



County Offices
Newland
Lincoln
LN1 1YL

3 June 2019

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 11 June 2019 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink 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, K J Clarke, Mrs K Cook, Mrs P Cooper, Mrs C J Lawton, C R Oxby, A H Turner MBE JP, L Wooten and R Wooten

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 11 JUNE 2019**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting held on 23 April 2019	5 - 10
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Fire and Rescue - 18/19 Performance Summary <i>(To receive a report from Dan Quinn (Planning, Prevention and Protection Assistant Chief Fire Officer), which provides key performance information for 2018/19, in relation to the work of Lincolnshire Fire and Rescue)</i>	11 - 18
6	Engagement and Consultation Activity Annual Review 2018/19 <i>(To receive a report from Bev Finnegan (Head of Community Engagement), which provides an overview of council-wide consultation and engagement activity where the Community Engagement Team provided advice and support in 2018/19)</i>	19 - 38
7	Public Protection and Communities Scrutiny Committee Work Programme <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>	39 - 44

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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 APRIL 2019**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors A N Stokes (Vice-Chairman), W J Aron, C J T H Brewis, K J Clarke, Mrs C J Lawton, L Wootten, R Wootten and S P Roe

Councillors: R D Butroid, L A Cawrey, C N Worth and B Young, attended the meeting as observers

Officers in attendance:-

Sara Barry (Safer Communities Manager), Chris Davison (County Officer - Public Protection), Louise Egan (Programme Officer), Daniel Steel (Scrutiny Officer), Jade Sullivan (LSCB Audit and Policy Officer), Emily Wilcox (Democratic Services Officer) and Will Mason (Head of Cultural Services)

Alex Peterson (Sutton Bridge Community Hub), Peter Stowe (Crowland Community Hub); Ian Gordon (Crowland Community Hub), and Paul Bywater (Crowland Community Hub) also attended the meeting.

66 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

An apology for absence was received from Councillor M A Whittington.

It was reported that, under the Local Government (committee and Political Groups) Regulations 1990, Councillor S P Roe had been appointed as a replacement member for Councillor M A Whittington, for this meeting only.

67 DECLARATIONS OF MEMBERS' INTERESTS

In relation to agenda item 6, Councillor C J T H Brewis declared a non-pecuniary interest as a Community Hub Volunteer.

68 MINUTES OF THE PREVIOUS MEETING HELD ON 12 MARCH 2019

It was proposed that the first paragraph of minute 60 be amended to read as follows:

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 *to* start a new role in June 2019. There were discussions as to who would be the replacement County Public Protection Officer.

RESOLVED:

That the minutes of the previous meeting held on 12 March 2019, be approved as a correct record and signed by the Chairman, subject to the above amendments.

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

The Chairman encouraged all Members to attend the visit to The Collection Museum and the Usher Gallery which was taking place after the meeting.

The Chairman announced that it was Chris Davison's last meeting as the County Public Protection Officer, and thanked him for his work. The position of County Public Protection Officer would be taken over by Shaun West, who was the current Assistant Chief Constable for Lincolnshire Police.

70 FUTURE MODEL OF THE HERITAGE SERVICE UPDATE

The Cultural Services Manager gave a verbal report on the Future Model of the Heritage Service consultation process, which highlighted the following:

- The 10 week consultation was due to end on the 24 April 2019.
- Once the consultation had closed, there would be a full analysis of all of the data and a report would be produced to include the results.
- The main focus from both the media and the public had been the closure of the Usher Gallery.
- Officers had worked with the consultation institute at every stage of the process, which had included a half way review in which all relevant partners were invited to meet with officers to discuss the proposals. The responses from key partners and stakeholder would all be included in the report.

Members were invited to ask questions, in which the following points were noted:

- In response to a question from a member of the public, the Cultural Services Manager explained that there were a broad number of environmental standards which were considered essential for displaying valuable art exhibits. The required standards varied significantly dependent on different pieces of artwork.
- It was explained that it was becoming more difficult to hold some pieces of artwork at the Usher Gallery, due to the environmental standards expected.
- It was clarified that the Collection Museum had significantly better environment and safety standards than the Usher Gallery.
- The Executive Councillor for Culture and Emergency Services explained that there had been some major exhibitions that had come to the Usher Gallery in the last couple of years. However, many of those lending the artwork were extremely specific about the environmental standards that they were held in.

Many pieces were not suitable for the usher gallery due to the environmental conditions that were determined by the lender.

- It was noted that many touring exhibitions were also looking for larger spaces than the Usher Gallery could offer, as they would not be able to engage the audience in the way that they intended due to the limited amount of space available.
- It was explained that it would cost a significant amount to improve the environmental elements in the Usher Gallery so that they matched those in The Collection. Climates were sometimes able to be managed through micro-climating but this was also an expensive process.
- The proposals focussed on the development of The Collection as a supersite, which allowed the location to grow as part of the heritage service and provide more people with the opportunity to engage with heritage and art.
- It was confirmed that the Collection Museum currently received five times the number of visitors of the Usher Gallery.
- The Cultural Services Manager informed Members that there was a significant amount of development space available in The Collection.
- A member of the public asked Members to consider that the Usher Gallery was the only standalone art gallery in Lincolnshire, and provided children in Lincolnshire with the opportunity to visit an art gallery and engage with the art form.
- A member of the public strongly supported the view that the Usher Gallery needed to be maintained, and urged Members to also consider the future of the Museum of Lincolnshire Life.
- The Executive Councillor for Culture and Emergency Services explained that there were a number of ideas for the Museum of Lincolnshire Life being considered at a formative stage.
- The Cultural Services Manager highlighted that the council were keen to support the broader heritage sector, particularly around community heritage.

RESOLVED:

That the verbal report and comments made be noted.

71 UPDATE ON COMMUNITY HUBS

Councillor S P Roe declared a non-pecuniary interest as a Member of North Hykeham Town Council.

Consideration was given to a report by the Library and Heritage Client Lead, which provided an update on the performance of the Community Hub Model.

Members were referred to appendix B of the report for a list of the activities that were being provided by each of the Community Hubs.

The Library and Heritage Client Lead explained that the Community Hub model had proven to be very successful and continued to receive positive feedback. The

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
23 APRIL 2019

majority of communities had taken ownership and pride in their Community Hubs, and the Hub volunteers were doing an excellent job and exceeded all expectations.

The Chairman welcomed Alex Peterson (Sutton Bridge Community Hub); Peter Stowe (Crowland Community Hub); Ian Gordon (Crowland Community Hub); and Paul Bywater (Crowland Community Hub), and thanked them for their attendance to the committee. The Chairman invited the volunteers to give feedback about their experiences of volunteering at the Community Hubs, and to highlight anything that they felt worked particularly well, or could be improved. The following points were noted:

- It was felt it would be beneficial for the new best-sellers to be distributed more widely to the smaller hubs and libraries.
- All volunteers were extremely committed and a credit to the Hubs.
- There had been issues with the IT services provided to the Hubs.
- It was noted that the Hub model was working extremely well at Crowland and the volunteers had managed to establish an identity as Community Hub that offered a range of activities and services.
- It was felt it would be useful to have some mechanism to look at best practice across all of the community hubs.

The Library and Heritage Client Lead acknowledged the points that had been raised by the volunteers, and agreed to look into resolving any issues.

Members were then invited to ask questions, in which the following points were noted:

- Concerns were raised over the sustainability of volunteers for the Hubs, and whether the next generation of volunteers would be as committed and willing as the current volunteers. The Library and Heritage Lead explained that GLL, the provider of some of the council's libraries were focussing on the recruitment drive within the libraries.
- It was noted that Community Hubs were required to be open 6 hours a week for 50 weeks of the year, and it was at the hubs discretion as to whether they chose to extend those opening hours.
- It was confirmed that the initial capital grant payments were just a one off payment, but hubs would continue to be provided with revenue support where possible.
- It was explained that the books were fairly distributed between the libraries.

RESOLVED:

That the report and associated comments be noted.

72 **PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE**
WORK PROGRAMME

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

It was noted that the decision on the Future of the Heritage Service Decision had been deferred, and would be reported to a later meeting.

Members were also informed that the July meeting of the panel would take place at the new Police, Ambulance and Fire Station at South Park.

RESOLVED:

That the committee were satisfied with the work programme.

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

73 UPDATE ON THE RESPONSE TO DOMESTIC ABUSE IN LINCOLNSHIRE

Consideration was given to a report by the Community Safety Strategy Co-ordinator, which provided an overview of the work that was being undertaken in relation to Domestic Abuse within Lincolnshire.

The report outlined the following key areas of activity that were taking place in respect of Domestic Abuse:

- Multi Agency Risk Assessment Conference review
- Domestic Homicide Reviews
- The Domestic Abuse Multi Agency Training
- A Community-based Perpetrator Programme
- Specialist Domestic Abuse Courts
- Child to Parent/Carer Abuse
- Employer Awareness/Support Scheme
- The Draft Domestic Abuse Bill

Members were informed that Ending Domestic Abuse Now in Lincolnshire (EDAN Lincs) had been awarded the contract for specialist Domestic Abuse services for Lincolnshire. EDAN offered a range of support services across the county.

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

- The County Officer for Public Protection explained that the Domestic Abuse Courts would work in a similar way to the Magistrates' Court; however everybody involved would be fully trained in Domestic Abuse.
- It was confirmed that there were cross border arrangements in place to support victims who lived within the county but used hospitals outside of the county.
- Tackling Domestic Abuse within Lincolnshire was a high priority for both the council and health providers.

- Lincolnshire Police received around 11,000 incidents of Domestic Abuse a year, but there were also many unreported cases
- It was thought that the Domestic Abuse Commissioner role would be similar to the current Children's Commissioner Role, but with reference to Domestic Abuse.

