

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	11 December 2018
Subject:	Quarter 2 Performance Report

Summary:

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

Actions Required:

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

1. Background

The Council Business Plan 2018/2019 was approved by Council on 23 February 2018. This report provides the Executive with highlights of Q2 performance. The full range of infographics is available to view at: <http://www.research-lincs.org.uk/CBP-Landing-page.aspx>

Appendix A includes further details on select indicators which have been highlighted for further discussion.

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

THE PUBLIC ARE PROTECTED FROM UNSAFE AND DANGEROUS GOODS



Illicit alcohol and tobacco seized

As reported in Q1, in the Protecting the public commissioning strategy the Trading Standards Service planned a number of operations for Q2 for Illicit alcohol and tobacco seized (measure 1). This has resulted in a significant increase in seizure figures of 10,522 in Q2 exceeding the annual target of 6,000.

Unsafe and counterfeit goods removed from the market

Actual performance continues to be significantly below target. 2,359 counterfeit and unsafe goods have been removed from the market so far in 2018/2019, compared with a target of 12,000. 1,494 were removed as they were unsafe, which included the latest must have toys 'Squishems' (also reported in Q1). 865 items were removed from the market due to being counterfeit. As reported in Q1, the service has conducted a number of safety sampling projects with more planned. The service is also working with premises to bring them into compliance and ensure these venues are not knowingly or unknowingly trading in counterfeit or unsafe goods. The annual target is 31,000.

IMPROVE PUBLIC SAFETY BY THE REDUCTION IN DRUGS AND ALCOHOL MISUSE, FOCUSED ON TOWN CENTRE ALCOHOL FUELLED VIOLENCE AND ANTI-SOCIAL BEHAVIOUR, YOUNG PEOPLE AND DRUG MISUSE.



Alcohol related violent crimes

As reported in Q1, discussion with the Executive Councillor is planned and an alternative measure will be proposed. There were 1,673 incidents in Q2 against a target of 880, which is an increase in alcohol related violence of 81% compared with Q2 2017/2018 when 926 incidents were reported. The apparent increase in alcohol related violence is due to a change in recording practices within the police and does

not reflect an increase in actual levels of violence. As a result the data is no longer comparable to previous quarters and the service recommends that this measure is removed from the Council Business Plan.

INCREASE PUBLIC CONFIDENCE IN HOW WE TACKLE DOMESTIC ABUSE



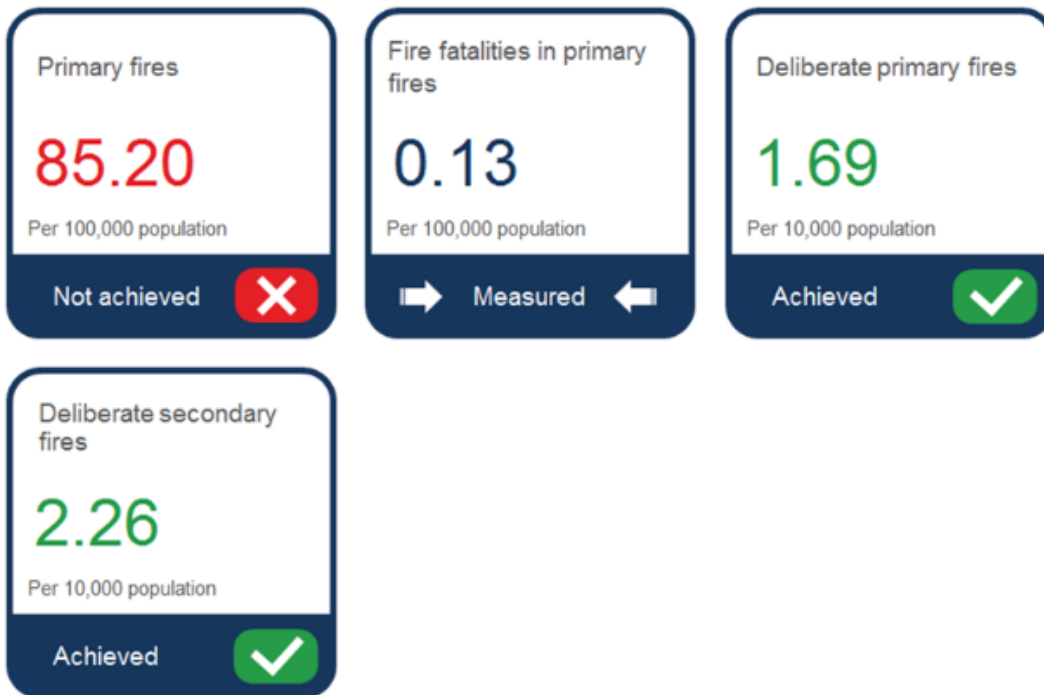
REDUCE ADULT REOFFENDING



Adults Reoffending

This measure is reported with a one quarter lag, Q1 is the latest performance. Between April 2017 and June 2017 there were 1,548 adult offenders (the cohort). In the 12 months following identification (between April 2017 to June 2018), of those 1,548 adult offenders, 465 re-offended resulting in the 30% adult re-offending rate, against a target of 28.7%. On average, each reoffender committed 3.6 additional crimes within twelve months of their index offence. The most prolific offenders continue to be adopted by the ARC (Assisting Rehabilitation through Collaboration) scheme.

