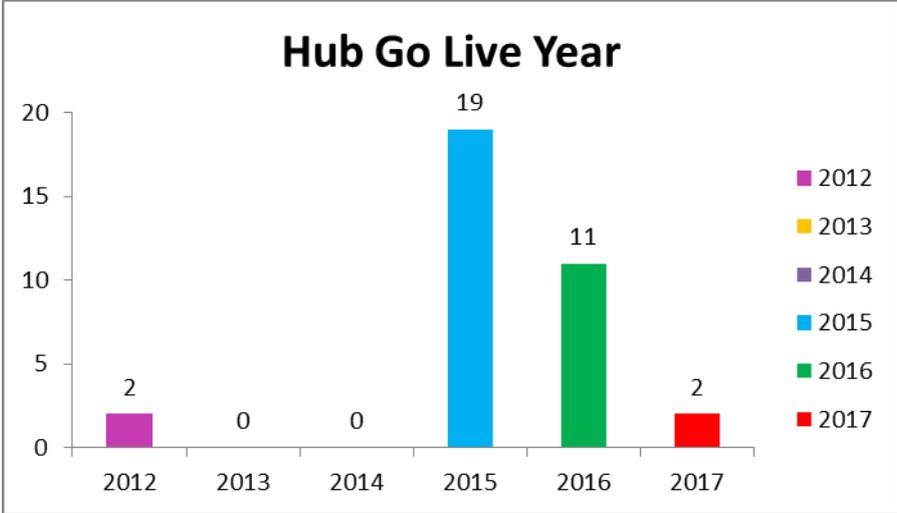
Hubs with the implementation of additional activities. Please see Appendix B for further analysis.

Across all sites, there are various popular activities including storytimes, Lego Club, craft activities, 'Buddies session' for dementia patients and their families. Deepings, for example, have organised a minibus to bring otherwise housebound elderly people into the library once a fortnight to choose books and have a cup of tea together. Saxilby has been awarded a Certificate of Recognition by West Lindsey. Sites such as Branston have a waiting list for volunteers as they currently have sufficient numbers to cover the opening hours and have appeared on Puffin's list of '14 wonderful libraries that will make every kid a good reader'.

The hubs continue to receive support from GLL's Library Development Officers; offering advice on queries, providing information, weeding stock, continually training new volunteers and supporting existing volunteers.

**2.2 Future Considerations**

There are 34 Community Hubs under Grant Agreements with the council. As can be seen in the table below, the original commencement and subsequent end dates for these agreements are varied.



*Table 1: An overview of the Community Hubs and their Go Live year (Belton Lane Children's Centre and the Hospital Hubs are omitted from the illustration)*

Given the positive impact the Community Hubs are having within their communities and the Library Service as a whole, the decision was taken in December 2018 to continue to support this model. All Community Hubs received confirmation of LCC's intentions to continue in line with the original arrangements. This ensures further enhancement of the service whilst also aligning the end dates for the Community Hubs, to avoid any future disparity around this.

The hubs will continue to receive an annual revenue income of £5,167 alongside support from GLL's Library Development Officers. Access to the Library Management System (LMS), IMT helpdesk and property helpdesk (for those in LCC buildings) will remain. As will arrangements around current book stock and IT equipment. With regards to the IT offer within each Community Hub, the council's IMT department believe that this equipment would need to be returned to the council at the end of the grant agreement.

It is not the intention to reinvest in Community Hubs via a capital agreement as it is understood that all Community Hubs will have already invested into their service with the initial £15,000 available to them.

Community Hubs will be monitored to ensure they remain value for money for LCC and areas of joint working will continue to be explored.

**3. Consultation**

**a) Have Risks and Impact Analysis been carried out?**

No

**b) Risks and Impact Analysis**

N/a

**4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Community Hub Agreements
Appendix B	Community Hubs Update

**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 Louise Egan, who can be contacted on 01522 554503 or [louise.egan@lincolnshire.gov.uk](mailto:louise.egan@lincolnshire.gov.uk).

## **APPENDIX A: Community Hub Agreements**

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Each Community hub has a 4 year grant agreement with the council for the provision of a Community Hub which encompasses the following elements:

1. Revenue Payments

To assist in the operation of the site, the council funds £5,167 per annum.

2. Capital Investment

To assist groups establish their library premises, the council funded up to £15,000 per hub, that could be claimed throughout the initial 4 year grant period.

There is an application process that must be followed which includes the provision of quotes before spend is approved and released.

3. Income

The council agreed to Community Hubs retaining all income generated to support the running costs of their hub. This includes income from separate business incorporated within their venture, e.g. tea room or space rental.

4. Book Stock

The council, through the GLL, contract provides free book stock; stock maintenance; stock cataloguing and processing; provide access to all of the Lincolnshire library stock for those communities using the Library Management System (LMS) system and provide access to the county reservation system.

5. Heads of Terms - Property & ICT

For premises for which the council is the freehold owner, lease arrangement on county council owned properties is for a period of up to 10 years inclusive of break clauses, with a £1 peppercorn rent period of four years, prior to a rent review.

The council only provides insurance against fire, lightning, explosion, aircraft impact, storm (as defined in the Beaufort scale) and flood (a natural body of water escaping from its natural confines). The Tenants are responsible for contents insurance such as book stock, shelving, ICT equipment.

