Lincolnshire
COUNTY COUNCIL
Working for a better future

County Offices
Newland
Lincoln
LN1 1YL

16 July 2018

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 24 July 2018 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

Keith Ireland

Keith Ireland
Chief Executive

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

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

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 24 JULY 2018

Item	Title	Pages
1	**Apologies for Absence/Replacement Councillors**	
2	**Declaration of Members' Interests**	
3	**Minutes of the meeting held on 12 June 2018**	5 - 16
4	**Announcements by the Chairman, Executive Councillors and Lead Officers**	
5	**Performance of Library Services Contract - Year 2 Review** *(To receive a report by Michaela Finan, Libraries and Heritage Client Lead, which provides an update of the contract performance information to enable the Committee to fulfil its role in scrutinising the performance of the second year of the out-sourced Library Contract to Greenwich Leisure Limited (GLL). Representatives from GLL will be in attendance at the meeting)*	17 - 34
6	**Financial Inclusion** *(To receive a report by Lynne Faulder, Financial Inclusion Officer, which provides information and overview on Financial Inclusion activity, the financial inclusion challenges facing Lincolnshire as well as the local context, key drivers and priorities)*	35 - 42
7	**Volunteering in Lincolnshire** *(To receive a report by Samantha Hardy, Programme Officer – Community Engagement, Public Health, which provides an update on volunteering for Lincolnshire County Council and supporting volunteers across Lincolnshire)*	43 - 50
8	**Fire and Rescue - Prevention and Protection Strategies** *(To receive a report by Simon York, Area Manager – Planning, Protection and Prevention, which informs the Committee of the of the Prevention and Protection activities undertaken in support of Lincolnshire Fire and Rescue's Prevention and Protection Strategies which engage with the community with the aim of preventing fires occurring)*	51 - 98
9	**Quarter 4 Performance Report (1 January to 31 March 2018)** *(To receive a report which provides key performance information that is relevant to the work of the Public Protection and Communities Scrutiny Committee. Lead officers for the service areas will be in attendance at the meeting)*	99 - 146

10   **Public Protection and Communities Scrutiny Committee**
Work Programme
(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 focused where it can be of greatest benefit)

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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.

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Lincolnshire
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PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
12 JUNE 2018

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

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

Councillors: R D Butroid, Mrs S Woolley and C N Worth attended the meeting as observers

Officers in attendance:-

John Cook (Acting Assistant Chief Fire Officer), Chief Superintendent Chris Davison (County Officer Public Protection), Bev Finnegan (Programme Manager), Nicole Hilton (Chief Community Engagement Officer), Pete Moore (Executive Director, Finance and Public Protection), Simon Evans (Health Scrutiny Officer) and Rachel Wilson (Democratic Services Officer) and Simon York (Area Manager – Planning, Prevention and Protection)

1   APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

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

An apology for absence was also received from Councillor B Young, Executive Councillor for Community Safety and People Management.

2   DECLARATION OF MEMBERS' INTERESTS

There were no declarations of interest at this point in the meeting.

3   MINUTES OF THE MEETING HELD ON 13 MARCH 2018

During consideration of the minutes, it was noted that the resolution in relation to minute number 54 (Citizens Advice Lincolnshire) indicated that the Committee supported the recommendations to the Executive as set out in the report. However, Councillor K J Clarke wished it to be recorded that he did not support them.

It was also noted that Councillor C R Oxby had submitted his apologies but they had been missed off the minutes.

RESOLVED

That the minutes of the meeting held on 13 March 2018 be signed by the Chairman as a correct record, subject to the points highlighted above.

4   ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND LEAD OFFICERS

The Chairman reported that he had attended a multi-agency emergency planning training exercise at Waddington on 11 April 2018 and had been interested to see the deployment of the drone.

The Chairman also informed the Committee that this would be last meeting of the Committee attended by Assistant Chief Fire Officer John Cook as he was due to retire on 6 July 2018 after 30 years of service.

5   FIRE AND RESCUE - PEER CHALLENGE ACTION PLAN

Lincolnshire Fire and Rescue (LFR) undertook a Local Government Association and National Fire Chiefs Council Fire Peer Challenge over the period 26 – 29 September 2017.   Members were advised that the report presented highlighted the key outcomes and findings from that Peer Challenge process. It was reported that feedback from the Peer Challenge was generally positive. An action plan was developed to address those 'areas for consideration' identified in the report. The report updated members on the progress made against the action plan to date.

Members were informed that the Action Plan comprised of 25 actions and had been updated with progress to June 2018. While good progress had been achieved, those planned completion dates which had not been met had a new agreed target date entered beneath. It was noted that of the 25 actions, 12 were complete, work had commenced on a further 12 and action against one had yet to commence. Officers continued to work hard complete all actions.

It was also noted that at the time the action plan was drafted, there was an announcement by the Home Office of its intent to introduce a formal inspection process, however, it was not anticipated that Lincolnshire would be within the first tranche of inspections. It was believed that undergoing Fire Peer Challenge had put the authority in a good place in terms of preparing for a formal inspection. However, the additional burden of inspection preparation and limited available resources for implementing some of the actions in the plan would be a factor, despite this progress continued to be made.

Members were guided through the action plan and provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:
- Action 8 - It was commented that it was good to see that fire fighters in training were able to ride in fire engines ahead of completing all course modules.
- Action 23 – it was queried whether there were any lone workers who were at risk from working with machinery. Members were advised that there were a

number of employees who worked alone primarily maintaining fire hydrants, but highways standards were complied with. It was also noted that community safety advocates went into people's homes alone and there were processes in place to provide them with support. Work was ongoing with the County Council through the health and wellbeing team.

- Action 19 – in terms of recruitment and retention, it was queried whether there was equality in terms of gender. Members were advised that there were no particular issues around gender, although there were not as many women who wanted to join the fire service. It was noted that there was now plenty of flexibility in terms of working hours. The only barrier in terms of recruitment was people's desire to do the job. Recruitment from all parts of the community was encouraged at any opportunity. It was also noted that in terms of retention there was no particular issue in losing staff from a gender point of view. Issues were mostly around work for the retained duty fire fighters as for rural fire stations there was very little rural employment, and retained fire fighters had to live or work within 5 minutes of the station. If they moved for work it was unlikely they would be able to continue as a retained fire fighter. However, it was noted that female retained fire fighters were more likely to stay with the fire service than male retained officers.

- The Executive Councillor for Culture and Emergency Services commented that there continued to be regular numbers of female fire fighters at the recent pass out parades he had attended.

- It was highlighted that there were a number of acronyms within the report and in future it would be useful if a glossary was included. Officers agreed to take note of this for the future.

- It was clarified that the 'Bardney Four' referred to a decision by Rase at Bardney to release four members of staff to cover Bardney fire station. Due to work constraints it had not been possible for these staff to attend training, and so a training programme had been developed which could be delivered in the work place during work hours. It was noted that the Fire Service would like to deliver more training programmes in this way but they were very resource intensive.

- Queries were raised in terms how the health, safety and welfare of staff was managed but members were advised that the next item on the agenda would explain this in more detail. It was noted that a huge amount of work had been carried out into this area.

- It was queried how the Fire Service was working within neighbourhood teams and the STP. It was noted that in terms of carrying out the home safety checks, officers were working directly with the teams, and it was about reporting and sharing information to try and support with a more holistic approach. This had been a very successful way of multi-agency working so far. It was noted that this had been led by the NHS, but there had been some difficulties engaging with the NHS. Some teams were working really well but some were still in the development phase. It was expected that things would move forward in the next 12 months.

- Members were advised that for a whole time fire fighter, the training period was 12 continuous weeks, and for a retained fire fighter it was 35 days over a number of months.

- In terms of the bad behaviour that had been directed towards fire fighters from members of the public, it was queried whether this was an issue experienced in Lincolnshire and how they coped with it. Members advised that fortunately this was not a major issue in Lincolnshire, and occurrences were rare. There had only been a number of really minor incidents.
- It was noted that there had been a serious event 12 months ago in Spalding, and Fire and Rescue were working with the Police to debrief those involved. Some additional training had been put together on what to do if conflict occurred.
- The community safety advocates had also recently attended a self-defence course with the Police.
- Members congratulated the Assistant Chief Fire Officer on achieving 30 years of service and wished him all the best for his future.
- With regard to the reference to the future need for a strategic plan for collaboration between partners, it was queried whether this was considered to be the start of regionalisation of services. Members were advised that the strategy that had been created was more focused on activities which could be shared such as training with the Police, as well as the improved sharing of information. The aim would be to have more locally based delivery priorities.
- Members congratulated Fire and Rescue on the findings of the Fire Peer Challenge Report, as it recognised that issues were being addressed in a robust and professional manner.
- The report set out that there was a good working relationship with the East Midlands Ambulance Service (EMAS), and it was queried whether there were any potential difficulties with this, as Fire and Rescue had good response times. It was acknowledged that on occasion there were frustrations, particularly in relation to co-responding. However, it was noted that EMAS was working hard to try and resolve this.
- It was queried why whole time firefighters were referred to as either technicians or operators. Members were advised that the difference was not about ability, as all were trained to the same standard. The difference was about some having specialised capabilities, as it did not make sense to train the whole work force with skill sets that would be rarely used. Therefore, some would undergo training for specialised capabilities which would take a lot of maintenance and training. It was recognised that there were some frustrations within the workforce around this.
- It was noted that the number of home safety checks completed by whole time fire fighters was low. However, it was noted that they did visited the vulnerable, and the number of visits carried out had increased. It was also noted that retained fire fighters tended to have day jobs as well so generally would not carry out home safety checks. Resources were concentrated on the most vulnerable people. It was noted that it was a challenge to maintain the correct level of training for the whole retained firefighter workforce.
- It was noted that the availability of vehicles for home safety checks had improved and a review of the fleet was planned.

RESOLVED

That the progress made against the action plan be noted.

6   FIRE AND RESCUE - WELLBEING AND INCLUSION

Consideration was given to a report which highlighted the key elements of the recently agreed Wellbeing and Inclusion Framework, which formed part of Lincolnshire Fire and Rescue's People Strategy. It set out the roles and responsibilities and provided a clear structure to support the achievement of that vision.

Members were informed that the importance that Lincolnshire Fire and Rescue placed on staff wellbeing had long been recognised and could be clearly to a positive Service culture and improved community outcomes. Over the last 12 months there had been increased national interest within the sector on the wellbeing and inclusivity of staff, which had resulted in a number of initiatives to help improve staff wellbeing including promotion of the MIND blue Light Programme and the development of the NJC Inclusive Fire Service Group (IFSG) work.

It was acknowledged that Lincolnshire Fire and Rescue already had a number of mechanisms in place to support staff, but it was important that a coherent approach to delivering these initiatives to improve wellbeing and inclusion within the workforces was maintained.

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:
*   It was commented that the idea of having wellbeing champions was excellent and was about communication and training.
*   It was queried whether there were officers who had suffered post traumatic stress disorder. Members were advised that there had been post incident debriefs in position for many years. However, in the past there may have been more focus on the period just after the incident rather than issues which may materialise 6 months, or a number of years later.
*   There was support for the introduction of a more structured approach, and it was suggested it may be useful for the Committee to see the effects of it in 12 months' time, and have an update report brought back to the Committee.
*   It was noted that the resources of support service Oscarkilo were included as part of the assurance process.
*   It was queried whether the public would consider a diverse workforce to be a priority for Fire and Rescue. However, members were advised that this was a huge issue nationally and was a very important issue for the Service. It was important that the fire service represented its local community. From a retained duty system perspective, if there was a shortage of fire fighters then diversity issues would not be taken into consideration, when considering applications. It was more of a consideration for whole time applications, as it was important to make it possible for everyone to access.

- There was further support for the introduction of wellbeing champions, as one of the biggest barriers was people realising they have a problem and then having the confidence to seek help.
- It was noted that all managers received training in relation to confidentiality. There would also be ongoing training for managers in supporting mental health issues. The support mechanisms would be fully qualified professionals.

RESOLVED

That the comments made in relation to the report be noted.

7   ENGAGEMENT AND CONSULTATION ACTIVITY REVIEW 2017/18

Consideration was given to a report which outlined the engagement and consultation activity for 2017/18. It was reported that the Community Engagement Team provided support and advice to officers across service areas and to elected members on the planning and delivery of engagement (including consultation) activities. The support and advice provided was designed to help services ensure that engagement activities were of a high standard, avoided duplication and contributed to improving community confidence in the Council. The report was informed by a review of council-wide consultation and engagement activity where the Community Engagement Team provided advice and support, including a summary of service evaluations.

Officers advised that this report would one of a series of presentations that would be received by the Committee in relation to Community Engagement. The report to this meeting would focus on the core business of the team. It was noted that it was a corporate team and represented the whole of the consultation and engagement agenda for the council.

Members were provided with an opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:
- The Executive Councillor for Community Engagement and NHS Liaison paid tribute to the Community Engagement Team for their ability to adapt to different situations.
- It was reported that in the previous year there had been 65 engagement activities carried out.
- It was acknowledged that it was important that there was honesty at the start of any consultation or engagement activity about what people could actually influence and not leading them to believe they had influence over things they did not otherwise it would be a very 'noisy' consultation. There was a need to be open and transparent about what was being consulted on and what the public could influence.
- Members commented that they were fully supportive of engagement and consultation, and was confirmed that managing expectations was an important aspect of engagement.

- It was important to give people good information during consultation and engagement activity and the County Council had to be a trusted resource of information.

RESOLVED

That the comments made in relation to the Engagement and Consultation Activity Review 2017-18 be noted.

8   INTEGRATED COMMUNITIES STRATEGY GREEN PAPER
         CONSULTATION RESPONSE

Consideration was given to a report which provided the Committee with an opportunity to consider a draft response to the Government Consultation on the Integrated Communities Strategy Green Paper which the Committee had asked the Community Engagement Team to coordinate on behalf of Lincolnshire County Council.

It was reported that the Ministry of Housing, Community and Local Government had released its vision for building strong integrated communities where people, whatever their background – live, work, learn and socialise together, based on shared rights, responsibilities and opportunities in 2018. The green paper set out an ambitious programme of actions which they proposed to take across government to deliver this vision at the local and national level.

It was reported that, after being tasked by the Public Protection and Communities Scrutiny Committee to co-ordinate a council-wide response to the green paper from a Lincolnshire perspective, the Community Engagement Team invited comment by e-mail from all heads of service (or equivalent). A response was received from each director area and those responses were compiled into one unified draft consultation submission. Members were advised that the response had been submitted on 8 June 2018. The scrutiny committee members had also been asked to contribute.

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:
- It was commented that South Kesteven District Council had held a working group for members where the proposed response was discussed. It was queried why this approach was not taken by the County Council. Members were advised that the draft response was circulated by e-mail to all members who were asked to respond. Comments regarding holding working groups for these situations would be taken on board by officers.
- It was clarified that the Join the Dots events were organised through the Engagement Team and would be held in each district. The aim was to bring communities and local organisations together to work out what the local issues were and how they could be improved. However, it was emphasised that this was not just about negatives, but also about what good things were taking place. These events could generate positivity and resilience in communities.

Officers agreed to circulate the details of the remaining events with the Committee.

- It was queried whether hate crime was a problem across Lincolnshire. Members were advised that it was a concern in Lincolnshire, as it was throughout the country, and it was not seen as a greater risk than in any other part of the country.

- Thanks were recorded for Paul Drury, Community Engagement Officer, who had helped the working group at South Kesteven District Council formulate their responses to the consultation questions.

RESOLVED

1. That the comments made in relation to the County Council's response to the Integrated Communities Strategy Green paper be noted.

2. That the draft Integrated Communities Strategy Green Paper consultation response be endorsed.

3. That the details of the Join the Dots community events be circulated to the members of the Committee.

9   PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to a report which enabled the Committee to 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.

Members were advised that pages 109 – 111 of the agenda pack contained the full work programme for the next 2 -3 meetings.

RESOLVED

That the work programme as presented be agreed.

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

10   A SUMMARY OF THE REVIEW OF THE LINCOLNSHIRE COMMUNITY SAFETY PARTNERSHIP

Consideration was given to a report which provided an overview of the review of the Lincolnshire Community Safety Partnership (LCSP), the subsequent changes to the partnership structure and priority areas and how Lincolnshire County Council was supporting the work of the Partnership.

It was reported that the strategic assessment had been carried out by members of the County Council's Community Safety Team between May and September 2017. The assessment of the LCSP structures and processes involved a quantitative

analysis of LCSP minutes and agendas from 2016/17; LCSP website views and other LCSP publicity; Strategic Management Board (SMB) membership, meetings, delivery plans and risk registers; and analysis products produced for SMBs. The overall findings of this element of the review illustrated a desire for the partnership to continue the good work it was doing, whilst improving and refining the structures and processes that controlled its activity. Members were advised that the key recommendations were:

- The partnership should be renamed the 'Safer Lincolnshire Partnership' (SLP) and all partnership should sit under the Safer Lincolnshire Partnership title.
- The purpose, functions and responsibilities of the LCSP should be split between two groups with different memberships: the Safer Lincolnshire Partnership Overview and Scrutiny Board (SLP-OSB) and the Safer Lincolnshire Partnership Strategy Board (SLP-SB). The SLP-OSB would include representatives from each of the 7 district councils, the county council and the Office of the Police and Crime Commissioner (OPCC). Partner agencies would be represented on the SLP-SB by strategic leads.
- A Core Priority Group (CPG) would also be established for each core priority, and the work of each CPG would be directed by the SLP-SB.