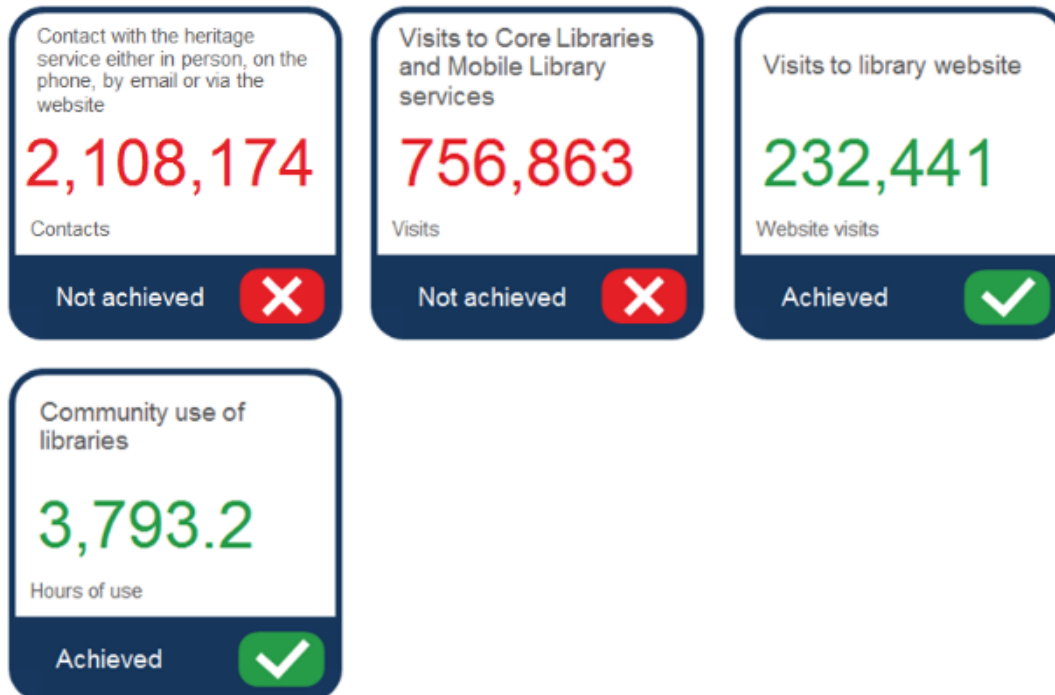
REDUCE FIRES AND THEIR CONSEQUENCES



Primary fires

The service is currently behind target and have also seen an increase of 39 primary fires compared to quarter 2 last year (up from 601 to 640). This increase is due to a rise in fires involving farm related property types (farm buildings, equipment, vehicles and haystacks/crops) which have more than doubled (up from 56 to 116). This increase occurred during July and August when the country experienced a long spell of hot temperatures coupled with very dry weather. During this time we conducted a continuous media campaign to promote the dangers and increased risk associated with the long spell of hot temperatures. On a positive note however, there has been a reduction in the number of dwelling fires – down from 202 during quarter 2 last year to 185 this year (8.4% reduction). It is worth noting that the target was achieved in Q1.

ENABLE AND ENCOURAGE PEOPLE TO PARTICIPATE IN LINCOLNSHIRE'S CULTURE



Contact with the heritage service

An actual of 2,108,174 was achieved in Q2 against a target of 2,700,000 (cumulative). Visitor numbers (in person) have declined by 14% in Q2 2018/2019 (137,213) compared with Q2 2017/2018 (160,152). This is despite great success at Lincoln Castle due to the Lego exhibition over the summer period. This is reflective of the Culture Sector where visitor numbers are declining nationally, as reported by Visit England, on average by 10%. There continues to be on-going difficulties affecting the Lincs to the Past website (reported in Q1). Due to a fault with the e-purchasing functionality, the website has seen fewer visits than previous years and this is reflected in the performance for this measure. The Service is moving away from quantitative measures where visitor numbers are used as a measure of success and moving towards qualitative feedback which highlights a higher quality offer which in turn drives repeat visits.

Visits to core libraries and mobile library services

An actual of 756,863 was achieved in Q2 against a target of 837,167. As reported in Q1, the lower number of visits is attributed to an increase in the gap between customer expectation of IT requirements and the current ability to meet this. It also needs to be recognised that this is against a national picture of declining library visits as well as there being more options for our customers within their local communities from the independent Community Hub provision. Quarter two does show a 6.7% increase when compared to quarter 1 of 2018/19 and both GLL and LCC are committed to working together moving forwards to ensure a modern IT offer can be implemented in the near future, ensuring that customer's needs are fully met.

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 Q2 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 2 Performance Report
Appendix B	Q2 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.