The council remains responsible for all items of hard facilities management (Hard FM) in line with the relevant legislation, including;

- Fire alarm and fire protection systems to include required testing of fire extinguishers
- Hot and cold water supplies, water pressurisation and thermostatic issues and the undertaking of water risk assessments in line with legislation. Water testing where it is necessary to do so
- Emergency lighting
- Compliance with electrical safety standards
- Equipment that enables access to the web-based LMS (library management system) for volunteers
- Equipment enabling filtered access to the internet from the Demised Premises known as the People's Network (PN)
- Equipment known as a multi-function device (MDF) enabling managed printing, scanning and copying
- 'Lift phone' facilities providing telephone facilities which connect only to the Customer Service Centre (CSC)
- Wireless internet access where already existing within the library premises
- Annual servicing of gas installations (including boilers, hot water units and fires)
- Security systems and intruder alarms
- Lifts (where installed)
- Air conditioning systems (where installed)
- Reactive repair to the external fabric of the building, mechanical and electrical systems, air conditioning, heating and ventilation systems
- External decoration

The Community Hub are responsible for the soft facilities management (Soft FM), including;

- Grounds maintenance
- Window cleaning (inside and outside)
- Pest control
- General and recyclable waste collections/ disposal
- Confidential waste collections
- Cleaning of all accommodation areas and compliance with hygiene standards
- Providing and paying for the Tenant's telephone, photocopying, computer and similar installations (for the avoidance of doubt the Tenant paying for all charges in connection with the use thereof and any other services supplied directly to the Demised Premises)
- Maintaining suitable records of the routine and regular flushing of water outlets to monitor temperatures in line with the water risk assessment
- CCTV systems (where installed)
- Portable appliance testing for electrical equipment

6. Fixtures and Fittings

The council arranges for the re-distribution of existing fixtures and fittings amongst the Community groups when requested.

7. ICT – core set of equipment

A core set of equipment was supplied to hubs as standard, all of which are paid for; supported and maintained by the council.

Core set of equipment supplied to hubs as standard <sup>1</sup>	Number of items
Desktop Personal Computer (PC) for volunteers to access the Library Management System (Spydus)	1
Desktop People’s Network personal computers (PN PC) providing free internet access through the County Council’s Netsweeper filter which is designed to comply with the County Council’s Acceptable Use of Computers Policy.	2
Barcode Scanner	1
Telephone Handset providing free access to the County Council’s Customer Service Centre (known as Voice Over Internet Provider (VOIP))	1
Slip Printer, which provides receipts to customers who want them.	1

Any additional items can be requested by the Community Hub, but the cost for both the Hire Purchase Initial Payment, and on-going Annual Support Charge, will be the responsibility of the Community Hub

8. GLL Support

GLL are obliged to provide each Community Hub with at least 4,000 items of book stock and ensure Community Hub users have access to the entire collection of stock held within Lincolnshire via the Library Management System.

Within their structure, they have a permanent Operations Manager and a team of Learning Development Officers (LDOs) to fulfil this obligation and to provide an innovative approach to supporting the community hubs.

The LDOs provide professional advice, support and training to the Hubs, ensuring they are as effective as possible and meeting their aims and objectives.

<sup>1</sup> Some Community Hub sites inherited more equipment over and above the core set of equipment

They are first point of contact for the hubs and are on hand to offer on-going advice and support on:

- Day to day operation of a library service including stock management, product placement, potential activities available
- Training
- Volunteer recruitment
- Policy and procedures

LDOs also support the setting up and opening of new Community Hubs and the relocation of Community Hubs. Providing advice on costs associated with these activities, acting as a conduit to the council corporate services (IMT and property), providing advice on layout of sites and best utilization of space.

## **1. Hubs Update**

As of March 2019, the following updates were provided;

### Bracebridge (Bridge Church)

- Group has the support of the Bridge Church and the library is located in a rear room, inside the church building on the main road.
- There is a volunteer coordinator.
- Has a loyal group of volunteers.
- Open 10 hours per week.
- Have links with the local primary school.
- Taking part in the Summer Reading Challenge.
- They offer free refreshments to library customers.
- Finding it difficult to engage with the wider local community to increase usage.
- People in the community do not realise there is a library in this location. They are planning on installing new signage to advertise their opening hours.

### Bracebridge Heath

- Group has the support of the Parish Council. Parish Clerk and Assistant Clerk fully involved with the library provision and are a presence in the library. There is also a Volunteer Coordinator.
- The library is located in the centre of the village.
- Refurbishment of the library took place in October 2018.
- Open 14 hours per week.
- Regular volunteer meetings take place.
- They run children's activities and events and are once again taking part in the Summer Reading Challenge.
- The library takes part in village wide events such as the Scarecrow Trail and Britain in Bloom

### Branston

- Group has the support of the Parish Council. There is a paid volunteer coordinator on site for every session the library is open.
- Open 16 hours per week.
- Library is situated within Branston Community College. The site also houses a gym, public swimming pool and pre-school which means there are plenty of people visiting the site.
- The hub continues to flourish. The library is promoted well in the local community and via their Facebook page.
- Customers place a lot of reservations.
- There is a waiting list of volunteers; they currently have sufficient to cover the advertised opening hours.

- There are various popular activities for children including storytimes, Lego Club and craft activities.
- They are taking part in the Summer Reading Challenge.
- The library has appeared on Puffin's list of '14 wonderful libraries that will make every kid a good reader'.