Following consideration of the evidence and recommendations, each agency in the partnership was invited to participate in the priority setting process using the Management of Risk in Law Enforcement (MoRiLE) methodology. Results were amalgamated, scored and analysed and from this work four core priorities were identified by the Partnership and subsequently scrutinised and signed-off by the SLP OSB:

- Anti-social Behaviour
- Domestic Abuse
- Reducing Offending
- Serious and Organised Crime

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following;
- There would be more tightly focused outcomes.
- Serious and organised crime needed to be split into two main areas as it covered a vast array of offences.
- It was confirmed that the Partnership did monitor national trends. It was commented that in the last few weeks, there seems to have been two main issues nationally, networks of people moving drugs along county lines as well as a large increase in knife crime. It was queried whether Lincolnshire was affected by either of these issues. Members were advised that Lincolnshire was being affected by the county lines and drugs issue including the exploitation of the vulnerable in drug crime. Knife crime was not as much of an issue in Lincolnshire, and it was most likely to be a domestic abuse crime if a knife was used in the county.

- Domestic abuse could be intergenerational and could impact on children and they could suffer as a result, and it was queried what the relationship with children's services was like and how the cycle of abuse could be broken. Members were advised that this was covered in a number of ways, at a strategic level by the Lincolnshire Safeguarding Children's Board, and programmes in schools on crime reduction, as well as education including what a healthy relationship was and what was not, the development of perpetrator programmes. ARC (Assisting Rehabilitation through Collaboration) tried to prioritise those offenders with families very early on, as the aim was to break the cycle. The aim was to deal with the offenders on a holistic basis, and also include other member of the family in the process.

- It was noted that the domestic abuse service had been re-procured, and within the contract, the inclusion of more support for children had been requested. It was noted that discussions were still taking place in relation to what the therapeutic approach would look like.

- There was an assumption that a lot of work that went on around substance misuse would have an impact on the local NHS, and it was queried to what extent the authority was involved in working with health colleagues. Members were advised that there were representatives from public health on the Strategic Board, including the Director of Operation for Lincolnshire Partnership NHS Foundation Trust. Substance misuse and mental health were issues which were being discussed by the Board. Work was underway to bring services together for people with complex needs in terms of crime and disorder. There had also been some discussions with neighbourhood teams. Early dialogue was taking place to ensure that there were fewer gaps for people to fall between.

- It was queried how often priorities were reviewed. Members were advised that there was a formal process to review them, with a refresh every 6 months and a full review every 12 months. However, if there was an emerging issue, the Partnership would be able to convene to discuss the issue in relation to the priorities.

- With the numbers of Police and Community Support Officers's decreasing it was queried how the Police would deal with this change, and members were advised that a change was need from being reactive to being more pro-active and preventative. There would be a need to work more in partnership. There was also a need to change the conditions in which crime flourished.

- It was commented that the ARC programme was reducing the amount of offences committed by 50-60%.

- It was queried what methodology would be used for raising the awareness of fraud. Members were advised that one of the things that the Core Priorities Group would do was collate information. It was noted that there was a lot of activity going on in this area. Trading Standards ran a lot of campaigns on fraud issues, along with distribution of public messages through social media and community events. Officers would also attend incidents where people had been the victim of fraud to try to prevent further incidents in future.

- It was queried whether there could be a single message for Lincolnshire in terms of fraud awareness. In terms of reporting mechanisms, it was important to ensure it was as simple as possible for the public to report and issue. It was

noted that quite a lot of information came from London, but there was work to be done on how things were reported more locally. Members were advised that a lot of people reported fraud directly to their bank, and the police may not be informed of these incidents.

- It was noted that rough sleeping was a national issue, and it was queried how this was being addressed in Lincolnshire. It was noted that ARC and Action Lincolnshire did similar work with similar charities in offices which were next to each other, and there were plans to merge some of these groups so they could focus of the individual they were helping. It was noted that some behaviours could be cyclical and the aim would be to help people who were at risk of losing their tenancies, and it was also possible that people in this situation could have substance misuse issues and or mental health issues. It was hoped that if these issues could be tackled, then those vulnerable people would be able to maintain their tenancies, not become homeless and subsequently fall into offending behaviours.

RESOLVED

1. That the comments made in relation to the report be noted.

2. That the Public Protection and Communities Scrutiny Committee endorse the Safer Lincolnshire Partnership plan to reduce crime, disorder and anti-social behaviour in the county of Lincolnshire in the coming years.

The meeting closed at 12.15 pm

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Lincolnshire
COUNTY COUNCIL
Working for a better future

Open Report on behalf of Richard Wills, **Executive Director for Environment & Economy**	

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**24 July 2018**
Subject:	**Performance of Library Services Contract - Year 2 Review**

Summary:
This report provides an update of the contract performance information to enable the Public Protection and Community Scrutiny Committee to fulfil its role in scrutinising performance of the second year of the out-sourced Library Contract to Greenwich Leisure Limited [GLL].

Actions Required:
Members of the Public Protection and Community Scrutiny Committee are invited to consider and comment on the performance information included in the report and to:
1) Endorse the ongoing development and proposed 'Year 3 Developments' highlighted in the report;
2) Highlight any additional priorities for consideration; and,
3) Support receiving annual performance updates on the Library Services Contract going forward.

1. Background

The decision to outsource LCCs statutory library service was taken to enable the delivery of a cost effective, high quality, library service in an ongoing environment of financial constraint.

Key aims of this outsourcing:
- Increase levels of service performance,
- Improved customer's experience
- Service transformation.

The Library Service contract with GLL commenced April 2016. GLL has now entered Year 3 of a 5 year contract with an option to extend the contract by a further 5 years taking us to 31 March 2021 or 31 March 2026 if extended.

GLL are contracted to deliver the following elements:

- **Universal Services including**:
  a) a website providing an online public access catalogue, e-books, e-audio, e-magazines
  b) telephone access to a range of library services via liaison and co-operation with the Council's Customer Service Centre

- **15 Core Libraries in the following locations**:
  Boston, Bourne, Gainsborough, Grantham, Horncastle, Lincoln, Long Sutton, Louth, Mablethorpe, Market Rasen, Skegness, Sleaford, Spalding, Stamford and Woodhall Spa

  Grantham has not yet transferred to GLL and is still operating as a LCC library. Whilst we understand that the sale of the Isaac Newton shopping centre has successfully concluded, we are yet to receive confirmation or approval of a sublease arrangement. This is not operationally critical, however solutions are being pursued as a priority.

- **Targeted provision**:
  a) the provision of Home Library Services to Eligible Users.
  b) services to people who are blind or partially sighted through Listening Lincs.
  c) reading development activities with the aim of promoting an increase in the love of books and reading (including the Bookstart Services).

- **Support for up to 40 Community Hubs**:
  a) provide, maintain, rotate and renew at least 4,000 books to each Community Library.
  b) undertake stock maintenance which requires checking of stock for items to be discarded.
  c) undertake stock cataloguing and processing.
  d) ensure that Community Library users will be able to access the services through the Library Management System (LMS).
  e) ensure that Community Library users will be able to reserve, collect and return stock at other Community Libraries, the Core Libraries and Mobile Library Vehicles.
  f) deliver a range of free training, advice and support to community organisations. This will include day to day operations, including use of the computerised Library Management System (LMS).

- **A mobile library service**

- **The delivery of other paid for services**:
  Such as reading, music and drama groups and services to schools

2. GLL Review of Year 2

In year two of the contract GLL has continued to make significant improvements to library services.

Eight of the eleven Key Performance Indicators were achieved with a third only narrowly missed due to unusually poor weather.

This year has seen a focus on improving back office services to ensure that library materials are purchased efficiently and are distributed quickly around the County, so that the books customers want to read are available in their local libraries. This modern approach means that new stock in core libraries is available to customers within 24hrs of delivery in the County and that 89% of reserved items were fulfilled within 30 days, if not sooner.

More effective management of the library stock has had a positive impact on performance with issue figures for core, mobile and e-services exceeding target by 11.5%, while use of the library website exceeded target by 14.2%.

Library staff ran a total of 4,933 events in core libraries during 2017/8. Customers really enjoy the events which take place in libraries, and, year on year, the number of events and activities taking place in Lincolnshire Libraries has increased by over 50%, with over 68,000 adults and children attending library events and activities in 2017/18. All core and mobile libraries participated in national reading campaigns such as BookTrust's 'Bath, Book, Bed' and Bookstart Week as well as the always popular Summer Reading Challenge. October 2017 saw the first ever National Libraries Week and alongside regular book lending and enquiry services over 80 events were held in core and mobile libraries across the county.

To further enhance customer's reading experience a range of author and writer visits and workshops were held across the county. Visiting authors included: Stephen Booth, Christina James, Sarah Ward, Richard Leatherhead, David Marks and Martin Davies. Perhaps the most high profile speaker was Lincolnshire born author and comedian Robert Webb who Lincoln Library welcomed for a question and answer session about his autobiography, 'How not to be a Boy'.

Alongside improving in-house efficiency and running popular event programmes, bids were submitted by GLL for external funding to develop the library service and £231,000 of Arts Council funding was secured. This was used to provide Library Labs with a variety of IT equipment for activities such as coding and digital photography in four Lincolnshire Libraries, as well as travelling labs which can be moved from library to library.

Library Development Officers successfully supported the volunteer run Community Hubs in Welton, North Hykeham and Burgh-le-Marsh in moving to new locations within their communities.

GLL holds a national annual awards ceremony for staff each year and in 2018 Lincolnshire Libraries were very successful with the Library Managers from Louth and Spalding winning the national Innovation Award for their Reading to Dogs scheme and the Mobiles Team won the Regional Library/Centre of the Year Award.

Development this year has been limited by the existing IT which has resulted in a decline in the use of the Peoples Network public computers and a smaller linked decline in visits to libraries. Customer feedback evidences an increasing expectation for access to high quality IT facilities in our libraries to ensure customers can fully engage in the digital world; whether it be to look for jobs online, access study resources for school or college studies, access and print personal documents such as online banking statements or simply stay in touch with friends and family abroad. 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 and this will form a large part of the Year 3 developments.

Links with local promotions have enabled participation in the Lincoln Knights Trail; Stamford Georgian Festival; Sleaford and Woodhall Spa Christmas Markets and the 'Sleaford Live' music festival. The District Mobile in South Holland also participated in the 'Transported' project by ArtsNK where professional performance poets were welcomed at mobile stops to lead 'pop-up' poetry sessions focusing on local folklore and songs.

Website development and better promotion of the library catalogue, e-book, e-audio, e-magazine collections and online information has seen customer engagement via social media and the virtual catalogue increase by 15% when compared to 2016/17. GLL Staff Training and Development in Year 2 has built on the compliance sessions previously delivered during Year 1.   Various library specific training including Reading and Wellbeing; and Public Libraries Universal Information Offer and the Instant Library Application were delivered by the Libraries Specialist Team. Prevent and Making Every Contract Count were delivered by LCC.

3. **Performance Review**

Key Performance Indicators
There are eleven KPIs, bespoke to the libraries contract, which were devised alongside baselines for performance and monthly targets; agreed in conjunction with GLL.

In Year 2 of the contract GLL successfully achieved or exceeded all but three of these targets, with KPI-10, the percentage of mobile library stops scheduled successfully delivered, missing by 1% due to unusually poor weather at the beginning of 2018.

The implementation of 'thermal imaging' people counters has increased the integrity of the data that GLL capture and subsequently the level of confidence in the performance reporting.

During the first three months of the contract, KPI-1 and KPI-3 were missed by a relatively small margin but GLL went on to achieve the total target for Year 1. In Year 2 the performance against these targets has consistently missed the expected level of performance.

Factors contributing to the failure to achieve KPI-1 include a reduced events programme during the summer due to timing of school holidays; adverse weather

conditions towards the end of the reporting year and an increase in the gap between customer expectation of the Public Network [PN] machines/internet access and the current ability to meet this. It should also be recognized against a national picture of declining library visits.

The pace of change in the IT requirements of our customers and the ongoing ability of the IT network within libraries to meet these needs is identified as the primary reason for GLL missing KPI-3.

Mitigation has been given to relieve GLL's abatement points and thus Service Credits that would otherwise be accrued during the decision and implementation period for any future development of libraries IT.

With regards to KPI-10 (mobile provision) the transition period in Year 1 again proved challenging but things have remained stable throughout Year 2, including a reduction in routes, though was latterly affected by the unusually bad weather in the winter.

Table 1: Year 2 contract performance 1st April 2017 to 31st March 2018

Key Performance Indicator (KPI)[1]	Target	Achievement
KPI-1 Number of visits to Core Libraries and mobile Library Services in a contract year	**1,607,042**	**1,563,606**
KPI-2 Percentage of scheduled events at Core Libraries in a Contract Year which are delivered	**100%**	**100%**
KPI-3 Number of hours of use of access to the internet from public access computers in Core Libraries and Mobile Library vehicles in a Contract year	**166,058**	**145,340**
KPI-5 Number of visits to the library website in a Contract Year	**388,761**	**444,020**
KPI-6 Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	**1,754,741**	**1,956,122**
KPI-7 Percentage of books Requested delivered within 7 days	**65%**	**69%**
KPI-8 Percentage of books Requested delivered within 15 days	**75%**	**83%**
KPI-9 Percentage of books Requested delivered within 30 days	**85%**	**89%**

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[1] *KPI-4 - number of hours of Wi-Fi use in a contract year' is excluded from this data as this is yet to be measured.*

Key Performance Indicator (KPI)[1]	Target	Achievement
KPI-10 Percentage of mobile library stops scheduled in any Contract Year which are delivered	**100%**	**99%**
KPI-11 Aggregate number of hours of Community Use at all Core Libraries	**1,780.0**	**6,610.8**

Appendix A to this report provides the detailed Key Performance Indicator (KPI) results for Year 2 [1 April – 31 March 2018]. Green indicates that GLLs performance as measured against the KPI has either met or exceeded the TSL as set out under the Library Contract. Orange indicates that GLLs performance against the KPI has failed to meet the Target Service Level (TSL).

4. Service Transformation

4.1 Innovation

Mobile Service
In July 2017 the mobile service routes were revised, with the reduction resulting in minimal impact upon service users. These changes were in line with both service demand and the positive impact of the creation of hubs in the community, providing wider customer choice. Mobile Service savings were built into the contract and are being realised over the contracts lifetime. GLL continue to review service demand on an ongoing basis.

Exit of Lexicon House
The programme to exit Lexicon House was successfully achieved by 31 March 2018. The book stock warehousing at Lexicon has ceased and by having book stock delivered direct to libraries from source has helped streamline back office activity and save processing time. This sees new stock in core libraries, being available to customers within 24hrs of delivery in to the county.

The result of this move has enabled the Readers, Music and Drama Group provision to be more flexible and customer responsive; an increase has been seen in the number of groups being served by nearly 10% to 265, all within existing staff and stock capacity; the first significant service growth since 2011.

GLL 'To Be' model
At the time the contract commenced in April 2016, it was acknowledged by all parties that Libraries ICT would benefit from investment to improve computer access and Wi-Fi availability to the public whilst also aiming to achieve better value for money.

GLLs initial bid provided a comprehensive and detailed IMT replacement model. This has been reviewed by Commissioner for Libraries and Client Lead along with the then lead of IMT. A business case is now being prepared in conjunction with the Commercial Team to enable further discussion and potential agreement of a sustainable way forward. It is anticipated that this will be reviewed at the end of July.

Move of Spalding Library to Red Lion Quarter
Preparation is now underway for GLL to move provision of the library service from its current location to more modern premises, with shared facilities within the Red Lion Quarter.

This move demonstrates an investment in the service and town by GLL and comes at no cost to the Council. The benefits will include increased footfall to this building and surrounding businesses and the intended coffee bar would encourage social interaction and cohesion. The new look and feel will appeal to a wider audience and therefore it is anticipated that the service will benefit from an increase in service users; not only from the local area, but from users of the Boston College building.

Other Refurbishments and Improvements
Building on the improvement and refurbishment of 8 core libraries within Year 1, Year 2 has seen Skegness library benefit from a full site redecoration; Boston and Gainsborough received improvements to their library layout as well as the addition of bespoke furnishings to house equipment for the ForgingLincs project.

Improvements have also been made to the Library Management System to ensure it is accurate, informative and user friendly.

4.2 Savings

Through the outsourcing of the libraries contract the council expected to achieve substantial savings against the £4.4 million per annum cost of service delivery. The overall savings projected by GLL was £2.12 million over 5 Year's delivery, reflecting a 9.62% reduction to the cost to the Council of delivering the service.

In addition to the capital savings of £1.6m at commencement of the contract and the on-going revenue savings of £57K which were realised as there was no requirement for the new build 'distribution centre' at Sleaford, revenue savings of approximately £260K continue to be realised through rate relief of 80% on buildings occupied.

GLL have been able to operate the mobile service with a reduced number of vehicles resulting in vehicle lease savings of approximately £50K p.a. Greater utilisation of mobile fleet vehicles (the use of smaller vehicles as internal courier service has removed the need for an externally procured courier service costing £160k per annum). Although not presently known, potential savings will be realised through the streamlining of services due to the recent move from Lexicon House. Savings are expected to be achieved through the reduction of reserve stock storage costs and through competitive pricing of 'shelve ready' books delivered direct to libraries.

