



## Communities are safe and protected

The public are protected from unsafe and dangerous goods

### Illicit alcohol and tobacco products seized

Actual products seized (as a count of number of packets of cigarettes and tobacco and number of bottles of alcohol) that are removed from the market in Lincolnshire. Illicit alcohol and tobacco includes counterfeit, non-duty paid, unsafe, incorrectly labelled, and other illicit brands. Unsafe means that the products do not self-extinguish as required by European Standards. Other illicit brands are products which are manufactured for the sole purpose of being smuggled into and sold illegally in another market resulting in significant losses in tax revenue. Products are counted in terms of the most popular sizes of packs. E.g. 20 cigarettes, 50g hand-rolling tobacco, 70cl spirits. These numbers are dependent on successful legal process, meaning forfeiture or surrendering of the products. A higher number of illicit alcohol and tobacco products seized indicates a better performance.



Achieved

**10,522**

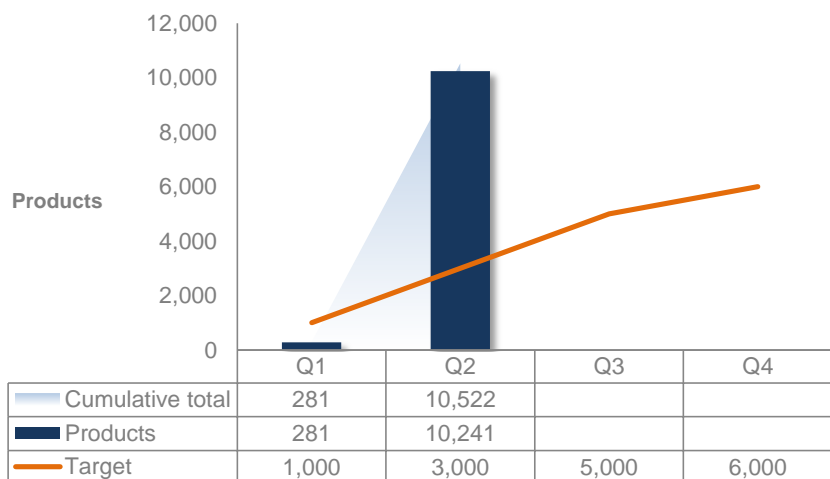
Products  
Cumulative Actual as at  
September 2018



**3,000**

Products  
Cumulative Target as at  
September 2018

Illicit alcohol and tobacco products seized

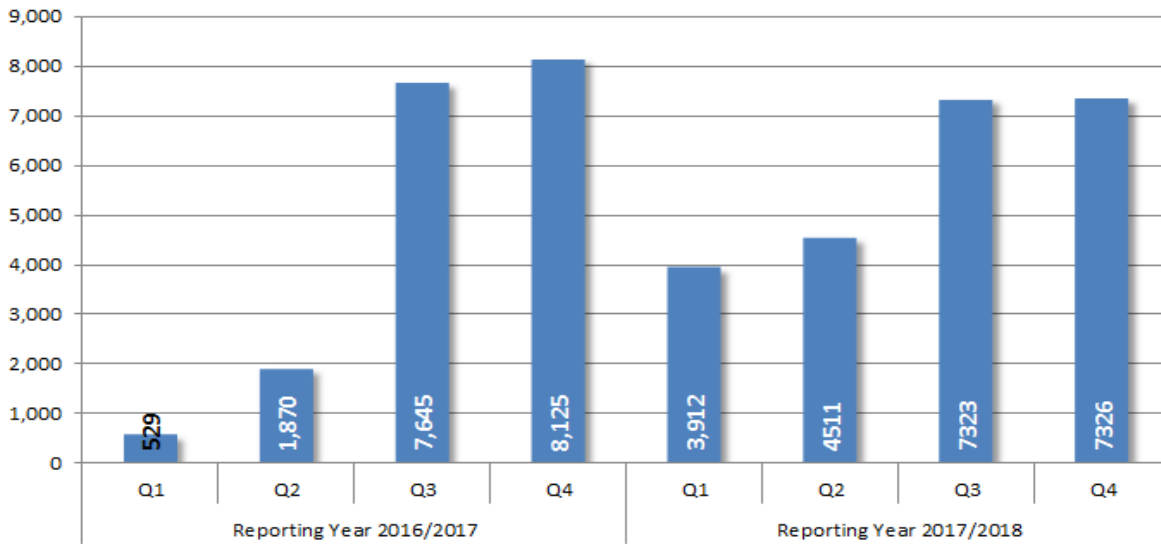


#### About the latest performance

10,522 illicit alcohol and tobacco products have been removed from the market, equating to 201,140 illicit cigarettes (approximately 10,057 packs of 20 cigarettes), 18,150g of illicit tobacco (approximately 363 packs of 50g tobacco), 22 bottles of spirits and 80 bottles of beer. Performance far exceeds the cumulative target of 3000 in Quarter 2; this is due to a joint operation resulting in a large scale seizure in Spalding at the end of September.

Further details

### Illicit Alcohol and Tobacco Seized 2016-2018 (cumulative)



About the target

We aim to increase the amount of illicit and unsafe alcohol and tobacco products removed from the market in Lincolnshire. In 2018/2019 a target has been set for 6000 illicit products to be removed from the market. This demonstrates a reduction in the availability of products which in effect is increasing public safety. Trading Standards is commissioned to complete the same level of activity but through an intelligence led approach we will ensure we maximise on our resources.

About the target range

A target range of +/- 2% allows for some fluctuation in market conditions. There is the potential for anomalies with unexpected large-scale seizures or outside constraints on products such as seizures at port.

About benchmarking

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



Communities are safe and protected

The public are protected from unsafe and dangerous goods

Unsafe and Counterfeit goods removed from market

This measure is a count of the numbers of unsafe goods removed from the market in Lincolnshire, reducing the risk of any of these products causing harm to the end-user. This includes illicit goods (largely counterfeit) but not including alcohol and tobacco. An 'unsafe good' is any product that does not conform to European and/or UK safety standards and regulations or does not meet the definition of a safe product in the General Product Safety Regulations 2005. The measure is a count of the product as sold to the consumer. E.g. a pack of 2 walkie talkies would count as 1. There are many types of product that could be unsafe and would be the responsibility of Trading Standards and this includes electrical items, cosmetics, clothing, furniture and toys. These figures are dependent on successful legal process, meaning forfeiture or surrendering of the products. A higher number of Unsafe and Counterfeit goods removed from the market indicates a better performance.



Not achieved

2,359

Products

Cumulative Actual as at September 2018

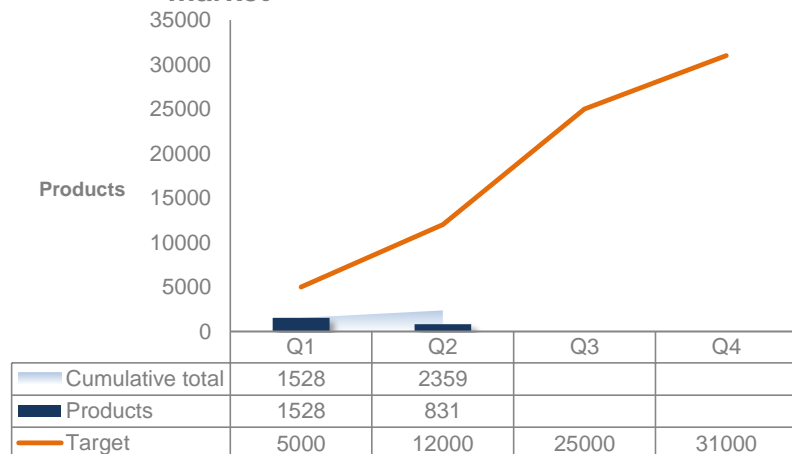


12,000

Products

Cumulative Target as at September 2018

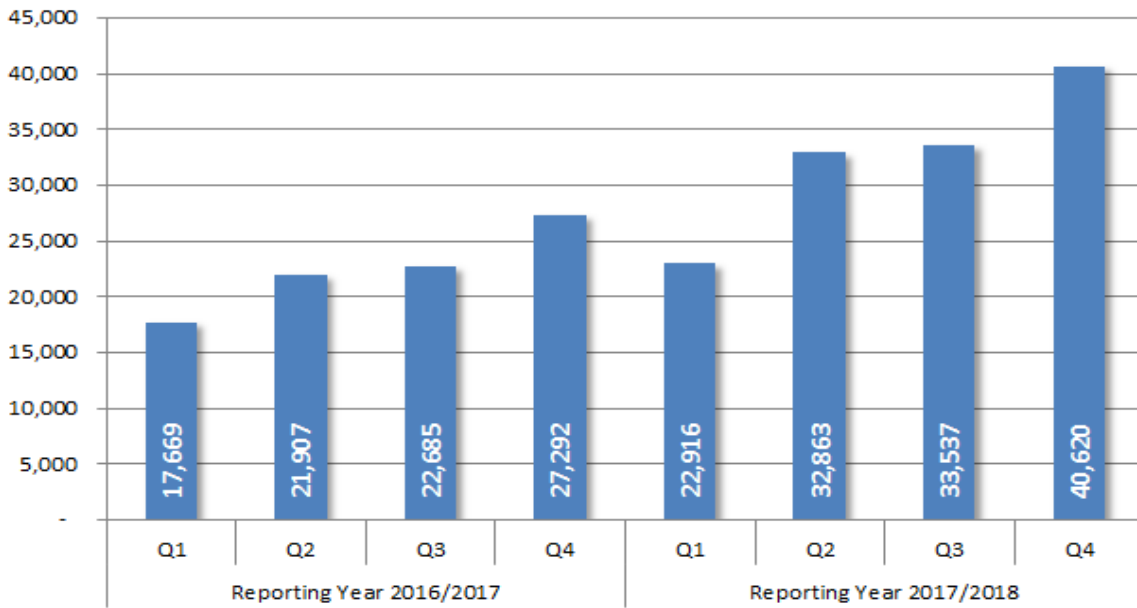
Unsafe and Counterfeit goods removed from market



About the latest performance

2359 counterfeit and unsafe goods have been removed from the market so far this year. 1494 were removed as they were unsafe, which included the latest must have toys 'Squishems'. 865 items were removed from the market due to being counterfeit. We are behind target currently and have conducted a number of safety sampling projects with more still planned. We are also working with premises to bring them into compliance and ensure these venues are not knowingly or unknowingly trading in counterfeit or unsafe goods.

### Unsafe and counterfeit goods removed from the market 2016/2018 (cumulative)



#### About the target

As larger numbers of goods enter the European market and may not conform to safety requirements, we aim to increase the number of unsafe and counterfeit products removed from the market in Lincolnshire and reduce the risk of harm to the potential end-user.

#### About the target range

Any increase in the number of unsafe or counterfeit products removed from the market would be seen as positive. The +/- 2% target range reflects potential fluctuations in market conditions. There is always the potential for anomalies and this can often depend on consumer trends such as a massively popular children's movie or the popularity of a 'must have' consumer item.

#### About benchmarking

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



Communities are safe and protected

The public are protected from unsafe and dangerous goods

### High risk premises inspected by Trading Standards

This is a count of the number of premises that are categorised as 'High risk' that have been inspected by Trading Standards. A 'High risk' premises is one that has been categorised as such by the Food Standards Agency, the Department for Environment, Food and Rural Affairs (DEFRA), and the Better Regulation Delivery Office as requiring an annual compliance visit based upon an assessment of the risk posed to the public. Trading Standards then use a combination of this information combined with officer knowledge, the history of the premises over the last 12 months, and intelligence to create an inspection list for the year. Trading Standards will sometimes select premises that are not deemed 'high risk'. This could be due to local or national issues, e.g. we looked at a number of restaurants in previous years in light of the changes to allergen legislation. Trading Standards follow the principals set out in the DEFRA Framework Agreement, which was a working arrangement set up between Animal and Plant Health Agency (APHA)/DEFRA and Trading Standards several years ago. As well as identifying traditional 'high risk' premises it also identifies premises which are critical control points for disease and we try to focus resources on these. A higher number of high risk premises inspected indicates a better performance.



Achieved

113

Premises

Cumulative Actual as at  
September 2018

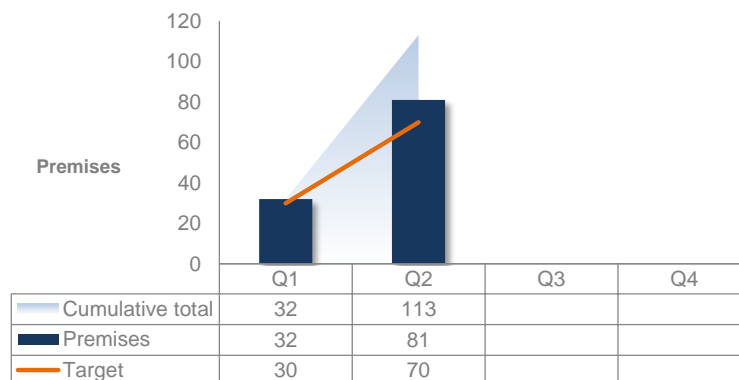


70

Premises

Cumulative Target as at  
September 2018

#### High risk premises inspected by Trading Standards

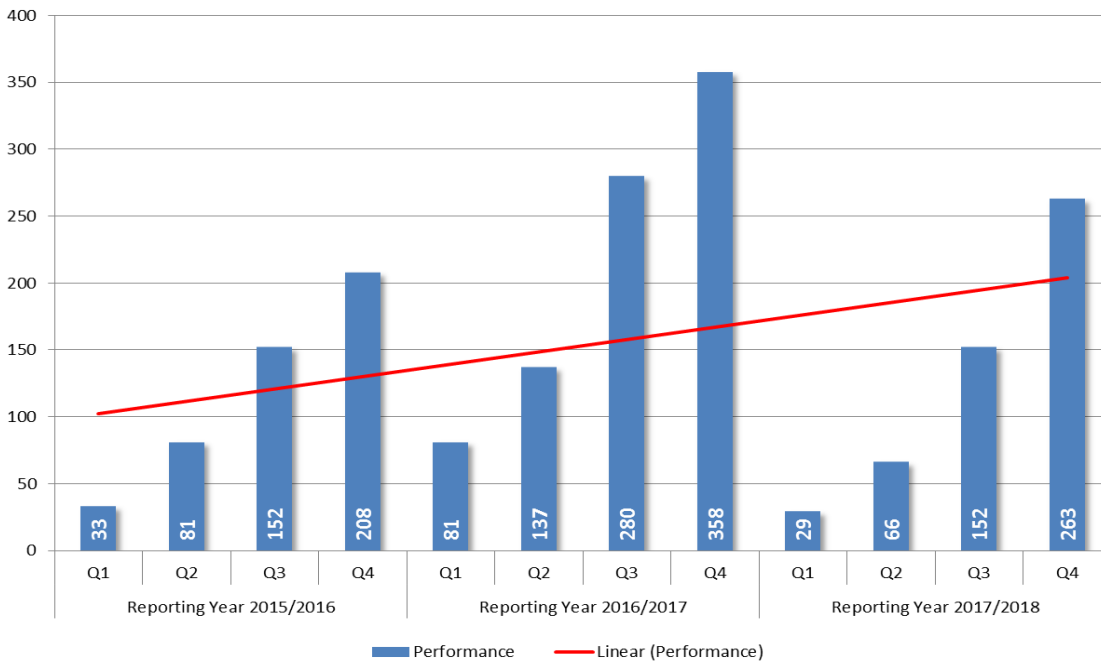


#### About the latest performance

We are currently ahead of target. So far this year we have conducted high risk inspections at 113 premises. Of these there were 14 programmed animal health inspections, 29 food inspections and 70 animal feed inspections. All figures quoted are high risk inspections planned at the beginning of the year. These figures do not include the additional reactive inspections as a result of complaints or intelligence. Each premises visited will only be counted once and, should further visits be required to ensure compliance, they will not be counted again in the reported figure.

