

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	25 July 2017
Subject:	Quarter 4 Performance Report (1 January to 31 March 2017)

Summary:

This report provides the Committee with performance and customer satisfaction information for Quarter 4 2016/2017 relevant to Public Protection, Lincolnshire Fire and Rescue and Libraries and Heritage Services as set out in the Council's Business Plan.

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

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

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.

1. Background

This report provides the Committee with performance and customer satisfaction information for Quarter 4 2016/2017 relevant to Public Protection, Lincolnshire Fire and Rescue and Libraries and Heritage Services as set out in the Council's Business Plan.

Council Business Plan 2016/2017

The Council Business Plan 2016/17 was approved by Council in February 2016 and has been organised around the 17 commissioning strategies. This report lists the measures in the Council Business Plan that are within the remit of this Scrutiny Committee. Appendix A includes further details on select indicators which have been highlighted for further discussion.

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

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

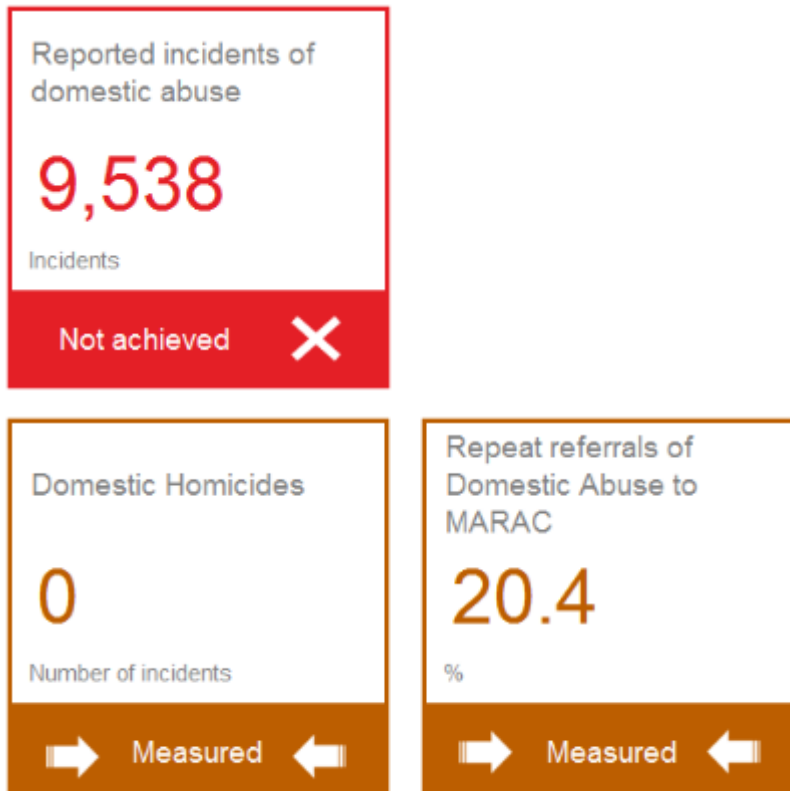
Appendix B shows a breakdown of customer satisfaction information within the remit of this Scrutiny Committee.

Public Protection

The public are protected from unsafe and dangerous goods



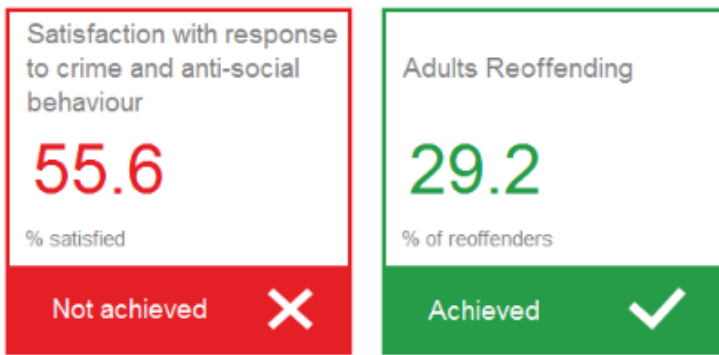
Increase public confidence in how we tackle domestic abuse