Additional savings may also be possible if a positive business case can be made for transferring IT services to GLL.

5. Community Hubs

The development of community hubs was driven by the desire to give communities more control and a bigger role in delivering services, whilst ensuring services remained affordable within the Council's reduced budget.

5.1 Hubs are Future Focused and Thriving

Community Hubs need to be sustainable to ensure they will be there in years to come. Hubs have achieved this through a range of income sources/funding which they require to cover the costs of running activities, e.g. grants, donations, hiring out space, etc.

To enable a Community Hub to be effective it needs to make use of good ideas and resources within the community and be able to adapt to changing circumstances.

The following examples demonstrate a move towards future sustainability:

North Hykeham
North Hykeham Community Hub moved from Middle Street, a previous LCC property, to new premises at Valerian Way in North Hykeham. They re-opened in October 2017 bringing library facilities and community space into the heart of a housing development.

Welton
Welton Community Hub moved to new premises from their previous site at the centre of Welton and re-opened in March 2018 at Manor Park Sports Club on the edge of their village. Although smaller in size they have managed their space well and have created a lovely environment for community use. This move has given them additional parking facilities making access to the site easier and with the addition of kitchen facilities they will now be able to achieve one of their aims of being able to offer 'soup and a sandwich' lunches to alleviate social isolation for the elderly within the community.

Burgh le Marsh
Burgh le Marsh Community Hub moved to secure the longevity of a library service in their village and re-opened in February 2018 at a new dedicated modular library building, shared with the Council Chamber, at Tinkers Field, Burgh le Marsh.

Nettleham
Nettleham Community Hub is a focal point within their community and facilitates a wide range of events for all ages. External funding has been sourced for investment in enhancing and expanding their Hub which has recently incorporated a coffee shop. They are looking to turn their venture into a money-making business so that they can stay open for years to come. They have applied for a 25 year lease to be able to secure larger amounts of funding and the hub has been registered as an asset of community value.

5.2 Provision of Community Hubs

GLL provide ongoing professional support in the form of Library Development Officers [LDO's], including operational management of book stock, volunteer training and development, support of volunteers as well as supporting hubs to be professional and safe places for the members of the public to utilise; ensuring that the national picture in libraries performance and innovation is reflected locally.

LCC provide the provision of computers for public use, volunteer use and access to LCC IT helpdesk. For those hubs that have chosen to remain in Council-owned premises preferable rates of a peppercorn rent for the initial 4 years of their lease between the Community Hub and the Council were applied.

Financially, all Community Hubs have been supported financially with the allocation of £15K a one-off capital payment to assist with set-up/improvement works and an annual revenue payment of £5,167 whilst they remain operating as a Community Hub for a minimum of 6 hours per week for 50 weeks per year.

Overall there is a commitment to support up to 40 Community Hubs and during the period 1st April 2017 and 31st March 2018, GLL provided support to 36. Of these 36, 34 are community group run. A library provision is also provided at Belton Lane Children's Centre and all three Lincolnshire Hospitals; these are manged by the staff at each location but again supported by GLL. See Table 2 below:

Table 2: Community Hubs – for the period 01.04.17 – 31.03.18

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

These 'hubs' do not receive the £5,167 annual revenue grant nor £15,000 capital grant. They are classified as a hub for the purpose of the GLL support to community hubs contractual payment clause.

Appendix C provides a list of the 36 Community Hubs and their Community Group names.

Community Hubs are independent and so have autonomy around opening hours, activities available and other potential utilisation of the site. All income received is retained by the hub, for reinvestment into the site.

Whilst Key Performance Indicators (KPI's) are not measured for Community Hubs an annual review is conducted to examine sustainability and the positive impact a Community Hub has on their respective communities. These reviews are led by GLL Library Development Officers with attendance from the Client Lead when required. There is a standard agenda to aid discussion covering risk; concerns; service to customers and best possible use of resources/finance. This decision was made to intentionally minimise the emphasis on traditional performance management in order to best enable these hubs to achieve independence and reflect community need.

6. Conclusion

Building on the successes and foundations of Year 2 a variety of focused activities are planned for Year 3 (April 2018 – March 2019) which includes:
- Undertake a review of Library Opening times to ensure the needs of local communities are met.
- Ensuring a positive legacy for the 'ForgingLincs' project
- Further service innovation, including continued exploration of IT development.
- Re-categorising library stock in line with the recently implement UK Standard Stock Categories and changing shelf layouts to ensure stock is arranged more accessibly for customers
- Implementing visual merchandising techniques that can be utilised in the library environment to attract and actively engage library users with stock and further increase issues
- Staff Training and Development – focus on the Libraries Connected (previously Society of Chief Librarians) training package 'Talking to Readers' to improve Library Staff skills and confidence when interacting with customers

7. Consultation

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

N/A

b) Risks and Impact Analysis

N/A

8. Appendices

These are listed below and attached at the back of the report	
Appendix A	GLL Year 2 Performance 2017/18
Appendix B	Community Group information 2017/18
Appendix C	GLL Library Services Developments and Improvements 2017/18

9. 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 Michaela Finan, who can be contacted on 53827 or michaela.finan@lincolnshire.gov.uk.

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GLL performance reporting Year 2 [Apr17-Mar18]

KPI	Detail	Baseline (annual)	Target (annual)	April Baseline	April Target	April Actual	May Baseline	May Target	May Actual	June Baseline	June Target	June Actual	July Baseline	July Target	July Actual	Aug Baseline	Aug Target	Aug Actual	Sept Baseline	Sept Target	Sept Actual	Oct Baseline	Oct Target	Oct Actual	Nov Baseline	Nov Target	Nov Actual	Dec Baseline	Dec Target	Dec Actual	Jan Baseline	Jan Target	Jan Actual	Feb Baseline	Feb Target	Feb Actual	March Baseline	March Target	March Actual
1	Number of Visits to Core Libraries and Mobile Library Services in a Contract year	1,460,947	1,594,838	111,959	123,155	126,149	112,468	123,715	135,327	117,997	129,797	128,774	135,604	136,960	137,587	127,110	139,821	164,072	129,220	142,142	135,044	136,759	150,435	132,314	122,087	134,296	129,670	100,795	110,875	103,659	114,977	126,475	125,938	128,992	141,891	119,990	122,980	135,278	125,082
2	Percentage of scheduled events at Core Libraries in a Contract Year which	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Number of hours of use of access to the internet from public access computers in Core Libraries and Mobile Library vehicles in a Contract year	150,962	164,730	13,535	14,889	11,375	12,976	14,274	12,300	13,465	14,811	12,614	14,764	14,911	12,672	13,054	14,360	13,194	13,597	14,956	12,782	13,645	15,010	12,447	12,340	13,574	12,429	9,914	10,906	10,196	10,350	11,385	12,364	11,720	12,892	11,363	11,602	12,762	11,604
4	Number of hours of Wi-fi Use in a Contract Year																																						
5	Number of visits to the library website in a Contract Year	353,419	390,873	29,964	32,960	34,340	30,119	33,131	36,308	28,607	31,468	35,979	29,991	32,990	37,446	30,683	33,751	38,144	29,194	32,113	37,550	30,433	33,476	38,028	30,057	33,063	36,876	24,953	27,448	32,399	30,699	33,769	38,849	30,770	33,847	36,655	29,869	32,856	41,444
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,687,251	1,754,742	144,811	150,603	153,264	136,426	141,883	167,375	140,905	146,541	165,217	147,371	153,266	175,471	148,594	154,538	182,223	154,362	160,536	163,873	155,306	161,518	170,960	139,580	145,163	160,067	115,634	120,259	124,866	119,309	124,081	168,118	143,926	149,683	159,199	141,028	146,669	165,489
7	Percentage of books Requested delivered within 7 days	65%	65%	65%	65%	71%	65%	65%	67%	65%	65%	69%	65%	65%	71%	65%	65%	71%	65%	65%	71%	65%	65%	68%	65%	65%	68%	65%	65%	67%	65%	65%	70%	65%	65%	70%	65%	65%	69%
8	Percentage of books Requested delivered within 15 days	75%	75%	75%	75%	84%	75%	75%	82%	75%	75%	82%	75%	75%	83%	75%	75%	86%	75%	75%	84%	75%	75%	82%	75%	75%	82%	75%	75%	83%	75%	75%	83%	75%	75%	83%	75%	75%	81%
9	Percentage of books Requested delivered within 30 days	85%	85%	85%	85%	90%	85%	85%	89%	85%	85%	88%	85%	85%	88%	85%	85%	91%	85%	85%	89%	85%	85%	89%	85%	85%	90%	85%	85%	89%	85%	85%	89%	85%	85%	90%	85%	85%	87%
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	97%
11	Aggregate number of hours of Community Use at all Core Libraries	1618	1779.8	135	148.5	285	185	203.5	530.8	135	148.5	595.4	72	79.2	669.8	72	79.2	522.2	185	203.5	505.3	185	203.5	538	135	148.5	533.2	72	79.2	597.4	72	79.2	623.3	185	203.5	623.3	185	203.5	587.1

KPI missed
KPI achieved or exceeded

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Community Groups
for the period 01.04.2017 - 31.03.2018

Ref	Community Hub	Group name	District Area
1	Alford	Alford Focal Point	East Lindsey
2	Belton Lane *(Children's Centre)**	N/A	N/A
3	Birchwood	Learning Communities	City of Lincoln
4	Boultham	Learning Communities	City of Lincoln
5	Bracebridge *(Bridge Church)*	Bridge Church Lincoln (Bracebridge)	City of Lincoln
6	Bracebridge Heath	Bracebridge Heath Parish Council	North Kesteven
7	Branston	Branston & Mere Parish Council	North Kesteven
8	Burgh le March	Burgh le Marsh Town Council	East Lindsey
9	Caistor	Caistor Arts and Heritage Centre	West Lindsey
10	Cherry Willingham	The Vine Community Church	West Lindsey
11	Crowland	Crowland Community Hub Steering Group	South Holland
12	Deepings	The Friends of Deepings Library	South Holland
13	Donnington	IDEA (Improving Donington's Environment for All)	South Holland
14	Ermine	Learning Communities	City of Lincoln
15	Heckington	Heckington Parish Council	North Kesteven
16	Holbeach	Holbeach Regeneration Community Interest Company	South Holland
17	Hospital Hub*	Lincoln, Boston and Grantham hospital libraries	N/A
18	Ingoldmells	Ingoldmells Parish Council	East Lindsey
19	Keelby	Keelby Parish Council	West Lindsey
20	Kirton	New Life Community Church (Kirton, Boston)	Boston Borough
21	Metheringham	Metheringham Parish Council	North Kesteven
22	Navenby	Navenby Parish Council	North Kesteven
23	Nettleham	Nettleham Community Talks	West Lindsey
24	North Hykeham	North Hykeham Town Council	North Kesteven
25	Pinchbeck	Pinchbeck Parish Council	South Holland
26	Ruskington	Ruskington Parish Council	North Kesteven
27	Saxilby	Saxilby with Ingleby Parish Council	West Lindsey
28	Scotter	Scotter Forward	West Lindsey
29	Spilsby	Lincolnshire Co-Operative Ltd	East Lindsey
30	Sutton Bridge	Sutton Bridge Community Library	South Holland
31	Sutton on Sea	Sutton on Sea Library & Community Hub CIC	East Lindsey
32	Swineshead	Swineshead Parish Council	Boston Borough
33	Waddington	Lincolnshire Co-operative Limited	North Kesteven
34	Wainfleet	Magdalen Library, Wainfleet	East Lindsey
35	Welton	Welton-by-Lincoln Parish Council	West Lindsey
36	Wragby	Wragby Community Group	East Lindsey

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LINCOLNSHIRE LIBRARIES YEAR 2 REVIEW 2017 - 2018

Author: Nicola Rogers (Partnership Manager)

Bookstart Week Storytime

Summer Reading Challenge Launch

Stamford Library Certificate Ceremony with Tony Ross

Folklore and music on the Mobile

PAT dog Angus relaxes to a story

Robert Webb visit to Lincoln Library

ForgingLincs digital photography, embroidery and film making workshops

GLL Staff Award Winners

Partnership Better People Award Winner and her Team

Lincolnshire
COUNTY COUNCIL
Working for a better future

Open Report on behalf of Richard Wills, **Executive Director for Environment & Economy**	

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**24 July 2018**
Subject:	**Financial Inclusion**

Summary:

This paper provides information and overview on Financial Inclusion activity, the financial inclusion challenges facing Lincolnshire and where we are within the local context, key drivers and priorities.

Actions Required:

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

1. Background

What is Financial Inclusion?

On an individual level financial inclusion is broadly the ability to manage day to day financial transactions, meet expenses (both predictable and unpredictable expenses), manage a loss of earned income and avoid or reduce problem debt.

Financial inclusion is defined as the availability and uptake of essential financial services, at affordable costs, to every section of society. Financial inclusion ensures everyone in society has enough skills and motivation to use these services, and to benefit meaningfully from them. Financial capability, that is the awareness and skills necessary to participate in the financial system, is a key element which underpins inclusion.

Why is Financial Inclusion important?

Financial exclusion marginalises people and acts as a barrier in their lives. It reinforces social exclusion and exacerbates poverty. This carries potential financial implications for people and support services. Exclusion from the financial mainstream often means that consumers pay a 'poverty premium' for products and

services and have less choice. It can impact their ability to find a job, maintain secure housing, stay physically and mentally healthy and be resilient to changes in income and expenditure. Financial inclusion interventions that enable people to improve their standard of living by maximising income through debts managed or benefits accessed, help mitigate the social inequalities that give rise to health inequalities.

Financial inclusion is essential for anyone wanting to participate fairly and fully in everyday life. Without access to appropriate mainstream financial services, people pay more for goods and services and have less choice. The impacts of exclusion are not just financial but also affect education, employment, health, housing and overall well-being.

Who is financially excluded?

Financial exclusion constitutes a set of overlapping barriers, particularly for some vulnerable groups, and might be one of several interrelated issues that a person is facing. It is not just about unemployment, welfare benefits or those people who don't have a bank account. It can affect different kinds of people at any point in their lives. People may be vulnerable to financial exclusion when they experience bereavement, illness, or other life changes that impact on their budgets or capacity to cope financially.

In particular, it impacts people with low or unstable incomes, or those who have experienced a significant life shock. Lone parents, people new to the country, single pensioners, disabled people and the long-term unemployed are some of those most commonly excluded from financial services.

Financial Inclusion Information, Advice and Support

Financial exclusion carries potential social and economic impacts. Financial inclusion information, advice and support services, including debt and benefits advice, are cost effective ways to maximise resources in low income households, potentially leading to increased standards of living and reducing poverty. The right advice at the right time helps people to manage their own lives and promotes better physical and mental health.

The preventative effects of financial inclusion education, advice and support are likely to reduce the burden on other support services. There is a financial cost to poverty which comes from additional spending on public services when people need more support from the state. If financial inclusion services are not in place there is an increased risk of homelessness, debt, poor nutrition and poverty. As well as the personal impact this could have on people's lives there will be a resulting burden on support services including crisis support if preventative support is unavailable.

For example research shows that GPs spend time dealing with non-health related queries such as welfare benefits and debt issues. Time spent on non-medical matters decreases the time available to treat health issues.

National documents and reports

The national financial inclusion agenda has developed in recent years. The independent Financial Inclusion Commission was set up before the 2015 General Election. Publications include the extensive report 'Improving the Financial Health of the Nation' (March 2015) bringing together evidence the Commission had gathered from around the country.

Following this, a series of Parliamentary reports have collected further evidence and provided policy recommendations:

- The House of Lords Select Committee on Financial Exclusion chaired by Baroness Tyler of Enfield report 'Tackling financial Exclusion: A country that works for everyone' (March 2017).
- The Government response to the final report of the Lords Select Committee on Financial Exclusion (November 2017)
- The House of Commons Briefing Paper on Financial Inclusion (Exclusion) published in December 2017. Government initiatives include: Post Office banking, basic bank accounts, ATMs, Credit Unions, Financial capability and education.
- The Financial Inclusion Annual Monitoring Report 2017 reports on progress towards or away from Financial Inclusion in Britain

National reports come from a range of other sources including organisations that support clients such as The Money Advice Service and the Money and Mental Health Charity. National Citizens Advice regularly publishes policy research on issues affecting clients of their services. This includes research on debt and money.

The reports listed above illustrate Parliament's recent attention to the financial inclusion agenda. The House of Lords Select Committee report made a number of recommendations including that there should be greater Government leadership on this issue. In response, in 2017 the new Government established a post of Parliamentary Under Secretary for Pensions and Financial Inclusion.

Links to national reports, guidance and polices can be found on the Joint Strategic Needs Assessment Financial Inclusion Topic webpage on the Lincolnshire Research Observatory.

The evidence presented in these national documents enables us to have a closer understanding of the issues that relate to financial inclusion. These include the challenges that people face, the groups of people most at risk of financial exclusion and the impact of support. We can combine this insight with information gathered

locally to identify opportunities to improve financial inclusion for people in Lincolnshire.

Local context

The profile of financial inclusion is increasing in Lincolnshire as well as nationally. In 2017 'Financial Inclusion' was added to the Lincolnshire Joint Strategic Needs Assessment as a new topic area, recognising the links that it has to health and wellbeing and the impact of advice on better health and wellbeing outcomes.