## Further details

### High Risk Premises Inspected by Trading Standards (cumulative)



#### About the target

The target is the number of premises that are categorised as 'High risk' by the respective bodies. This can change annually depending on the number of businesses that are operating, some could cease trading and new businesses could emerge. The assessment by the respective bodies could also change.

#### About the target range

A target range of +/- 2% allows for some unpredictability in completion of planned inspections. This can be attributed to different factors such as cancellations, disease outbreak, ongoing investigations or premises that have ceased trading.

#### About benchmarking

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



## Communities are safe and protected

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

### Anti-social behaviour incidents reported to the police

This measure is a count of all Police recorded anti-social behaviour incidents. It is a contextual measure to be considered alongside the measure of alcohol related anti-social behaviour. It should be noted that this measure refers to Police recorded anti-social behaviour only and does not cover all anti-social behaviour occurring within Lincolnshire, for example, those incidents reported to District Councils or Housing providers are not included. A smaller number of anti-social behaviour incidents reported indicates a better performance.

Measured

**5,276**

Incidents reported

**Cumulative Actual as at September 2018**

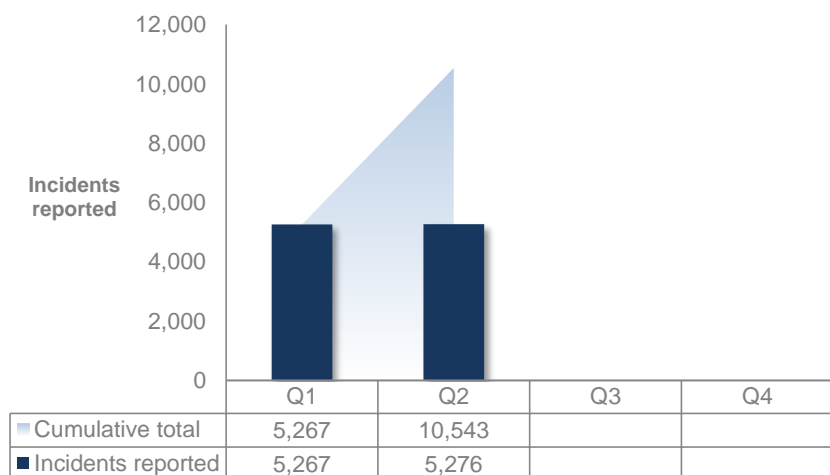


**10,543**

Incidents to date - 2018/19

**Cumulative Actual as at September 2018**

#### Anti-social behaviour incidents reported to the police

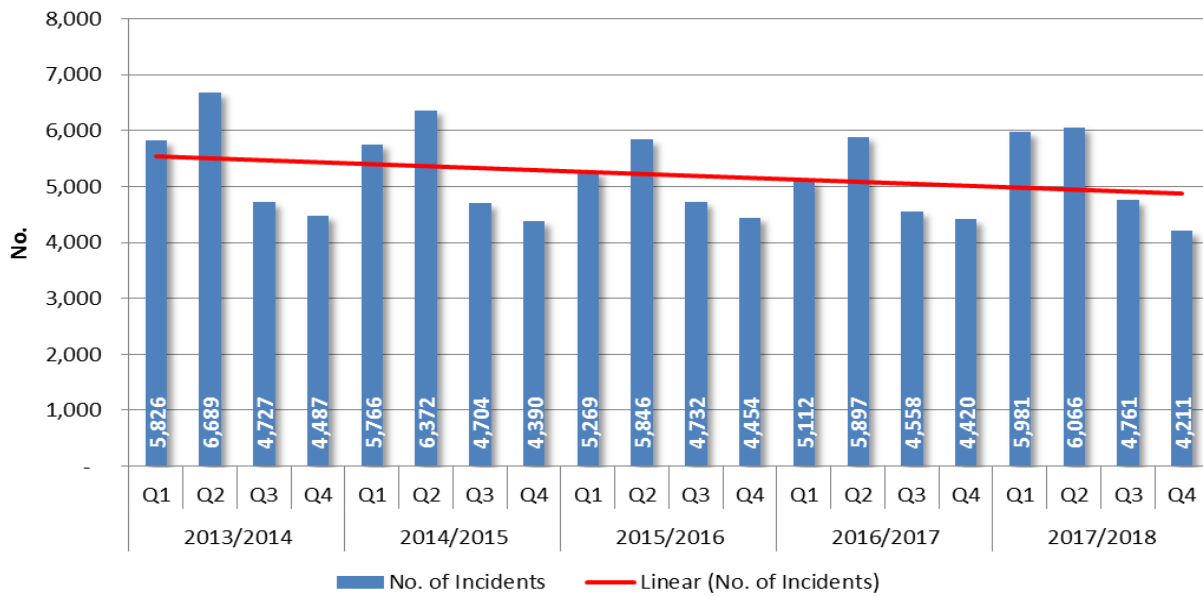


#### About the latest performance

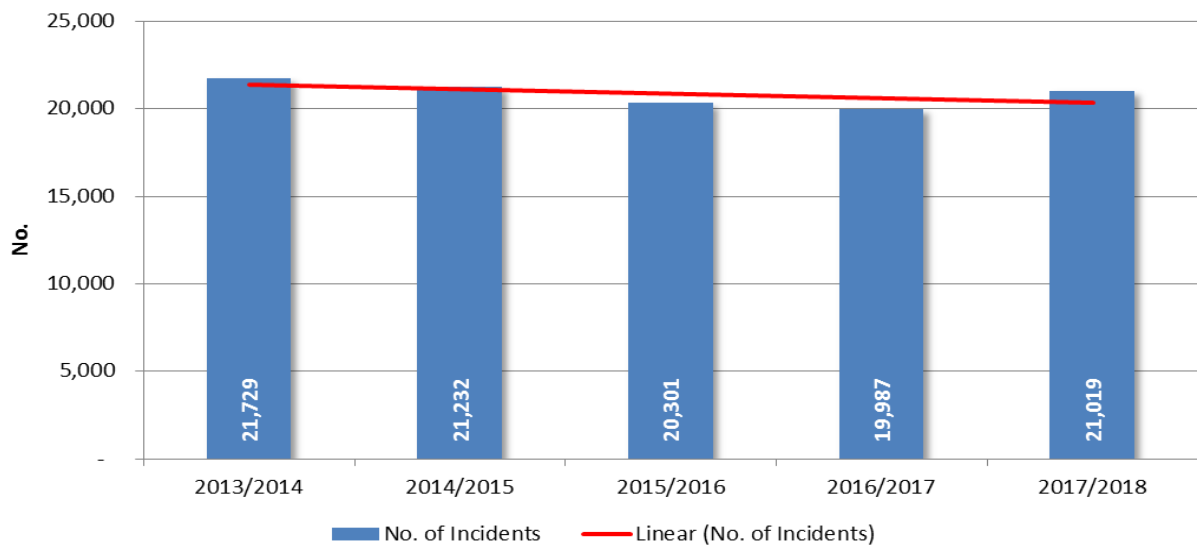
Anti-social behaviour reported to the police is 12.5% lower than the same quarter last year (cumulative). This is due to a change in recording practices within the police. Partners have now commenced recording on a new case management system, introduced following a recent procurement exercise. The system will enhance partnership working in relation to addressing incidents of anti-social behaviour through improved information sharing.

Further details

**No. of Anti-social behaviour incidents reported to the police**



**No. of Anti-social behaviour incidents reported to the police (annual total)**



About the target

There is currently no active target set therefore this indicator is reported as measured.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

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





Communities are safe and protected

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

Alcohol related anti-social behaviour incidents

This measure is a count of Police recorded Anti Social Behaviour incidents. An Anti Social Behaviour incident is classed as alcohol-related if it fulfils one of the following criteria:

Where alcohol has been identified as contributing to the incident.

The incident is classed as either 'street drinking' or 'drunken behaviour'.

The caller's initial description of the incident contains the words 'drunk', 'drink', 'alcohol', 'intoxicated', or 'urinate'.

A lower number of alcohol related anti-social behaviour incidents indicates a better performance.



Achieved

1,423

Incidents

Cumulative Actual as at September 2018

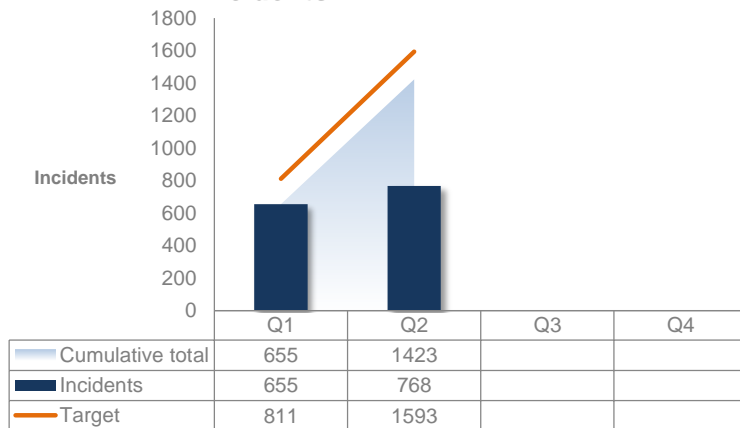


1,593

Incidents

Cumulative Target as at September 2018

Alcohol related anti-social behaviour incidents

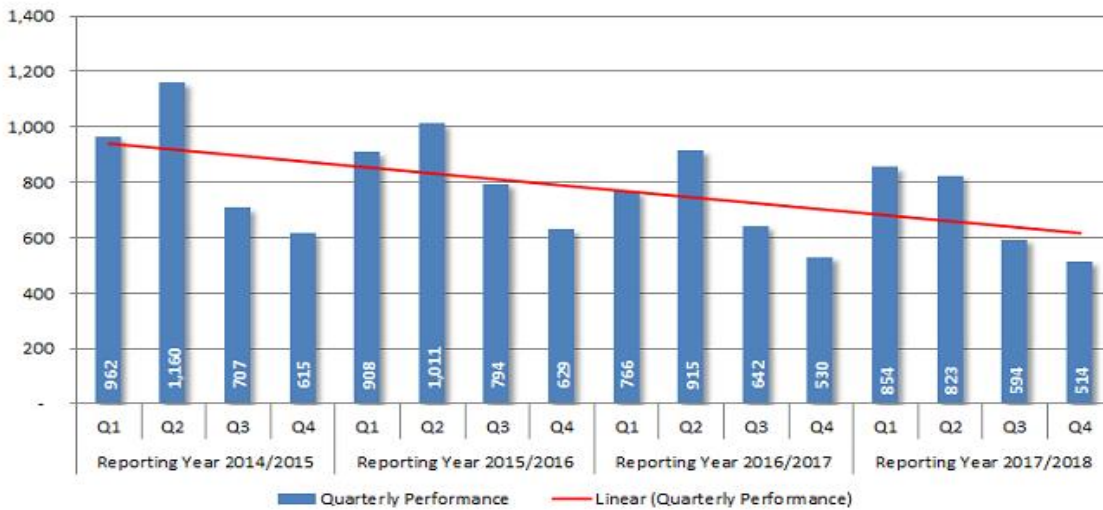


About the latest performance

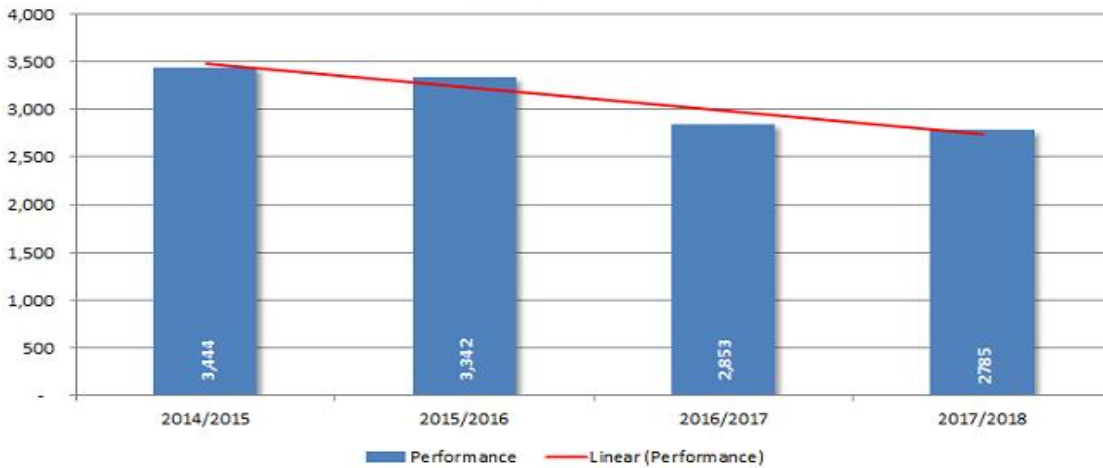
There is a 15% drop in alcohol related anti-social behaviour compared to last year (comparing a cumulative figure of 1677 in Q2 2017/18, with a cumulative figure of 1423 in Q2 2018/19). The apparent decrease in alcohol-related anti-social behaviour (ASB) is due to a change in recording practices within the police and does not reflect a decrease in actual levels of ASB. As a result the data is no longer comparable to previous quarters and the service recommend that this measure is removed from the Council Business Plan.

Further details

**Alcohol Related Anti-social Behaviour Incidents**



**Alcohol Related Anti-social Behaviour Incidents  
Annual Performance**



About the target

Decrease alcohol related anti-social behaviour by 5%. A large proportion of anti-social behaviour incidents are alcohol related. We want to reduce the impact that alcohol related anti-social behaviour has on individuals and communities by reducing the occurrence.

About the target range

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

About benchmarking

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



## Communities are safe and protected

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

### Alcohol related violent crime incidents

This measure is a count of all Home Office notifiable violence against the person offences (excluding 'no crimes') where alcohol is identified as contributing to the incident. Violence against the person offences includes all assaults apart from sexual offences. This is not a statutory measure and is used as a local indicator only, Home Office notifiable offences refer to the offence classification. For more information about Home Office notifiable offences see: <https://www.gov.uk/government/publications/counting-rules-for-recorded-crime>.