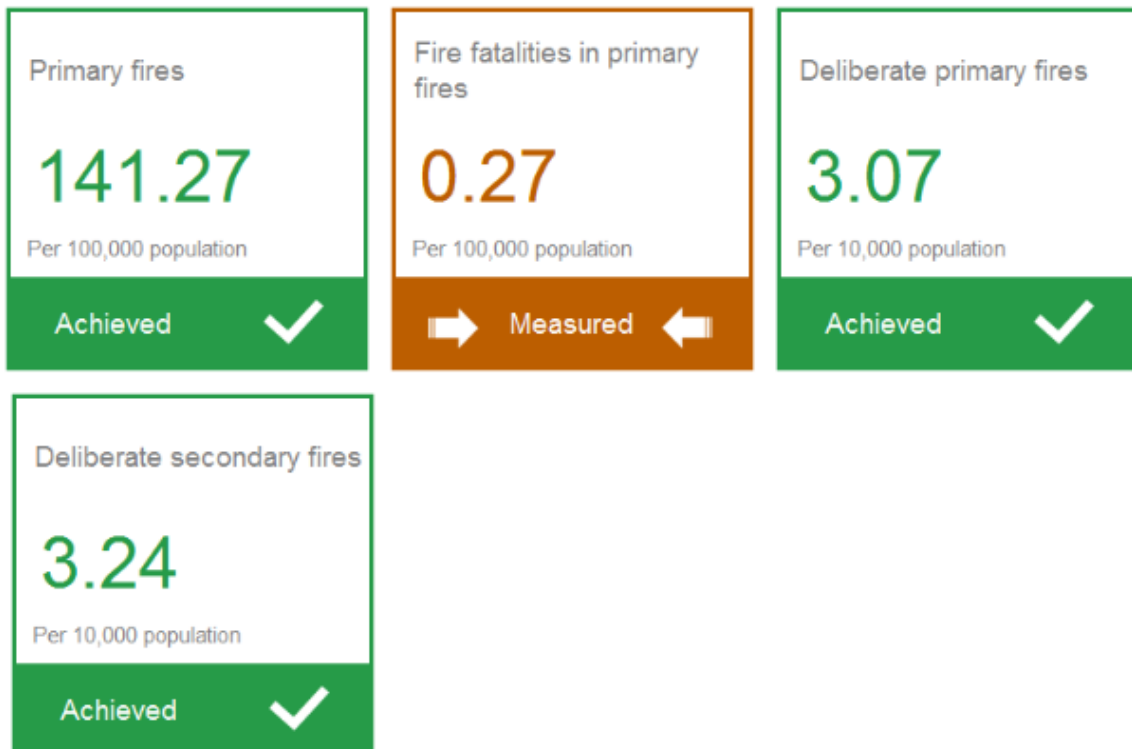
Reduce the number of people killed and seriously injured on Lincolnshire's roads



Reduce adult reoffending

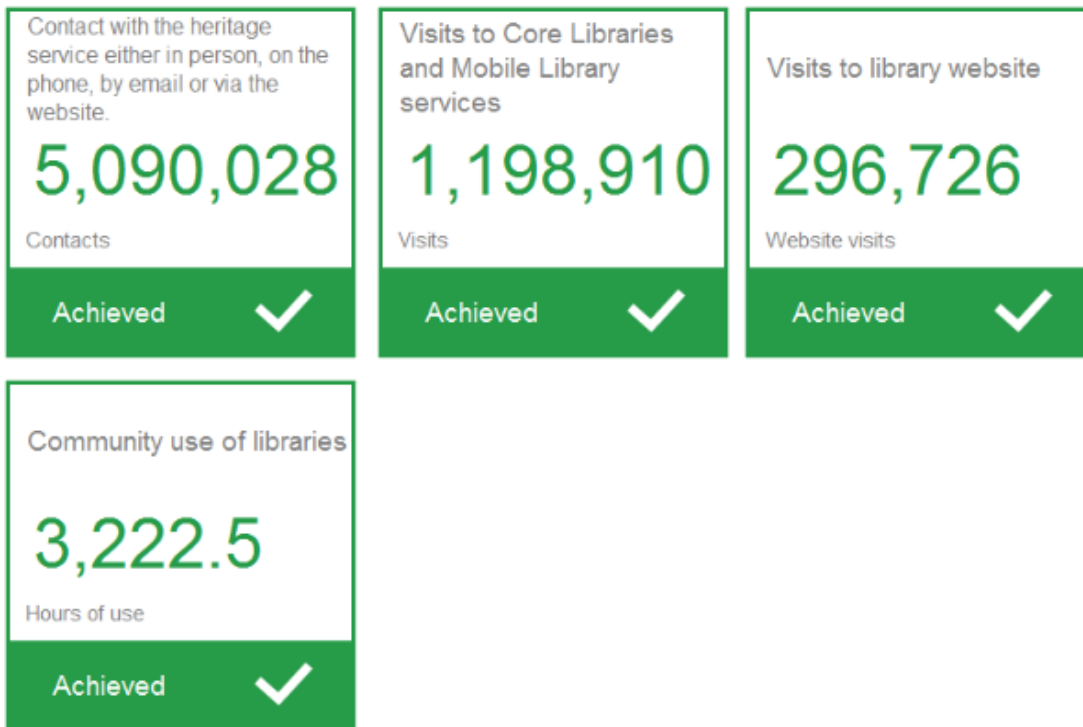


Lincolnshire Fire and Rescue



Community Assets and Resilience Commissioning

Enable and encourage people to participate in Lincolnshire's culture



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



2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the Q4 performance information and highlight any recommendations or further actions for consideration.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

N/A

b) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Quarter 4 Performance Report (1 January to 31 March 2017)
Appendix B	Q4 Customer Satisfaction Information

5. Background Papers

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

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