The topic is linked with a wide range of other JSNA topic areas including Carers, Excess Seasonal Deaths and Fuel Poverty and Suicide demonstrating the close connections between financial inclusion and other areas. Examples include the impact of caring on being in debt, the notable proportion of excess winter deaths that are estimated to be as a result of fuel poverty and the links in the county between areas of deprivation and levels of suicide.

Within Lincolnshire County Council 'Financial Inclusion' falls under the Community Resilience and Assets Commissioning Strategy. This includes support to Citizens Advice organisations and partnership working countywide.

Advice and support services

Financial inclusion information, advice and support in Lincolnshire is delivered through a range of organisations, some of which are listed below:

- Citizens Advice Services – providing free, confidential and impartial debt advice and financial inclusion and capability support as part of their holistic information advice and assistance service. Services are provided by Citizens Advice Lindsey, Citizens Advice Lincoln, Citizens Advice Mid Lincolnshire and Citizens Advice South Lincolnshire through a network covering the whole county.

- Lincolnshire Credit Union – the local community based savings and loans cooperative for anyone living or working in Lincolnshire.

- District councils – advice and support relating to money and benefits. (Varying levels)

- Housing associations - advice and support to tenants.

- The England Illegal Money Lending Team – investigate and prosecute loan sharks and provide support for those who have fallen prey.

- Lincolnshire Carers Service – provided by Carers First.

- Foodbanks – including the Trussel Trust and independent food banks.

- Banks and building societies – though initiatives to support customers with managing money and digital skills.

- Other charitable organisations and projects such as Christians Against Poverty, voluntary and community groups.

Lincolnshire Financial Inclusion Partnership

Recognising that success is achieved in by working together, Lincolnshire County Council, through the Community Engagement Team, facilitates the Lincolnshire Financial Inclusion Partnership bringing together a diverse range of organisations from all sectors; public, private and voluntary to provide a forum for sharing good practice and information. The Partnership holds regular meetings and information events such as the last conference which took place on 24 April at the Showroom in Lincoln. The theme was 'Financial wellbeing for working people: Being a socially responsible employer'. The event was sponsored by Lincolnshire Cooperative whose Chief Executive Ursula Lidbetter MBE, of Lincolnshire delivered the keynote speech. Presentations also covered research carried out by Citizens Advice, the Lincoln Food Strategy, the Lincoln Social Responsibility Charter and Lincolnshire Credit Union's work with organisations funded by Lloyds Banking Group.

The financial inclusion challenges facing Lincolnshire

Information and data from research and policy papers, including the reports noted above, provides a picture of financial inclusion, demonstrating the impacts of financial exclusion and noting the beneficial impact of advice and support. The new Lincolnshire Joint Strategic Needs Assessment Financial Inclusion Topic has enabled us to begin to pull together evidence to inform the specific picture for Lincolnshire. Many of the current national issues are challenges for Lincolnshire too. These include:

- **The Government's welfare reform programme**. This programme of change to the benefits system includes the roll out of Universal Credit full service which will continue to be introduced in stages across Lincolnshire this year. Universal Credit replaces the following benefits: Child Tax Credit, Housing Benefit, Income Support, Income-based Jobseeker's Allowance (JSA), Income-related Employment, and Support Allowance (ESA) and Working Tax Credit. A fundamental part of the Universal Credit benefit is the shift to a 'digital by default' system where people apply for and manage their benefits claims online. These transitions bring a need for clear information and advice on benefits, managing money and digital skills.

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Welfare benefits is consistently the highest area of enquiry for Citizens Advice in Lincolnshire.

- **People's financial insecurity and lack of resilience**. Since the financial crisis people's finances have become unpredictable and household savings are at a record low. Many people find it difficult to manage fluctuating budgets and for some it means borrowing to get by - household debt is rising.

  In the year of 2017/2018 Lincolnshire Citizens Advice advised 4,854 clients on debt issues advising on £7,961,610 worth of debt.

- **Wider changes in people's lives**. Significant life events such as a period of poor health, having children or bereavement are often expensive and can result in a period of unemployment. Whilst some life events are planned or anticipated many are unexpected and can mean that households are unprepared for the financial consequences.

- **Reduction in public sector funding** leading to reductions in grant funding to voluntary and community or charitable organisations that deliver advice and support.

- **The decline of welfare schemes** such as the Lincolnshire Community Assistance Scheme (LCAS) due to cuts in Government funding for this support.

  Specific challenges for certain groups of people such as carers, people with mental health problems and those without online skills. Taking on a caring role often results in a sharp reduction in household income, especially when leaving work or reducing hours in order to care, leaving carers vulnerable to financial exclusion. The Carers UK State of Caring Survey 2017 reported that 22% of carers struggling to make ends meet were in or had been in debt as a result of caring. Mental health problems and debt interact so that each set of issues can cause or exacerbate the other. One in four people with a mental health problem is also in debt (source: Royal Collage of Psychiatrists). People without digital skills cannot access online discounts. Being online also enables easier access to information and application for jobs online.

The Lincolnshire Joint Strategic Needs Assessment Financial Inclusion Topic will be developed further, gathering local views and insight to enable a clearer picture of the particular financial inclusion needs, challenges and opportunities in the county. Through this work we can also gain a better understanding of how

financial inclusion links with other strategies and work streams within Lincolnshire County Council.

Key drivers and priorities

Financial Inclusion Policy Forum

The Government's newly formed national Financial Inclusion Policy Forum brings together industry leaders on financial inclusion to ensure collaboration across Government and within the sector. The forum is co-chaired by the Economic Secretary to the Treasury and the Minister for Pensions and Financial Inclusion. The Forum's mission is to ensure that people regardless of their background or income have access to useful and affordable financial products and services.

Current Forum priorities are:

- Collaboration across sectors to find solutions to financial exclusion
- Access to affordable credit
- Basic bank accounts, the successes so far and the challenges remaining
- How financial capability initiatives complement improved access to financial products and services by ensuring consumers can make the most of their money
- Digital solutions and potential limitations

The Forum aims to be a driving force in the financial inclusion space and will therefore become a key driver of financial inclusion policy and priorities.

Lincolnshire Joint Health and Wellbeing Strategy and Joint Strategic Needs Assessment

The new Joint Health and Wellbeing Strategy, due to be published in July 2018, and the Joint Strategic Needs Assessment will set priorities for and be key drivers of work streams in Lincolnshire. Although Financial Inclusion was not identified as an emerging priority in the new 2018 Joint Health and Wellbeing Strategy the wide ranging impact of financial exclusion will mean there will be strong links to the main priority areas. The focus on tackling inequalities proposed within the Strategy is also likely to provide direction on key areas for financial inclusion work.

Work to develop the new Joint Strategic Needs Assessment Financial Inclusion Topic may identify further priorities through information, local insight and key messages gathered from partners.

2. Conclusion
The profile of financial inclusion is increasing on both a national and local level.

The current context of welfare reform, people's financial insecurity and reducing funding for organisations providing advice, information and support presents a challenging environment in which to meet the Council's objectives to tackle disadvantage, promote independence and wellbeing and increase personal resilience.

Nevertheless there are opportunities for Lincolnshire County Council to support financial inclusion in the county through promoting the essential networks and partnerships that link together organisations in the financial inclusion arena.

Developing the Joint Strategic Needs Assessment evidence base will provide the opportunity to increase understanding of the local context, needs and priorities relating to financial inclusion in Lincolnshire. This will also enable clearer identification of the strategic links with financial inclusion within the council.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

No

b) Risks and Impact Analysis

N/A

4. 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 Lynne Faulder, who can be contacted on 01522 550824 or lynne.faulder@lincolnshire.gov.uk.

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Open Report on behalf of Richard Wills, **Executive Director for Environment & Economy**	

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**24 July 2018**
Subject:	**Volunteering in Lincolnshire**

Summary:
This report provides an update on volunteering for Lincolnshire County Council and supporting volunteers across Lincolnshire. The report includes information on the opportunities for volunteering and the value and impact of volunteering and how their invaluable contributions will have been recognised during Volunteers' Week.

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

1. Background

What is Volunteering?

The National Council for Voluntary Organisations (NCVO) define volunteering as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Everyone has the right to volunteer and volunteering can have significant benefits for individuals *(source: https://www.ncvo.org.uk/policy-and-research/volunteering-policy).*

People choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others it provides an opportunity to develop new skills or build on existing experience and knowledge.

Why is Volunteering important?

The most recent national information on volunteering is from 2015 found on the NCVO website - https://data.ncvo.org.uk/a/almanac17/volunteering-overview/ .

This information highlights

- An estimated 14.2 million people formally volunteered at least once a month in 2015/16.
- Regular volunteers give on average 11.6 hours per month.
- The value of formal volunteering was estimated to be £22.6bn.
- NCVO distinguish between *formal* and *informal,* and *regular* and *irregular* volunteering and define them as:
    - Formal volunteering means giving unpaid help through a group, club or organisation.
    - Informal means giving unpaid help to individual people who are not relatives, and not through a group, club or organisation.
    - Regular volunteering as where people volunteer at least once a month over the course of a given year.
    - Irregular volunteering as where people have volunteered at least once over the course of a year.

The value of volunteering has been found to be:

For Volunteers:
- Tangible benefits accrued such as training courses attended; social events; certificates etc.
- Personal development and skills enhancement (confidence; self-esteem etc.); vocational skills; IT; public speaking; team work; employability
- Increased trust; higher rates of participation in public affairs etc.
- Increased social integration; helps counteract the effects of stress, anger, and anxiety

For Organisations:
- Identifiable outputs (number of cultural events supported; pathways cleared; guided tours; meals delivered; trees planted; family centres supported etc.)
- Services more reflective of cultural diversity within community
- Volunteers add value to what is done by paid staff by enhancing the quantity and quality of services provided

Volunteering within Lincolnshire County Council

The Council's vison is to engage with the community, to promote the opportunities for volunteering, to improve our services and to develop capacity within the third sector by providing opportunities for volunteers to participate in activities through the council (*Welcome to Lincolnshire County*, *A guide for new volunteers, November 2016)*. LCC currently hosts around 1000 volunteers over 30 sites, without these volunteers many sites would not be able to deliver the quality of service required. They contribute a tremendous amount of skill, knowledge, ingenuity, commitment and drive to many services and projects.

Opportunities to volunteer are rich and diverse as can be seen through the various activities across the Council and include:

- **Archaeological and Historical Projects (Environment & Environment)** archaeological investigation and excavation, war memorial survey and research and traditional crafts workshops
- **Countryside Access (Environment & Economy)** checking local footpaths/bridleways or a promoted route to ensure they are open and easy to use. Replacing damaged way markers to ensure routes are easy to follow; removing vegetation overhanging gates, bridges and stiles
- **Lincolnshire Chalk Streams Project** (**Community and Education)** stream and bank maintenance – keeping on top of unwanted weeds on banks and in stream to help improve habitat and keep our chalk streams flowing
- **Heritage (Environment & Economy)** a variety of opportunities located at heritage sites within Lincoln, Gainsborough or Coningsby, including; Visitor Experience volunteers welcome visitors and point them in the right direction and Hospitality and Event volunteers to help set up and clear away before and after an event
- **Lincolnshire Youth Offending Service** Volunteer Drivers and Community Panel Members (CPMs)
- **Children's Services** running youth clubs, providing activities to the young people and engaging them in positive activities, helping produce marketing materials and promotion and an extra pair of hands when on trips and excursions

Volunteers are recruited and supervised on a day to day basis by LCC staff such as Volunteer Co-ordinators, Site Co-ordinators and Project Officers.

Investing in Volunteers quality standard

The Investing in Volunteers (IiV) accreditation is designed to improve the experience of volunteers and those who work with volunteers, enabling people to volunteer in a positive and supportive environment with proper management systems in place. In January 2016 Lincolnshire County Council achieved the IiV quality standard (for a period of three years), in recognition of its excellent practice in volunteer management. The accreditation was achieved without conditions, which, for such a large organisation with diverse service areas, is a significant achievement; in fact, only one other top tier authority in England (Warwickshire) holds the standard.

Recognising Volunteers

LCC recognises the value of volunteers' contributions and that volunteers bring a range of expertise to particular tasks or projects. At service level, volunteers are celebrated and recognised for their contribution in varying ways; examples include reward schemes, coffee & cake mornings, T shirts and free entry to events. On a corporate level, LCC recently recognised as part of Volunteer Week the effort and contributions that LCC volunteers make including a letter of thanks from the Leader to all volunteers, a news release from Councillor Mrs Woolley and a case study of a volunteers journey will be included within the next issue of the County News.

Corporate Volunteer Engagement Policy

The responsibility for driving forward the Council's strategic approach towards volunteering falls to the Community Engagement Team (CET) within the Economy and Environment Directorate. The CET facilitates the Volunteer Development & Support Group (VDSG) which involves officers who manage volunteers in the review, development and promotion of corporately consistent processes and procedures relating to volunteer recruitment, induction, training and volunteer management.

The VDSG also has responsibility for Volunteer Engagement policy and supporting documents ensure robust recruitment and management of volunteers. There are two main documents and a training package:

Volunteer Welcome Book a guide designed to give the volunteer an insight into the way the Council works and how this could affect the volunteer; to support the person in carrying out their activities. The guide provides information for the volunteer including; expenses, training and supervision.

Supervisor's Handbook provides comprehensive advice and information on the processes involved in the recruitment, selection and management of volunteers. The handbook is backed up by a Paperwork Pack which provides templates of all the documentation required by staff managing volunteers.

Volunteer training package provides all volunteers with four core training topics have been developed specifically for volunteers covering Information Governance, Safeguarding, Equality and Diversity and Health and Safety.

Emergency Planning

Lincolnshire County Council, through the Emergency Planning and Business Continuity Service, takes the lead responder role in the Co-ordination of the Voluntary Sector in the response and recovery to civil emergencies on behalf of the Lincolnshire Resilience Forum. A memorandum of Understanding (MOU) sets out the agreement between Lincolnshire County Council and the Voluntary Sector in responding to and recovering from emergencies in Lincolnshire and is activated when an emergency is declared. Voluntary Sector organisations that have signed up to the MOU include The British Red Cross; Lincolnshire 4x4 Responses; Lincolnshire Community & Voluntary Service (LCVS) and Voluntary Centre Services (VCS);

For emergency response and recovery situations, the Voluntary sector will be co-ordinated by the Community and Volunteer Co-ordination Cell, which is currently chaired by members of the Community Engagement team. At such times, the Spontaneous Volunteers Policy will ensure effective and robust co-ordination of volunteers.

Spontaneous volunteers are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to

provide unpaid support to the response and/or recovery to a disaster (LCC Co-ordination of Spontaneous Volunteers Policy and Procedures)

Supporting Volunteers across Lincolnshire

There is currently in place a two year grant funding agreement (GFA) to a value of £220,000 per year, to support volunteering activity across Lincolnshire. Managed by Voluntary Centre Services (VCS); the GFA is due to expire 31 March 2019. The single GFA to VCS enables joint working with Lincolnshire Community & Voluntary Services (LCVS) to ensure consistent county wide coverage.

The aim of the service is to support volunteering; including targeted support to volunteers, and those who want to volunteer, and support for small to medium voluntary & community organisations that will, and do, host volunteers.

The service is funded to deliver:
- provision of support targeted towards people who may be less able to access volunteer opportunities themselves (1324)
- provision of mentoring for people during their volunteering experience to support retention (included in the figure above)
- provision of on-line training packages, support tools & templates for volunteers and for small to medium voluntary & community organisations (105)
- provision of support for small to medium voluntary & community organisations (894)
- development of Employer Supported Volunteering (ESV) in Lincolnshire (encouraging organisations to release staff to volunteer, normally a one off group activity) (28 employers & 82 employees)
- Development of micro-volunteering to increase the range of opportunities available (482).

The total number of the voluntary and community groups supported was 890 and over 1900 people were supported to access volunteer opportunities. This number is reported in the Councils Business plan.
Examples of the different types of external volunteering opportunities around the county managed through the VCS and LCVS are included as appendix A.

2. Conclusion

Volunteers make a difference in a whole range of settings and organisations from small volunteer led community groups and charities, larger national and international charities and the NHS and other public sector organisations such as LCC.

Volunteers can add great value to organisations to help to achieve aims and strategic objectives.

Involving volunteers can help to:

- Engage a more diverse range of skills, experience and knowledge.

- Raise awareness about the organisation, its profile and what they do.
- Build relationships and support within Lincolnshire communities.
- Provide opportunities for social inclusion, skills development and potential routes to employment.
- Inform the development and delivery of activities, projects or services by bringing in new opinions, ideas or approaches.
- Support service or projects in a more effective and efficient way which can help to save money and resources.

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	Examples of the different types of external volunteering opportunities around the county managed through the VCS and LCVS

5. Background Papers

Document title	Where the document can be viewed
LCC Volunteer Engagement Policy	https://www.lincolnshire.gov.uk/residents/community-and-living/volunteering/volunteer-policy/

This report was written by Samantha Hardy, who can be contacted on 01522 554127 or samantha.hardy@lincolnshire.gov.uk.