### Metheringham

- The group has the support of the Parish Council. There is a volunteer coordinator and 36 volunteers who undertake various roles.
- Regular volunteer meetings take place.
- The library is open 18 hours per week.
- Located in the centre of the village.
- The building next to the library has been bought by the Parish Council at auction. This will be used to extend the library.
- The group has close links with the local schools/pre-schools and the children visit outside of scheduled public opening hours.
- Many activities take place in the library, which are suitable for children and adults.
- They are taking part in the Summer Reading Challenge.

### Navenby

- Group has the support of the Parish Council. The library is in a large office, located in The Venue, a multi-use site which also includes the Parish office. This site is on the outskirts of the village.
- There is a dedicated volunteer coordinator.
- They don't have a large amount of volunteers but the ones they have are reliable and will cover sessions at short notice.
- Open for the minimum requirement of 6 hours per week.
- Due to the size of the library space, there is a limited amount of stock. Customers are into the habit of reserving books for collection from this location.
- There isn't the opportunity to offer additional activities such as storytimes.

### North Hykeham

- Group has the support of the Town Council.
- Library now situated in the Town Council's Sports Pavilion which is set within a housing development in the south of the town, away from the historical centre.
- There is a caretaker for the site. During the week the centre is used by a playgroup so the library is open once the playgroup closes. They have portable shelving to facilitate this.
- Open 10 hours per week.
- There are two volunteer coordinators.
- They have sufficient volunteers to operate the service.

- There isn't the space to offer additional activities such as storytimes. However, for the second year they are taking part in the Summer Reading Challenge.

### Ruskington

- The group has the support of the Parish Council.
- There is a Chair of the Committee and Team Leaders for each session they are open. They have sufficient volunteers to cover all sessions.
- The management committee and team leaders meet on a regular basis.
- The library is located near the centre of the village.
- Solar panels have been installed on the roof to help with energy bills. An inner automatic door has been fitted.
- The library is open 12 hours a week.
- The library has a good relationship with the local schools who visit the library on a regular basis.
- They don't offer scheduled events and activities but are taking part in the Summer Reading Challenge for the second time this year as it was so successful last year.

### Waddington

- The Hub is the responsibility of Lincolnshire Coop.
- The library shares the site with the Coop pharmacy and post office, located in the centre of the village.
- The Coop has a paid Volunteer Coordinator and there is also a local volunteer coordinator.
- Regular meetings are held for the volunteers.
- Open 43.5 hours per week. Volunteers are not present at each session and at these times customers use the self-service kiosk.
- There is no space to hold events or activities.

### Birchwood

- Ignite Church commenced operating from this site on 7 January 2019.
- Open 20 hours per week.
- There are a small number of regular volunteers with more currently being trained by the LDO.
- There is a café offering light refreshments,
- The Craft Group and City of Lincoln Council Welfare continue to meet weekly. There are PCSO meetings monthly.

### Boultham

- Ignite Church commenced operating from this site on 7 January 2019.
- Open 14 hours per week.
- There are a small number of regular volunteers with more currently being trained by LDO.

- Food and clothes hub collection/drop off point
- Messy mornings weekly Wednesday, 11am-1pm.

### Cherry Willingham

- The library is run by the Vine Community Church. Library and church activities are operated separately.
- The library building is located in the centre of the village.
- Responsibility for the library has transferred from the Vicar and her husband to another church member.
- Until recently they would only recruit volunteers from within the church community which meant numbers available were low but they have always been able to keep the library open during scheduled hours.
- A number of improvements have taken place at site - the kitchen and toilet has been refurbished, new carpeting in the library and a glass partition between junior and adult area.
- The library is open 7 hours per week.
- They do not offer many activities or events during library opening hours. They are taking part in the Summer Reading Challenge for the first time this year.

### Ermine

- For an interim period until a new provider can be found, this site is being run by GLL staff on behalf of the Council.
- The library is open 18.5 hours per week.

### Nettleham

- This is an independent group with charitable status and a committee.
- There is a dedicated volunteer coordinator for the library and sufficient volunteers to support the opening hours.
- They hold regular volunteer meetings.
- The library building is located in the centre of the village. There is a café operating at site in the same room as the library provision. There are various other rooms which are hired out to generate income. The rear of the building, which previously housed the Mobiles stack, has been refurbished.
- The library is open 18 hours per week.
- There are regular activities and events for children. They are taking part in the Summer Reading Challenge.
- One of the volunteers runs a successful “Buddies” session for dementia patients and their families.

### Saxilby

- The group has the support of the Parish Council and the Parish Clerk acts as the volunteer coordinator.
- The library is housed in the sports pavilion along with the Parish Office, public bar and sporting amenities.

- The library is open 63 hours per week. Volunteers are only present for a proportion of these hours. At other times, customers use the self-service kiosk.
- They hold regular volunteer meetings.
- They do not offer any events or activities.

### Scotter

- The library is under the umbrella of Scotter Forward.
- There is a Volunteer Coordinator and sufficient volunteers to operate the library.
- The library is situated in the Eau Community Centre which is a multi-use site in the centre of the village.
- New shelving and furniture has been purchased to enhance the library area.
- The library is open 11 hours per week.
- They hold regular volunteer meetings.
- There isn't the space to offer library specific activities but they always take part in the Summer Reading Challenge.