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



Not achieved

**1,673**

Incidents

Cumulative Actual as at  
September 2018

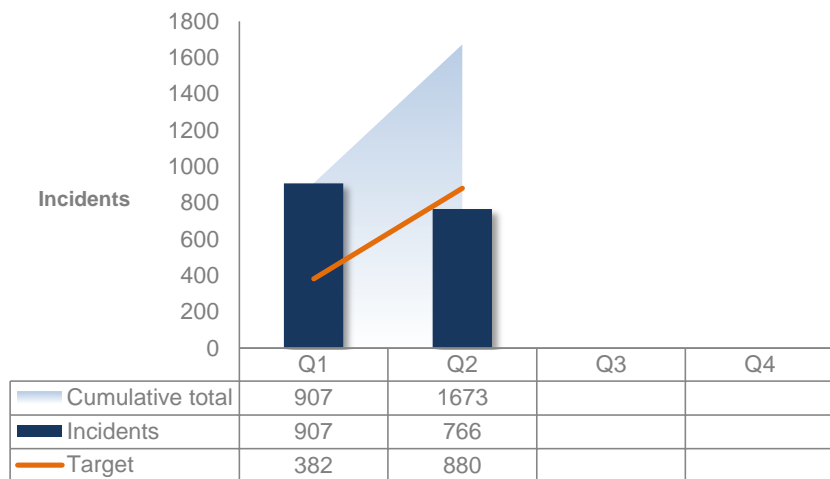


**880**

Incidents

Cumulative Target as at  
September 2018

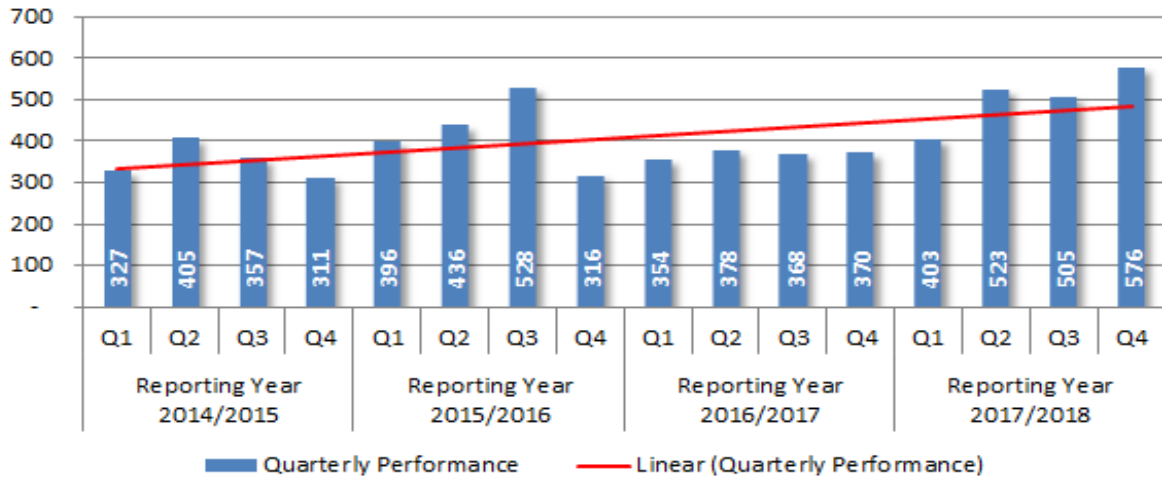
### Alcohol related violent crime incidents



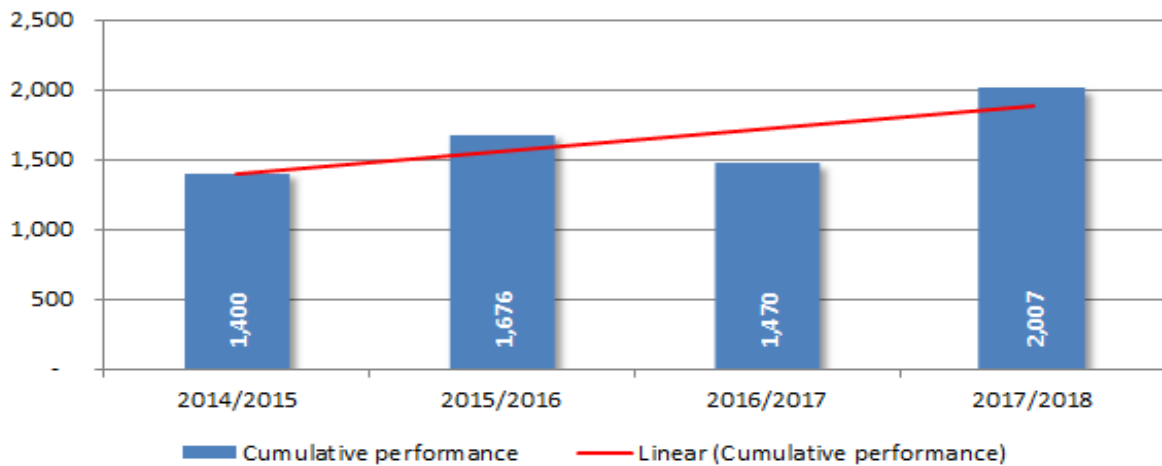
#### About the latest performance

There were 1673 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 recommend that this measure is removed from the Council Business Plan.

### Alcohol related violent crime incidents Quarterly Performance



### Alcohol related violent crime incidents Annual Performance



#### About the target

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

#### About the target range

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

#### About benchmarking

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



Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Reported incidents of domestic abuse

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

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

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



Achieved

5,233

Incidents

Cumulative Actual as at  
September 2018

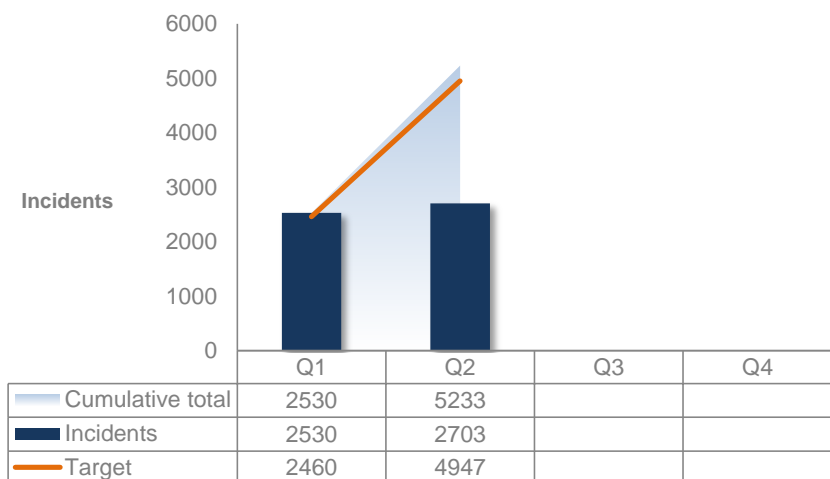


4,947

Incidents

Cumulative Target as at  
September 2018

Reported incidents of domestic abuse

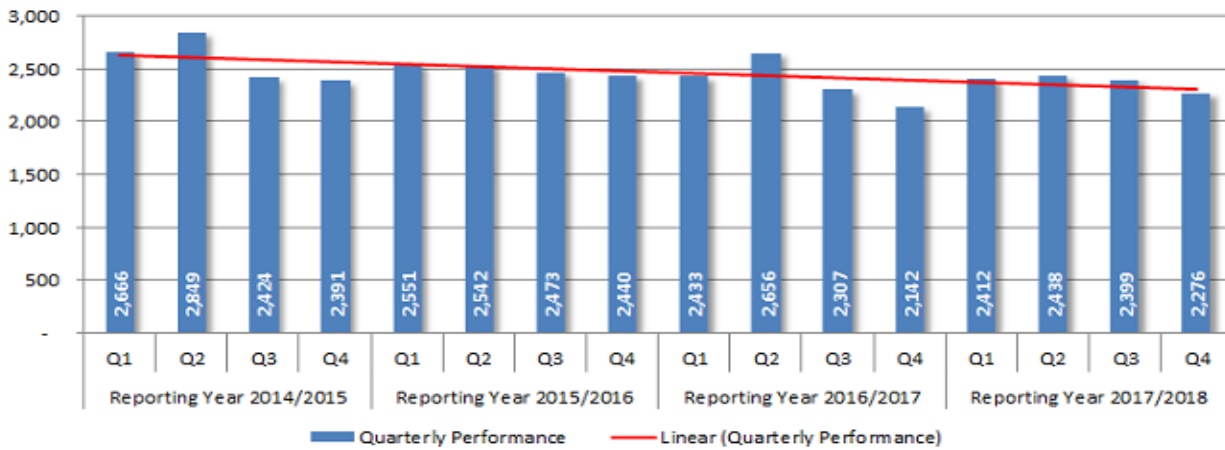


About the latest performance

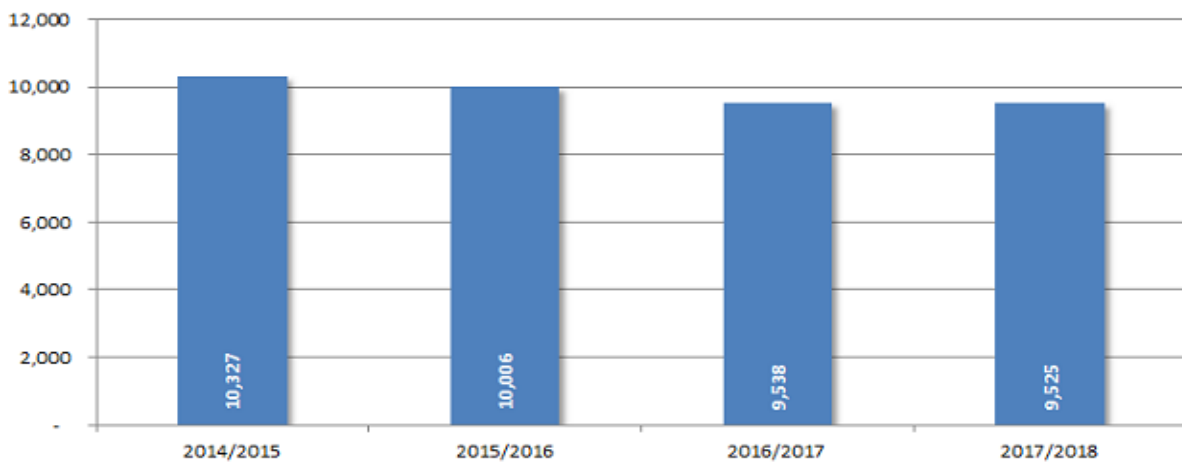
The cumulative number of incidents reported has increased by approximately 8% compared to the same quarter last year. More reported incidents of domestic abuse is to be seen as positive as it allows us to reach more people who need support. Lincolnshire County Council has recently re-commissioned domestic abuse services with increased capacity to support victims.

Further details

### Reported Incidents of Domestic Abuse Quarterly Performance



### Reported Incidents of Domestic Abuse Annual Performance



About the target

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

About the target range

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

About benchmarking

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



Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Domestic Homicides

A Domestic Homicide is identified by the Police and refers to when someone has been killed as a result of domestic violence. The Police will identify and then notify the Chair of the Community Safety Partnership (CSP) of a domestic homicide and the decision is then made whether or not a Domestic Homicide Review should be undertaken.

A Domestic Homicide Review (DHR) is a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

- (a) a person to whom he was related or with whom he was or had been in an intimate personal relationship, or
- (b) a member of the same household as himself, held with a view to identifying the lessons to be learnt from the death.

This measure is a count of the Police notified Domestic Homicides, regardless of whether the decision is made to conduct a DHR or not.

When the decision is made to undertake a DHR, the timeframe for completion will vary on a case by case basis. Once the case has been completed and approved by the Home Office, lessons learnt are shared and managed by the Safer Lincolnshire Partnership (SLP) and the DHR is published on the SLP website.

Measured

0

Incidents

Quarter 2 September 2018

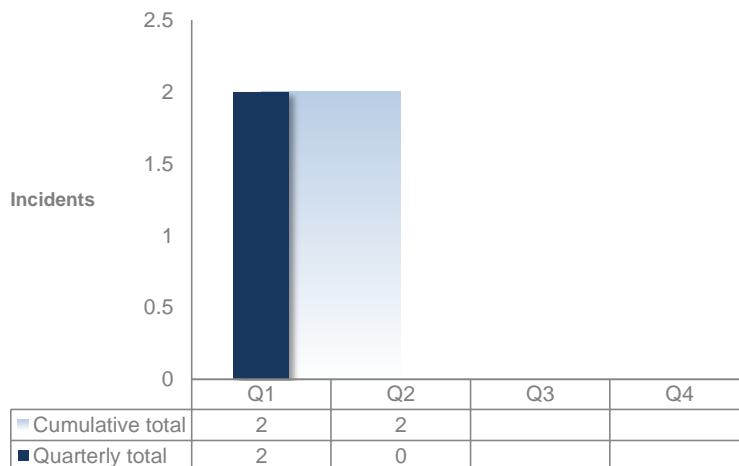


2

Incidents to date - 2018/19

Cumulative Actual as at  
September 2018

Domestic Homicides



About the latest performance

There have been no Domestic Homicides recorded in Quarter 2. Each death will be fully reviewed and lessons shared.

Further details

	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018
Domestic Homicides	1	1	1	5	2

About the target

It is not appropriate to set a target for this measure however early intervention and a multi-agency approach to Domestic Abuse across Lincolnshire means our objective is to have no Domestic Homicides.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

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





Communities are safe and protected

Increase public confidence in how we tackle domestic abuse

Repeat referrals of Domestic Abuse to MARAC

The Multi-Agency Risk Assessment Conference (MARAC) is a meeting where key agencies formulate action plans to help protect victims of domestic abuse who are at a high risk of murder or serious harm. Local agencies refer high risk victims to MARAC following completion of a Domestic Abuse Stalking and Harrassment (DASH) risk assessment. Following being heard at MARAC, if within 12 months there is a further serious incident reported to the police or a disclosure received by any of the agencies the victim is to be referred back to the MARAC as a 'repeat'. This measure is a count of repeat referrals to MARAC expressed as a percentage of the total MARAC referrals on a rolling 12 month basis; there is no time lag associated with this measure therefore the data reported relates directly to the preceding 12 reporting months. Although this measure is used as a proxy for repeat victims of domestic abuse, it does not provide a full or accurate picture of repeat victimisation. MARAC covers high risk domestic abuse victims who account for less than 8% of all reported incidents of domestic abuse. This disproportion means that there are likely to be higher numbers of repeat victims than can be detected in the MARAC data.

A lower number of repeat referrals of Domestic Abuse to MARAC indicates a better performance.