Examples of the different types of external volunteering opportunities around the county managed through the VCS and LCVS

Volunteering with Heritage Lincolnshire working at grass roots level they offer a wide range of opportunities through events and activities and offer vocational skills training to volunteers

Royal British Legion - City of Lincoln Branch fundraising opportunities for the Poppy Appeal thought out the year, attending events and running a 'Poppy Shop'

St Barnabas Lincolnshire Hospice volunteer Companions to support people who have a diagnosis of a life limiting illness and are experiencing loneliness or isolation

Amy Winehouse Foundation (Lincolnshire) volunteers with an alcohol or drug misuse history, who have been abstinent for six months and are passionate about passing on the wealth of knowledge that they possess. Volunteers will help deliver the Foundation's Resilience Programme

Royal National Institute for the Blind (RNIB) a team of technology volunteers provides free, one-to-one support to blind and partially sighted people to help them use technology and enjoy the benefits of being online. Volunteers visit people with sight loss in their local area to help them get the most out of technology

The Guide Dogs for the Blind Association (Lincolnshire) volunteers are responsible for the administration of branch activities and keeping everyone up to date and helping with events/collections

Spalding & Peterborough Transport Forum volunteer Committee members such as Secretary and Treasurer

Girl Guiding (Gainsborough) volunteer Leaders to provide marketing or administrative support, or teaching girls a skill including as singing or Pilates

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Policy and Scrutiny

Open Report on behalf of Nick Borrill, **Chief Fire Officer – Lincolnshire Fire and Rescue**	
Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**24 July 2018**
Subject:	**Fire and Rescue – Prevention and Protection Strategies**

Summary:

Lincolnshire Fire and Rescue have a number of strategies for reducing the risk to the communities of Lincolnshire. Prevention and Protection are the two strategies which engage with the community with the aim of preventing fires occurring. These areas of service delivery rarely make the headlines and members of the community are not always well informed about the extent of the activities delivered to support the strategies.

The Local Government Association Fire Peer Challenge took place in September last year. One of the observations being that councillors would benefit from a clearer understanding of the Prevention and Protection work carried out by the Service.

Our Integrated Risk Management Plan sets out the Service Prevention and Protection Strategy, our Annual Service Plan and Service policy identifies how we will deliver the strategy and within that, the Community Safety Framework (Appendix 1) sets out the main activities undertaken. Key fire safety targets and activities are also set out in the Annual Service Plan.

The aim of this paper is to inform councillors of the Prevention and Protection activities undertaken in support of our Prevention and Protection Strategies.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the contents of the submission and highlight any points for further consideration.

1. **Background**

In this document there are many references to Community Fire Safety, Fire Prevention and Fire Protection. For clarity, Fire Prevention and Community Fire Safety relate to education and advice to members of the public. Whereas Fire

Protection relates to the enforcement of fire law and the provision of information and support to business.

2.   Introduction

Lincolnshire Fire and Rescue has a statutory duty under Section 6 of the Fire and Rescue Services Act 2004 to make provision for the purpose of promoting fire safety in its area and in particular to provide information, publicity and encouragement around the steps to be taken to prevent fires and death or injury by fire. Lincolnshire Fire and Rescue is expected to deliver this by giving advice, on request, about:

- How to prevent fires,
- Restrict their spread in buildings and other property,
- The means of escape from buildings and other property in case of fire.

The Fire and Rescue Service National Framework, also makes clear the expectation that Fire and Rescue Services will make appropriate provision for effective fire prevention and protection activities. In doing so it requires Fire and Rescue Services to:

- Work with a range of agencies to target the most vulnerable and provide home safety advice to mitigate the risk from fire.
- Set out a risk based programme for enforcing the provisions of the Fire Safety Order

The Regulatory Reform (Fire Safety) Order 2005 states that the Fire and Rescue Authority will carry out enforcement. In Lincolnshire, the County Council are the Fire and Rescue Authority and the Chief Fire Officer exercises that function on its behalf.

Our IRMP baseline document sets out the strategies for fulfilling the duties and expectations placed on Lincolnshire Fire and Rescue, namely the prevention and protection strategies. These strategies are delivered through a broad range of activities detailed in our Community Safety Framework (Appendix 1). Key fire safety targets and activities are also set out in our Annual Service Plan.

3. Community Safety Framework

The framework sets out our aims and priorities in order to improve and enhance the safety of our communities. It describes our community safety activities and sets out how they will be delivered.

The framework encompasses the following functions:

- Community Fire Prevention
- Community Fire Protection

3.1 Prevention

Our Community safety team promotes Community Safety using a wide range of methods which can influence attitudes and behaviours in respect of risk reduction. These can be used singly or in combination, and can include;

- Education
- Intervention
- Engagement
- Partnership working

The Fire and Rescue Services Act (2004) Part 2 Section 6 places a statutory duty on Lincolnshire Fire and Rescue to promote fire safety throughout Lincolnshire. We discharge this important function primarily through our Community Fire Safety team and operational response personnel. The following Service Plan objectives are identified as the main drivers for the Prevention activities:

- Provide home safety advice and support
- Conduct arson reduction activities
- Provide road safety prevention activities in conjunction with the road safety partnership
- Improve the health and resilience of Children and Young People
- Implement key aspects of the National Fire Chiefs' Council Health Strategy (such as safe and well visits)

All of our employees have a role to play in the delivery of prevention activities. However, key to delivering the strategy are our operational crews, who deliver a wide range of activities and our Community Fire Safety Advocates, who are equipped to deal with the more vulnerable individuals in our communities.

Risk Based Approach

We adopt a risk based approach to ensure the best use of resources. There are three factors that influence the level of risk and the prioritisation for a particular activity:

- Likelihood – the probability of having a fire
- Severity – the risk factors of the individual based on lifestyle
- Outcome – the interventions required to reduce the risk

Safeguarding

Current legislation imparts a statutory responsibility on all public bodies, to ensure the safeguarding of children and adults. We also recognise that in delivering community safety activities and responding to incidents, our personnel are often in a position to identify people at risk of harm or abuse.

3.2 Protection

The Fire and Rescue Authority's fire safety duties are, in the main, delegated to and discharged by Lincolnshire Fire and Rescue. The main duties are to:

- Enforce the Regulatory Reform (Fire Safety) Order 2005 in non-domestic premises
- Promote fire safety by providing information, publicity and encouragement.
- Giving advice on request about prevention of fires, restriction of fire spread and means of escape from fire.
- Enforcement of the Petroleum (Consolidation) Regulations 2014 at Petrol filling stations within Lincolnshire.
- Enforcement of the Safety of Sports Grounds Act 1975 at Designated Sportsgrounds and Certificated Stands.

Risk Area Profiling

We use a standard methodology for defining risk associated with non-domestic premises. This methodology is then supported by a workflow that clearly outlines the development and management of the Service Risk Based Inspection Programme and local Inspection Programmes.

Primary Authority

Primary Authority Schemes were introduced in 2009 under the Regulatory Enforcement and Sanctions Act 2008. They are aimed at Local Authority Regulators reducing the burden on business through better, more efficient, co-ordinated activity. Primary Authority Schemes govern the way enforcement activities are undertaken with organisations who have partnered with a Fire and Rescue Authority (The Primary Authority). As the Primary Authority's representative, we act as an advocate for the business, providing advice that is assured and also ensuring that fire safety enforcement relating to their premises is fair and appropriate across whole country, regardless of which Authority's area it falls in. Under this arrangement we currently have 23 partnerships in place.

Unwanted Fire Signals

An Unwanted Fire Signal is defined as a fire signal transmitted by an Automatic Fire Detection system (fire alarm), where, upon arrival of the fire service, it is found that a fire has not occurred (false alarm). Unwanted Fire Signals are a drain on resources and commit vital assets which would otherwise be available to attend real incidents.

Our Unwanted Fire Signals policy seeks to reduce the incidence of false alarms through support, specialist advice and enforcement. The core elements of our reduction strategy are:

- Challenging calls where the only indication of fire is the alarm sounding
- Employing statutory powers under the Regulatory Reform (Fire Safety) Order 2005 to improve the management of premises where the management of Unwanted Fire Signals is poor.

- Charging where little effort is being made to effectively reduce the incidence of excessive Unwanted Fire Signals.

4. Community Safety Framework

Our Community Safety Framework, which can be found at Appendix 1, provides a detailed description of all the key activities that we deliver across the communities of Lincolnshire in delivering our prevention and protection strategies. An explanation of the key activities will be presented to the Scrutiny Committee, offering an opportunity for members to ask questions and gain a greater understanding of our work in support of their local communities. The Community Safety Framework, being a working document, contains many abbreviations and acronyms common to the Fire Service, a Glossary of Terms has been provided (Appendix 2) to support members when reading this document.

5. Appendices

These are listed below and attached at the back of the report	
Appendix A	Lincolnshire Fire and Rescue Community Safety Framework 2017-2020
Appendix B	Community Safety Framework Document - Glossary of Terms

6.   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 Simon York, who can be contacted on 01522 555012 or simon.york@lincoln.fire-uk.org.

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Community Safety Framework

2017-2020

Contents

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Community Safety GM D Moss 2018

Appendix
     A- Pre Campaign Evaluation
     B -Campaign Evaluation
     C- Campaign Template
     D- Risk Identification Methodology
     E- Community Fire Protection Risk Identification Methodology
     F- Community Fire Protection Risk Based Inspection Workflow Process

3

1. INTRODUCTION

The purpose of this document is to set out the framework for the delivery of Community Safety activities for Lincolnshire Fire and Rescue (LFR) from 2017 - 2020. The document recognises all the previous good work carried out in this arena and seeks to enhance current work streams whilst building in new approaches for on-going service delivery. The document covers all aspects of Community Safety delivery which includes Community Fire Safety (CFS) and Community Fire Protection (CFP).

The framework will be refreshed annually to ensure that it remains fit for purpose, and will be subject to a full review in 2020.

2. COMMUNITY SAFETY FRAMEWORK

This framework sets out our priorities and aims in order to improve and enhance the safety of our communities. It describes our community safety activities and sets out how they will be delivered.

The framework encompasses the following functions:

- Community Fire Safety
- Community Fire Protection
- Youth Engagement

The framework also links in to the 4 main themes of the broader Lincolnshire County Council strategy:

- Our communities are safe and protected from harm
- The health and wellbeing of the population is improved, people remain independent for longer and feel responsible and in control of their own future
- Businesses are supported to grow and want to invest in the County; people have the skills and training to access local jobs, supported by the right infrastructure and environment
- We effectively target our resources so that individuals and communities experience the desired benefits and results

2.1 LFR Vision and Mission

This framework supports our vision:

'A Lincolnshire which is safe and in which Fire and Rescue plays a key role in helping everyone to find and enjoy the lifestyle that suits them best'.

And mission:

'Making our Communities Safer, Healthier and More Resilient'.

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2.2 LFR Priorities

This framework also supports our operational priorities:

- Reduce fires and their consequences
- Reduce road traffic collisions and their consequences
- Improve health and wellbeing

2.3 Statutory Duty

The Fire and Rescue Services Act (2004) Part 2 Section 6 places a statutory duty on LFR to promote fire safety in its area. Fire and Rescue Authorities are encouraged to develop, in partnership as appropriate, a wide range of local community safety initiatives to reduce risk to people living, working and visiting local areas and improve community safety outcomes in the long term.

Our Civil Contingencies responsibilities, as defined in Statute, are also supported through this Strategy.

2.4 Main Principles

There are three strands to community safety;

Prevention: Strategies and measures aimed at preventing the outbreak of fire, road traffic collisions and any other types of incident that could cause harm through appropriate training and education.

Protection: Strategies and measures embedded in legislation for protecting lives, and the built environment from the impact of fire.

Response: Strategies and measures for reacting and responding to the outbreak of fire and other emergencies.

Community Safety covers a vast array of different activities associated with threats, risk and harm which may also impact on other partners and agencies. The more successful the prevention the greater reduction in the need of response measures to deal with emergency incidents, thereby reducing costs.

Prevention and education will remain at the heart of the Fire and Rescue Service in local communities. Whilst the largest single cause of death and injuries from fire relate to incidents that occur accidentally in the home, an increasing demand is being placed on the Service to reduce the number of people killed and seriously injured on our roads. This framework addresses both of these areas.

As part of our strategy, we will profile the community on an ongoing basis to identify and reach those most vulnerable and regularly review the effectiveness of our activities. We will also support the road safety agenda through the Lincolnshire Road Safety Partnership, campaigns and local activities.

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We will analyse incident data and utilise risk assessment modelling to make informed decisions on the most appropriate community safety approach ensuring a reduction in risk and associated response costs.

In order to further enhance the delivery of Community Safety, our Community Safety team has the following strategic aims;

- to deliver quality services within available resources
- to ensure a competent, diverse, safe and valued workforce

In seeking to achieve these aims, objectives and priorities, Community Safety activity will be:

- Intelligence led - Data from a variety of sources both internally and externally identifies emerging threats, risk and harm to inform the direction and scope of community safety activity
- Undertaken in partnership - Where appropriate with statutory bodies, voluntary agencies and the community itself

Our Community safety team will promote Community Safety using a wide range of methods which can influence attitudes and behaviours in respect of risk reduction. These can be used singly or in combination, and can include;

- Education
- Intervention
- Engagement
- Partnership working

Partnership working is essential to achieve all that we have set out to do and plan to do in the future. This is a key area of work where we know real improvements to people's lives can be made through working effectively with other organisations. LFR cannot achieve wider Community Safety objectives on its own and there is a need to build upon and extend our partnership with other organisations when considering risk reduction.

In addition to current partnerships, LFR will actively review and seek out new partnerships to the benefit of its objectives and the community, in order to provide the community with a level of protection from fires and other emergencies with a workforce that is appropriately trained and equipped.

2.5 Delivery of the Framework

The Area Manager Planning, Prevention & Protection, supported by the Group Manager Prevention and Protection provides the community safety direction for the Service, agreed by the Service Management Board. The Divisional Commanders then play a vital leadership role being responsible for local delivery of the framework, meeting Service targets within their Divisions and making best use of the resources available to them.

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2.6 Evaluation of Community Safety Activities

LFR are committed to improving performance the delivery and service provided to the communities of Lincolnshire. It is important that all community safety activities are evaluated to allow the Service to demonstrate the impact and the benefits of the work being carried out. LFR follow a two-part strategic evaluation process (outlined in Appendix A & B) to support this work.

The Pre-Campaign Evaluation, (Appendix A), reviews national information and direction against specific issues identified as a result of analysis of LFR's performance data. The level of support for campaigns and targeted community safety work can then be determined, providing clear rationale to support decisions.

With the campaigns identified, the second part of the process is then followed, (Appendix B). This process ensures a clear aim and objectives are developed to support the desired outcome.

3. COMMUNITY FIRE SAFETY (PREVENTION)

3.1 Requirements and Functions

The Fire and Rescue Services Act (2004) Part 2 Section 6 places a statutory duty on LFR to promote fire safety throughout Lincolnshire. LFR discharges this important function primarily through its CFS department and Response personnel.

The following are also taken into account when considering how to incorporate community safety matters in wider planning and strategy:

- The Fire and Rescue Services Act 2004
- Fire and Rescue National Framework for England
- The Crime and Disorder Act 1998
- Local Government Act 2000
- The Care Act 2014
- The Children Acts 1989 and 2004
- The Mental Capacity Act
- Equality Act 2010
- National Policy and Integrated Risk Management Planning Guidance

Our Integrated Risk Management Planning (IRMP) **Baseline Document** sets the strategy for the Service, from which the following Service Plan objectives are identified as the main drivers for CFS activities:

- Provide home safety advice and support
- Conduct arson reduction activities
- Provide road safety prevention activities in conjunction with the road safety partnership

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- Improve the health and resilience of Children and Young People
- Implement key aspects of the NFCC Health Strategy

The established activities that support these objectives are:

- Profiling to identify vulnerable people at risk from fire and accidents in the home
- Reducing risk to vulnerable people from fire and accidents in the home
- Partnership working
- Work to reduce deliberate fires in rural areas and hotspots
- Safe and Well Checks / Home Safety Checks and Post Incident visits
- CFS campaigns linked to local and national priorities
- Road safety education events to support Lincolnshire Road safety Partnership (LRSP) campaigns
- Water Safety education events to support CFOA campaigns
- Activities to support the objectives of the Lincolnshire Community Safety Partnership (LCSP)
- Youth engagement activities
- Activities to support improved community health outcomes
- Providing community safety information
- Staff training programmes
- Safeguarding

All LFR employees have a role in the delivery of LFR prevention activities, our framework is dependent on operational crews delivering CFS activities supported by Advocates, who are able to deal with the more vulnerable individuals in our communities.

The central CFS team is responsible for ensuring the continued competence of personnel engaged in CFS activities, as well as the development of policies and procedures, and providing direction.

In order to provide the equipment and aids required for the delivery of CFS activities a capital budget is allocated and maintained. This **capital budget** supports the reduction of risk to vulnerable people.

3.2 Campaigns & Information

The **CFS campaign plan** outlines the involvement we will have in local and national campaigns throughout the year. **LFR Service Plan** specific themes, which are not necessarily aligned to national campaigns but form part of our core CFS work, are included along with a dynamic element ensuring that changes in local risk, information from partners or further information relating to national campaigns can be accommodated and actioned. The plan is not intended to outline the actual actions that will be taken, as a detailed brief will be produced approximately one month prior to any event allowing sufficient time for planning and any resources or national toolkits to be incorporated.