RESOLVED:

That the report be noted.

The meeting closed at 12.08 pm

Open Report on behalf of Les Britzman, Chief Fire Officer

Report to:	Public Protection and Communities Scrutiny Committee
Date:	11 June 2019
Subject:	Fire and Rescue – 18/19 Performance Summary

Summary:

Lincolnshire Fire & Rescue (LFR) has gathered data on a range of performance covering operational and medical response and Training activity.

LFR has a strong performance culture which is captured within the annual Service Plan. This is monitored through a quarterly performance board against the key performance indicators. This report provides key information for performance in 2018/19 and is relevant to the work of LFR, full details of which can be found in Annex A.

LFR attended a total of 10,466 incidents during the period 1 April 2018 – 31 March 2019. This is a decrease of 2,660 incidents during the same period in 2017/18. In the main this can be attributed to the reduction in Co-responder medical attendances, of which is now part of an internal review to ensure we provide the best possible response to the community of Lincolnshire.

Actions Required:

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

1. Aim

The aim of this paper is to update the Public Protection and Communities Scrutiny Committee on Lincolnshire Fire and Rescue's (LFR) annual performance.

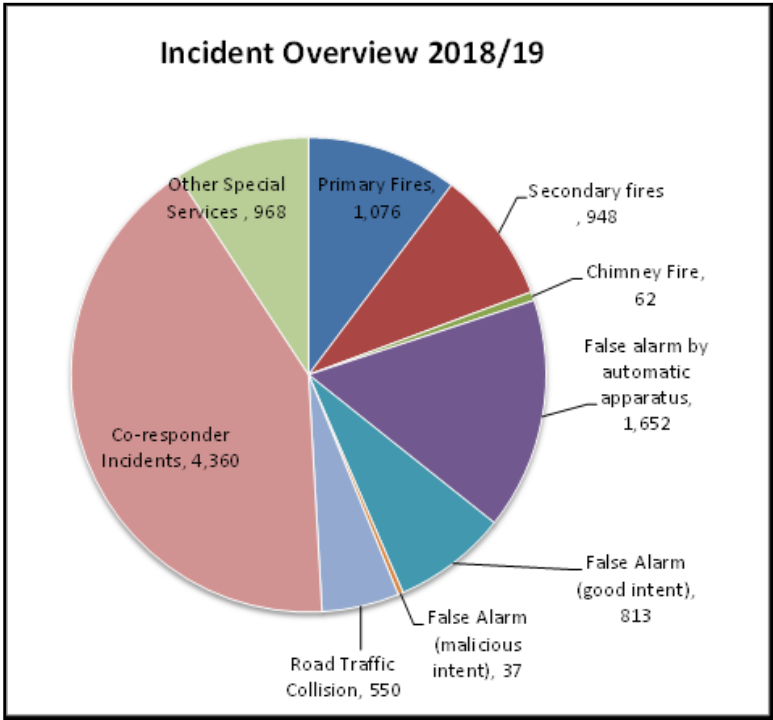
1.1 Lincolnshire Fire & Rescue Annual Summary

2018/19 has been a positive year for LFR, which has been recognised by the Her Majesties Inspectorate for Constabulary and Fire & Rescue Services (HMICFRS), LFR receiving an overall rating of good.

The annual Service Plan contains the detailed tasks and activities for the year based on the Integrated Risk Management Plan (IRMP) including performance indicators and targets. It is aimed primarily at our staff and is the mechanism by which we manage our performance. The purpose of this report is to identify the highlights of LFR’s overall performance to the Committee above and beyond the Quarterly Performance report which includes some LFR performance data.

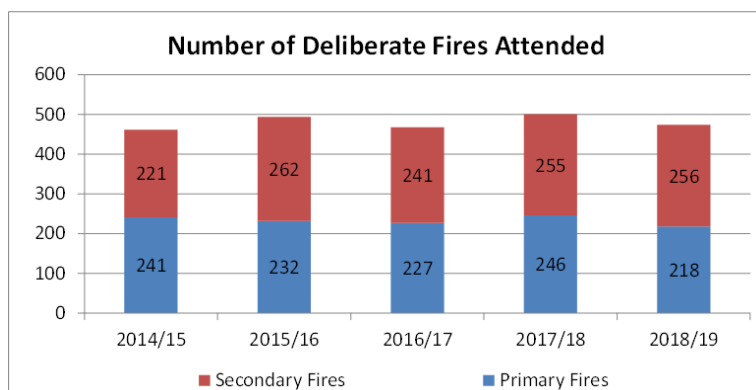
1.2 Incident Call Ratio 2018 / 19

A breakdown of the calls received by Lincolnshire Fire & Rescue is outlined in the table below, with the Co-Responding scheme playing a significant part in our service delivery to the local community. False alarms by automatic apparatus (1,652) are a significant drain on our resource, not just financially but by having fire engines being dispatched to deal with the call, and as such not available to attend real 999 calls. The service is continuing to work hard in this area and have a number of key strategies in place. The remainder of the calls outlined in the table are dealt with in the main body of this paper.



2. Deliberate Fire Attended

There was a significant reduction in our primary fires, (these are generally property fires and require a greater weight of attack), with 218 being the lowest total for a number of years.

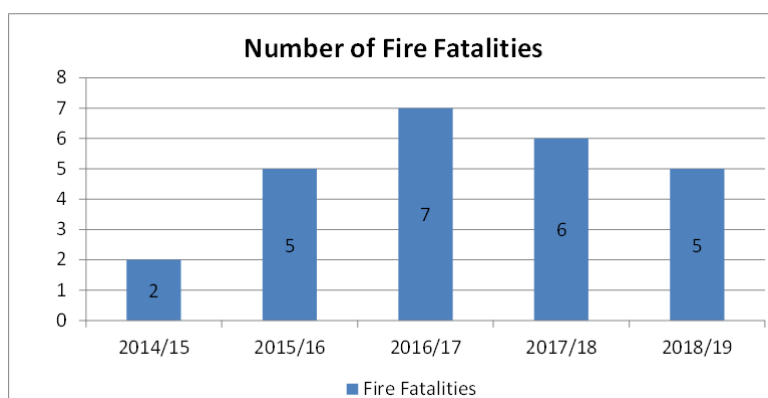


2.1 Reduction in Fire Fatalities

In addition we have seen a slight reduction in the number of people who have died in fires; this is an area we will continue to work tirelessly to reduce, with support from our partner's and colleagues in LCC. As a service, we will continue to work towards zero preventable deaths due to fire in the county of Lincolnshire.

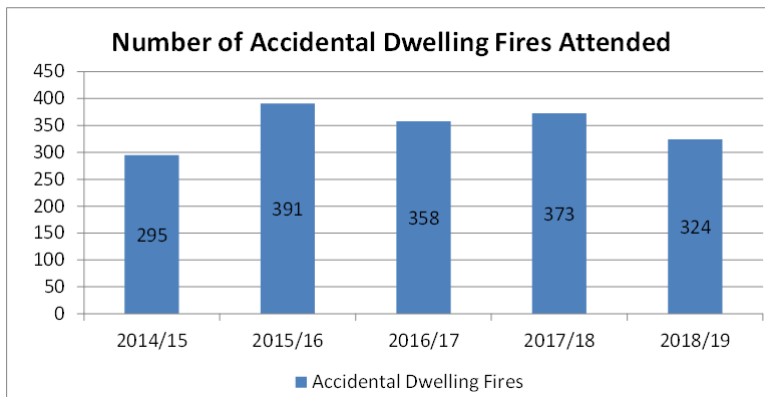
LFR have identified an upwards trend in fire deaths since 2014, albeit some have been attributed to levels of criminality.

In addition we can also report a decrease for 2018/19 in the amount of people injured at fires, with a reduction from 35 to 25.



2.2 Reduction in Accidental Dwelling Fires

In 2018/19 there has been a reduction in the amount of accidental dwelling fires in the county, 324, a decrease of 49 from the previous year. It is pleasing to see a reduction in this key performance. This continues to be a key focus of our community safety work within the county and is conducted by specially trained staff and fire-fighters.



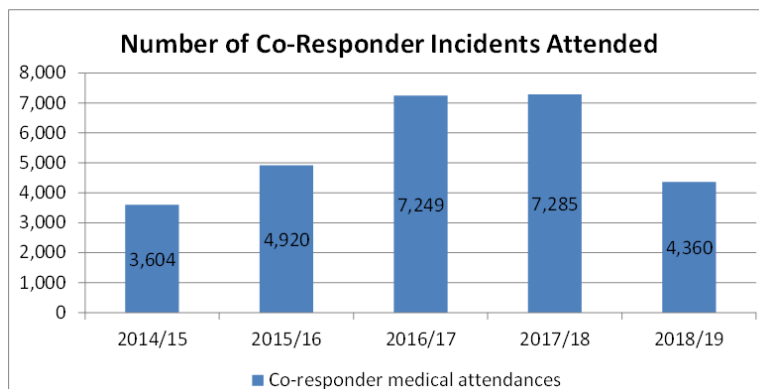
One of the most encouraging areas to report is the increase in the amount of working smoke alarms that are fitted, with 81% of the properties in which LFR attended, had a working alarm. This is a key factor in the safety of the local community and has been part of the LFR / LCC safety strategy for many years. This is supported with a capital investment of £30,000 to purchase smoke alarms that can be fitted in high risk properties as part of our home fire safety / wellbeing checks, as we all strive to make Lincolnshire the safest county to live in.

In addition we have seen a reduction in fires & alarms in commercial properties, supporting the drive to support the business community within Lincolnshire.