Measured

21.3

%

Oct 2017 - Sept 2018

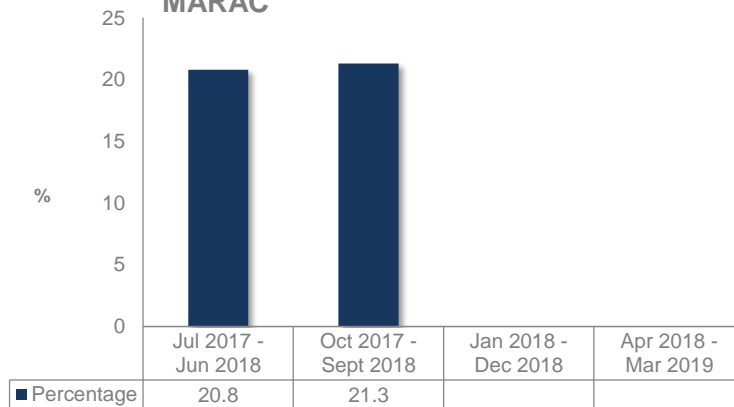


20.8

%

Jul 2017 - Jun 2018

Repeat referrals of Domestic Abuse to MARAC

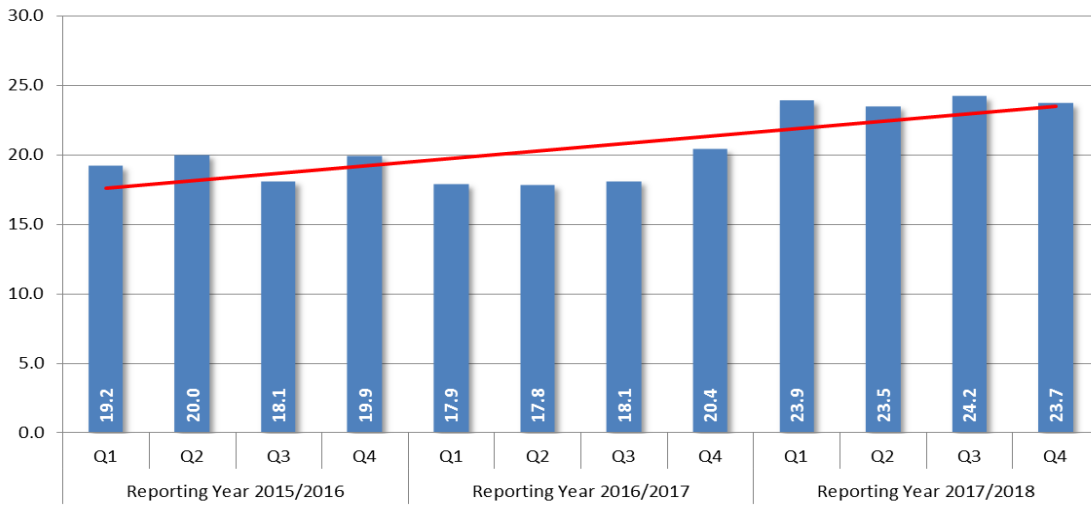


About the latest performance

There has been an increase of 0.5 percentage points in the number of MARAC repeat referrals compared with Quarter 1 2018/19. The total amount of referrals have increased in this quarter, however both the numerator (number of repeat referrals in the rolling 12 month period) and denominator (total number of referrals in the rolling 12 month period) have increased at a fairly even rate. For this period, 139 referrals were repeat referrals, out of 653 referrals in total.

Further details

### Repeat Referrals of Domestic Abuse to MARAC



About the target

There is currently no active target set and therefore this indicator is reported as measured.

About the target range

A target range is not applicable as this is a contextual measure.

About benchmarking

It is not appropriate to benchmark this measure.



Communities are safe and protected

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

People killed or seriously injured in road traffic collisions

Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (For example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative totals may include revised figures from previous quarters.

Measured

130

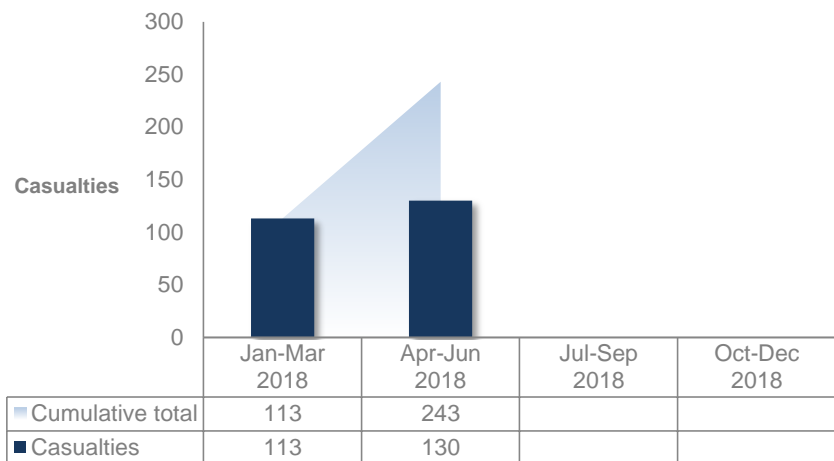
Casualties  
April to June 2018



113

Casualties  
January to March 2018

People killed or seriously injured in road traffic collisions

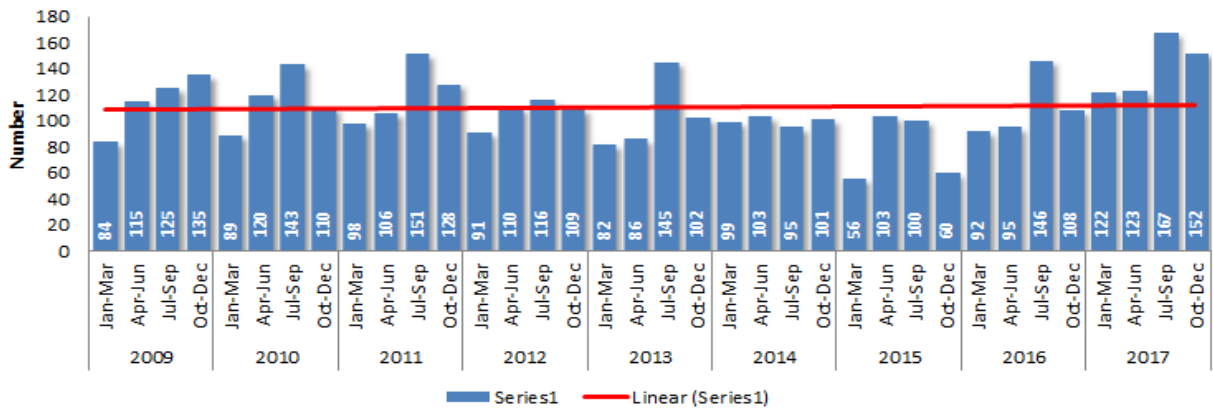


About the latest performance

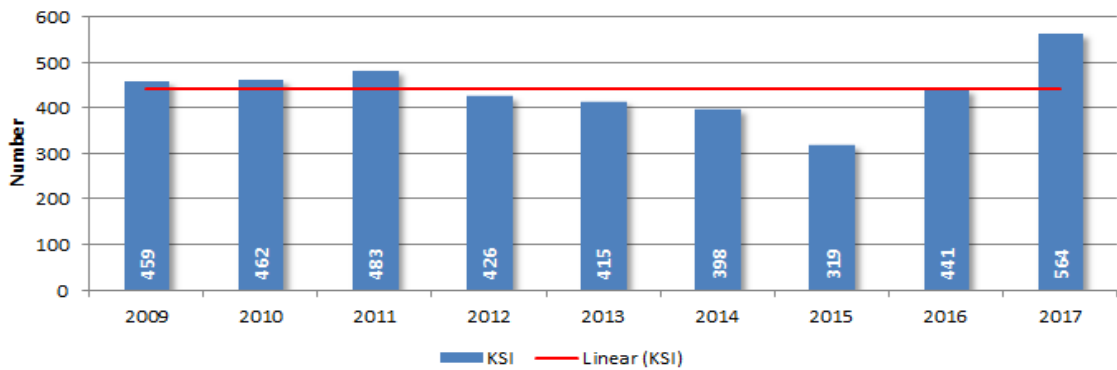
This figure is higher than the first quarter of 2018, but is consistent with the same quarter of 2017. However, analysis of collision and casualty data does not indicate any clear commonality or patterns. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.

Further details

**KSI (All casualties) 2009 -2017**



**KSI (All casualties) 2009-2017 Annual**



About the target

It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.

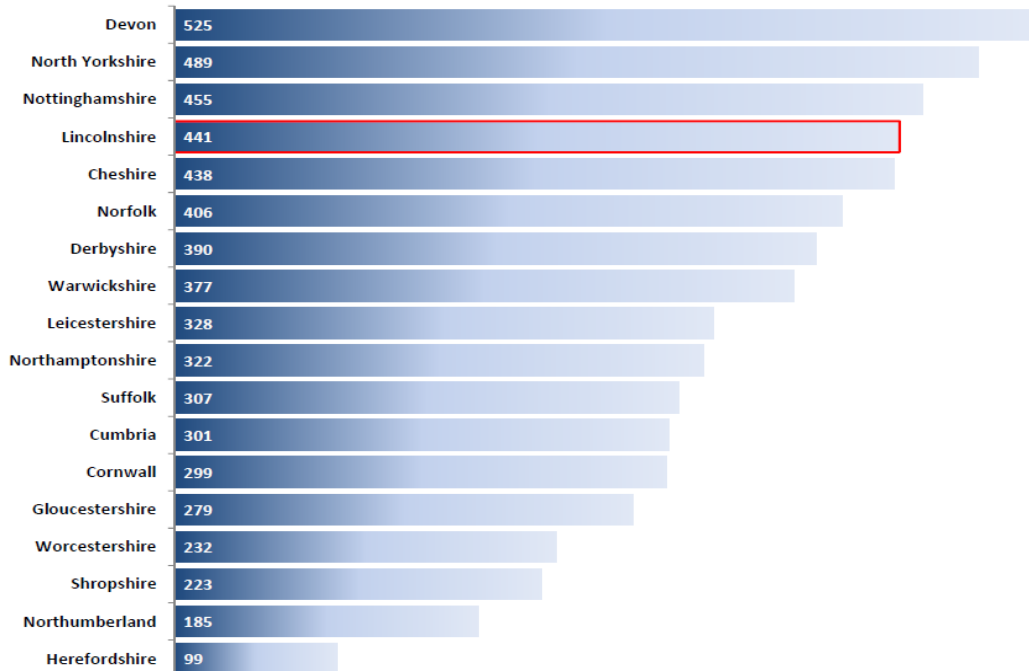
About the target range

A target range is not applicable as this is a contextual measure.

### About benchmarking

The Department for Transport publish data which allow comparisons to be made with other Councils. Comparison has been made against the CIPFA group of local authorities. The Chartered Institute of Public Finance and Accountancy (CIPFA) facilitates benchmarking services to enable Local Authority performance to be monitored against other similar local authorities. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

**KSI Casualties Comparison 2016**





Communities are safe and protected

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

Children killed or seriously injured in road traffic collisions

Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (For example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative totals may include revised figures from previous quarters.

Measured

10

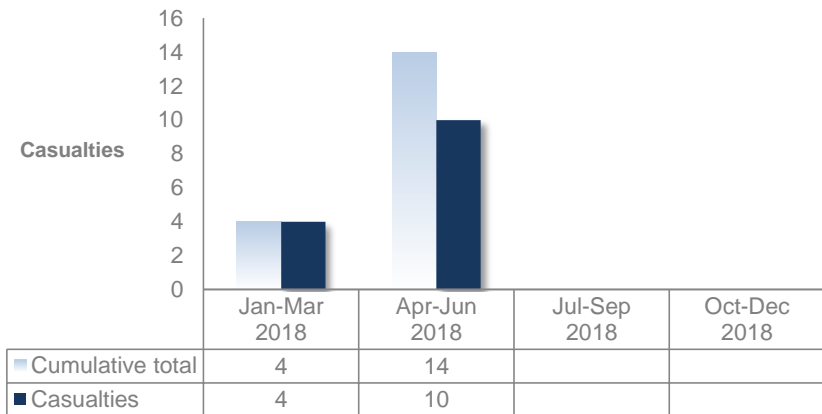
Casualties  
April to June 2018



4

Casualties  
January to March 2018

Children killed or seriously injured in road traffic collisions

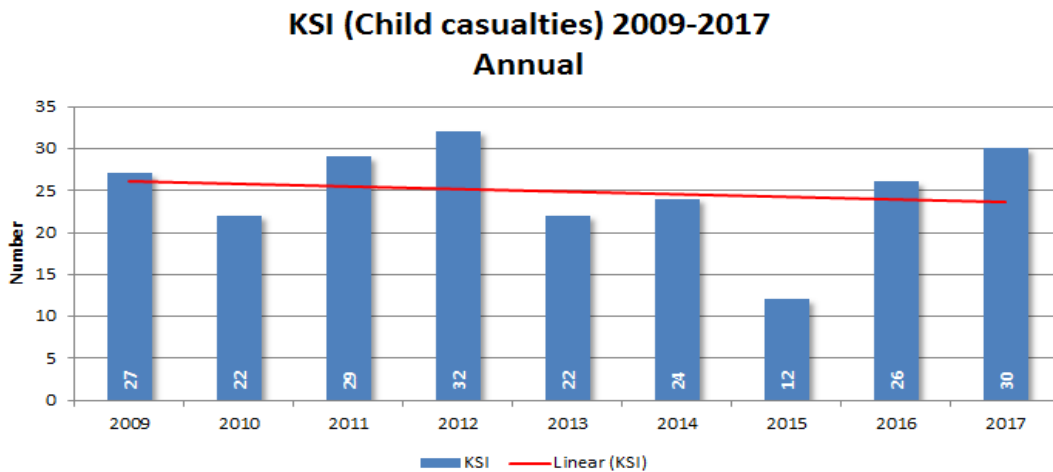
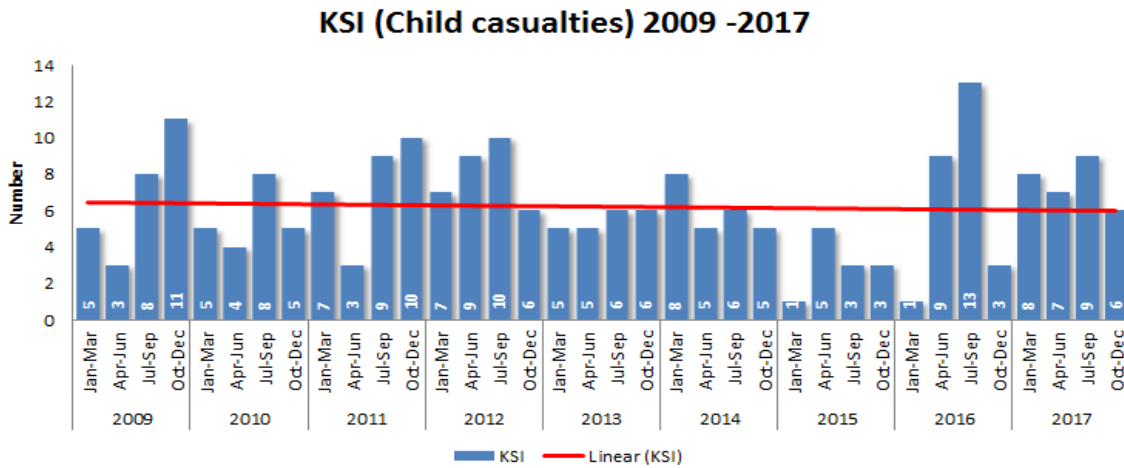


About the latest performance

This figure is higher than the first quarter of 2018 and is slightly higher than the same quarter of 2017. However, analysis of collision and casualty data does not indicate any clear commonality or patterns. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.