### Welton

- The group has the full support of the Parish Council.
- There is a Volunteer Coordinator and sufficient volunteers to operate the library.
- The library has re-located to the Manor Park Sports Club, a facility owned by the Parish Council, which was extended to accommodate the library. This is a multi-use site.
- This new location is on the outskirts of the village and since the move of location there has been a drop in volunteer involvement and customer interactions. A new housing development nearby is now helping to boost membership and visits. The Parish are proactive in promoting the library and in recruiting new volunteers.
- The library is open 13 hours per week.
- Currently they do not offer events and activities but are taking part in the Summer Reading Challenge.

### Crowland

- The library is run by the Crowland Community Group and is an independent charitable organisation governed by a board of trustees. A management committee is responsible for the day to day operations. There is a Volunteer Coordinator.
- They have sufficient volunteers to operate the library service.
- The building is located in the centre of the village.
- The group also operate a clothes charity shop in order to raise money to make the hub sustainable. This is the only clothes charity shop in Crowland and has been extremely successful.
- The library is open 26.5 hours per week.

- The group is always keen to broaden the use of the building and among other events and activities there are: regular feature film showings with a rural touring scheme, a popular Thursday craft group, two reading groups, a photography group and children's events.
- They are once again taking part in the Summer Reading Challenge.
- A local history area has been set up in the library including local artefacts, photographs and written information.

### Deepings

- The library is run by Friends of the Deepings Library (FoDL) which is a constituted group, within the Community Trust. They work in close partnership with Market Deeping Town Council and Deeping St James Parish Council.
- There has been a paid Volunteer Coordinator since the library opened and an assistant, working 5 hours per week, has recently been appointed.
- There is a dedicated team of volunteers.
- A significant amount of refurbishment work has taken place at site.
- The offices on the first floor are being rented out and generate revenue for the group.
- Opening hours have recently increased to 33 hours per week.
- The library is actively promoted through various mediums such as Facebook and monthly newsletter.
- Since opening they have made a number of changes in the library area to try to enhance the customer experience.
- They hold a significant number of popular events for adults and children.
- They are taking part in the Summer Reading Challenge.
- In 2018 the library entered the Bookseller magazine Library of the Year Awards.
- A Library questionnaire was sent out in June 2018 asking residents for their ideas and opinions of the library. After receiving feedback, opening hours were changed from autumn 2018 to include Tuesdays 10am-5pm and Saturdays until 3pm (increased from 1pm).

### Donington

- The group has the support of the Parish Council.
- The library is located on the main road in the village.
- The group have been given permission to extend the library into the empty area of the ground floor and are working closely with LCC Property.
- There is a Volunteer Coordinator and sufficient dedicated volunteers to operate the library.
- Recently increased their opening hours to 13 per week.
- Events and activities take place at site including a wide range of craft activities for children. They also run a successful jigsaw library and take part in village events. Money has been raised for the hub through a book stall at the local Co-op.
- They are taking part in the Summer Reading Challenge.

### Heckington

- The group has the support of the Parish Council.
- The library is located within the Parish Council building in a central location in the village.
- There is a Volunteer Coordinator and sufficient dedicated volunteers to operate the library.
- The library is open 16 hours per week.
- There isn't sufficient space to hold events in the library but they do support the many local events and activities held in the village.
- The pre-school children visit on a regular basis.

### Holbeach

- The Hub is the responsibility of Lincolnshire Coop.
- The library shares the site with the Coop pharmacy and post office, located in the centre of the village. The food store is in the adjacent building.
- The Coop has a paid Volunteer Coordinator.
- Open 49.5 hours per week. Volunteers are present at nearly every session. At other times the customers use the self-service kiosk.
- There is little space to hold events or activities but volunteers run children's craft activities during school holidays.
- The library has taken part in the national Summer Reading Challenge each year with great success. Over 100 local children took part in 2018.

### Kirton

- Library is run by New Life Community Charge which has a board of four trustees and have been operating as a registered charity in the local community for over 30 years.
- The library is located within the entrance of the Church Building which is situated outside of the village, across the A16 road.
- The Church wish to build another building on the current site but closer to the road. It is not known when this work will commence.
- During the week the main room in the building is used by Home Start and is regularly hired out for training and conferences by local groups.
- There is a Volunteer Coordinator and sufficient volunteers to operate the library.
- There library is open 7 hours a week.
- Due to the size of the library space, events and activities cannot be run but volunteers attend local village events and have a good working relationship with Kirton Primary School.

### Pinchbeck

- The group has the support of the Parish Council. The Parish Clerk acts as the Coordinator.
- The library is located in the building along with the Parish Office. This has a central location in the village.

- A number of improvements have been made at the site to enhance the appearance of the building and there are current plans to upgrade the kitchen and men's toilet.
- They have sufficient dedicated volunteers to operate the library.
- This is a vibrant and busy site with a large number of groups using the building for activities which generates revenue.
- The library is open for 11.5 hours per week and on the first Saturday of the month opens for 3 hours.
- They are taking part in the Summer Reading Challenge and hosted the South Holland District Council Activate Day during the summer holidays with 250 attending.