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Key CFS campaigns as outlined within the annual Service Plan will have specific plans developed that will outline a clear aim and subsequent objectives for the year, (Campaign Template outlined in Appendix C).

Information and safety messages to the public and partners are provided in the form of leaflets, press releases, media articles, social media and via our website. A specific section dedicated to providing information to partners is contained within the Professionals Area of the website.

3.3 Safe and Well Check (S&WC)

S&WC are our main form of engagement with the most vulnerable people. They provide the communities within Lincolnshire with focused education regarding preventing fires in the home, what to do in the event of fire and also ensure that people have working smoke alarms fitted in their homes.

Over recent years we have undertaken an intensive programme of HSC aimed primarily at reducing the impact of domestic dwelling fires and increasing smoke detector ownership. Without doubt the increased ownership of smoke alarms has led to a massive improvement in public safety as fires are detected earlier and can be dealt with quickly or they give occupants sufficient warning to make good their escape from any developed fire.

Despite our success in reducing house fires and associated deaths and injuries it is clear that there is more to do and we continue to target those at highest risk.
This has led to the development and introduction of a risk based approach that ensures those at highest risk receive support as a priority. By allocating a risk score to an individual, the system is able to identify and prioritise those most at risk. This allows us to prioritise our resources in support of reducing this risk to the maximum extent within those households. This is carried out in a planned and targeted way taking into account geographical, incident related and lifestyle risks.

There are three factors that influence the level of risk and associated risk reduction and subsequently, the prioritisation for a particular HSC is based on a combination of:
- Likelihood – the probability of having a fire
- Severity – the risk factors of the individual based on lifestyle
- Outcome – the interventions required to reduce the risk

Those factors are determined at point of referral by using an electronic referral form that asks a series of questions in order to determine the level of risk. The risk matrix is then used to allocate and prioritise visits to the most vulnerable as follows;

- Critical Risk – within 5 days (by CFS Advocate)
- High risk – within 10 days (by CFS Advocate & Response Crews)
- Medium Risk – within 30 days (by Response crews)
- Low risk – DIY Pack

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Further to the visit taking place, a risk assessment is undertaken and S&WC to determine the level of residual risk within the household. CS personnel can then determine if a follow up visit is required or the risk is reduced to such a level that the visit can be closed.

The electronic forms and referrals process will be reviewed on a regular basis and amended, where necessary, to aid delivery to the most vulnerable and at risk. The SAWC process will be reviewed periodically to ensure that LFR continue to mitigate the risk to the most vulnerable from fire and contribute to the wider health agenda in supporting members of the community to be more independent at home. The assessment of risk within households will be extended to include LFR personnel who co-respond and a process will be implemented that will capture and relay information regarding vulnerable persons at risk from fire. EMAS will also be engaged further to enhance this work. SLA's will be co-ordinated by the CS Manager and will be reviewed regularly to ensure the content and scope remains relevant.

3.4 Partnerships

The 2015 consensus statement between Fire NHS and Age UK recognised the contribution Fire Service were and could make within the health area nationally. The S&WC has developed from the traditional HFC and LFR engage with a number of partners to maximise the response to the community. In Lincolnshire LFR support the delivery of the NHS Sustainability and Transformation Partnership (STP) with representation across a number of levels to the delivery program.
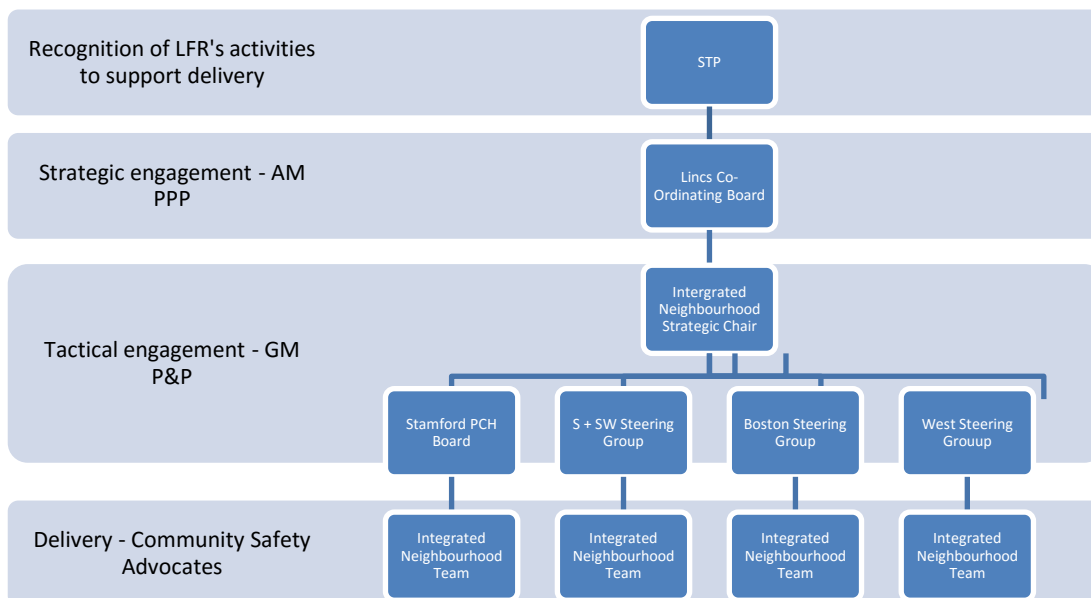
Partnership working is an essential element of our community safety framework, ensuring that we continue to deliver an effective and efficient service. Working with a wide range of external agencies and organisations helps us to effectively identify and locate those vulnerable to fire and other health and wellbeing issues, providing referrals for high risk individuals and in some cases delivering activities on behalf of LFR, such as HSC.

In order to co-ordinate and promote overall community safety we also work in partnership with a broad range of organisations, including Local Authorities and Crime and Disorder Reduction Partnerships.

Partnership arrangements are recorded on our **Partnership Register** and reviewed regularly to ensure they remain fit for purpose. Reviews are overseen by our CFS Manager. We will continue to explore all aspects of partnership working.

3.5 Arson Reduction

Deliberate fires constitute the largest single cause of major fires in the United Kingdom. This is reflected by the reduction of deliberate primary and secondary fires being an important measure in the **Council Business Plan** as they impact directly on residents and business owners whose properties are damaged or destroyed.

Arson also indirectly affects our communities by adversely impacting on the reputation and image of an area. Negative perceptions of an area brought about by the constant visible aftermath of deliberate fires presents a barrier to inward investment, impacting on regeneration, businesses and housing stock.

We work with partners to reduce the incidence of deliberate fires by increasing awareness about consequences of arson and deliberate fires. In particular our **Arson Task Force**, a partnership with Lincolnshire Police aims to reduce the potential of individuals becoming or remaining involved in such activities.

3.6 Post Incident

When a dwelling or other significant fire occurs in a residential area, a post incident response, either by our Advocates or Response crews, is undertaken within the local area in the hours and days immediately following the incident. This involves talking to residents, handing out leaflets, arranging HSC (where appropriate) and giving fire safety advice to households.

The purpose of these activities is to ensure that the impact that the incident has had in the locality can be utilised to heighten the awareness of the dangers of fire.

3.7 Safeguarding

The Care Act 2015 imparts a statutory responsibility on allpublic bodies, to ensure the safeguarding of Children and Adults. We also recognise that in delivering CFS activities and responding to incidents, personnel are often in a position to identify people at risk of harm or abuse.
Strategically LFR are a statutory partner and are represented an both LCC Childrens and Adults Boards (LSCB LSAB)
The training of LFR staff in relation to safeguarding is conducted in line with the LCC LSAB and LSCB boards' training program.

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Further details relating to our safeguarding arrangements can be found in **Service Order 49** which also expresses our commitment to ensuring that all personnel receive appropriate levels of training.

3.8 Vulnerable Adults

Vulnerable Adults are often most at risk from fire. By concentrating our CFS resources on those individuals, we significantly reduce the level of risk of harm from fire in our communities. LFR use a risk matrix to measure vulnerability (detailed in the HSC section above).

Characteristics or behaviours that may be exhibited by those who are at an increased risk from fire may include;

- Poor mobility
- Unsafe smoking practices
- Mental health issues
- Unsafe cooking practices
- Alcohol and/or drug dependency
- Poor housekeeping or hording
- Living alone
- Medical oxygen users
- Visual or aural impairment

We utilise a range of interventions to reduce the level of risk to an individual. These interventions include "deaf alarms", fire resistant bedding and portable misting systems, however, in many instances the preferred risk reduction measures involve working with partners and developing plans that will assist in supporting the individual or in changing their behaviours.

3.9 Youth Engagement

Engagement with children and young people plays an important part in securing the safety of our communities from fire and fire related accidents. Our main youth engagement activities are Fire Cadets, Fire Break and Fire Intervention Scheme (FIS), however we also work in partnership to deliver programmes designed to reduce anti-social behaviour, engaging with children and young people who are on the cusp of offending or have already offended. These activities are either delivered in response to an increasing trend in incidents in a geographical location to reduce risk in the community or available on request through the Council's **Edulincs** project.

The following work streams will be managed and delivered within the respective Divisions;

- Schools visits years 2 and 6
- Safer Communities Multiagency days year 7
- Fire Cadets
- BTEC Award Scheme (Firebreak)

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Direction and policy will be provided by the Central CFS team in order to facilitate the processes necessary for delivery by Divisional personnel. In relation to FIS activities, all Advocates will receive training that will allow them to engage and deliver FIS. This approach will further enhance organisational resilience in this area of work.

3.10 Road Safety

LFR is a primary partner within the Lincolnshire Road safety Partnership (LRSP). AM P,P&P is a board member and LFR contribute a CS advocate to the partnership. The partnership analyses road safety data and presents an annual plan to the board, LFR support the delivery of that plan with a program of campaigns and activities set out in the service plan.

We engage in reducing the number and impact of RTCs within Lincolnshire through LRSP. In support of the we share intelligence, develop resources and promote road safety education. LRSP and local road safety activities are supported by both Advocates and Response crews. Further details on our road safety activities can be found in our **Service Plan**.

Road Traffic Collisions (RTC) do not affect all groups to the same level, certain demographic groups being affected more than other groups. RTCs are the highest cause of death amongst the 15-24 age group and drivers under the age of 25 are seven times more likely to be involved in an accident, especially during their first two years of driving. For this reason this group provides a very specific focus for RTC reduction activity.

Liaison is vital between partners to collaborate and develop appropriate initiatives in education, engineering and enforcement. The objective is to achieve a reduction in road related death and injury across Lincolnshire.

3.11 Water Safety

Water risks associated with Lincolnshire can be found in the form of Coastal water, reservoirs, natural lakes, ponds, canals, wetlands, dykes and rivers. Nationally in 2014, 633 water-related fatalities occurred with the majority involving young people between the ages of 20 and 25. A high percentage of water-related incidents occur in rivers.

There are a significant number of water risks in Lincolnshire, all presenting numerous hazards and risks to users and firefighters when they respond. During cold winter months, open water has the potential to turn to ice, creating different risks to members of the public and our response crews.

Our Advocates and response crews will promote water safety throughout Lincolnshire, taking part in CFOA's Drowning Prevention and Water Safety Week and other seasonal campaigns as appropriate. We will continue to support the CFOA **'UK Drowning Prevention strategy 2016-2026'** through the use of the NFCC Toolkit.

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3.12 Fire Investigation

We investigate the cause of all fires reported to us within Lincolnshire, allowing us to fulfil our statutory obligations, prevent recurrence of faults, carelessness or neglect.

Fire Investigation data helps to inform local and national trends, as well as CFS, CFP and Response activity. CFP may audit premises following fires and information can support enforcement action and prosecutions.

Feedback about fire suppression and spread can also inform future operational firefighting tactics, with specialist fire investigators able to debrief crews and support future learning and development.

We engage in a regional approach to fire investigation with other Fire & Rescue Services in the East Midlands, providing resilience, a Hydrocarbon Detection Dog Unit and improved sharing of information. Further details on the regional approach can be found in the **Service Level Agreement**.

Investigations can be conducted by the incident commander or where the cause is not easily established or consequence is more severe, by specialist officers. The structure for conducting Fire investigation is as follows:

Level 1 – Operational Response crews and personnel
Level 2 – Specialist Officers
Level 3 – Multi Agency investigation undertaken at complex or large incidents

Specific details on how LFR conduct and manage Fire Investigation activities can be found in RGN xx.

3.13 Health & Wellbeing

The subject of LFR involvement in the Health and Wellbeing agenda is currently being evaluated and a **new work streams** are being explored. Any work streams that can be progressed following this evaluation will be considered and acted upon, as appropriate.

4. COMMUNITY FIRE PROTECTION

4.1 Requirements

Lincolnshire County Council's fire safety duties are in the main delegated to and discharged by LFR. The main duties are to:

- Enforce the Regulatory Reform (Fire Safety) Order 2005 in non-domestic premises within the county as required by article 26 of the order (effectively a core function) including:

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- The safety from fire of relevant persons.
- Maintenance of access and facilities for firefighting and rescue.

- Deliver the core function required by section 6 of the Fire and Rescue Services Act 2004 by:

  - Promoting fire safety by providing information, publicity and encouragement and giving advice on request and.
  - Giving advice on request about prevention of fires, restriction of fire spread and means of escape from fire.

- Under the **LCC Scheme of delegation**, LFR is the enforcing authority for Petroleum (Consolidation) Regulations 2014 within Lincolnshire which apply to:
  - Workplaces that store petrol and dispense it, for example petrol filling stations.
  - Storage of petrol at non-workplace premises such as private homes, clubs, associations, etc.

- Under the **LCC Scheme of delegation**, LFR is the enforcing authority for the Safety of Sports Grounds Act 1975 (as amended), the Fire Safety and Safety of Places of Sport Act 1987 and its responsibilities for the monitoring and enforcement of the Regulatory Reform (Fire Safety) Order 2005 in respect of sports grounds in Lincolnshire. Duties include:
  - The safety certification of designated sports grounds and regulated stands.
  - Serving prohibition notices in respect of a sports ground if required.
  - Enforcement of the RR(FS)O 2005 Order in relation to designated sports grounds and regulated stands.

In addition to this core legislation other legislation covering planning, building regulations and licencing place a burden on the delivery of fire protection. In the main, the requirement is to consult or notify fire authorities before or as part of taking certain actions. Likewise there are similar requirements for consultation and co-operation with others. We will follow published guidance and standards in respect to those consultations. Where published guidance is unavailable we produce **Fire Safety Guidance Notes** to drive consistency across the Service.

4.2 Fire and Rescue National Framework for England

The **National Framework Document** sets out the Government's priorities and objectives for fire and rescue authorities in England. The framework provides the overall strategic direction to local fire and rescue authorities.

The statutory basis for the framework is section 21 of the Fire and Rescue Services Act 2004 which requires fire and rescue authorities to have regard to the framework in carrying out their functions.

A priority in the framework is for authorities to develop and maintain an integrated risk management plan. Each fire and rescue authority's integrated risk management plan must;

- Demonstrate how prevention, protection and response activities will best be used to mitigate the impact of risk on communities.
- Set out its **management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005** in accordance with the principles of better regulation set out in the Regulators Code.

Article 26 (2) Regulatory Reform (Fire Safety) Order 2005 states *'an enforcing authority must have regard to any guidance given by the secretary of state.'*

Our IRMP baseline document details how we meet the requirements of the Fire and Rescue National Framework.

4.3 IRMP Guidance Note 4

IRMP guidance note 4: A risk assessment based approach to managing a fire safety inspection programme, whilst now withdrawn by the Home Office provides guidance on:
- Developing a fire safety inspection programme.
- Integrating risk prevention, protection and response arrangements.

Section 5.8 of this framework provides details of our **risk based inspection programme.**

4.4 Regulators Code

As a regulator whose functions are governed by this statutory code, we must have regard to the Regulators Code when developing policies and operational procedures that guide our regulatory activities. As regulators we must equally have regard to the code when setting standards or giving guidance which will guide the regulatory activities of other regulators.

The code is based on six primary requirements:

1. Regulators should carry out their activities in a way that supports those they regulate to comply and grow
2. Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views
3. Regulators should base their regulatory activities on risk
4. Regulators should share information about compliance and risk
5. Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply
6. Regulators should ensure that their approach to their regulatory activities is transparent.

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Our Service Enforcement manual, **Fire Safety Guidance Note 27**, provides more detail on how we comply with the Regulators Code.

4.5 Primary Authority

Primary Authority Schemes (PAS) were introduced in 2009, under the Regulatory Enforcement and Sanctions Act 2008, aimed at Local Authority Regulators reducing the burden on business through better, more efficient, coordinated activity. Application to the RR(FS)O 2005 was initially exempted. The Enterprise and Regulatory Reform Bill brought the RR(FS)O 2005 into the scope of PAS in April 2014. PAS governs the way enforcement activities are undertaken with responsible persons who have partnered with a fire authority (The Primary Authority). The primary authority's representative acts as the responsible person's advocate when dealing with fire safety order enforcement.

We look upon PAS as being a key part of our strategy to secure compliance within business premises being particularly interested in agreements with trade associations, which provide support to small and medium sized enterprises that might otherwise not be able to afford the services of fire professionals to support their fire policies and strategies.

Identifying synergies between our Protection and Prevention work, our Primary Authority Scheme Manager and Community Safety Manager will work closely together to identify opportunities to explore new and innovative ways to deliver and support our community safety work.