**Further details**

Please note: Quarter totals may be revised when official figures are released by the Department for Transport.



**About the target**

It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.

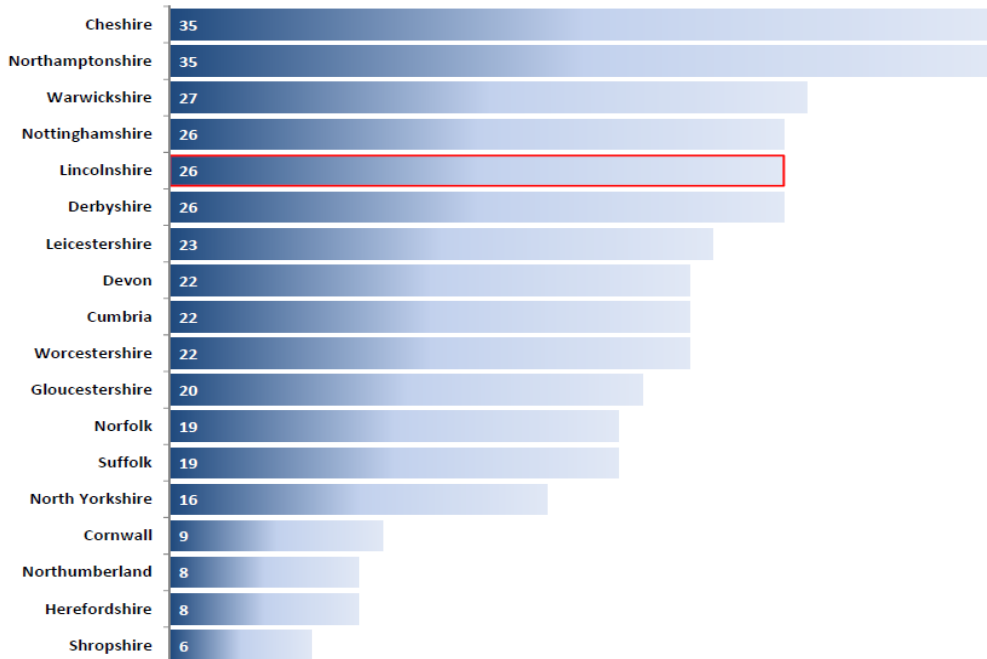
**About the target range**

A target range is not applicable as this is a contextual measure.

### About benchmarking

The Department for Transport publish data which allow comparisons to be made with other Councils. Comparison has been made against the CIPFA group of local authorities. The Chartered Institute of Public Finance and Accountancy (CIPFA) facilitates benchmarking services to enable Local Authority performance to be monitored against other similar local authorities. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

**Child (0 - 15) KSI Casualties Comparison 2016**







Communities are safe and protected

Reduce adult reoffending

Adults Reoffending

This is a measure of adult reoffending rates over a 3 month rolling period. Data is reported quarterly, with a 3 month (1 quarter) lag. Offenders who are formally informed by Lincolnshire Police that they will be recorded as being responsible for committing a crime over a 12 month period are included in the denominator. This includes the following resolution outcomes:

- Charge/summons
- Adult/youth caution
- Penalty Notices for Disorder
- Cannabis Warning
- Community Resolution
- Taken into consideration
- Prosecution not in the public interest (CPS)
- Formal action against the offender is not in the public interest (police)

The numerator is then the number of those offenders who commit another offence in Lincolnshire during a 12 month follow-up period that leads to the offender being informed by the police that they will be recorded as being responsible for the crime. The data is reported cumulatively. This measure is local to Lincolnshire, it does not replace the existing or forthcoming Ministry of Justice Reoffending Rate but is meant to compliment and allow more timely and practical analysis. The methodology is intended to mirror the format of the revised Ministry Of Justice Reoffending Rate which will be used from October 2017, however the final figures will not be the same due to slightly different cohort compositions. A lower percentage of adult reoffenders indicates a better performance.



Not achieved

30.0

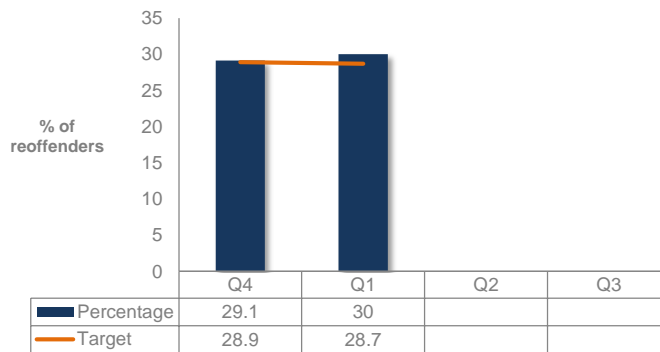
% of reoffenders  
Quarter 1 June 2018



28.7

% of reoffenders  
Target for June 2018

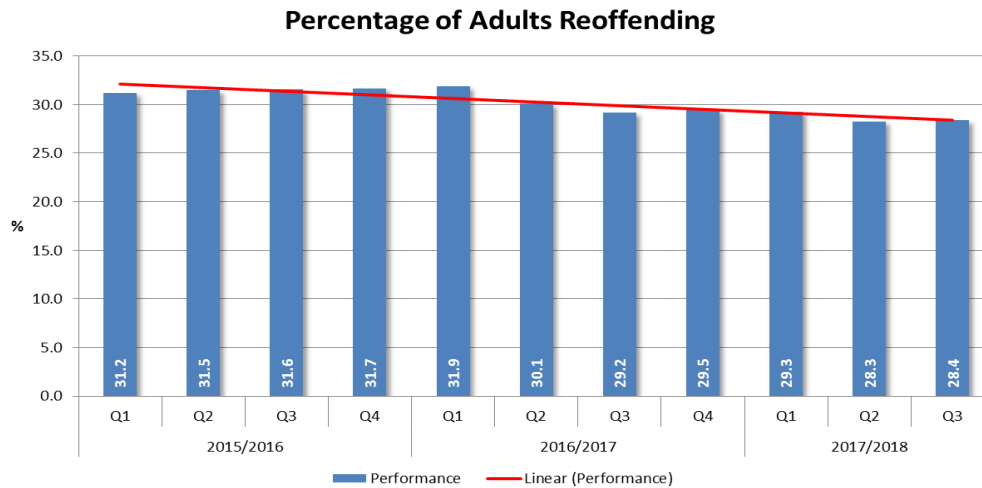
Adults Reoffending



About 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 30.0% adult re-offending rate. 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.

## Further details



## About the target

The reducing reoffending objective, as a result of the national rehabilitating offending agenda, has made a fundamental shift moving forward. One of the key objectives is to reduce adult reoffending by 2% which will be achieved by renewed focus, engagement and effective multi-agency working.

## About the target range

The target range for this measure allows for a fluctuation of +/- 0.5 percentage points.

## About benchmarking

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



Communities are safe and protected

Reduce fires and their consequences

Primary fires

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

Numerator is the number of primary fires.

Denominator is the population of Lincolnshire.

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

Numerator divided by the denominator multiplied by 100,000.

A lower rate of primary fires per 100,000 population indicates a better performance.



Not achieved

85.20

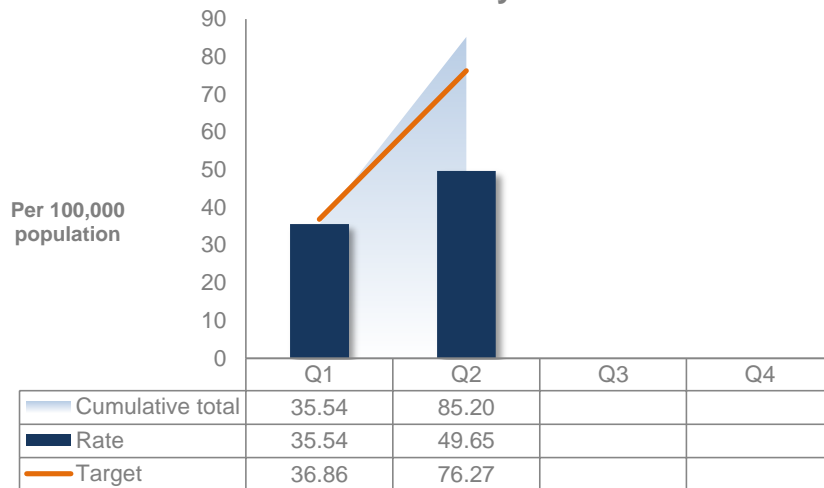
Per 100,000 population  
Cumulative Actual as at  
September 2018



76.27

Per 100,000 population  
Cumulative Target as at  
September 2018

Primary fires

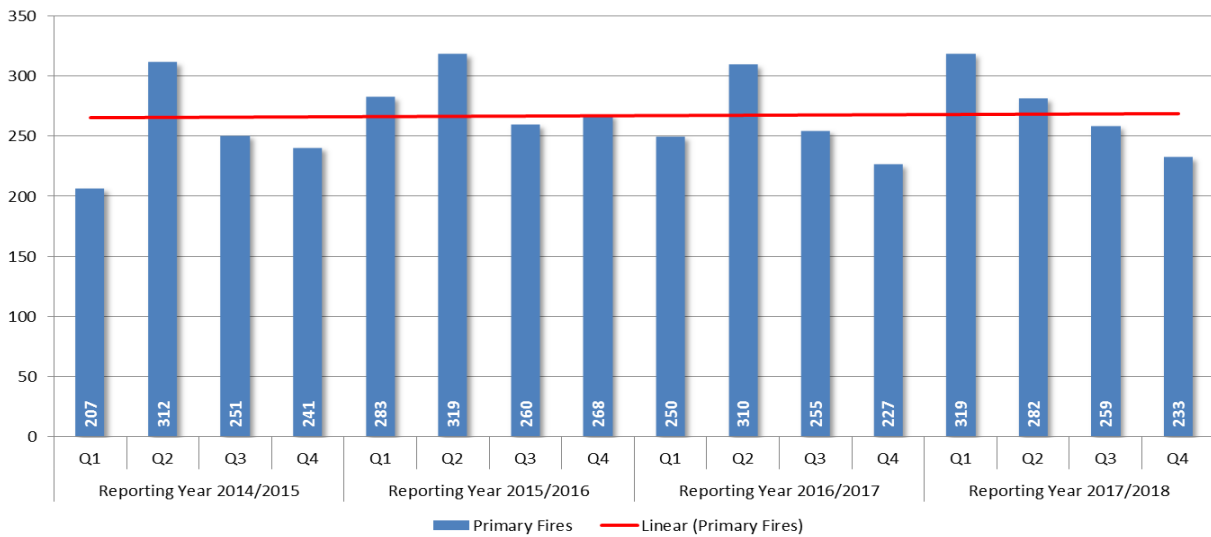


About the latest performance

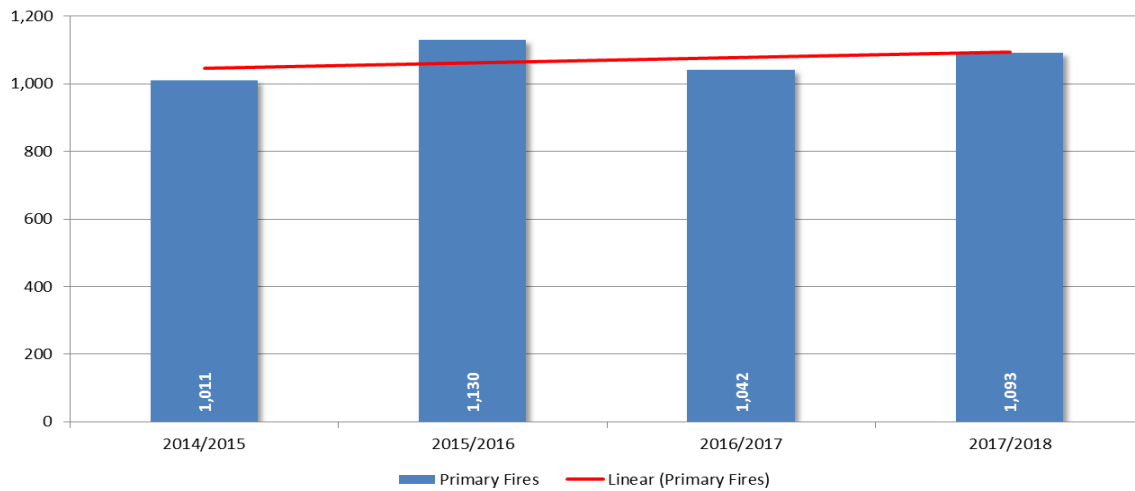
We are currently behind target and have also seen an increase of 39 primary fires compared to quarter 2 last year (up from 601 to 640). This increase is due to a rise in fires involving farm related property types (farm buildings, equipment, vehicles and haystacks/crops) which have more than doubled (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, we have seen a reduction in the number of dwelling fires – down from 202 during quarter 2 last year to 185 this year (8.4% reduction).

Further details

**Primary Fires (Actual Numbers)**



**Primary Fires (Actual Numbers - Annual)**



About the target

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

About the target range

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

About benchmarking

Benchmarking data for this measure is not available



Communities are safe and protected

Reduce fires and their consequences

Fire fatalities in primary fires

Number of fatalities from primary fires where the Fire Service attended (per 100,000 population).  
 Numerator is the number of fire fatalities in primary fires.  
 Denominator is the population of Lincolnshire.  
 The rate per 100,000 population is calculated as follows:  
 Numerator divided by the denominator multiplied by 100,000.