3. Medical Response Programme

LFR have been operating a co-responder (first-responder) scheme in partnership with East Midlands Ambulance Service (EMAS) and Lincolnshire Integrated Voluntary Emergency Service (LIVES) since 1999. The scheme is delivered by on-call Retained Duty System (RDS) fire-fighters from 26 fire stations around the County. LFR co-responders deliver non-invasive medical treatment, including the use of defibrillators, to patients 12 years and over and to cardiac arrest patients over 8 year olds. Included in the response programme, the service have 3 ambulances based at; Long Sutton, Woodhall and Stamford that can transport patients to hospital.

Overall we have seen a significant reduction in the call rate, down from 7,285 to 4,360, this is in part to the change in EMAS mobilising protocols, along with LFR staffing issues.



This is now part of a service review to obtain a more detailed understanding of the issues, whilst exploring other innovative ways in enhancing this key function of LFR and LCC.

4. Operational Response

Within a large rural county attendance times can be a challenge. In LFR's planning process the service were able to ascertain attendance times with a mapping tool that can predict fire engine travel times. In terms of attendance at dwelling fire incidents; on 89.5% of occasions the first fire engine arrived within the expected timeframe. On 96.8% of occasions the second fire engine arrived within 25 minutes. A detailed drive time map can be found in Annex B.

Attendances at Road Traffic Collision incident were achieved on 79.6% of occasions when the first fire engine arrived within the expected timeframe. This figure could have been higher if it was not for the occasions when mobile phone users were unable to give an exact location of the road traffic collision.

Through our scrutiny of the service we complete audits of the incidents in which we are called to provide assistance, with a result of 100% of people surveyed that were satisfied with the quality of service provided.

Fire and Rescue Control mobilise resources to incidents within 56 seconds on average, which is exceptional and is a 2 second reduction from the previous year.

4.1 Significant Operational Events

The prolonged hot and dry spell of weather during summer 2018 saw an increase in fire related incidents attended notably in farm vehicles, field, grassland and forest fires.

In addition to providing an operational response in Lincolnshire, crews from Spalding and Skegness along with an officer, supported the national response to the fires on Saddleworth Moor.

During the year, 77 incidents required a multi-pump appliance attendance (4 or more appliances). These significant incidents were categorised as follows:

- 4 appliances - 50 incidents
- 5 appliances – 14 incidents
- 6 appliances – 5 incidents
- 7 appliances – 1 incident
- 8 appliances – 5 incidents
- 10 appliances – 1 incident
- 12 appliances – 1 incident

4.2 Rescues

In 2018/19, 266 people were extricated at RTC incidents, 117 people rescued from within lifts in buildings, and 12 people rescued at fire incidents. In addition, 64 people were rescued from situations where they were physically trapped. Sadly, 6 bodies were recovered from either water or involved in suicide situations.

LFR attended 968 other types of special service calls; an increase of 40 from the previous year.

5. Training & Development

A vital part of providing an effective response to the community is ensuring LFR have confident and competent staff, irrespective of the role they perform. LFR are deservedly proud of its staff and the international training site at Waddington (WTC – Waddington Training Site), which is the venue for the operational training programme.

In 2018/19 WTC delivered:

- 610 central courses, with 78% attendance
- Completed 6 Recruit courses, with 53 new firefighters passing out
- Trained over 260 staff in Breathing Apparatus, resulting in a 91% pass rate in the service
- Trained over 200 Incident Commanders
- Delivered 87 Commercial courses
- Trained 46 drivers to respond to emergencies on blue lights, resulting in a 99% staff return
- LFR online training programmes were accessed on 13,401 occasions, with an additional 14,184 online assessment taking place.

5. Conclusion

Whilst the service has seen a slight reduction in calls, mainly due to the reduction in medical emergencies, the service has seen positive feedback from the HMICFRS inspection along with sustained improvements in our prevention and protection duties.

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.

6. Appendices

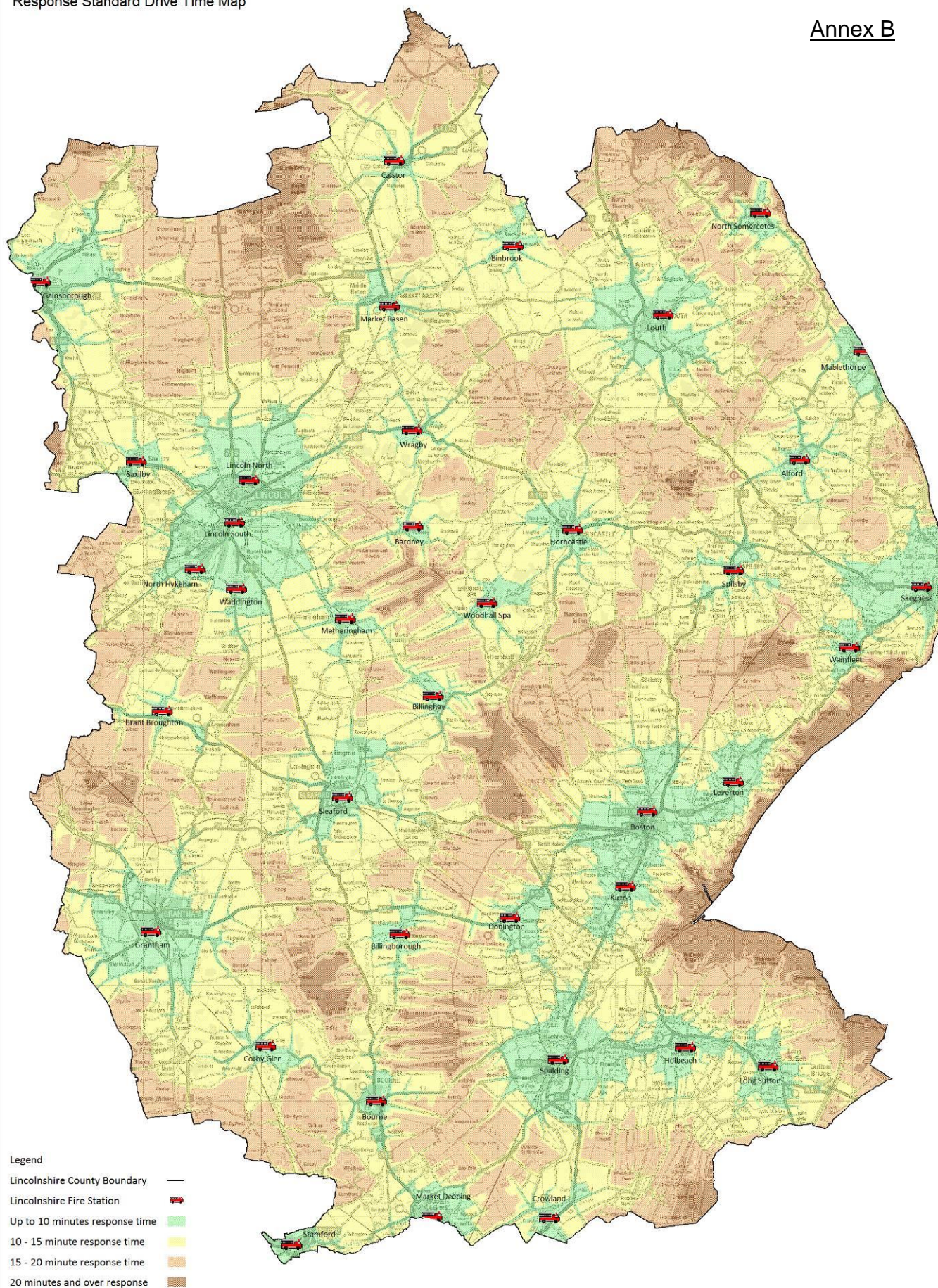
Annexe A	Outcomes and Targets 2018/19
Annexe B	Response Standard Drive Time Map

This report was written by Area Manager Sean Taylor, who can be contacted on 07799110527 or sean.taylor@lincoln.fire-uk.org.

Annex A – Outcomes & Targets 2018 / 19

Outcomes and Targets

Indicator		Target 2018/19	Actual 2018/19	Target 2019/20
NI 49i	Primary fires per 100,000 population	141.24 (1061)	143.24 (1076) ●	137.88 (1035)
NI 49ii	Fatalities due to primary fires per 100,000 population	0.53 (4)	0.67 (5) ●	0.53 (4)
NI 49iii	Non-fatal casualties (excluding precautionary checks) per 100,000 population	3.99 (30)	3.33 (25) *	3.33 (25)
BV 142iii	Accidental fires in dwellings per 10,000 dwellings	10.95 (354)	10.02 (324) *	10.82 (350)
BV 143i	Fire fatalities arising from accidental dwelling fires per 100,000 population	0.40 (3)	0.27 (2) ●	0.40 (3)
BV 143ii	Non-fatal casualties (excluding precautionary checks) arising from accidental dwelling fires per 100,000 population	2.40 (18)	1.73 (13) *	2.13 (16)
BV 144	% accidental dwelling fires confined to room of origin	94.0	94.75 ●	94.0
BV 209i	% fires in dwellings where a smoke alarm had activated	64.0	66.67 *	65.0
BV 209iii	% fires in dwellings where no fire alarm was fitted	11.0	12.04 ●	10.0
LPI 64	% of occasions first fire engine arrives at a dwelling fire within the expected timeframe	100	89.51 ▲	100
LPI 65	% of occasions second fire engine arrives at a dwelling fire within 25 minutes	100	96.76 ●	100
LPI 13	Average mobilisation time (seconds)	<65	56 *	<65
BV 207	Fires in non-domestic premises per 1,000 non-domestic premises	6.94 (177)	5.76 (147) *	6.67 (170)
LPI 10	% of building regulation applications responded to within 15 days	100	97.97 ▲	100
BV 149i	False alarms in non-domestic properties caused by automatic fire detection apparatus per 1,000 non-domestic properties	32.55 (830)	32.94 (840) ●	31.37 (800)
NI 33i	Deliberate primary fires per 10,000 population	3.05 (229)	2.90 (218) ●	3.05 (229)
NI 33ii	Deliberate secondary fires per 10,000 population	3.23 (243)	3.41 (256) ▲	3.23 (243)
LPI 8	Total number of malicious false alarms per 1,000 population	0.19 (143)	0.09 (68) *	0.18 (135)
LPI 69	Accidental cooking fires in dwellings per 10,000 dwellings	5.69 (184)	5.60 (181) ●	4.64 (150)
LPI 70	Number of false alarms due to apparatus in domestic premises per 1,000 domestic premises	2.32 (750)	2.50 (809) ▲	2.17 (700)
LPI 72	% of critical home safety and wellbeing assessments conducted in 5 days	95.0	89.28 ▲	95.0



Open Report on behalf of Debbie Barnes, Head of Paid Service

Report to:	Public Protection and Communities Scrutiny Committee
Date:	11 June 2019
Subject:	Engagement and Consultation Activity Review 2018/19

Summary:

This paper provides an overview of council-wide consultation and engagement activity where the Community Engagement Team provided advice and support in the 2018/19.