Our **PAS register** provides details of the businesses that we have entered into PAS agreements with.

5. DISCHARGING CFP REGULATORY DUTIES

5.1 Functions

The rules governing CFP activity have been significantly strengthened recently with the introduction of the Regulators Code and PAS. Under PAS an inspector is expected to deal with an assured adviser (an inspector from another service). The assured advisor will be fully qualified therefore equal competence is demanded from the authority's inspectors.

The delivery of protection services can, in the main, be broken down into certain activities or job types. These activities are described in the following part of this section. The job types are based on national best practice guidance and are undertaken by appropriately qualified personnel. By delivering in this manner standard systems can by implemented to ensure efficiency and promote proportionate, consistent and targeted regulatory activity as overseen by the Regulators Code and imposed by PAS. **Personnel undertaking CFP Regulatory**

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work must be authorised to do so. Authorisation provides the authority and powers required to carry out the work.

Each job type requires that a minimum level of competence is held by the personnel undertaking the work and therefore each job type attracts an authorisation level. Setting **authorisation levels** provides assurance that the work is delivered by appropriately skilled personnel.

The authorisation level also serves to demonstrate that the expectations of the Regulators Code are met by ensuring only appropriately skilled personnel are used and providing a standard that can be relied on.

5.2 Risk Control and Mitigation

We have a system for allocating CFP work which provides a definitive hierarchy and priority of tasks, which aligns to our performance measures and Service Level Agreements. The hierarchy is as follows:

1. Complaints
2. Post Fire
3. Consultation
4. Risk Based Audits and Inspections
5. Thematic Activities (including Petroleum, SAG and UwFS)
6. Advice (including Agency Liaison)

Our core activities, which are the tools used to control and mitigate non-domestic fire risk and compliance with fire safety law, are explained in more detail in the following sections.

5.3 Complaints

Complaints (of an alleged fire risk) typically occur when a member of the public (or sometimes an employee of an agency) observe what they believe is a fire risk in the community and report it to us. We respond to complaints which allege unacceptably high fire risk as a priority by mobilising our operational resources to assess and follow up with an investigation if required.

5.4 Post Fire Audits

We will conduct an audit of all relevant premises (those not being single domestic dwellings) after a primary fire. This is reviewed and actioned within 5 days of the fire occurring. As a fire has occurred it is highly possible that the responsible person has failed to comply with the requirements of Regulatory Reform (Fire Safety) Order 2005 and where that is not the case, we feel it is important to offer advice to reduce the risk of further fires occurring. Post fire audits and hazard spotting visits will be conducted by both CFP and response personnel.

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5.5 Consultation

Under the Regulatory Reform (Fire Safety) Order 2005, government departments, public and local authorities are required under certain circumstances to consult LFR as the Enforcing Authority.

Article 45 states *'where it proposed to erect a building, or to make any extension of or structural alteration to a building … in accordance with Building Regulations … the local authority must … consult with the enforcing authority before passing those plans.'* Article 45 (2) stipulates the same requirements for the proposed to change the use to which a building or part of a building is put.

Article 46 goes on to state that; *'where a government department or other public authority intends to take any action in respect of premises which will or may result in changes to any measures required by or under the Fire Safety Order that department or authority must consult the enforcing authority for the premises before taking that action.'*

The majority of consultations arise out of Building Regulations applications. There are two main reasons for the requirement to consult the Fire and Rescue Authority:

- Fire and Rescue Authorities take responsibility for enforcement once the building is built or altered
- Consultation informs fire authorities of matters that may affect firefighter safety

There are two main parties that designers, developers and occupiers of buildings may have dealings with concerning fire safety: the Building Control body and LCC/LFR. Building control bodies (either Local Authority or Approved Inspector) are responsible for checking compliance with all the requirements of the Building Regulations of which the fire safety requirements are detailed in Part B of Schedule 1 to the Regulations.

LCC/LFR is responsible for the enforcement of the Fire Safety Order which concerns the safety of people in relation to the operation and use of certain buildings once they become occupied. This 'parallel application' of the fire safety requirements of the Building Regulations and the Fire Safety Order emphasises the need for consultation between the applicant and the administering bodies at the earliest opportunity.

Where a Building Regulations application involves a building that is put to relevant use, building control bodies are required to consult with the Fire and Rescue Authority at certain stages within the process as prescribed by legislation.

The purpose of the consultation is to seek comments regarding fire precautions that will be necessary to meet the requirements of the Fire Safety Order. This should allow the building control body and the Fire and Rescue Authority to reach a mutually compatible view on whether plans are satisfactory from the standpoint of both the

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Building Regulations and the Fire Safety Order. We respond to statutory consultations from other authorities within nationally agreed timescales.

Responding to consultations requires specialist skills and appropriate competencies together with authorisation in accordance with article 26 of the Regulatory Reform (Fire Safety) Order 2005 and registration under the Primary Authority. All of our personnel engaged in consultation activities are appropriately trained and authorised.

Consultations are a valuable tool in the management of fire safety within Lincolnshire and as such are identified as a CFP work stream. Whilst consultation work does not normally have an immediate effect on the safety of the public (it is not until the building is built/altered and then occupied that the risk comes into existence). As statutory consultees we engage with a number of partners to influence planning and development proposals for the built environment.

Our specialised operational and fire protection expertise help to ensure the future safety of our communities. All consultation work is undertaken by suitably skilled Fire Safety Inspectors or our locally based Prevention, Protection and Operational Risk Managers.

5.6 Fire Safety Audit

We use a process and form based on the CFOA fire safety guidance notes and audit form. The guidance has been adapted to suit local procedures and systems and requires specialist competencies together with authorisation in accordance with the Regulatory Reform (Fire Safety) Order 2005 and registration under the Primary Authority Scheme.

As the audit process uses a national method, this supports the consistency of delivery. This consistency applies not only within Lincolnshire but when applied to Responsible Persons with premises outside Lincolnshire.

To support the management of identified risk, fire safety audits will be carried out by dedicated specialist Fire Safety Inspectors, (Inspectors trained to level 4 Diploma in Fire Safety or equivalent). This type of audit will be aimed at the 'high' risk premises as identified using LFR's methodology, (outlined later in the document).

5.7 Short Audits

The Short Audit process is a regulatory activity undertaken with respect to premises identified for intervention by Fire and Rescue Authorities. It includes all work from gathering intelligence to the final disposal of any safety or business improvements identified. Site visits are necessary to evaluate the suitability of fire safety measures and the level of any residual risk.

The fire safety evaluation using the short audit form is the first step during a site visit. If the evaluation reveals that appropriate general fire precautions are in place (to suitable and sufficient standards for the premises), then the inspection process can

end at that point. If the evaluation of fire precautions indicate residual concerns or identifies unacceptable risks to people in case of fire, the site visit should be escalated to the 2009 audit form for a focussed audit of the areas of concern. Escalation is used to determine whether safety has been provided or whether improvements in safety must be made.

Personnel trained to level 4 certificate level in Fire Safety will be authorised to carry out short audits at medium to low risk premises as identified using LFR's methodology for risk identification.

5.8 Operational Fire safety Visit

Fire safety visits for operational personnel are targeted at those premises believed to be broadly compliant and within the medium to low risk bands identified in IRMP Guidance Note 4. Peak activity or themed visits may also be undertaken by operational personnel in certain higher risk premises where those premises have previously been inspected by specialist fire safety personnel, although these visits will be limited in scope.

Operational Risk data gathered during visits is used to enhance information within the Service **Fire Risk Assessment Model** (FRAM) and supports crew safety through the provision of **Tactical Information Plans** (TIP), **Site Specific Risk Information** (SSRI) and **Risk Information Notes** (RIN). All visits carried out by operational personnel are carried out by authorised personnel using either the Regulatory Reform (Fire Safety) Order 2005 (Operational Fire Safety Visit) or The Fire and Rescue Services Act 2004 (Hazard Spotting).

Some visits at medium to low risk premises and other premises that have been previously audited are carried out by authorised operational personnel who have received appropriate levels of training.

5.9 Hazard Spotting

Hazard Spotting is carried out by non-specialist personnel, mainly operational crews and as a light touch by CFP personnel. Hazard Spotting is not a regulatory activity and therefore no PAS registration is required. The process will be conducted under the Fire and Rescue Services Act 2004 and not as part of any regulatory activity.

The process requires crews to record observations about premises under set headings. The crews are expected to make observations using their operational vocabulary. The observations are reviewed by specialist personnel who determine whether the signs and symptoms noted require further action.

The process relies on using the crew's core skills to highlight any potential deficiencies rather than specialist fire protection skills or qualifications.

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Hazard spotting sits within the risk control and mitigation hierarchy, as it is a tool used primarily by operational crews to bring any of the signs and symptoms of poor fire safety compliance to the attention of a fire inspector.

It is also considered vital as part of the intelligence-led approach. Operational crews complete hazard spotting on the premises they visit, whether due to AFAs, operational risk reviews or when directed to by CFP personnel. Hazard spotting provides an informed reflection of good or poor fire management at a particular premises and is therefore a valuable tool for Prevention, Protection & Operational Risk Managers.

5.10 Thematic Activities

Thematic audits or intelligence-led activities can be county-wide or specific to a local area and can be used to target emerging or increasing risks. The effectiveness of these activities is dependent on the quality of the intelligence received, so information channels must be fully utilised and risk-profile information as accurate as possible.

It is important for LFR to that all community safety activities are evaluated to ensure that the impact of actions can be measured and the required outcomes are achieved. All campaigns carried out will follow an evaluation process, (as outlined in Appendix C). An annual review of these activities will be carried out with reports submitted for review.

5.11 Risk-Based Inspection Programme

Our Risk-Based Inspection Programme (RBIP) triggers the vast majority of audits and hazard spotting visits undertaken by our CFP and response teams. Our methodology groups premises into four risk categories.
Our RBIP does not exist to generate enforcement action, its purpose being to target our resources effectively, thus maintaining standards and reducing the likelihood of loss of life due to fire at the highest risk to life premises.

The risk levels are a major factor in deciding which risk management controls are required at premises, they are not, as would traditionally have been the case, dictated by premises type.

The risk level on each premises, regardless of type or use, may, depending on the level of risk presented, fall into any one of the risk levels, albeit well-managed sleeping risks are by their nature always likely to attract a higher risk than a well-managed non sleeping risk.

The primary control is the re-visit frequency, which is used as a guide for planning subsequent audits or hazard spotting visits. A high risk premises should receive more regular visits than a premises presenting a lower risk.

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The re-visit frequency in levels 1-2 will be dictated by available resources and will generally, but not exclusively be conducted by response crews in the form of hazard spotting visits. Level 3 will generally attract a short audit/compliance check and Level 4 will always attract an audit and be completed by a fire safety inspector. This is illustrated in the table below (see section 6 for qualification levels):

Risk Level	Level 1 (Very low risk)	Level 2 (Low Risk)	Level 3 (Medium Risk)	Level 4 (High Risk)
Relative Risk Rating	0-3 (not including 3)	3-4 (not including 4)	4-5 (not including 5)	5+
Re-visit guide Frequency	None (Unless intelligence received)	≤ 60 months	≤ 36 months	≤ 12 months
Minimum qualification	L1	L1/L2 Basic	L2 Basic	L2 Advanced

None of the above will prevent, where it is reasonably believed there is a need, more frequent visits, inspections or audits or indeed, if requested, crews from conducting hazard spotting at Level 3-4 premises.

Our priority is to ensure that fire safety audit and inspections are focused primarily on those premises which give rise to the most serious risk to life. However, intelligence is gained from other activities, including Operational Risk Reviews, Incident Recording System (IRS) and partners. This intelligence may result in the risk level being increased or decreased.

The Divisional Prevention, Protection and Operational Risk Managers (DDC PPOR) have the flexibility to re-allocate resources in line with trends. For example, if poor compliance is noted in several lower risk premises types or if IRS or other data suggests there is a local issue in a particular premises type or location.

There will also be times where it may not be practical to conduct a visit to determine a premises, or group of premises, level of risk, in such cases the DDC PPOR can make use of all available information to establish the most likely level of risk. This is generally only acceptable where it is believed that the premises are likely to be low or very low risk.

The following table is provided as a guide to the level of risk associated with each band; again this should be considered as a guide and not used rigidly:

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Risk Level	Risk Description
Level 4 (high risk)	Sites or premises where, following a visit, there is a very high level of risk **or** premises where a Prohibition, Alteration or Enforcement Notice has been issued **or** where there is a higher than normal risk to firefighters.
Level 3 (medium risk)	Sites or premises where following a visit, there is a medium level of risk **or** occupants likely to be asleep **or** sheltered housing without 24 hour management on site **or** serviced flats, halls of residence, and sleeping areas of boarding schools **or** hotels and guest houses **or** shopping complexes, exhibitions, museums, leisure centres and other assembly buildings **or** high risk industrial premises, warehouses, and engineered solutions.
Level 2 (low risk)	Sites or premises where following a visit, there is a low level of risk **or** occupants who are awake but unfamiliar with the premises **or** small offices, small shops and low risk industrial premises.
Level 1 (very low risk)	Sites or premises where following a visit, there is a very low level of risk **or** occupants are awake and familiar with the building.

The risk level will be assigned and recorded as per the methodology outlined. .

5.12 Risk Area Profiling

LFR use a standard methodology for defining risk associated to commercial premises, (Appendix D). This methodology is then refined to support high risk identification relating to Community Fire Protection, (Appendix E), and supported by a workflow that clearly outlines the development and management of the Service's local Risk Based Inspection Programme, (RBIP), (Appendix F).

Our methodology for defining risk and development of our RBIP uses a number of different sources of new and historic information.

Experian's 'Incident Risk Score' model is used to support the identification of new 'risk' premises and supplements the methodology for prioritisation of high risk premises for fire safety inspection. These premises are defined by 3 common areas of risk in commercial premises;

• The presence of a large number of people
• The presence of material or stock which could be flammable
• Places where food is being cooked

The Incident risk score model profiles businesses against this risk and assigns them a risk percentile score out of 100 and identifies which premises within Lincolnshire are most at risk of an accidental fire. This information is then blended with a number of other sources of empirical and dynamic data that considers:

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- A 'Relative Risk Rating', (calculated using Part C(1) of fire safety audit methodology), that has been generated following a Fire Safety Audit and processed through the Service's Management Information System, (MIS), FloSuite.
- Intelligence from operational risk gathering visits
- IRS – Post fire information
- Sleeping risks
- Historical fire safety audit outcomes
- Identified areas of weakness of fire safety standards, e.g. sleeping risks above commercial kitchens/takeaways
- Social/economic impact on local communities
- An understanding of all premises across the County

The methodology for the development of the RBIP is driven by the Central CFP Team in conjunction with the Community Risk Department; this process further ensures integration of operational risk intelligence with fire protection data. The Service wide RBIP is then managed and monitored by our Prevention, Protection & Operational Risk Managers, (PPOR Managers), at a local level. PPOR Managers manage presented risk by allocating resources as per LFR's Protection delivery strategy.

5.13 Petroleum

Lincolnshire Fire and Rescue is the Petroleum Enforcing Authority (PEA) for Lincolnshire. We are responsible for ensuring that those who keep and dispense petrol do not cause risk to the public or the environment. We discharge this duty by providing advice and guidance, audit and inspection and where necessary, by taking enforcement action. Our Petroleum related activities are delivered by our Fire Safety Inspectors who are appropriately skilled and authorised.

LFR is also the Petroleum Licensing Authority for Lincolnshire which covers two pieces of legislation, The Petroleum (Consolidation) Regulations 2014 (PCR) and Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR). Where dispensing activities take place, we are responsible for the administration of Petroleum Storage Certificates and Licences across the county.

The 'Guidance for Design, Construction, Modification, Maintenance and Decommissioning of Filling Stations' (Blue Book) is the established technical guidance for Petrol filling stations. To be able to inspect petrol stations effectively a good working knowledge of the document is important. We use the Association for Petroleum and Explosive Administration (APEA) training courses, which involve people from all parts of the industry, to ensure that our inspectors are suitably trained in this specialist area.

Our Petroleum activities are delivered by a specially trained Petroleum officer within the Central team and a Petroleum trained CFP inspector per Division.

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5.14 Safety Advisory Groups

Sportsground Safety Advisory Groups

LFR will chair the non-statutory safety advisory groups that were established to ensure public safety further to a number of tragic accidents occurring at sportsgrounds across the UK. They will be chaired by the Prevention and Protection Manager, whilst technical support and enforcement action will be delivered by our fire safety inspectors.

Lincolnshire Event Safety Partnership

Lincolnshire Event Safety Partnership (LESP), which is a function of our Local Resilience Forum, exists to provide a strategic framework of consistent advice to local Events Safety Advisory Groups across Lincolnshire, enabling them to provide proportionate, timely and accurate guidance to event organisers. All members of LESP play an active role, based on their area of expertise, and are committed to ensuring safety at the larger events taking place in Lincolnshire.