Measured

0.13

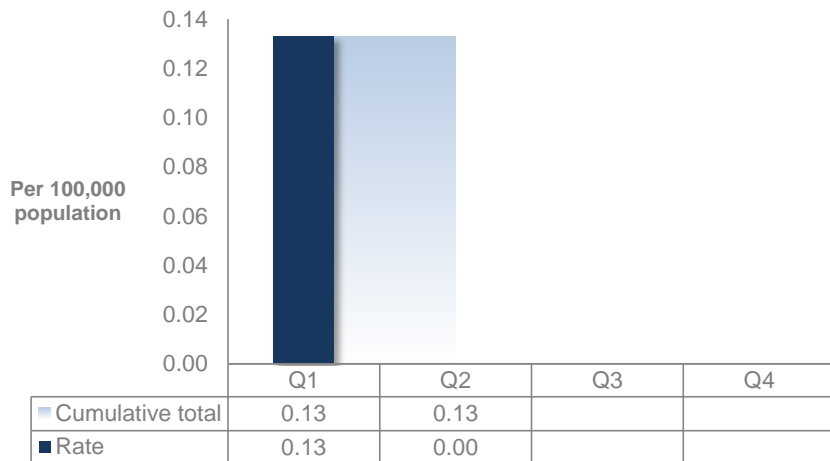
Per 100,000 population  
**Cumulative Actual as at  
 September 2018**



0.40

Per 100,000 population  
**Quarter 2 September 2017**

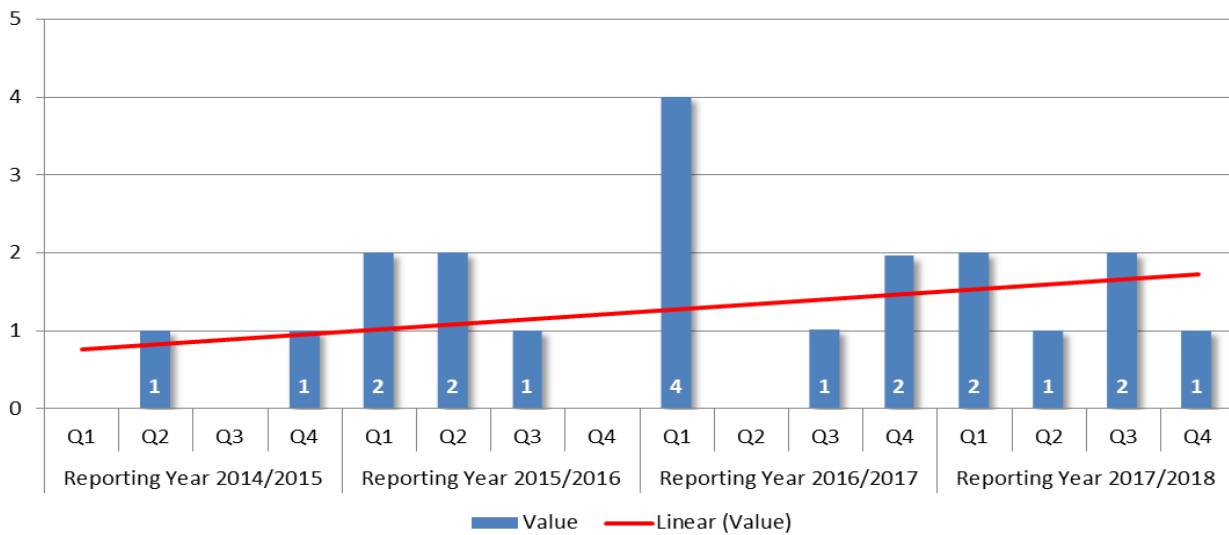
Fire fatalities in primary fires



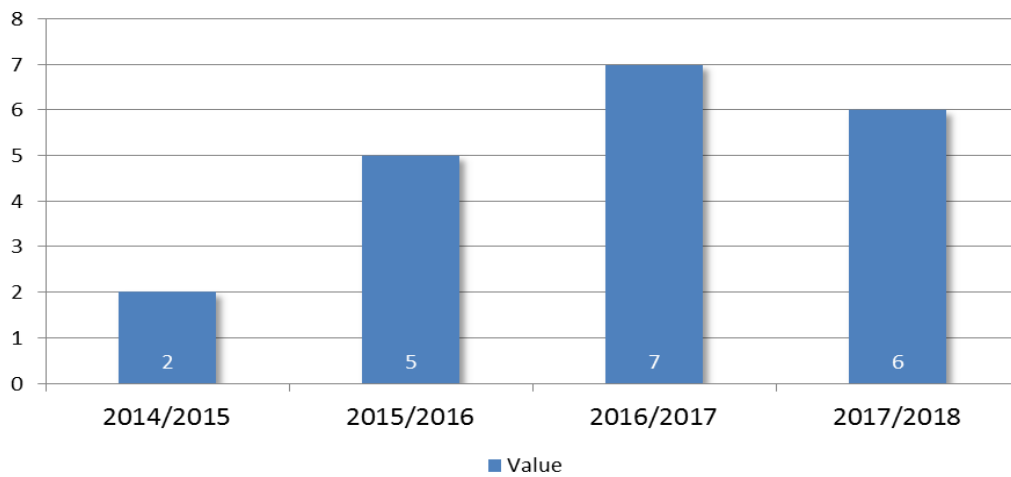
About the latest performance

There has been one fire fatality during the first six months of the year which is a reduction compared with quarter 2 last year. This resulted from an accidental dwelling fire that was caused by a faulty electrical item. We are engaged in a national programme to educate members of the community of the need to register electrical appliances to ensure they conform to the highest safety standards. The property where the fire occurred had a working smoke alarm at the time of the fire, which operated and raised the alarm.

### Fire Fatalities in Primary Fires (Actual Numbers)



### Fire Fatalities in Primary Fires (Actual Numbers - Annual)



**About the target**

It is not appropriate to set a target for this measure.

**About the target range**

A target range is not applicable as this is a contextual measure.

**About benchmarking**

Benchmarking data for this measure is not available



Communities are safe and protected

Reduce fires and their consequences

Deliberate primary fires

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

Numerator is the number of deliberate primary fires.

Denominator is the population of Lincolnshire.

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

A lower rate of deliberate primary fires per 10,000 population indicates a better performance.



Achieved

1.69

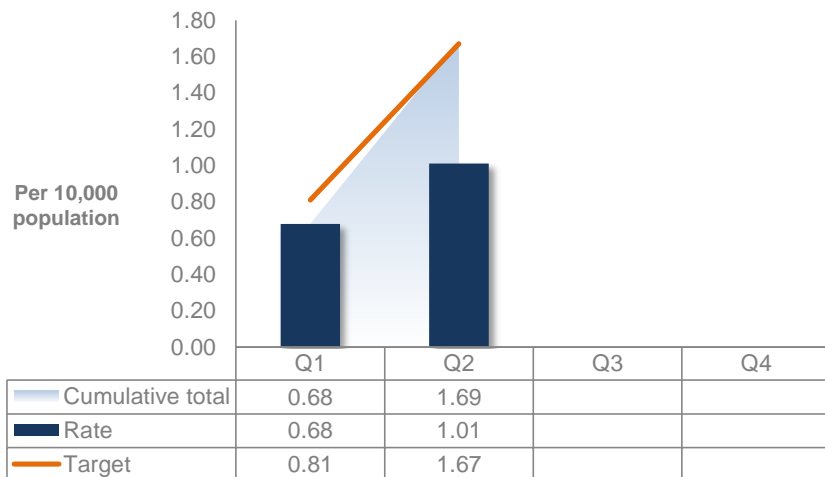
Per 10,000 population  
Cumulative Actual as at  
September 2018



1.67

Per 10,000 population  
Cumulative Target as at  
September 2018

Deliberate primary fires

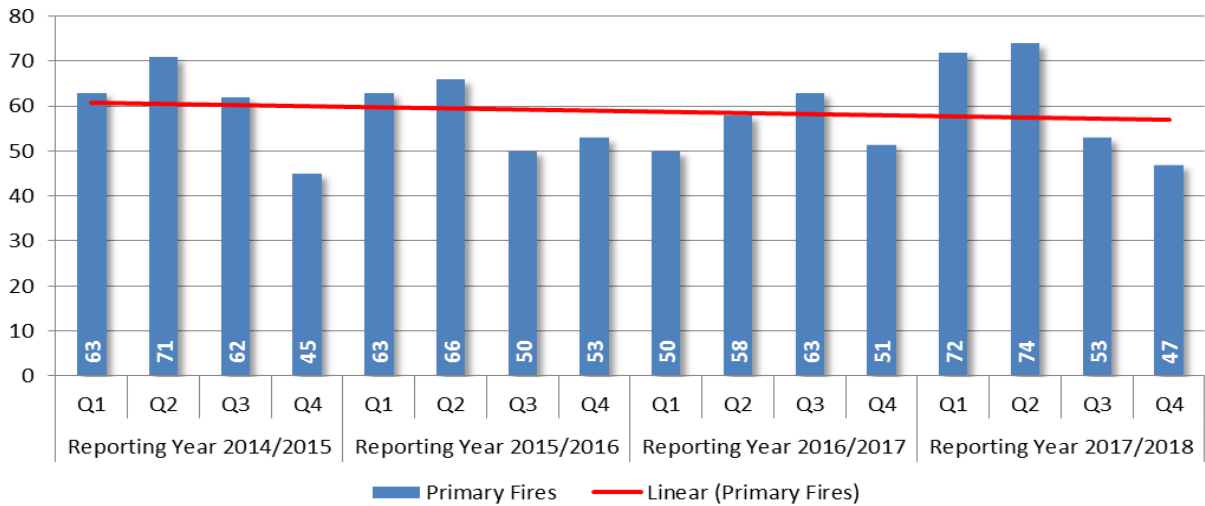


About the latest performance

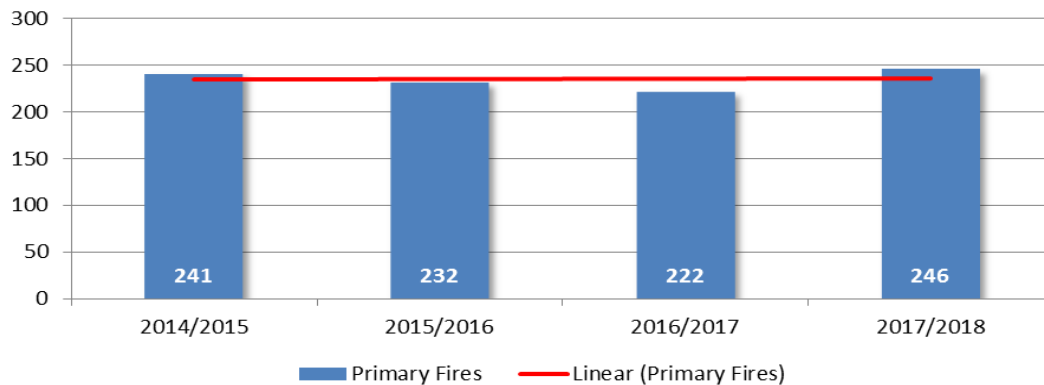
We are within the tolerance range of our target and when we compare to quarter 2 last year, we have seen a reduction of 13% (down from 146 to 127) in the number of deliberate primary fires. The most notable reductions have been in deliberate fires involving vehicles (down from 71 at quarter 2 last year to 57 this year) & in Prisons (down from 10 last year to only 2 this year). There have been a number of convictions as a result of joint working between the Arson Task Force and other agencies.

Further details

### Deliberate Primary Fires (Actual Numbers)



### Deliberate Primary Fires (Actual Numbers - Annual)



About the target

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

About the target range

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

About benchmarking

Benchmarking data for this measure is not available





Communities are safe and protected

Reduce fires and their consequences

Deliberate secondary fires

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

Numerator is the number of deliberate secondary fires.

Denominator is the population of Lincolnshire.

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

Numerator divided by the denominator multiplied by 10,000.

A lower rate of deliberate secondary fires per 10,000 population indicates a better performance.



Achieved

2.26

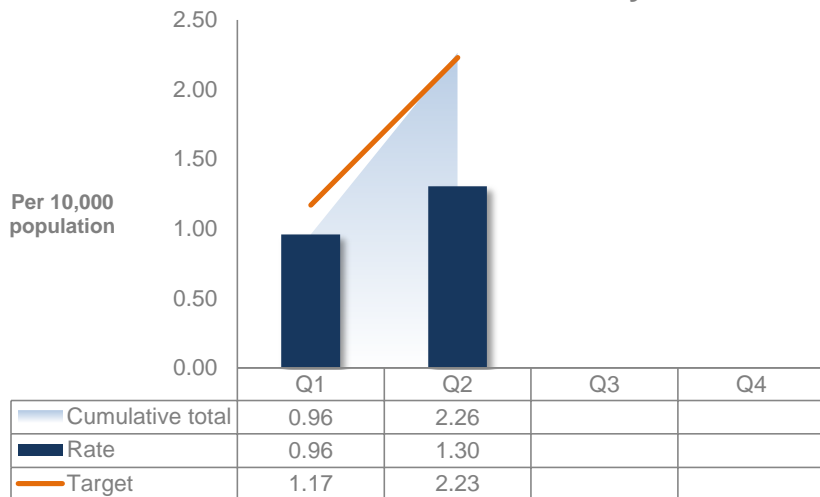
Per 10,000 population  
Cumulative Actual as at  
September 2018



2.23

Per 10,000 population  
Cumulative Target as at  
September 2018

Deliberate secondary fires

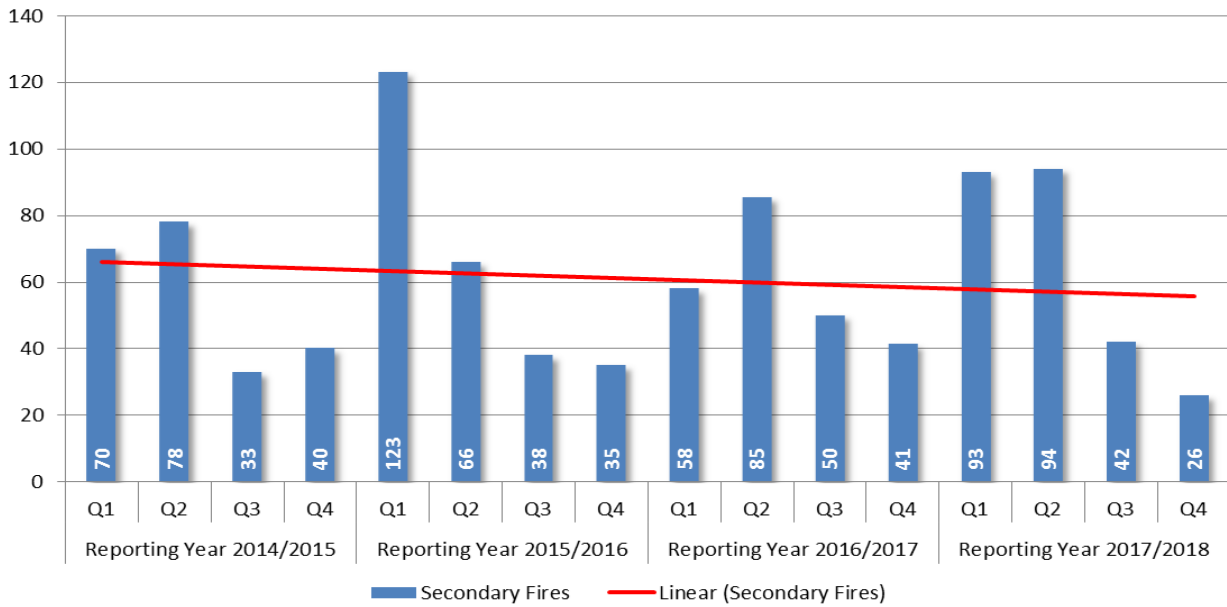


About the latest performance

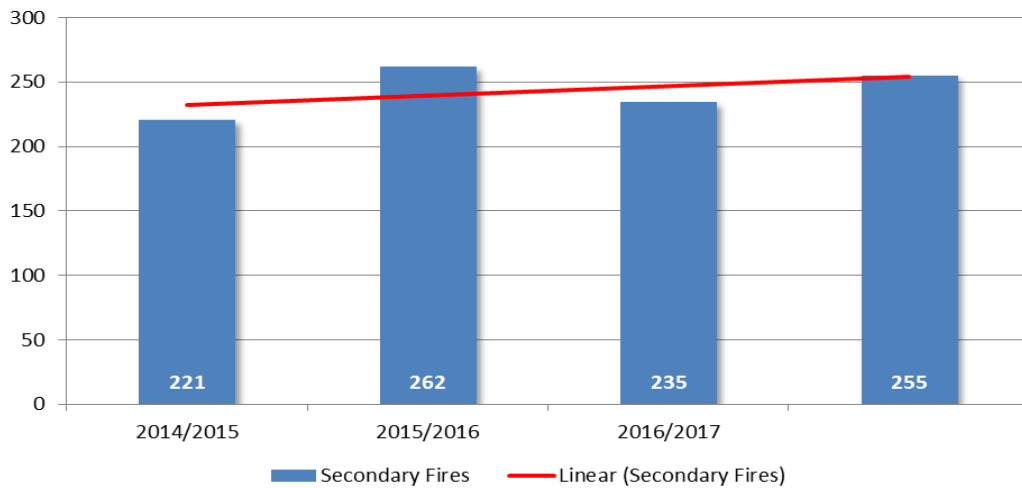
We are within the tolerance range of our target and when we compare to quarter 2 last year, we have seen a reduction of 9% in the number of deliberate secondary fires (down from 187 to 170). Deliberate fires involving refuse/refuse containers continue to account for the majority of these incidents (53% at quarter 2 this year) so it is pleasing to see that this is where we have seen the decrease (down from 124 at quarter 2 last year to 90 this year). Looking at the locations of our deliberate secondary fires, we have experienced the same trend as has been seen with deliberate primary fires – West Division continues to see a reduction (down from 97 at quarter 2 last year to 70 this year) & East Division has seen an increase (up from 46 to 59).