### Sutton Bridge

- Library is run by Sutton Bridge Community Hub Committee.
- The library operates in a room within the Curlew Centre which is a multi-use building.
- There is a Volunteer Coordinator and sufficient volunteers to operate the library.
- The library is open 17 hours per week.
- A craft group and family history group meet in the library. There are also a large number of activities going on in the wider building including Parish Council office, Citizens Advice and various other events.

### Swineshead

- The group has the support of the Parish Council.
- The library occupies one room in the Methodist Church and pays a minimal amount per month in rent.
- The Church is not in the centre of the village but a new Coop Foodstore has just opened opposite.
- There is a Volunteer Coordinator and sufficient volunteers to operate the library. They are in the process of trying to recruit more volunteers.
- The library is open 6 hours per week and additionally opens for two hours on the first Saturday of the month.
- They are taking part in the Summer Reading Challenge for the first time this year.

### Alford

- The library is run by Alford Focal Point.
- The library is located in the centre of the village. The library occupies the ground floor of the building and there are rooms for hire on the first floor.
- The building has undergone improvement works including a new disabled toilet downstairs and improvements to the upstairs rooms.
- There is a volunteer coordinator and sufficient volunteers to operate the library.
- They are open 14.5 hours per week.

- They run children's activities and are once again taking part in the Summer Reading Challenge.

### Burgh-le-Marsh

- The group has the support of the Town Council.
- The library has recently re-located and is in a new build along with the Town Council office. This is just off the main road running through the town.
- There is a Volunteer Coordinator and sufficient dedicated volunteers to operate the library.
- The library is open for 9 hours per week.
- They offer limited activities at site.
- They are taking part in the Summer Reading Challenge for the first time this year.

### Caistor

- The library is run by Caistor Arts and Heritage Centre (CAHC) a social enterprise, created with a Big Lottery Grant and has been operating since April 2011.
- This is a multi-use site which includes a café, library and heritage centre.
- The Centre Manager has the additional role of Volunteer Coordinator.
- They have sufficient volunteers to operate the library. As this is a multi-use site, only one volunteer is present in the library during each session.
- They are open 46 hours per week.

### Ingoldmells

- The group has the support of the Parish Council.
- The library is situated in the community centre adjacent to the Council offices.
- The Parish Clerk has the additional role of Volunteer Coordinator.
- There are a limited number of dedicated volunteers which dictates the number of hours they can be open to the public. They have recently recruited some new volunteers.
- They are open 8 hours per week.
- There are now links with the local primary school and the Reception class children have been visiting on a regular basis during the school term.
- The library tends to be busier in the summer months when people holiday in the area.
- There is no space to offer events or activities to the public.

### Keelby

- The group has the support of the Parish Council with one councillor actively involved with the library.
- The library is situated in a building along with the Youth Centre. The Youth Centre has just re-opened after a considerable amount of time being closed.
- This is an old building and tends to have a number of property issues.

- There is a volunteer coordinator and sufficient volunteers to operate the library.
- The library has recently increased their opening hours to 8 hours per week.
- A local school visits the library once a month.
- They are taking part in the Summer Reading Challenge.

### Spilsby

- The Hub is the responsibility of Lincolnshire Coop.
- The library shares the site with the Coop foodstore and is located near the centre of the village.
- The Coop has a paid Volunteer Coordinator and there is also a local coordinator.
- They have sufficient volunteers to operate the library; only one volunteer is in the library for a session.
- The group hold regular volunteer meetings
- Open 43 hours per week. Volunteers are present at nearly every session. When no volunteers on site, customers use the self-service kiosk.
- They are taking part in the Summer Reading Challenge.

### Sutton on Sea

- The library is run by Sutton on Sea Library and Community Supporters, a Community Interest Company. There is a management committee and a paid member of staff to undertake administration duties.
- There has been a change in the directors.
- There are sufficient volunteers to operate the library.
- The library is located slightly out of the centre of the village.
- Eight local groups meet in the library and this is provided for free.
- They are open 12 hours per week.
- There are no regular library events or activities.

### Wainfleet

- The library is run by the Wainfleet Magdalen Museum and Library group.
- The library is situated on the ground floor of Magalen College, a Grade 1 Listed Building and a Scheduled Ancient Monument. A museum occupies the first floor.
- There is a newly appointed Volunteer Coordinator. Sadly, the previous coordinator who was involved with the library and museum, passed away.
- There are a limited number of dedicated volunteers who manage to operate the library.
- The groups are actively trying to promote the library. Last year they attended the Friskney Show and held their own summer fete.
- The library is open 8 hours per week.
- They do not offer additional events and activities.

## Wragby

- The library is run by Wragby CGC - a constituted group established since 2003.
- The library is located on the ground floor within the Fire and Rescue building on the outskirts of Wragby. Due to this location customers tend to have to drive to the venue. However, the village is expanding and a new Coop foodstore and additional housing has been built in this vicinity.
- There is a Volunteer Coordinator and sufficient volunteers to operate the library.
- Opening hours recently reduced from 12 to 9 hours per week as they were struggling to get volunteers to cover the scheduled opening hours.
- They run a lunch club for local elderly residents on alternate Fridays. To accommodate this a room next to the library has been converted into a kitchen.

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**Open Report on behalf of David Coleman, Chief Legal Officer**

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>23 April 2019</b>
Subject:	<b>Public Protection and Communities Scrutiny Committee Work Programme</b>

**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.

**Actions Required:**

Members of the Committee are invited to review and comment on the work programme and highlight 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.