Actions Required:

Members are invited to consider and comment on the report and highlight any recommendations or further actions for consideration.

1. Background

The Community Engagement Team (CET) provides support and advice to officers across service areas and to elected members on the planning and delivery of effective and legally sound engagement and consultation activities. The support and advice provided is designed to help services ensure that engagement activities are of a high standard, avoid duplication and contribute to improving community confidence in the Council. As part of this service the CET explains the important differences between communication and engagement and between engagement and consultation (summary provided at Appendix A).

The CET offers a wide range of experience and expertise on engagement to help officers to understand the approach that best suits a service area's needs. The CET is able to offer objective advice and support, with the service area (or Councillor) having the expertise on the Service and/or locality. By following a Quality Assurance Process (Appendix C) the CET helps ensure that engagement and consultation activities accord with legislation and best practice.

The CET continues to support a wide range of engagement and consultation activities across all director areas, all of which are captured in an Engagement Register. The Engagement and Consultation Activity Review 2018/19 (Appendix B) provides a summary of the data gathered through the Register; key findings from this review are provided below.

2. Summary of key findings

The Community Engagement Team was involved in the support of a wide range of engagement and consultation activities undertaken by all LCC director areas. In 2018/19 the Team supported 106 activities, providing 1046 hours of direct support. Of the engagement and consultation activities supported, 66 have concluded, 8 have been withdrawn and 32 remain open as work on them continues through to the following year.

In 2018/19 the Team supported development and delivery of 9 consultations, 31 engagement activities and 59 surveys across LCC director areas, as well as 4 Town & Parish Council engagement support. Of the engagement and consultation activities supported across LCC director areas 38 were within Children's Services, 24 within Adult Care and Community Wellbeing area, 15 within Finance and Public Protection and 21 within Environment and Economy director area. The Team also supported the Chief Executive Office and external organisations/partners such as Serco People Management, Lincolnshire Road Safety Partnership and Town & Parish Councils.

Of the 66 activities that concluded in 2018/19, it can be seen that consultation activities required considerably greater officer support hours than other types of engagement activity. This is due to the complexity of formal public consultations and the due diligence required.

The review document at Appendix B provides further detail on the breakdown of engagement activities and support hours for each of the LCC director areas.

Through maintaining an Engagement Register for each of the last 3 years, the CET has been able to identify that the number of engagement activities supported has markedly increased across all director areas over this period. For example, in 2018/19 the number of engagement activities within Children's Services almost doubled in comparison to the previous year (the most significant increase). The number of engagement activities within Environment & Economy also increased considerably in 2018/19 compared to the previous year (62% increase), whereas activities within Adult Care & Community Wellbeing and Finance & Public Protection went up by 26% and 25% respectively.

As part of the CET's Quality Assurance Process, feedback is gathered on the quality of advice provided to colleagues and on the effectiveness of the engagement and consultation activity. In 2018/19 the response rate to this two stage evaluation request was 65% (CET evaluation) and 43% (Engagement evaluation). The Review document at Appendix B also includes data gathered through this evaluation process.

The comments captured for 2018/19 suggest that colleagues value the advice and support they received with 100% of service leads who took part in the evaluation rating the quality and the effectiveness of the advice as either 'very good' or 'good'; with all stating that they would recommend CET to a colleague.

The majority of service leads who responded to the Engagement Activity evaluation request rated their engagement activity as either 'very successful' or 'somewhat successful'. The services quoted a number of positive outcomes achieved through engagement which included - informed service design/redesign; evidence support for plans/initiatives; better change management; or informed commissioning intentions.

2. Conclusion

As a Council we want to make sure residents and communities have the opportunity to contribute to decision making processes and to service changes / improvements that shape the county in which we live and work. Providing robust advice and guidance on engagement and consultation activities ensures that these are delivered well. Capturing the activities supported in an Engagement Register enables the production of this annual review that effectively summarises the broad range of engagement activity provided.

Through cross team collaboration, sharing best practice and taking on board lessons learned, the knowledge and practice of community engagement and consultation continuously improves. Responses received in Evaluation Forms suggest that services value the support in achieving engagement objectives and, through ongoing development of the register, the Council can assess the benefit of engagement on an annual basis.

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	Understanding the differences - Communication Engagement Consultation
Appendix B	Engagement and Consultation Activity Review 2018/19
Appendix C	Community Engagement Quality Assurance Process

5. Background Papers

This report was written by Kate Sobstyl, who can be contacted on 01522552228 or kate.sobstyl@lincolnshire.gov.uk.

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Appendix A

Understanding the differences....

Between Communication and Engagement

Communication focuses on what to say and who to say it to, while engagement is more about who to listen to and what feedback you seek to elicit.

Engagement is active, never passive. It requires the participation of both the speaker and listener. It's about dialogue - stakeholders know they have been heard and that their opinions matter.

Understanding the differences between communication and engagement leads to better outcomes for both stakeholders and clients, while confusing the two can have harmful results whereby stakeholders can become disengaged, or worse, feel ignored.

Communication and engagement certainly overlap and, in many ways, complement each other. Effective communication and genuine engagement will see stakeholders become more involved.



Between Engagement and Consultation

The definitions provided below are taken from LCC's Engagement Policy

Engagement

As an activity, 'engagement' is defined as on-going, regular dialogue, it includes simple conversations, but also 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.

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Engagement and Consultation Activity Review 2018/19

1. Introduction

Engagement (including consultation) with the public enables the Council to fulfil its general duty of offering best value, achieving the right balance between cost, efficiency and effectiveness. Robust engagement activity ensures we meet our organisational commitment to consider the views of citizens who use our services.

This report provides an evaluation of the consultation and engagement activities that the Community Engagement Team (CET) advised and supported over the financial year 2018/19. In so doing it contains an overview of the range of engagement and consultation activities undertaken by Lincolnshire County Council (LCC) director areas, the number of CET support hours provided and the effectiveness of the CET service and Engagement activity as perceived by colleagues.

2. Methods

The CET maintains a register of council-wide consultation and engagement activity for which the team provide advice and support. The data captured in the register enables robust analysis and production of graphs as provided in this report.

A Two stage evaluation process enables the CET to review a) the quality of advice and support provided and b) the effectiveness of the actual engagement activity. Evaluation forms are sent to those services the CET has supported (once this support has concluded); analysis of the returned forms is also provided in this report.

3. Findings

a. Engagement Activities in the 2018/19

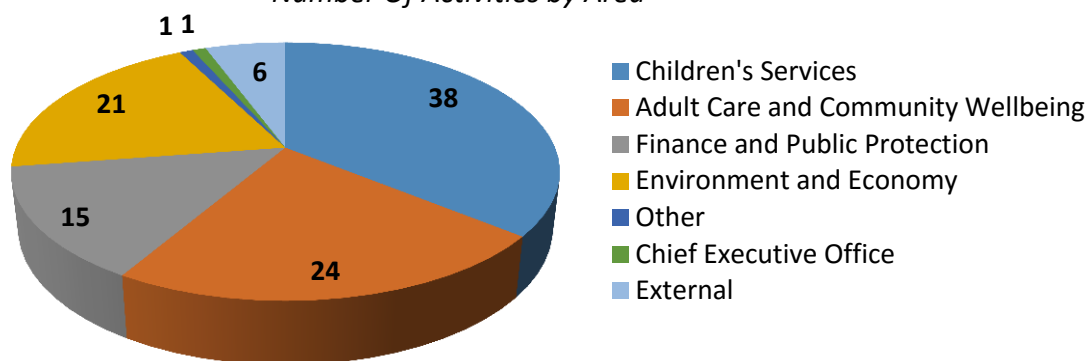
In the financial year 2018/19 the Community Engagement Team has been involved in the support of a wide range of engagement and consultation activities undertaken by various service teams within all of the Council's Director areas. Supporting 106 activities (66 of which have concluded, 8 have been withdrawn and 32 remain open as work on them continues through to next year), the total number of hours of direct officer support provided was 1046. The CET Quality Assurance Process (Appendix C) demonstrates the various stages of advice/support provided in the development of an engagement activity.

i. Activities by Director Area and Activity Type

The following charts summarise the engagement activities supported in 2018/19 and are split by director area and activity type.