Further details

### Deliberate Secondary Fires (Actual Numbers)



### Deliberate Secondary Fires (Actual Numbers - Annual)



About the target

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

About the target range

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

About benchmarking

Benchmarking data for this measure is not available

 Health and Wellbeing is improved


Enable and encourage people to participate in Lincolnshire's culture

Contact with the heritage service either in person, on the phone, by email or via the website

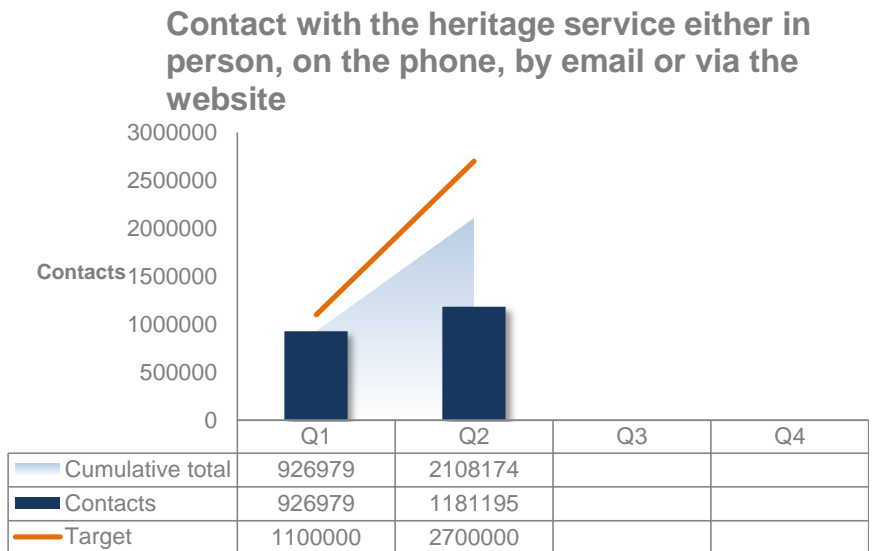
Contact with the heritage service either in person, on the phone, by email or via the website. A higher number of contacts with the heritage service indicates a better performance.

 Not achieved

**2,108,174**  
Contacts  
Cumulative Actual as at  
September 2018



**2,700,000**  
Contacts  
Cumulative Target as at  
September 2018

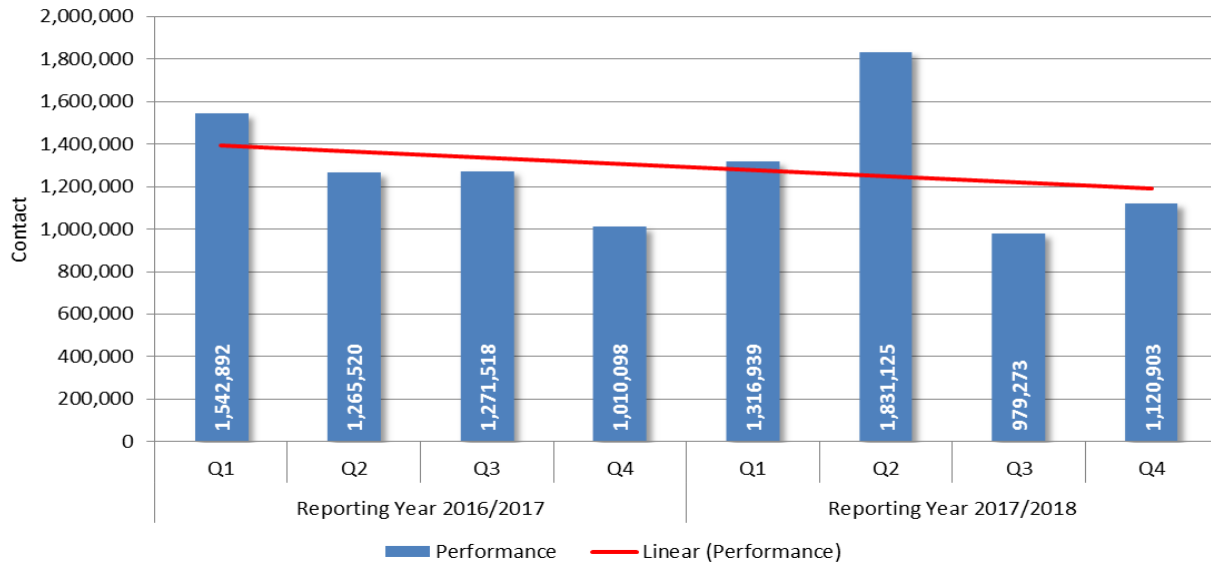


About the latest performance

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 also notes that it is moving away from quantitative measures where we count visitor numbers as a measure of success, and moving towards qualitative feedback which highlights a higher quality offer which in turn drives repeat visits.

## Further details

### Contact with the heritage service either in person, on the phone, by email or via the website



## About the target

Quarterly targets will be profiled throughout the year to account for anticipated fluctuations in performance such as school and bank holidays; weather; scheduled events etc.

## About the target range

An intuitive target range of +/- 5% has been set.

## About benchmarking

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



Health and Wellbeing is improved

Enable and encourage people to participate in Lincolnshire's culture

Visits to Core Libraries and Mobile Library services

Number of physical visits to: Boston; Lincoln; Stamford; Grantham; Gainsborough; Mablethorpe; Skegness; Sleaford; Spalding and Louth libraries which are open from between 45 to 58 hours per week and Bourne; Horncastle; Market Rasen; Woodhall Spa; Long Sutton libraries which are open from between 18 to 45 hours per week.

A visit is a physical visit by an individual to a library premise as per the Chartered Institute of Public Finance and Accountancy (CIPFA) guidance.

A higher number of visits to core libraries and Mobile Library services indicates a better performance.



Not achieved

**756,863**

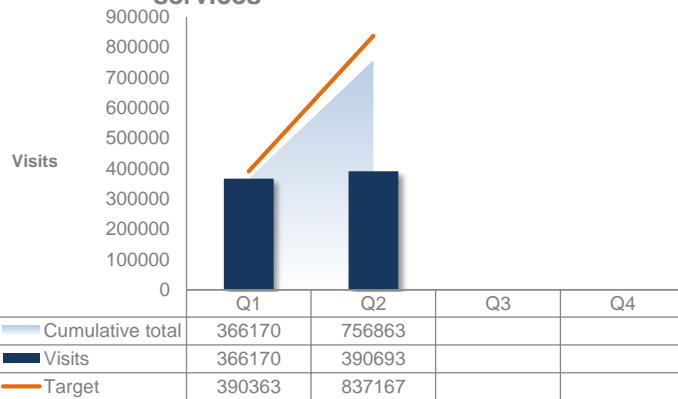
Visits  
Cumulative Actual as at  
September 2018



**837,167**

Visits  
Cumulative Target as at  
September 2018

Visits to Core Libraries and Mobile Library services

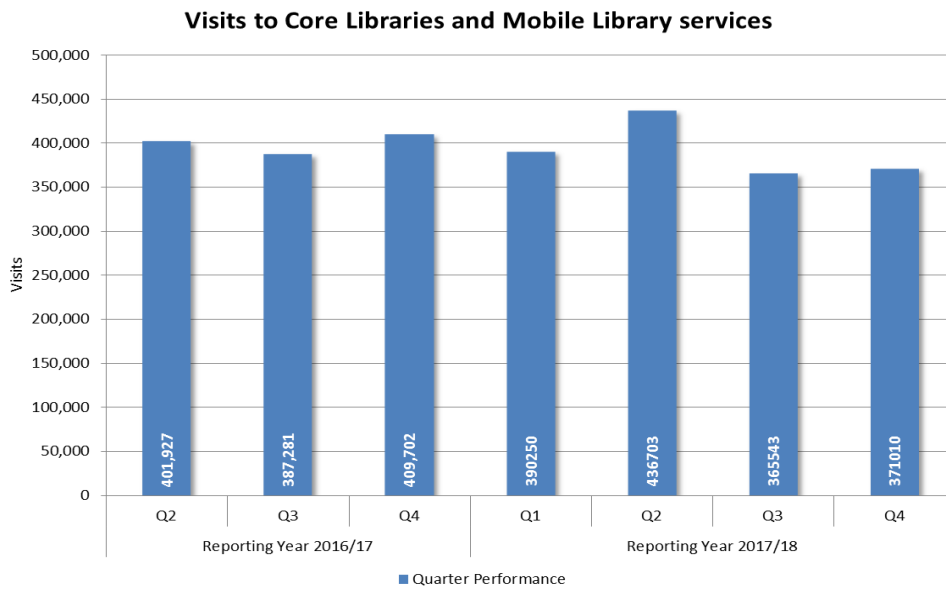


About the latest performance

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.

Visits to Core Libraries and Mobile Library Services		
Month	Target	Actual
April	127,633	120,299
May	128,213	120,299
June	134,517	125,572
<b>April-June Total</b>	<b>390,363</b>	<b>366,170</b>
July	154,588	127,904
August	144,905	140,574
September	147,311	122,215
<b>July-Sept Total</b>	<b>446,804</b>	<b>390,693</b>
<b>Cumulative total Apr 18 - Sep 18</b>	<b>837,167</b>	<b>756,863</b>

Further details



About the target

Monthly targets have been set within the contract with Greenwich Leisure Limited (GLL)

About the target range

No target range has been set for this target.

About benchmarking

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



## Health and Wellbeing is improved

Enable and encourage people to participate in Lincolnshire's culture

### Visits to library website

The definition of a visit, as per the Chartered Institute of Public Finance and Accountancy (CIPFA), is defined as a session of activity/series of one or more page impressions, served to one User to the library website (or relevant library-service-related directories of the authority website as defined by the authority). A unique visitor is determined by the IP address or cookie. The session is deemed to end when there is a lengthy gap of usage between successive page impressions for that User. An example of a 'lengthy gap' would be a gap of at least 30 minutes.

Greenwich Leisure Limited (GLL) have counted Lincolnshire County Council library webpage visits, and from the beginning of July 2016, also included GLL library webpage visits. Library webpages include library information and catalogue pages such as books, e-books etc.

A higher number of visits to library websites indicates a better performance.



Achieved

**232,441**

Website visits

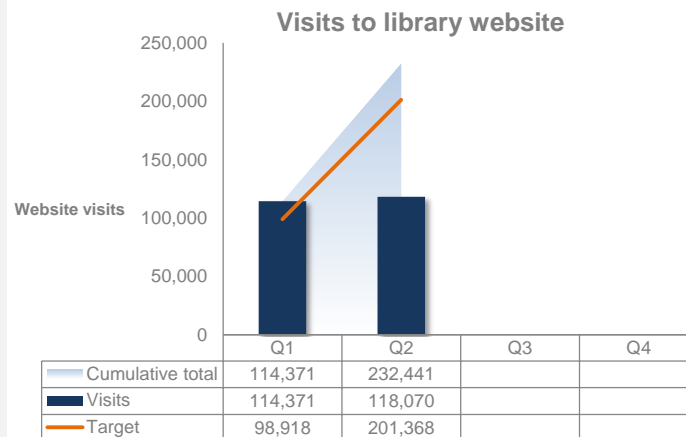
Cumulative Actual as at  
September 2018



**201,368**

Website visits

Cumulative Target as at  
September 2018

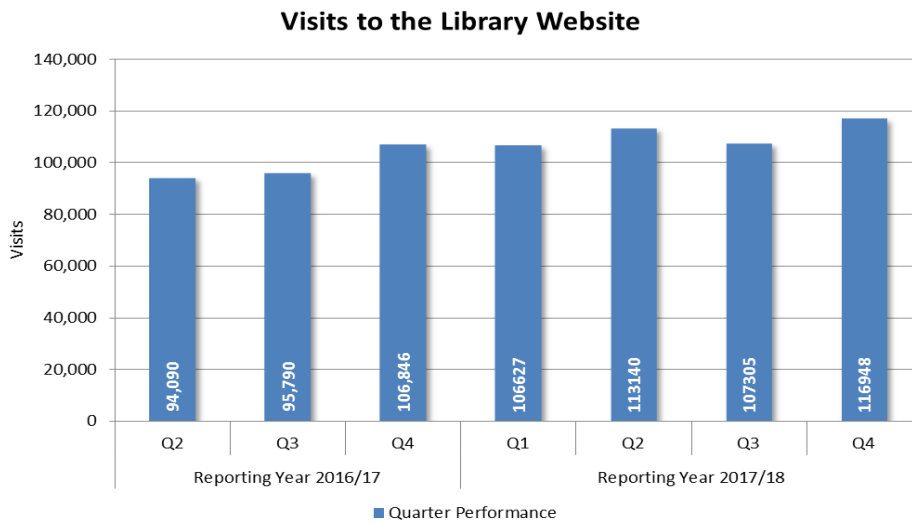


#### About the latest performance

There are 15,620 visits above the quarterly target of 102,450, showing an increase of 4,930 visits to the Library Website when compared to this quarter last year and an increase of 3% when compared to Quarter 1 2018/19. During Quarter 2 2018/19 website visits have consistently exceeded the monthly targets (July +3,878, Aug +5,120, Sept +6,622). Performance is attributed to high volumes of users accessing the library catalogue for online searches and reservations. It is also recognised that the website content has been enhanced and the additional promotion of online services and e-services, through linking of the website via social media posts, on Twitter and Facebook has contributed to this increase.