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.

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

## 2. Work Programme

<b>23 APRIL 2019 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Future Model of the Heritage Service</b>	Will Mason, Cultural Services Manager	Verbal Consultation Update
<b>Community Hub Progress and Developments</b>	Louise Egan, Library and Heritage Client Lead	Review of the current position of the Community Hubs
<b>Sitting as the Crime and Disorder Scrutiny Committee</b>		
<b>Safer Lincolnshire Partnership Priorities – Domestic Abuse</b>	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Domestic Abuse

<p><b>Visit to The Collection and Usher Gallery</b> Will Mason, Cultural Services Manager</p>
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<b>11 JUNE 2019 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Future Model of the Heritage Service</b>	Nicole Hilton, Chief Community Engagement Officer	<b>PRE DECISION SCRUTINY</b> Executive 9 July 2019  Final Recommendations and Implementation Plan
<b>Lincolnshire Fire and Rescue Performance Annual Report</b>	Chief Fire Officer	Performance Scrutiny
<b>Consultation &amp; Engagement Activity Annual Review</b>	Nicole Hilton, Chief Community Engagement Officer; Bev Finnegan, Programme Manager, Community Engagement	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.
<b>Quarter 4 Performance Report (1 January to 31 March 2019)</b>	Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.

<b>11 JUNE 2019 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Sitting as the Crime and Disorder Scrutiny Committee</b>		
<b>Safer Lincolnshire Partnership Priorities – Reducing Offending</b>	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Reducing Offending

<b>23 JULY 2019 – 10:00am</b>		
<b>Emergency Planning Centre, South Park Avenue, Lincoln, Lincolnshire, LN5 8EL</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Performance of the Library Services Contract – Year Three Review Report</b>	Nicole Hilton, Chief Community Engagement Officer	Review of the third year performance and key performance indicators (KPI) for the Library Services Contract.
<b>Fire and Rescue Services Inspection Action Plan</b>	Dan Quinn, Assistant Chief Fire Officer	Final review of the progress made on the LFR Inspection Action Plan outcomes.
<b>Sitting as the Crime and Disorder Scrutiny Committee</b>		
<b>Safer Lincolnshire Partnership Priorities – Anti-social Behaviour</b>	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Anti-social Behaviour.
<b>Lincoln Blue Light Hub visit – South Park, Lincoln</b> Tim Joyce, Blue Light Collaboration Programme Change Lead		

<b>17 SEPTEMBER 2019 – 10:00am</b>		
<b>Item</b>	<b>Contributor</b>	<b>Purpose</b>
<b>Quarter 1 Performance Report (1 April to 30 June 2019)</b>	Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information
<b>Lincolnshire Registration, Celebratory and Coroners Services Annual Report</b>	Donna Sharp, County Services Manager (Registration & Celebratory Service and Coroners Service)	Annual Report

29 OCTOBER 2019 – 10:00am		
Item	Contributor	Purpose
<b>Annual Prevent Review Report</b>	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.
<b>Fire and Rescue Statement of Assurance 2018-19</b>	Nick Borrill, Chief Fire Officer	

10 DECEMBER 2019 – 10:00am		
Item	Contributor	Purpose
<b>Quarter 2 Performance Report (1 July to 30 September 2019)</b>	Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.
<b>Road Safety Partnership Annual Report</b>	Steven Batchelor, Lincolnshire Road Safety Partnership	Annual update on the Road Safety Partnership including information on fatal, killed and serious injury figures for Lincolnshire and progress Action Plan.

#### **Future Items for Consideration:**

- Future Archive Service Proposals
- Review of Crime Statistics in relation to the introduction of part night street lighting
- Domestic Abuse Support Services Performance
- Review the JACP project

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](mailto:daniel.steel@lincolnshire.gov.uk)

### **3. Conclusion**

Members of the Committee are invited to review and comment on the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

### **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	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](mailto: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
I013959	Future Model of the Heritage Service	8 May 2019	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 Chief Executive	Yes	All Divisions

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

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>23 April 2019</b>
Subject:	<b>Update on the Response to Domestic Abuse in Lincolnshire</b>

**Summary:**

This report provides the Committee with an overview and update of the work that is being undertaken in relation to Domestic Abuse (DA) within Lincolnshire and advises on future developments that are likely to have an impact for the county's response to domestic abuse.

**Actions Required:**

Members of the Committee are invited to consider and comment on the contents of this report, and the Councils role in driving forward the domestic abuse agenda in Lincolnshire.

**1. Key areas of activity:**

Tackling DA and improving the outcomes for those exposed to DA is a core priority for the Safer Lincolnshire Partnership, and Lincolnshire County Council is a key agency in providing both funding and resources to support work in this field; in terms of strategic planning and oversight, commissioning, coordination and administration. Below is a summary of the key areas of activity taking place in respect of DA:

Multi Agency Risk Assessment Conference (MARAC) review:

MARAC meetings bring together partners to discuss how best to support victims at high risk of serious harm or homicide. The DA Co-ordinator is currently undertaking a full review of how the MARAC operates within Lincolnshire, this review includes observations of the meetings; focus groups with Chairs; agency representatives, practitioners and families where possible; analysis of performance data; desk top audit of a selection of cases including examining referrals, actions and outcomes and benchmarking with other authorities. A Chairs and representatives event will take place in June and will form part of the

dissemination of findings from the review, as well as looking at development and training needs. In addition a multi-agency task and finish group is exploring the coordination of Domestic Abuse, Stalking and Harassment (DASH) risk checklists, for those victims who have a standard to medium risk outcome.