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Number Of Activities by Area

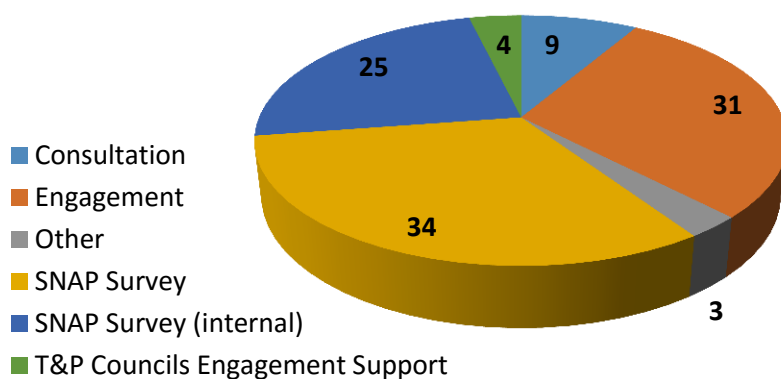


Director Area	No Of Activities	Percentage	Support Hours
Children's Services	38	36%	233
Adult Care and Community Wellbeing	24	23%	112
Finance and Public Protection	15	14%	134
Environment & Economy (inc Highways)	21	20%	525
Other*	1	1%	2
Chief Executive Office	1	1%	4
External**	6	6%	37
Grand Total	106	100%	1046

*'Other' refers to: Serco People Management (Global Challenge initiative employee engagement)

**'External' refers to: T&P Councils Engagement Support; and training evaluation feedback for Lincolnshire Road Safety Partnership.

Number Of Activities by Type



Activity Type	No Of Activities	Percentage	Support Hours
Consultation	9	8%	409
Engagement	31	29%	303
Other	3	3%	16
SNAP Survey	34	32%	187
SNAP Survey (internal)	25	24%	104
T&P Councils Engagement Support	4	4%	27
Grand Total	106	100%	1046

* 'Other' refers to: development of the Statement of Community Involvement (planning matters); review of statutory engagement plan (Mineral & Waste); and review of LCC website open data element.

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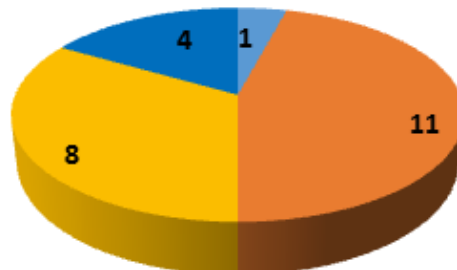
ii. Breakdown of Activities within Director Area

For each director area the activities supported were as follows:

- Consultation
- Engagement
- Other
- SNAP Survey
- SNAP Survey (internal)

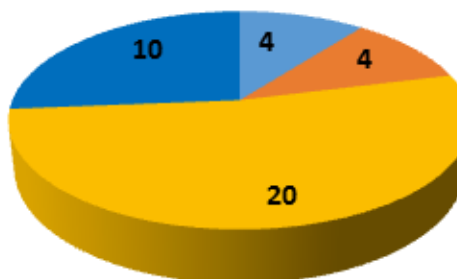
Adult Care and Community Wellbeing

Activity Type	No Of Activities	Support Hrs
Consultation	1	0
Engagement	11	66
SNAP Survey	8	26
SNAP Survey (internal)	4	21
Grand Total	24	112



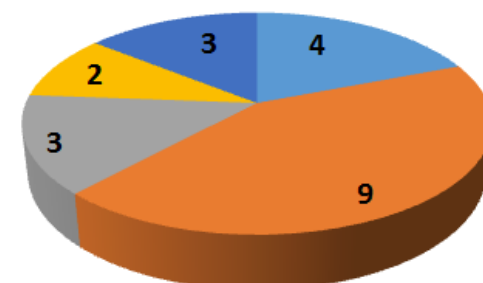
Children's Services

Activity Type	No Of Activities	Support Hrs
Consultation	4	48
Engagement	4	12
SNAP Survey	20	132
SNAP Survey (internal)	10	41
Grand Total	38	233



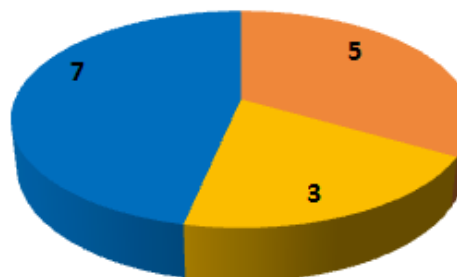
Environment and Economy

Activity Type	No Of Activities	Support Hrs
Consultation	4	361
Engagement	9	132
Other	3	16
SNAP Survey	2	6
SNAP Survey (internal)	3	10
Grand Total	21	525



Finance and Public Protection

Activity Type	No Of Activities	Support Hrs
Engagement	5	86
SNAP Survey	3	18
SNAP Survey (internal)	7	31
Grand Total	15	134



It should be noted that the figures against the SNAP Survey relate to instances when support was required in the development of the survey **only**. Questionnaires and surveys are also often used as a part of wider engagement activity

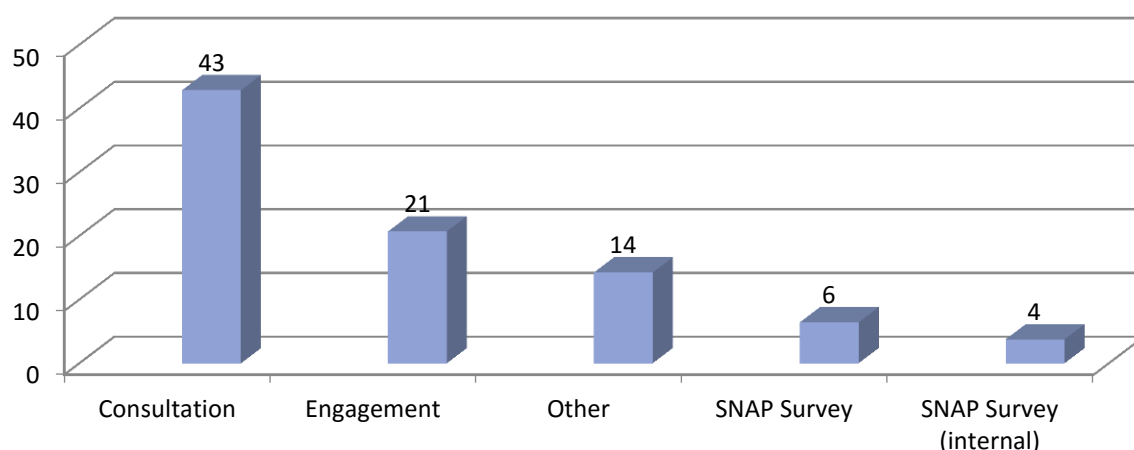
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alongside other methods with support hours therefore captured as part of 'engagement'. Therefore, SNAP Survey figures in this report provide a broad indication of the number of SNAP Surveys supported through the year but not a complete number.

iii. Average Support Hours & Average Duration of Activity

The following table provides an average of the support hours by activity. Out of 66 activities that concluded in 2018/19, the average support hours' breakdown per different type of engagement activity was as follows:

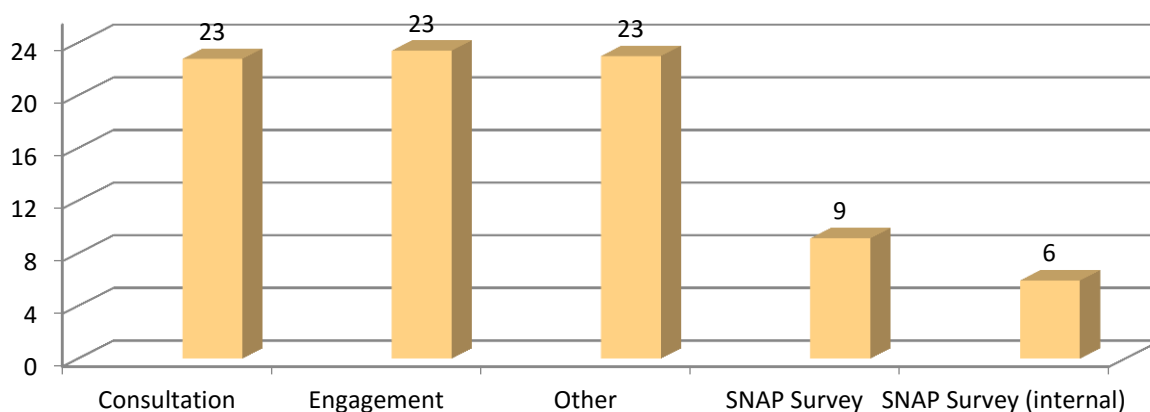
Average Support Hours by Activity Type



Activity Type	No Of Projects	Average of Total Hrs
Consultation	4	43
Engagement	14	21
Other	1	14
SNAP Survey	27	6
SNAP Survey (internal)	20	4

Out of 66 activities that concluded in the 2018/19, the average support duration as per different type of engagement activity was as follows:

Average Support Duration in weeks by Activity Type

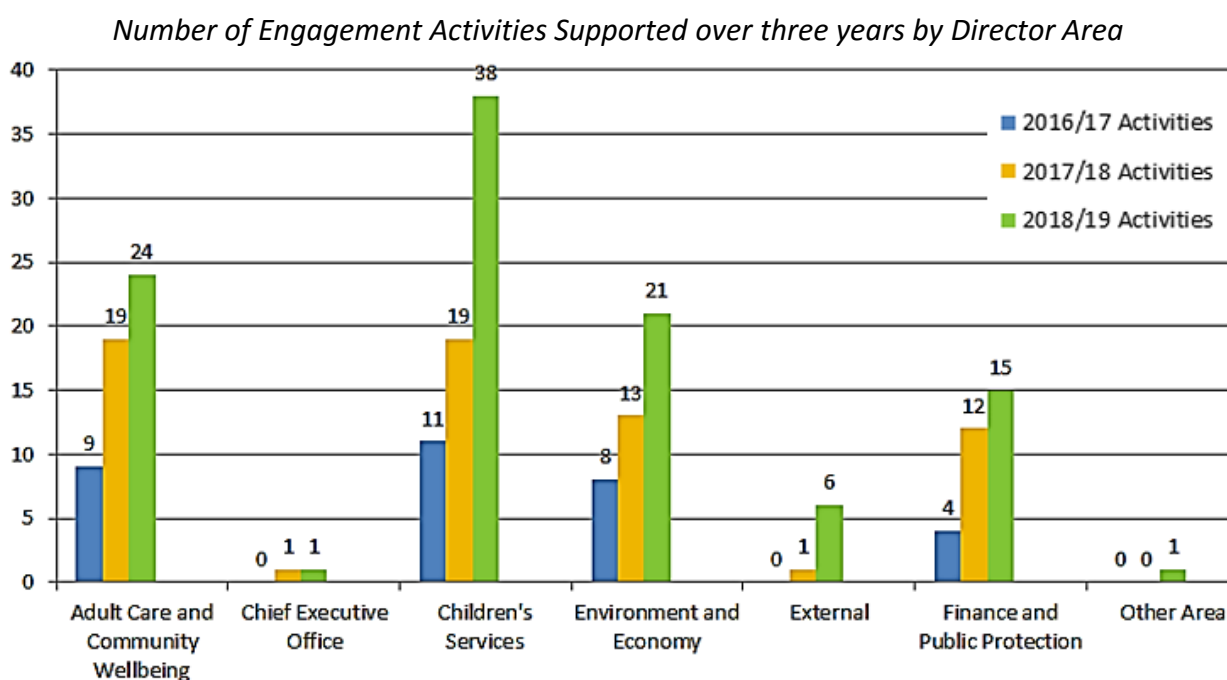


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Activity Type	No Of Projects	Average Activity Duration (in weeks)
Consultation	4	23
Engagement	14	23
Other	1	23
SNAP Survey	27	9
SNAP Survey (internal)	20	6

iv. Trends over 3 years

Through maintaining an Engagement Register for each of the last 3 years the CET has been able to identify that the number of engagement activities supported has markedly increased across all director areas over this period. The following chart compares the number of engagement activities supported in particular Director Areas between 2016/17 and 2018/19, a period of 3 years.



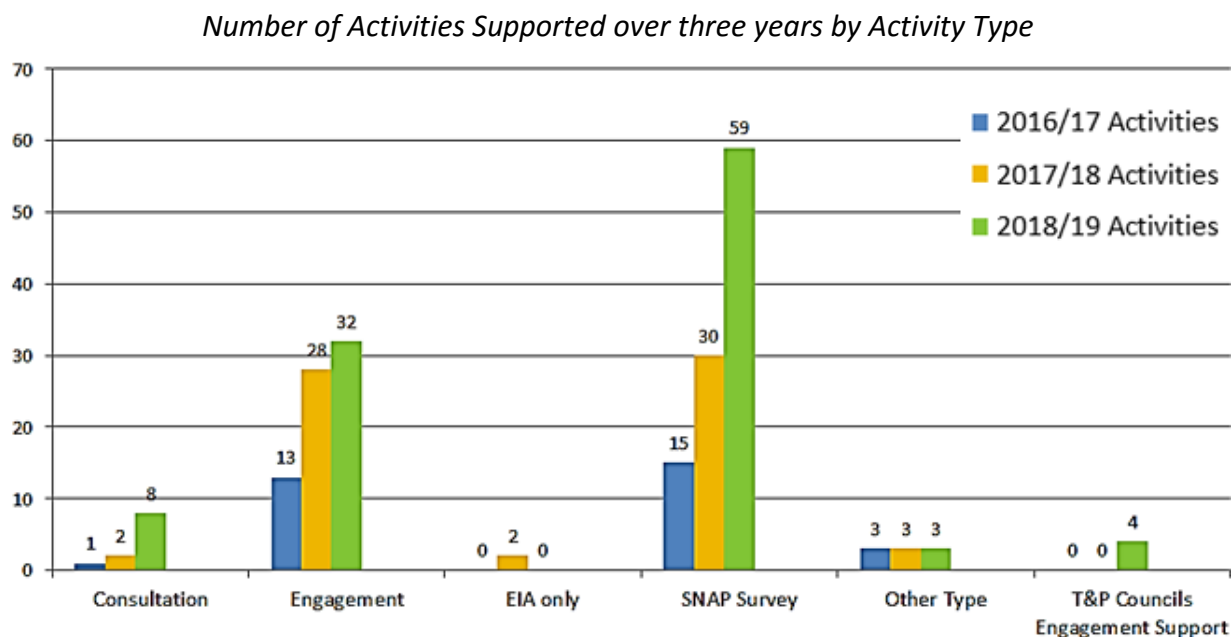
Overall, the number of engagement activities supported over the period markedly increased across all director areas, whereas Chief Executive supported activities remained at a similar level.

In 2018/19 the number of engagement activities within Children's Services almost doubled in comparison to the previous year (the most significant increase). The number of engagement activities within Environment & Economy also increased considerably in 2018/19 compared to the previous year (62% increase), whereas activities within Adult Care & Community Wellbeing and Finance & Public Protection went up by 26% and 25% respectively.

Engagement support provided to external organisations/partners was not recorded for the full 3 year period but it also shows an increase compared to previous year.

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The following chart compares the different types of engagement activities supported between 2016/17 and 2018/19, a period of 3 years.



In general, there has been an increase in the number of activities supported during this period with the biggest rise seen in the use of online engagement methods (SNAP survey numbers doubled each year over the period). It should be noted that the figures relating to 'EIA only' relate to instances when support was required in completing Equality Impact Analysis **only**. Equality Impact Analysis is undertaken as part of the engagement and consultation activity and is part of the Quality Assurance Process. Engagement support provided to Town & Parish Councils was not recorded for the full 3 year period.

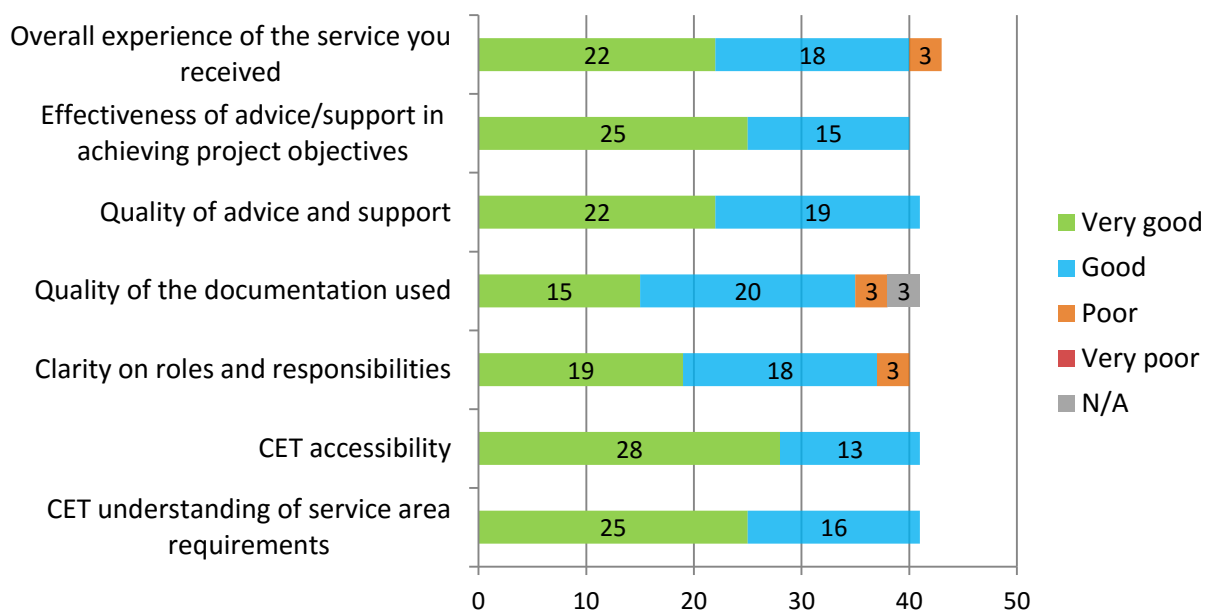
b. Evaluation of CET Service and of Engagement Activity

Evaluation of both the quality of advice provided to colleagues and of the effectiveness of the engagement and consultation activity itself is an embedded part of the Quality Assurance Process.

i. Evaluation of CET Service

At the end of each piece of work an evaluation form is sent to the service lead in order to assess the quality and effectiveness of advice and support provided. Service leads are asked to rate certain elements of CET service on a four-point scale from very good to very poor.

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When asked whether the service lead would recommend CET to a colleague 100% of respondents have answered 'Yes'. Where a 'poor' response was received, this resulted in improving process as explained below.