Visits to library website		
Month	Target	Actual
April	31,879	37,890
May	34,427	38,607
June	32,612	37,874
<b>April-June Total</b>	<b>98,918</b>	<b>114,371</b>
July	34,190	38,068
August	34,979	40,099
September	33,281	39,903
<b>July-Sept Total</b>	<b>102,450</b>	<b>118,070</b>
<b>Cumulative total Apr 18 - Sep 18</b>	<b>201,368</b>	<b>232,441</b>

Further details



About the target

Monthly targets have been set within the contract with Greenwich Leisure Limited (GLL)

About the target range

No target range has been set for this target.

About benchmarking

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





## Health and Wellbeing is improved

Enable and encourage people to participate in Lincolnshire's culture

### Community use of libraries

Use or hire of library rooms or premises for meetings, events or exhibitions in or outside of library opening hours by community groups, organisations, public drop in sessions or information stands i.e. Open University, Phoenix Stop Smoking scheme, Health Watch, Police Surgeries, Macmillan Surgeries. A higher number of hours recorded in relation to the use or hire of library premises or rooms indicates a better performance.



Achieved

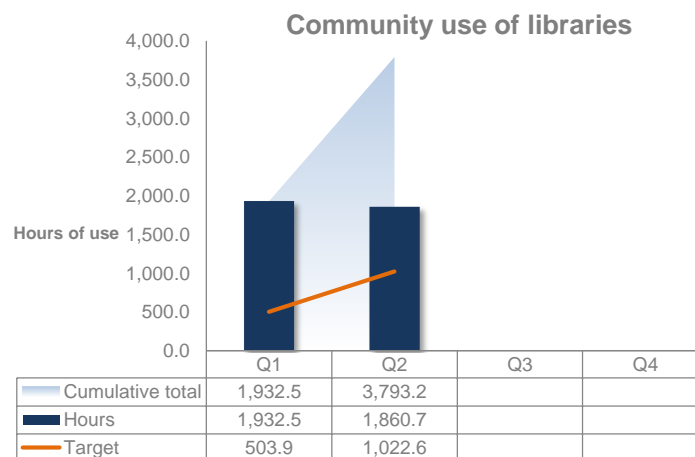
**3,793.2**

Hours of use  
Cumulative Actual as at  
September 2018



**1,022.6**

Hours of use  
Cumulative Target as at  
September 2018



#### About the latest performance

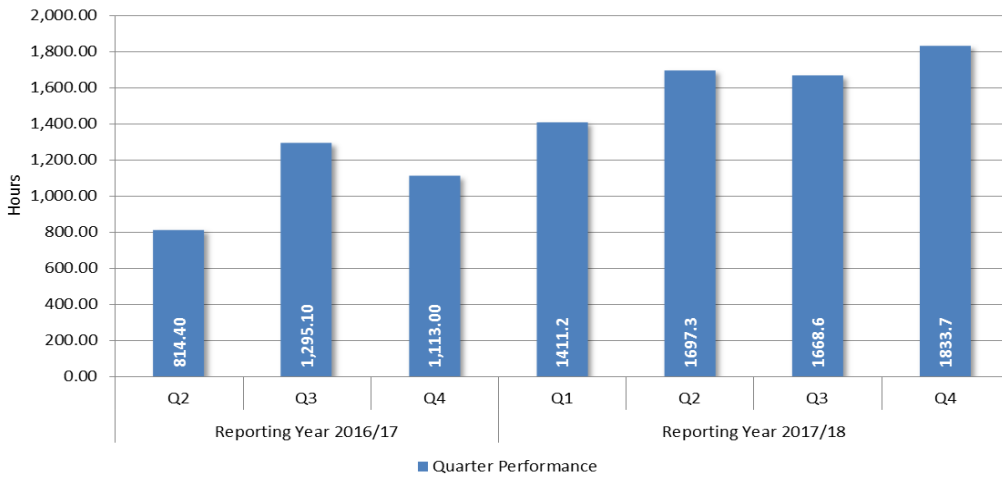
1860.7 community hours have been logged for quarter 2; this is an increase of 1,342 against the quarterly target of 518.7 hours and shows an increase of 163.4 hours when compared to this time last year. During quarter 2 community use has consistently exceeded monthly targets (Jul +542, Aug +509.4, Sep +290.6)

Performance is attributed to increased engagement by core libraries with their local communities. This has encouraged both individuals and groups to promote their organisations, e.g. by running activities or displaying their work within core libraries. It is also recognised that the installation of the dedicated gallery space at Lincoln Central which has increased their capacity to facilitate community use has contributed to this increase.

Community use of libraries		
Month	Target	Actual
April	82.1	575
May	210.9	620.6
June	210.9	736.9
<b>April-June Total</b>	<b>503.9</b>	<b>1,932.50</b>
July	153.9	695.9
August	210.9	720.3
September	153.9	444.5
<b>July-Sept Total</b>	<b>518.7</b>	<b>1,860.7</b>
<b>Cumulative total Apr 18 - Sep 18</b>	<b>1,023</b>	<b>3,793</b>

Further details

### Community Use of Libraries



About the target

Monthly targets have been set within the contract with Greenwich Leisure Limited (GLL)

About the target range

No target range has been set for this target.

About benchmarking

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



Health and Wellbeing is improved

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

Voluntary and community groups actively supported in Lincolnshire

A Non-governmental organisation refers to civil society organisations (i.e. voluntary organisations and community led organisations).

A higher number of community groups actively supported indicates a better performance.



Achieved

587

Advised/supported

Cumulative Actual as at September 2018

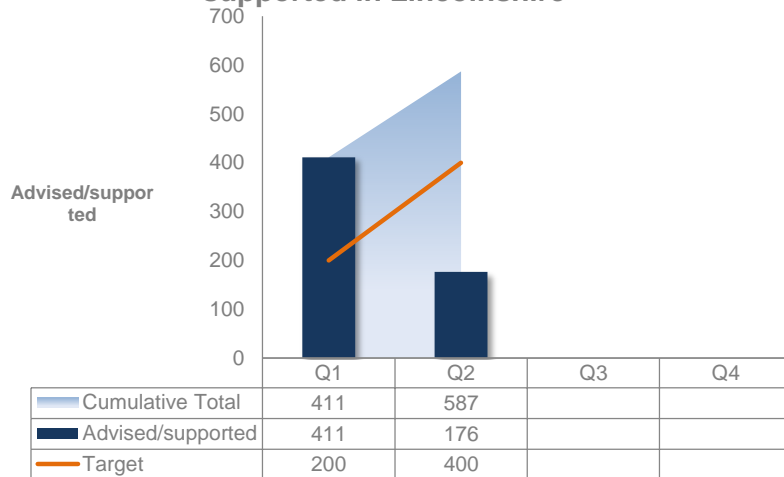


400

Advised/supported

Cumulative Target as at September 2018

Voluntary and community groups actively supported in Lincolnshire

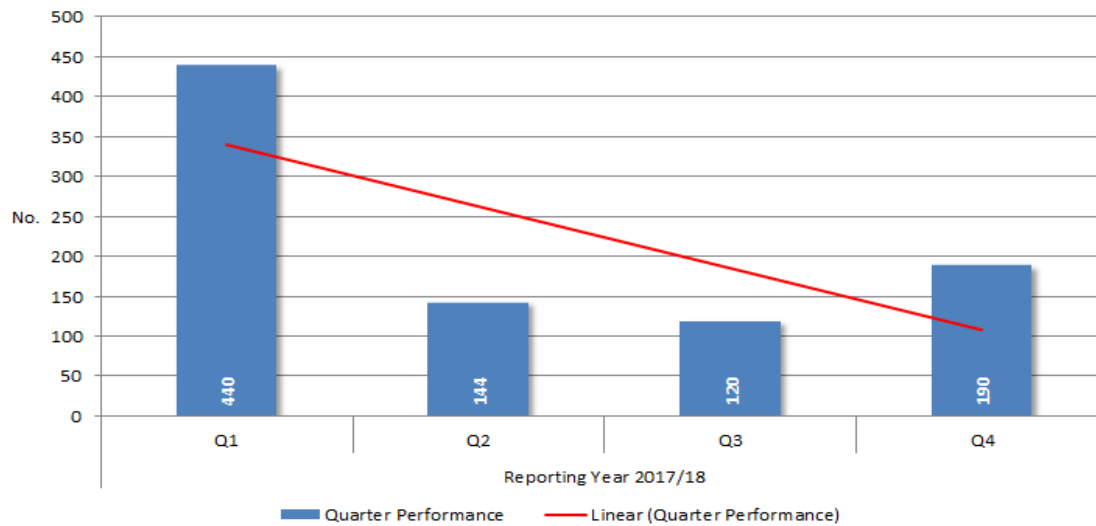


About the latest performance

During this quarter 497 groups and organisations were supported against a target of 200; groups and organisations are only counted once at their initial contact with the service, regardless of how many times they access support in the reporting year. Of the 497 groups supported in Quarter 2, 176 were new groups and organisations that had not accessed support and guidance earlier in the reporting year. Groups supported in Quarter 1 and 2 provide a cumulative total of 587 which is comparable to last year's level of engagement at this point in the year. Support has been provided to help to commence volunteering through liaison with 218 volunteer host organisations and ongoing follow up with the volunteers. These organisations have been actively supported to recruit volunteers during the quarter through the promotion of new volunteering opportunities, development of new volunteer roles, and the active referral of volunteers. Support has been provided to 249 organisations during this quarter through volunteer development work (support to develop volunteering policies and practice), peer learning events, coaching and best practice support around governance and quality standards; 20 organisations received support with DBS checks. The types of organisations supported include care homes, volunteer car schemes, a windmill and museum and a horse welfare and learning centre.

## Further details

### Voluntary and community groups actively supported in Lincolnshire



#### About the target

The target is set locally given this is a local specific measure of the number of voluntary and community groups/organisations actively supported in Lincolnshire by local voluntary sector infrastructure organisations.

#### About the target range

An intuitive target range of +/- 5% has been set.

#### About benchmarking

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



Health and Wellbeing is improved

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

People supported who have accessed volunteer opportunities

This measure aims to track the number of people supported to access volunteer opportunities through Lincolnshire County Council supported projects. Lincolnshire County Council grant funding to a local voluntary sector infrastructure organisation, Voluntary Centre Services (VCS), to enable them to provide volunteer opportunities to those individuals who may not otherwise be able to access them; this could include reasons such as the need for training requirements, support due to a learning disability or a general assistance approach. The volunteer opportunities can be accessed via volunteer centres around the county, or by using the online training packages and support tools for people who may not be able to physically access the Volunteer centres.



Achieved

1,018

People

Cumulative Actual as at September 2018

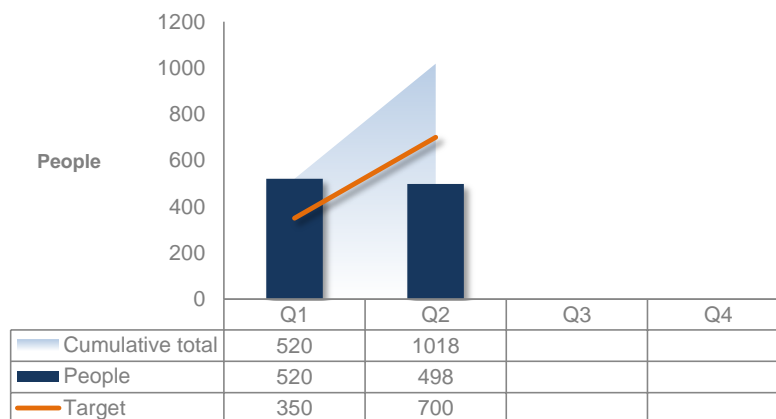


700

People

Cumulative Target as at September 2018

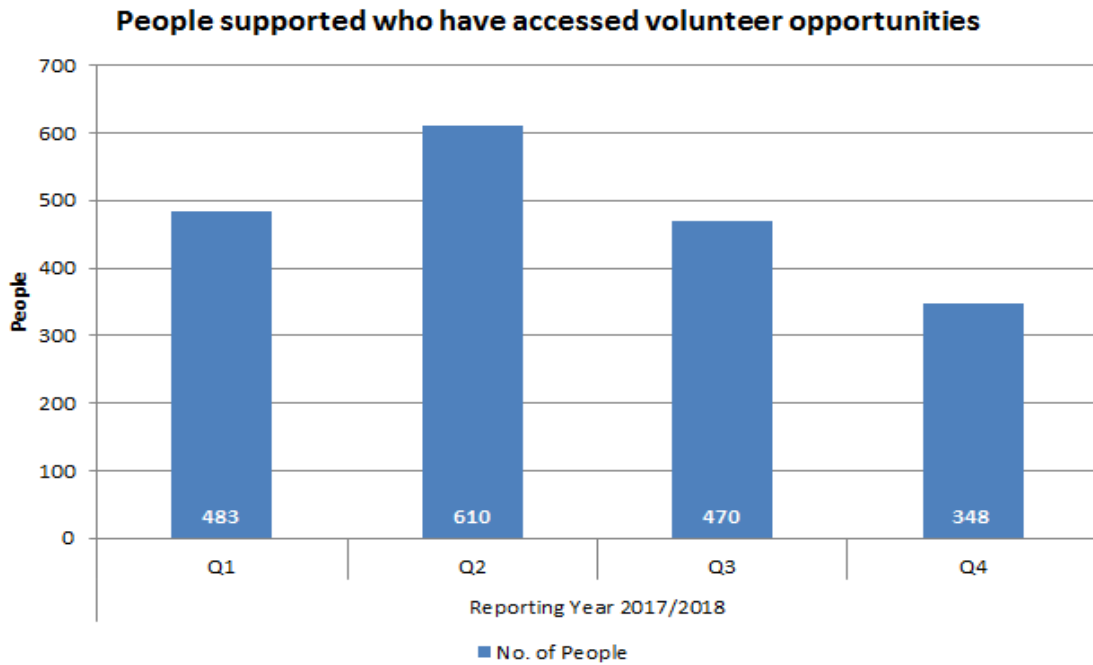
People supported who have accessed volunteer opportunities



About the latest performance

During this quarter 498 volunteers were supported against a quarterly target of 350. This gives a cumulative total of 1018 against a cumulative target of 700 for the reporting year so far. In Quarter 2, over 300 volunteers received face to face support to access volunteering through the Volunteer Centres, including support to identify their skills, interests and most appropriate volunteering opportunities available. Follow up support included liaison with volunteer host organisations, support to fill in applications and regular volunteer mentoring. An increase in micro volunteering and team challenges over the summer has also contributed to this high level of volunteer numbers. New volunteer roles for this quarter included opportunities to support offenders leaving prison, developing food bank provisions, helping people to access online services and heritage research for the Mayflower 400 celebrations.

## Further details



### About the target

The target is set locally given this is a local specific measure of the number of people accessing volunteer opportunities, supported in Lincolnshire by a local voluntary sector infrastructure organisation.

### About the target range

An intuitive target range of +/-7% has been set for this measure. This allows for some fluctuation against the target, due to the unpredictable nature of people accessing volunteer opportunities.

### About benchmarking

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