#### Domestic Homicide Reviews (DHR's):

A review of the DHR process has been undertaken by the DA Coordinator and a streamlined process is currently being implemented with appropriate operational tools and clear multi-agency process maps. In addition progress is being made to sign off a number of DHR's for publication and chase outstanding actions.

#### The DA Multi Agency Training:

The 1 day training commissioned by LCC Community Safety has been reviewed to include a section about identifying and engaging with perpetrators. In addition 4 (per year) new ½ day multi agency sessions have been commissioned from October 2019 that will focus on coercive and controlling behaviour and stalking or harassment.

#### Community-based Perpetrator Programme:

The 'Make a Change' pilot programme commissioned by the Office of the Police and Crime Commissioner through the Police Transformation Fund had a soft launch on 1st March 2019. The agreed pilot area is Lincoln however the provider will take referrals and enquires from across the County. This is the final year of the current funding stream and a vigorous evaluation will form part of the pilot project to ensure the outcomes are clear and work can be undertaken to secure funding to deliver the programme beyond the pilot period.

The programme has three parts;

1. A three stage perpetrator programme including a 10 week non-disclosure stage, 16 week full programme and a 6 week parenting element, as well as a victim support element. (Expert Support Services)
2. Practitioner training package (Trusted Professional)
3. Community engagement (Community Response)

RESPECT and Women's Aid (WAFE) are the lead partners with local delivery partners the Jenkins Centre who are delivering the perpetrator engagement element and SoLDAS (South Lincolnshire Domestic Abuse Services) who are working with the victims.

### Specialist DA Courts (SDAC):

A partnership operational group led by the Courts and Crown Prosecution Service (CPS) is in place to support the introduction of a Specialist Domestic Abuse Court (SDAC) in Lincolnshire. The Court will take place on a Wednesday commencing on 17<sup>th</sup> April 2019 with a number of key elements in place, however the operational group will work towards achieving the specialist SDAC status by implementing the best practice framework. This will be an important achievement for Lincolnshire, meaning victims of DA are better supported through the court process and should see an improvement of perpetrator conviction rates (supported by evidence from other areas).

### Child to Parent/Carer Abuse:

Children's Services have commissioned a consultant to research and develop a programme/initiative to work with children and adolescents that display abusive behaviours towards their parents/carers. The consultant is currently developing the multi-agency operational tools and resources for the initiative as well as an implementation plan, including a comprehensive engagement strategy. This is being presented to the DA Core Priority Group (CPG) in April 2019.

### Employer Awareness/Support Scheme

The DA Project Officer is working with SOLDAS in supporting large local employers to develop their Human Resources policies and procedures in relation to DA, as well as raising awareness of how employers can support both victims and perpetrators. To date the project has engaged with Lincolnshire Co-op, Bakkavor, Boston College, Moy Park and North Sea Camp Prison.

### Draft DA Bill:

The [Draft DA Bill](#) was published in January 2019 with the intention of tackling DA by:

- Introducing the first ever statutory government definition of DA to specifically include economic abuse and controlling and manipulative non-physical abuse. This will enable everyone, including victims themselves, to understand what constitutes abuse and will encourage more victims to come forward.
- Establishing a Domestic Abuse Commissioner to drive the response to domestic abuse issues.
- Introducing new Domestic Abuse Protection Notices and Domestic Abuse Protection Orders to further protect victims and place restrictions on the actions of offenders.
- Prohibit the cross-examination of victims by their abusers in the family courts.

- Provide automatic eligibility for special measures to support more victims to give evidence in the criminal courts.

This will be included on the next DA CPG agenda for discussion to examine the implications for Lincolnshire, and explore the co-ordination of partnership communications with the new DA Commissioner.

## **2. Next steps/further developments**

The DA Charter is being reviewed and developed ensuring it covers the key strategic and operational areas that agencies should have in place in response to DA, such as strategic leadership commitment, policies and procedures, training resources and expectations etc. and specifically to include explicit reference to what agencies are doing in relation to perpetrator engagement and practitioner understanding and knowledge of working with perpetrators, stalking or harassment, coercive and controlling behaviour and child to parent/carer abuse. At the DA CPG in January 2019 the partnership agreed to a full review and that all agencies would undertake a health check/audit in 2019 using the new and revised charter.

A multi-agency task and finish group has been set up to develop a DA strategy for Lincolnshire, bringing in line the DA CPG delivery plan priorities, national initiatives and guidance, the DA Bill, local/national statistics/trends and ambitions for Lincolnshire. This will include a section specifically in relation to DA perpetrators with the overall aim and ambitions for Lincolnshire in relation to a community based perpetrator programme but also the wider response to all DA perpetrators in Lincolnshire.

Work in partnership with the National Probation Service (NPS), Community Rehabilitation Company (CRC) in Lincolnshire and Jenkins Centre to explore a sustainable multi agency training package in relation to perpetrators.

A partnership communications programme is being developed to raise awareness of key messages in relation to DA with key audiences, including practitioners, victims, perpetrators, children and young people, family and friends and communities. The first campaign is in partnership and being led by LPFT focusing on raising awareness of coercive and controlling behaviour. In addition a series of DA leaflets raising awareness of DA in general and MARAC/IDVA are being developed and will be accessible to all partners.