Comments

There were a wide range of positive comments recorded through evaluation with regard to the value of the advice and support received from the CET; some of which are:

- *"The team provided a thorough understanding of what we needed to look into, both from a legal perspective but also from a Service User perspective."*
- *"The CET make the effort to really understand what you want to achieve and why, and then give very helpful advice on how to achieve it."*
- *"(The CET) offers good levels of support and guidance and makes sure you consider items you wouldn't necessarily have thought of."*
- *"Useful to have the expertise that CET provides such as involving other parties."*
- *"The team is very knowledgeable and very supportive to get the right outcome."*
- *"Best place to start when need to complete engagement."*

To enable learning and continuous improvement the evaluation also gathers feedback on how the team can improve their service and the way it is delivered. Feedback received in 2018/19 helped identify improvements and facilitate internal planning and development. For example the comments below led to the review of the evaluation process and redesign of related documentation:

- *"I think it is important to justify the "poor" comments as the survey does not truly reflect our experience. I have ticked "poor" for the overall experience as the consultation was*

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effected by a specific problem with the online survey responses which could have caused it to be legally flawed. This was resolved by the Community Engagement once identified but was so significant that collectively we need to ensure lessons have been learnt from the experience."

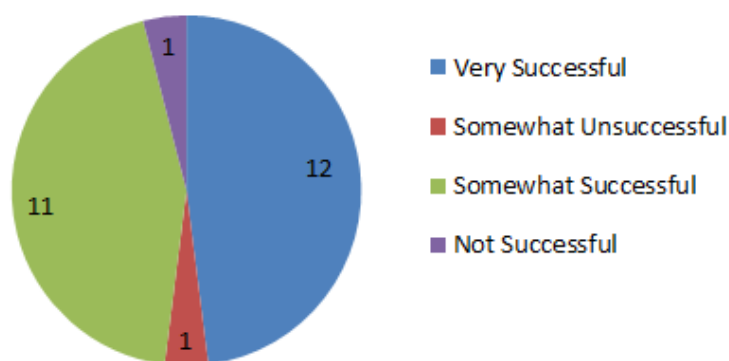
- *"Create this form as a SNAP survey as it will be much easier than completing it, saving it to the desk top and attaching it to an email and sending it back."*

ii. Evaluation of Engagement Activity

The final step of the Quality Assurance Process is the evaluation of the effectiveness of the engagement activity as well as its outcomes and the impact on the strategic and operational planning. Three months after engagement or consultation activity has concluded the service lead is invited to evaluate their activity in terms of its effectiveness and impact.

The majority of the service leads who responded to the survey agreed that their engagement activity was a success (48% Very Successful; 44% Somewhat Successful; 4% Somewhat Unsuccessful; 4% Not Successful).

How service leads rated their engagement activity in terms of success



Outcomes

From the feedback received in 2018/19 the main outcomes identified from the engagement activity included:

- Intelligence gathering/ customer insight
- Informed future service design/redesign
- Evidence support for plans/initiatives
- Better change management
- Informed commissioning intentions
- Service monitoring and evidence for service re-procurement
- Informed service plans/key priorities
- Secured investment
- Helped develop a governance framework

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- Informed policy and strategy making
- Process improvement/ continued learning
- Reaching the 'hard to reach' communities

Comments

A number of positive comments were received with regard to the contribution the engagement made to the service plans and decision making, such as:

- *"The engagement fed into the DMT paper around the future delivery of the Leaving Care."*
- *"The engagement informed future commissioning intentions and service redesign."*

The feedback gathered from the evaluation enables us to share learning, not only within our team but with colleagues across the Council, ensuring continued robust delivery of effective engagement.

An effective dissemination strategy helps to ensure that the evaluation process remains transparent and findings are being used in planning, quality reviews and decision making to ensure that the team and the organisation benefit from the work.

4. Conclusions

As a Council we want to make sure residents and communities have the opportunity to contribute towards service changes/improvements that shape the county in which we live and work. Providing robust advice and guidance on engagement and consultation activities ensures that these are delivered well and supports the decision making process.

The data captured through the Engagement Register presents the broad range of engagement activity undertaken by the Council and demonstrates an increase in number of engagement activities supported across all director areas over the last 3 years. Also a clear upward trend is observed in use of online engagement. The data supports continued refinement of our service including exploring new ways of delivering and better use of digital engagement.

Effective evaluation process enables us to determine the effectiveness of the advice provided to colleagues with regard to community engagement and consultation as well as outcomes associated with the work undertaken. Feedback received suggests that services value the support in achieving engagement objectives and, as we see from comments, effective engagement leads to a range of improved outcomes.

Through cross team collaboration, sharing best practice and lessons learned, the knowledge and practice of community engagement and consultation continuously improves. This supports the Council in delivery of effective engagement activities that contribute to increased satisfaction with services and trust in the Council.

Kate Sobstyl, Programme Officer Community Engagement: 17/05/2019

Director Area	Engagement Title	Activity Type	Total Hrs	2018/19 Hrs	Total Weeks	Support Start	Support End	Status
Adult Care and Community Wellbeing	S117 Mental Health Act	Consultation	0	0		30/11/2018		Live
Adult Care and Community Wellbeing	Telecare Funding Changes	Engagement	42	0	56	04/04/2017	04/05/2018	Complete
Adult Care and Community Wellbeing	Joint Dementia Strategy 2014-17	Engagement	31	19	48	05/10/2017	03/09/2018	Complete
Adult Care and Community Wellbeing	Blackbird Flies	Engagement	9	9	25	18/05/2018	10/11/2018	Complete
Adult Care and Community Wellbeing	Dementia Support Service	Engagement	5	5	18	27/09/2018	29/01/2019	Complete
Adult Care and Community Wellbeing	Substance misuse	Engagement	10	10	10	29/10/2018	08/01/2019	Complete
Adult Care and Community Wellbeing	JHWS Obesity Priority	Engagement	8	8		09/11/2018		Live
Adult Care and Community Wellbeing	Gainsborough Adults events	Engagement	1	1		07/01/2019		Live
Adult Care and Community Wellbeing	Social Prescribing and the Arts	Engagement	2	2		12/02/2019		Live
Adult Care and Community Wellbeing	Housing Related Support 2	Engagement	8	8		05/02/2019		Live
Adult Care and Community Wellbeing	Extra Care Housing Project	Engagement	3	3		14/03/2019		Live
Adult Care and Community Wellbeing	MECC Programme	Engagement	2	2		30/03/2019		Live
Adult Care and Community Wellbeing	Harm Free Care Survey	SNAP Survey	4	0	9	30/01/2018	06/04/2018	Complete
Adult Care and Community Wellbeing	JHWS Survey 2018	SNAP Survey	3	0	3	19/03/2018	06/04/2018	Complete
Adult Care and Community Wellbeing	Integrated Lifestyle Support	SNAP Survey	8	8	25	23/04/2018	17/10/2018	Complete
Adult Care and Community Wellbeing	Public Health Feedback survey	SNAP Survey	2	2	30	01/06/2018	31/12/2018	Withdrawn
Adult Care and Community Wellbeing	Financial assessment ad serv	SNAP Survey	9	9		28/08/2018		Live
Adult Care and Community Wellbeing	Making Every Contact Count	SNAP Survey	4	4	2	04/12/2018	19/12/2018	Complete
Adult Care and Community Wellbeing	Adult Safeguarding Promotion	SNAP Survey	1	1		14/01/2019		Live
Adult Care and Community Wellbeing	Adults A&R QA Survey	SNAP Survey	2	2		27/01/2019		Live
Adult Care and Community Wellbeing	Practitioner Health Check Survey	SNAP Survey	4	4	7	09/08/2018	25/09/2018	Complete
Adult Care and Community Wellbeing	Strengths Based Approaches	SNAP Survey	6	6	8	09/08/2018	02/10/2018	Complete
Adult Care and Community Wellbeing	Learning and Development Days	SNAP Survey	1	1	4	12/10/2018	08/11/2018	Complete
Adult Care and Community Wellbeing	Employee Carers	SNAP Survey	10	10		28/11/2018		Live
Chief Executive Office	Corporate Support Services Comm	Engagement	4	4	21	10/05/2018	01/10/2018	Withdrawn
Children's Services	SEND Consultation	Consultation	122	9	52	08/11/2017	06/11/2018	Complete
Children's Services	Schools Admissions for 2020	Consultation	28	28	15	14/08/2018	30/11/2018	Complete
Children's Services	School Age Range Change Consult	Consultation	8	8	4	04/01/2019	30/01/2019	Complete
Children's Services	EHE Consultation	Consultation	3	3		19/03/2019		Live
Children's Services	Child Protection Research	Engagement	8	1	36	06/12/2017	16/08/2018	Withdrawn
Children's Services	Leaving Care Pre-Mkt Engagement	Engagement	5	5	2	21/01/2019	06/02/2019	Complete
Children's Services	Supported Youth Housing Engage	Engagement	2	2		07/02/2019		Live
Children's Services	Boston Schools Project	Engagement	5	5		07/03/2019		Live
Children's Services	Liaise survey	SNAP Survey	6	4	17	29/01/2018	29/05/2018	Complete
Children's Services	Dyslexia & ECLIPS services	SNAP Survey	10	3	40	06/03/2018	11/12/2018	Complete
Children's Services	PiP Quadrant Event Evaluation	SNAP Survey	1	1	1	14/05/2018	22/05/2018	Complete
Children's Services	CS Tell Us Survey	SNAP Survey	7	7	12	14/06/2018	07/09/2018	Complete
Children's Services	Skills Audit 2018	SNAP Survey	8	8	11	20/06/2018	04/09/2018	Complete
Children's Services	Children's Services Toolkit	SNAP Survey	5	5	-1	21/06/2018	16/06/2018	Complete
Children's Services	Digby Youth Club engagement	SNAP Survey	7	7	4	25/06/2018	23/07/2018	Complete
Children's Services	CAMHS Review surveys	SNAP Survey	16	16	11	29/06/2018	11/09/2018	Complete
Children's Services	Youth Council Survey	SNAP Survey	5	5	9	19/07/2018	22/09/2018	Complete

Children's Services	National IRO Survey 2018	SNAP Survey	6	6	6	23/07/2018	04/09/2018	Complete
Children's Services	Caring 2 Learn training 2 survey	SNAP Survey	7	7	4	26/09/2018	22/10/2018	Complete
Children's Services	Bridging the Gap	SNAP Survey	13	13	17	05/07/2018	29/10/2018	Complete
Children's Services	SEST	SNAP Survey	8	8		24/10/2018		Live
Children's Services	2020 Admission Cherry Primary	SNAP Survey	6	6	1	14/11/2018	23/11/2018	Complete
Children's Services	Post 16 to home transport	SNAP Survey	13	13	14	28/11/2018	06/03/2019	Complete
Children's Services	Leading the way project	SNAP Survey	2	2	1	28/11/2018	06/12/2018	Complete
Children's Services	Linchfield CPS	SNAP Survey	4	4	12	18/12/2018	12/03/2019	Complete
Children's Services	Access to Mental Health Survey	SNAP Survey	7	7	4	18/12/2018	17/01/2019	Complete
Children's Services	Parental MH survey	SNAP Survey	4	4	8	24/01/2019	19/03/2019	Complete
Children's Services	What Now	SNAP Survey	5	5	3	13/02/2019	06/03/2019	Complete
Children's Services	School Safeguarding	SNAP Survey	3	3	30	02/05/2018	30/11/2018	Withdrawn
Children's Services	Breakfast Clubs Survey	SNAP Survey	5	5	18	10/05/2018	12/09/2018	Complete
Children's Services	Requisitioner Survey	SNAP Survey	2	2	1	31/05/2018	08/06/2018	Complete
Children's Services	Caring2Learn Training Survey	SNAP Survey	4	4	3	14/06/2018	04/07/2018	Complete
Children's Services	Caring 2 Learn Social Pedagogy	SNAP Survey	3	3	1	02/07/2018	09/07/2018	Complete
Children's Services	Childrens Clinical Gov Audit	SNAP Survey	3	3	2	17/10/2018	31/10/2018	Complete
Children's Services	Childrens Health Staff Survey	SNAP Survey	2	2	7	29/11/2018	18/01/2019	Complete
Children's Services	Caring 2 Learn Restorative Practice	SNAP Survey	1	1	3	18/12/2018	08/01/2019	Complete
Children's Services	Bridging the Gap LAC	SNAP Survey	13	13		14/01/2019		Live
Children's Services	Bridging the Gap non verb child	SNAP Survey	8	8	8	14/01/2019	12/03/2019	Complete
Environment and Economy	Onlincolnshire Broadband	Consultation	14	14	20	12/07/2018	30/11/2018	Complete
Environment and Economy	Joint Flood Risk & Drainage	Consultation	26	26		06/08/2018		Live
Environment and Economy	SUDS water mgt consultation	Consultation	1	1		26/03/2019		Live
Environment and Economy	Heritage service	Consultation	342	320		02/06/2016		Live
Environment and Economy	Municipal Waste Management str	Engagement	45	6	66	01/09/2017	04/12/2018	Complete
Environment and Economy	Greenway Project	Engagement	7	0	16	03/01/2018	23/04/2018	Withdrawn
Environment and Economy	North Hykeham Relief Road	Engagement	11	11	13	06/04/2018	03/07/2018	Complete
Environment and Economy	Red Lion Square Engagement	Engagement	18	18		14/05/2018		Live
Environment and Economy	Public rights of Way	Engagement	8	8		03/09/2018		Live
Environment and Economy	County Holdings - Morton	Engagement	8	8	24	25/09/2018	13/03/2019	Complete
Environment and Economy	Lincoln Transport Strategy	Engagement	35	35	19	22/10/2018	04/03/2019	Complete
Environment and Economy	Spalding Western Relief Road	Engagement	45	45		14/11/2018		Live
Environment and Economy	Highways Engagement	Engagement	2	2		11/02/2019		Live
Environment and Economy	Boston Planning	Other	1	0	0	27/03/2018	27/03/2018	Withdrawn
Environment and Economy	Open Data survey	Other	2	2		04/09/2018		Live
Environment and Economy	Minerals and waste mgt SCI	Other	14	14	23	02/10/2018	12/03/2019	Complete
Environment and Economy	Street Light Works feedback	SNAP Survey	2	2	9	05/11/2018	09/01/2019	Complete
Environment and Economy	Customer Service Survey	SNAP Survey	4	4	3	14/02/2019	08/03/2019	Complete
Environment and Economy	WLDC elected member survey	SNAP Survey	4	4	9	02/07/2018	03/09/2018	Complete
Environment and Economy	Data Security Awareness Survey	SNAP Survey	1	1	8	08/10/2018	03/12/2018	Withdrawn
Environment and Economy	TSP Major Schemes Survey	SNAP Survey	5	5	7	21/01/2019	12/03/2019	Complete
External	Engagement re £10K donation	Engagement	4	4	3	24/09/2018	18/10/2018	Complete
External	LRSP evaluations	SNAP Survey	6	6		30/08/2018		Live
External	Skellingthorpe TPC	T&P Councils	6	6		04/09/2018		Live
External	Horncastle Recreation project	T&P Councils	11	11		17/04/2018		Live

External	Neighbourhood plan	T&P Councils	6	6		13/11/2018		Live
External	Spilsby TC	T&P Councils	4	4		19/02/2019		Live
Finance and Public Protection	County Farms Estates - Deeping	Engagement	75	65	17	27/02/2018	28/06/2018	Complete
Finance and Public Protection	Blue Light - next round	Engagement	3	0	15	23/02/2018	11/06/2018	Complete
Finance and Public Protection	Housing Related Support	Engagement	10	10	11	10/04/2018	26/06/2018	Complete
Finance and Public Protection	Short Breaks Services Engagement	Engagement	8	8		25/01/2019		Live
Finance and Public Protection	Sherman Engagement	Engagement	3	3		14/02/2019		Live
Finance and Public Protection	NKDC Audit Committee Survey	SNAP Survey	7	7	2	19/04/2018	04/05/2018	Complete
Finance and Public Protection	NKDC Governance Survey	SNAP Survey	9	9	19	25/04/2018	03/09/2018	Complete
Finance and Public Protection	Fraud Survey	SNAP Survey	2	2		22/08/2018		Live
Finance and Public Protection	LCC Audit Committee Survey	SNAP Survey	10	10	10	26/04/2018	08/07/2018	Complete
Finance and Public Protection	Schools Training Survey	SNAP Survey	2	2	4	22/05/2018	22/06/2018	Complete
Finance and Public Protection	NKDC Elected Member Survey	SNAP Survey	4	4	9	02/07/2018	03/09/2018	Complete
Finance and Public Protection	LCC Elected Member Survey	SNAP Survey	8	8	14	12/10/2018	17/01/2019	Complete
Finance and Public Protection	Level 3 Specialist Response	SNAP Survey	3	3	2	29/10/2018	12/11/2018	Withdrawn
Finance and Public Protection	Annual Leave Survey	SNAP Survey	1	1	2	04/01/2019	17/01/2019	Complete
Finance and Public Protection	HR Policies Survey	SNAP Survey	3	3	1	06/03/2019	11/03/2019	Complete
Other	Global Challenge Survey	SNAP Survey	2	2	1	03/10/2018	10/10/2018	Complete

Quality Assurance Process



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Open Report on behalf of Andrew Crookham, Executive Director of Resources

Report to:	Public Protection and Communities Scrutiny Committee
Date:	11 June 2019
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.

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

11 JUNE 2019 – 10:00am		
Item	Contributor	Purpose
Lincolnshire Fire and Rescue Performance Annual Report	Chief Fire Officer	Performance Scrutiny
Consultation Engagement & Activity Annual Review	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.

23 JULY 2019 – 10:00am		
Emergency Planning Centre, South Park Avenue, Lincoln, Lincolnshire, LN5 8EL		
Item	Contributor	Purpose
Outcome of the Heritage Service Consultation	Nicole Hilton, Assistant Director - Communities	Feedback from the Heritage Service Consultation
Future of the Heritage Service	Nicole Hilton, Assistant Director - Communities	PRE DECISION SCRUTINY Executive - 03 September 2019
Performance of the Library Services Contract – Year Three Review Report	Nicole Hilton, Assistant Director - Communities	Review of the third year performance and key performance indicators (KPI) for the Library Services Contract.
Fire and Rescue Services Inspection Action Plan	Dan Quinn, Assistant Chief Fire Officer	Final review of the progress made on the LFR Inspection Action Plan outcomes.
Sitting as the Crime and Disorder Scrutiny Committee		
Safer Lincolnshire Partnership Priorities – Reducing Offending	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Reducing Offending
<p align="center">Lincoln Blue Light Hub visit – South Park, Lincoln Tim Joyce, Blue Light Collaboration Programme Change Lead</p>		

17 SEPTEMBER 2019 – 10:00am		
Item	Contributor	Purpose
Future of the Heritage Service	Nicole Hilton, Assistant Director - Communities	PRE DECISION SCRUTINY Executive - 01 October 2019
Lincolnshire Registration, Celebratory and Coroners Services Annual Report	Donna Sharp, County Services Manager (Registration & Celebratory Service and Coroners Service)	Annual Report
Sitting as the Crime and Disorder Scrutiny Committee		
Safer Lincolnshire Partnership Priorities – Anti-social Behaviour	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Anti-social Behaviour.

29 OCTOBER 2019 – 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.
Fire and Rescue Statement of Assurance 2018-19	Nick Borrill, Chief Fire Officer	

10 DECEMBER 2019 – 10:00am		
Item	Contributor	Purpose
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 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

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

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

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