The partnership are working to develop provision for the 0-5 year old sector, working with nurseries, child minders and children's centres to develop an educational package that helps 0-5's contextualise what a healthy relationship

and family is, as well as up-skilling and raising awareness of DA and the key messages with practitioners in this sector.

The DA Coordinator will work with RESPECT, WAFE, the Jenkins Centre and the DA CPG to develop a sustainable and effective community based perpetrator programme for Lincolnshire based on the evaluation and outcomes of the Make a Change pilot.

### **3. Domestic Abuse Commissioned Services**

The contract to deliver the specialist DA services in Lincolnshire was awarded by Lincolnshire County Council to a single provider, now called EDAN Lincs (Ending Domestic Abuse Now in Lincolnshire) and the new service commenced on 1<sup>st</sup> August 2018. One service provider for the county means residents can now access the same support provision from the same provider, wherever they reside in Lincolnshire.

The following is a brief summary of the support services offered by EDAN Lincs across the county:

#### Independent Domestic Violence Advisor (IDVA) Service:

The IDVA Service is commissioned to support victims (men, women and young people aged 16 and over) who reside within the geographical boundaries of Lincolnshire, and who have been assessed as at 'high risk' of serious harm or death, and have been referred to a Lincolnshire Multi-Agency Risk Assessment Conference (MARAC). An IDVA provides a confidential information, advocacy and advice service; assisting individuals and their families to access criminal and civil justice remedies, housing, counselling, advice, health and other support services.

#### Hospital-based IDVA:

This new service was established at Lincoln County Hospital in January of this year, with funding secured to mirror the service at Boston Pilgrim Hospital from April 2019 onwards.

The aims of the service are to reduce the immediate risk of harm and homicide, and improve the physical and mental health outcomes of those affected by DA and receiving treatment. The hospital-based IDVA provides immediate support and advice to victims to improve their safety and advocacy, as well as link them and their families to longer-term specialist community-based support services.

Although still early days, the IDVA at Lincoln County Hospital has already engaged with over 20 individuals (patients and staff) experiencing domestic abuse. The IDVA has also undertaken a number of other activities, from

consultations and briefings/ training sessions, to enhance the ability of front line staff to recognise and respond to DA and raise awareness of DA support services.

#### Outreach Domestic Abuse Support Service - Support for Adults (Women and Men):

All referrals are triaged on access into the service to ensure clients are prioritised and managed in an appropriate and timely manner. The type of support offered will vary and will be determined by the level of risk and need identified. A comprehensive service user led safety & support plan is formulated, bespoke to the service user and their family. The nature of the support available for adults ranges from telephone support and signposting to online resources, to evidenced-based group and intensive 1:1 therapeutic interventions specifically targeting domestic abuse.

#### Outreach Domestic Abuse Support Service – Support for Children/ Families:

Once adults engage in the Outreach Service, families will have the opportunity to access the Family Focus programme where it is safe and appropriate to do so. The Family Focus programme consists of family group sessions with the non-abusive parent/caregiver and their child/ren together. The purpose of the support is to help the family to stay safe, assist in the rebuilding of relationships which may have been damaged or undermined by the impact of domestic abuse, and ultimately empower the non-abusive parent to meet the needs of their child/ren.

#### Targeted Children's Support Service:

The new service for children and young people is available to those aged 5 to 16 years, whose non abusive parent is already accessing Outreach support, as well as Looked After Children, those under a Special Guardianship Order (SGO) and adopted children. Young people who have been identified as having SEND and/or are a care leaver, can access the service up to the age of 25. The support is suitable for those assessed as having higher levels of need or experiencing the more serious effects of domestic abuse. Those children will be provided specialist 1:1 therapeutic support and intervention that focus on the needs of the child, taking into account factors such as age and vulnerability.

The new arrangements went live on the 1<sup>st</sup> August 2018, and by the end of that year over 300 children had actively engaged in the service; either through direct therapeutic work or as part of Family Focus support sessions. A high level of work is already being undertaken with children, and EDAN Lincs continues to work closely with the Corporate Commissioning Team, the Community Safety Team and Children's Services to further develop this new element of service.

## **Domestic Abuse related funding opportunities**

A collaborative bid had been made to the 'Children Affected by Domestic (CADA )Fund' in the Autumn of 2018 in order to extend the prevention and early intervention offer to schools (primary, secondary, special schools, pupil referral units and colleges as well as nurseries and child minders) across Lincolnshire, as well as increase the work with local employers and communities. Unfortunately this bid was unsuccessful, but the Domestic Abuse Co-ordinator continues to work closely with the providers of DA services in Lincolnshire to explore other funding opportunities, including the Tampon Tax fund.

### **4. Summary**

It is hoped that the information in this report demonstrates to the Committee the amount of work being undertaken in relation to DA, and the pivotal role that Lincolnshire County Council has in delivering this work. These key areas of work, as well as the commissioned DA services, complement each other and create a holistic response to victims, perpetrators and children affected by Domestic Abuse.

### **5. Consultation**

#### **a) Have Risks and Impact Analysis been carried out?**

Not Applicable

#### **b) Risks and Impact Analysis**

Not Applicable

### **8. Background Papers**

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

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