In particular, the group:

- Provides a forum for provision strategic advice to relevant bodies
- Gathers intelligence and share best practice
- Provides consistent and proportionate advice and guidance to interested groups and agencies
- Supports local Safety Advisory Groups and encourage a positive culture of event safety
- Provides training for event organisers, safety advisory group members and other bodies
- Positively engages with regulatory and enforcement bodies
- Considers and interprets relevant legislation and approved codes of practice applicable to the event industry
- Compiles and maintains a database of events throughout Lincolnshire
- Maintains and develops links with public and private bodies associated with the event industry

Safety Advisory Groups (SAGs) provide a forum for discussing and advising on public safety at an event. They aim to help organisers with the planning, and management of an event and to encourage cooperation and coordination between all relevant agencies. They are non-statutory bodies and so do not have legal powers or responsibilities, and are not empowered to approve or prohibit events from taking place. Event organisers and others involved in the running of an event, retain the principal legal duties for ensuring public safety.

The Lincolnshire Events Safety Partnership (LESP) is where a representative, from each SAG (usually the chair) attends to share good practice and agree future policy. Both the LESP and SAG meetings are attended by a CFP Officer trained in SAG and Crowd Management to ensure that we offer consistent advice across the county.

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It is important to maintain a presence at all SAGs as we are the lead authority on safety at sports grounds as well as the Regulatory Reform (Fire Safety) Order 2005 and public safety for licensing.

5.15 Unwanted Fire Signals

An Unwanted Fire Signal (UwFS) is defined as a signal transmitted by an Automatic Fire Detection (AFD) system reporting a fire where, upon arrival of the fire service, it is found that a fire has not occurred.

Our policy for UwFS reduction seeks to reduce the incidence of UwFS through appropriate use of resources and statutory powers. The core elements of our reduction strategy are:

- Challenging calls where the only indication of fire is the alarm sounding
- Employing statutory powers under the RR(FS)O 2005 to improve the management of premises where it has been identified that the management UwFS is poor
- Charging where little effort is being made to effectively reduce the incidence of excessive UwFS

Our current methodology for reducing UwFS is the culmination of the following;

- Advice issued, or a visit where appropriate, to premises within 5 working days of the UwFS
- Visit by a fire safety inspector to regularly offending premises to discuss false alarm problems leading to the identification of effective solutions
- Experience gained from previous initiatives to reduce UwFS
- Statistical analysis of the types and trends of UwFS leading to identifying common causes and practical remedies
- Reviewing the strategies employed by the Chief fire Officers Association (CFOA) and other Fire & Rescue Services to identify successful reduction strategies and then adapting that strategy to suit our requirements

Our Divisional CFP teams, supported by the CFP Central team, are responsible for the implimentation and application of the UwFS policy and procedures.

5.16 Fire Protection Advice

We have a duty under Section 6 of the Fire and Rescue Services Act 2004 to give advice and promote fire safety, free of charge, when requested, this advice extends to:

- How to prevent fires and restrict their spread in buildings and other property
- The means of escape from buildings and other property in case of fire

Where the RR(FS)O 2005 applies, the advice given and the promotion of fire safety has to be consistent with national guidance and standards. We will deliver our duties

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in respect of the regulators code by providing advice in relation to non-domestic premises, just as we do to support community safety.

Offering such advice helps us to support business, the economy and reduce the number of fires which occur by encouraging people to ask how they can make their premises safer. It can also help to reduce the time spent on enforcement activity. Whilst all of our fire protection personnel, Advocates and response crews are able to offer general fire safety advice, technical advice is only offered by suitably skilled personnel.

5.17 Agency Liaison

We will continue to work with Partners and other agencies to share information and intelligence with the ultimate aim of improving our services. By doing this we can direct resources in an intelligence-led manner thus reducing the burden or impact on businesses, fostering better agency relationships and supporting the business sector.

We will work with other agencies responsible for enforcing the Regulatory Reform (Fire Safety) Order 2005, such as the Crown Premises Inspection Group and the Health and Safety Executive (HSE), sharing information where appropriate.

Working closely as a statutory consultee under the Building Regulations and the Licencing Act, we have the opportunity to influence how the built environment is constructed or changed in regard to fire safety, access and water supplies. This helps to secure the future safety of those occupying a broad range of premises. It also provides the opportunity to recommend enhanced levels of protection such as sprinklers[1], further improving the building stock within Lincolnshire.

We continue to seek to broaden our partnership engagement with the Care Quality Commission (CQC) who inspect various premises including hospitals and care homes, which often support those most vulnerable in our society.
CFP Liaison Officers will provide a point of contact to establish or strengthen working protocols that will encourage an environment where information is routinely shared and acted on appropriately.

Emerging and rapidly growing sectors for us and the CQC are extra care, supported living, sheltered housing, domiciliary care and nursing/medical care. Working with the CQC and the care sector gives us the opportunity to protect the most vulnerable and signpost any health and wellbeing issues either directly or via our CFS services.

We also have a long standing working relationship and **protocol** with the Local Housing Authorities. Due to both LFR and the local housing authorities having enforcement powers affecting the housing sector it is essential that we work effectively together.

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[1] See LFR Sprinkler Policy

Reducing public sector resources, increasing demand on rented housing and localised cultural issues create many challenges for both authorities, not least where vulnerable people are found living in multi-occupied premises without the correct level of fire protection or appropriate domestic living facilities. This important work often provides signposting opportunities to the health and wellbeing services.

Similarly, we work closely with the Environment Agency (EA) to reduce fire risks at waste sites and thereby the likelihood of fire. We will seek to **establish a MoU** with the EA to improve safety at these high risk sites by working together in collaboration.

Within the capacity available, we seek opportunities to support businesses through initiatives such as small business engagement seminars and awareness sessions.

6. SUPPORT FUNCTIONS

6.1 Competency, Training & Authorisation CFP

The delivery of effective regulation depends on the competency of the professionals who carry out the work. Common regulatory competence standards, underpinned by a robust development process, maintenance of competence and comprehensive learning materials are essential to the effective service delivery.

The Competency Framework for Business Fire Safety Regulators (the Competency Framework) is the national model for Fire Inspectors. The Competency Framework takes cognisance of and includes all of the essential elements within the 'Common Approach to Competency for Regulators' produced by the former Better Regulation Delivery Office (now RD). These core competencies include skills, attitude, knowledge of the sector for regulation and relevant legislation.

The Competency Framework for Business Fire Safety Regulators has been developed for use by Fire Safety Regulators within the UK. This approach satisfies the desire for all regulators to adopt a common and consistent approach to supporting business and to reduce regulatory burdens.

The primary purpose of the framework is to ensure that Business Fire Safety Regulators have the skills, knowledge, understanding and other attributes necessary to be competent. It further protects the regulatory organisation by ensuring that Business Fire Safety Regulators are delivering the most up-to-date advice and information to the wider community to enable them to meet their statutory duties.

The Primary Authority Scheme (PAS), administered by RD, again, is designed to reduce regulatory burden on businesses and promote consistent, effective inspection and enforcement processes. The Primary Authority provides advice and guidance which is assured through a statutory mechanism. Thus, any Fire Authority entering into such a scheme must have a competent workforce trained the same, to a quality national standard.

We have a progression system in place which aligns itself to the Competency Framework. We have also implemented the Skills for Fire and Rescue National

Occupational Standards (NOS) for Fire Safety, provided by Skills for Justice, and use a range of course providers to deliver training when required. The standards have been complemented by nationally recognised Fire Safety qualifications, which are divided into three roles and associated qualifications:

- Level 3 Certificate in Fire Safety
- Level 4 Certificate in Fire Safety
- Level 4 Diploma in Fire Safety

Development of CFP personnel is carried out in a structured and phased manner. Training is incremental, with the learning of complex information being acquired over a period of time. It is generally recognised across the UK Fire and Rescue Services that it will take 12 to 18 months for a person to become fully competent as a Fire Safety Regulator/Inspector, and **individual development plans** reflect this.

CFP personnel will continue their development and maintain current knowledge through participation in continuous professional development (CPD) events on a quarterly basis and encouragement to read relevant journal articles, case studies and the like. This will be used to demonstrate maintenance of competence and will be used as evidence in our **organisational assurance process**.

We will continue to develop CFP knowledge and skills across our functions in order to create capacity and develop a greater shared knowledge of factors affecting risk within the built environment. **Our enhancement plan** seeks to implement 3 definitive levels of competence within LFR in relation to CFP activities and the skills gained will be maintained and built upon through career progression. A programme has been established to maintain skills through CPD for all levels.

The 3 levels are:

- Level 1 – Initial acquisition through recruits training up to premises Hazard Spotting for all whole-time (WDS) Crew Managers & Acting Crew Managers, with the aim of being able to spot possible non-compliance and report it to a Watch Command Support (WCS) or Fire Safety Inspector.

- Level 2 Basic – Initial acquisition for all newly promoted WCS and Deputy Divisional Commanders (DDC) of the Level 4 Certificate in Fire Safety (Auditors), enabling all WCS and DDCs to support the Divisional CFP teams by carrying out short audits at medium and low risk premises.

- Level 2 Enhanced – Fire Safety Inspectors and Officers trained to Level 4 Diploma in Fire Safety (Inspectors).

Building design, methods and materials are constantly changing and on occasions an engineered solution is required to ensure that a building can function safely as it cannot comply with prescribed building codes. Whilst our CFP inspectors may have received some training in fire engineering, they will not have the skills to comment on more complex projects. An enhanced level of skill is required to achieve this, which can be facilitated via a new level 5 qualification within the National Competency

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Framework. Due to the limited frequency at which our inspectors encounter complex projects, we do not train our inspectors to level 5. However, it is possible that personnel may have achieved a level 5 qualification through an alternative route, in which case, we will support ongoing CPD requirements and thereby support their continued ability to comment on complex fire engineered solutions. Where we have no level 5 trained personnel, we will procure the services from another FRS as and when required.

There is a substantial benefit to providing fire safety knowledge and skills to operational commanders, as it increases their understanding of fire safety provisions and design, leading to better informed decision-making and improved firefighter safety. For this reason **RDS Watch and Crew Managers will also undergo regular training** to raise awareness of fire safety within buildings and how to respond to unsatisfactory conditions if found.

Authorisation in respect to the enforcement of fire safety and delegated legislation is managed by the Prevention and Protection Manager who arranges the necessary warrants for those personnel engaged in enforcement work and revokes those warrants where personnel leave the service or are no longer eligible. Warrants are only provided where the Prevention and Protection Manager is satisfied that the individual has sufficient knowledge and skills and that the knowledge and skills have been properly maintained.

6.2 Competency & Training CFS

Recognising the importance that training and development contributes towards successful CFS outcomes, we are committed to providing tailored training to all personnel engaged in CFS activities and CPD.

Our CFS Manager ensures that training programmes are developed for CFS and response crews. These programmes are delivered in accordance with **Service Order 6: Appendix 2** and in conjunction with our organisational development team.

6.3 Interdependencies

Our prevention and protection work streams are woven through our service structure ensuring that all operational personnel and our specialists contribute to the delivery of Community Safety and operational intelligence, simultaneously maintaining crews knowledge of risks within their area.

Our **Divisional Community Safety Plans**, which incorporate CFS and CFP activities, support service delivery in line with our Service Plan. These plans are refreshed annually.

6.4 Regional Collaboration

Regional collaboration is important in the continued development and delivery of CFP activities. Regional collaboration provides an environment where managers can

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develop, share, implement and evaluate a broad spectrum of ideas and good practice.

We actively engage in a range of fire protection forums both locally and nationally, facilitated in the main by CFOA. Some of the main areas where regional collaboration is beneficial include:

- Training and development of staff
- Fire engineering services
- The development and standardisation of technical information
- Business support for small and medium enterprises
- Development of common work streams

6.5 Organisational Assurance

Our Organisational Assurance in relation to CFP activities has, in the past, been limited to CFP team members being registered on the Institution of Fire Engineers (IFE) Register of Auditors and in relation to CFS activities was limited in scope.

Our new system of Assurance delivers the following:

- Audit process aligned to key lines of enquiry
- Review of workplace activities
- Continual team monitoring, team development and sharing of best practices
- Personal performance reviews aligned to performance management
- Quality Assurance audits

Our new system of Assurance is delivered by both central and divisional managers as follows:

Divisional Leadership Team

- Day to day responsibility for the delivery of activities within Divisions
- Maintain and update Divisional assurance for all activities
- Undertake an annual assurance self-assessment and report, by exception, any assurance gaps

Prevention and Protection Manager

- Preparation of the assurance audit plan
- Reporting on performance against audit plan
- Production of the assurance statement

Our **assurance statement** is delivered to the Service Performance Management Board annually at the end of year meeting.

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Pre Campaign Evaluation

```
┌─────────────────────┐
│    Campaign for     │
│    consultation     │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│   Brief summary of  │
│    activity/event   │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐
│ Does it align with  │
│  the service plan?  │
└─────────────────────┘
```

No   **Yes**

```
┌────────────────────────┐      ┌────────────────────────┐
│ Consider any other     │ Yes  │ Complete full campaign │
│ reason why we would    │─────▶│ plan and implement,    │
│ move forward with      │      │ listing Service Plan   │
│ this event             │      │ outcomes               │
└────────────────────────┘      └────────────────────────┘
```

No

```
┌─────────────────────┐
│   File and review   │
│      annually       │
└─────────────────────┘
```

Campaign Planning

File Evaluation and review annually	← No ──	Pre-campaign evaluation

```
                                    Pre-campaign evaluation
                                            │
                                            ▼
                    ┌──→   Look at previous year's review, especially
                    │      areas for improvement and successes
                    │              │
                    │              ▼
                    │          Research context
                    │              │
                    │              ▼
                    │       Develop aim and objectives
                    │              │
                    │              ▼
                    │ ←──   Set initial activities and align with
                    │          national campaigns
                    │              │
                    │              ▼
                    │       Complete individual activity plan for
                    │       each specific event
                    │              │
                    │              ▼
                    └ ←──   Continuous review and evaluation
```

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Title of Targeted Campaign

Service Plan Outcomes and Outputs

Aim

Measureable Objectives

Non-measureable Objectives

Context

Activity

Date	Activity

Specific Activity

Related Objectives

Activity Summary

Cost and Resources

Stakeholder engagement

CFS department		
Wholetime crews		
RDS crews		
COG		
FSS		
Public		
Partners		
Minority Groups		

Outcomes

Evaluation

Was the aim achieved?	*Review at year end*
What worked well?	
What didn't work well?	
Considerations for future	

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Appendix D- Risk Identification Methodology

Operational Risk

Fire Protection

Identify

Experian 'Incident Risk Score Model'
LFR will use Experian IRS to identify high risk premises for both Fire Safety and Ops Risk inspection. The dataset will be layered over FRAM high risk areas to build an intelligent and comprehensive map of community risk. The Experian dataset is refreshed every 3 months, ensuring that premises data is current.
(Known premises which have been inspected are identified through PTRR or Flo-suite)

Analyse
(Risk x Likelihood)

Premises Type Risk Register
LFR will use the PTRR to define high, medium and low risk premises for Operational Risk

CFOA relative risk rating
For known premises, LFR will use CFOA's relative risk rating to define the level of risk for Fire Safety

Experian 'Incident Risk Score Model'
Experian will prioritise premises most at risk from fire based on historical incident data. Experian calculates a risk score

Allocation
LFR will use its analysis to produce a dataset of premises for Ops / Fire Safety Inspection. The DDC PPOR will allocate inspections to Ops crews and Fire Safety teams. The DDC PPOR may use professional judgement and local intelligence

Mitigate

Operational Risk Inspection
Ops crews and ORT will carry out risk inspections and record using F1184.

Fire Safety Audit
Ops Crews and FS teams carry out FS Audit and provide advice.

Provision of Risk Information System
LFR will use PORIS to assess the level of risk and allocate the appropriate level of risk information (TIP, SSRI,

CFOA relative risk rating
LFR will use CFOA's relative risk rating to assess the level of risk and…

Evaluate

LFR will define the review period using PTRR (Ops Risk) and CFOA relative risk rating (Fire Safety)

Version 1.3

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Appendix E – Community Fire Protection Risk Identification Methodology

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Identify

Existing audit   Experian data
Complaints
Premise type
History of fires

• Information/data feed

Consideration given to operational risk

Analyse

PPOR Manager

• FloSuite
• RRR
• Visit allocated at appropriate risk

Consideration given to operational risk

Mitigate

RBIP

• Visit carried out
• CFP
• WCS
• Ops crews

Consideration given to operational risk

Evaluate

Re-inspection frequency

• Annual review of risk reduction
• Review of risk management

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Appendix F: CFP Risk Based Inspection Programme Workflow Process

High Risk Premises- Identification Schematic

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Newly Identified Data

- 3 Monthly data refresh of premises who meet criteria — Experian
- Data cleansed for existing premises/ duplicates already known to LFR
- LFR already aware?
  - Yes → Data deleted to avoid duplication
  - No → Premises allocated to PPOR Manager to review against Risk Based Inspection programme
- Appropriate of CFP action required is identified and scheduled
- What action is required?
  - Hazard Spot → Is the premises compliant?
    - Yes- automatically scored as 1-low risk
    - No → Audit completed and findings logged on FloSuite — FloSuite
  - Short/full audit → Audit completed and findings logged on FloSuite — FloSuite

Existing LFR Data

- Existing LFR Data — FloSuite
- Data reviewed against CFOA Relative Risk Rating calculator
- Relative Risk Rating score generated and logged against premises
- What score is generated?
  - 4-6 → High isk
  - 2-3 → Medium Risk
  - 1 → Low Risk
- Data exported to Risk based inspection programme — Excel
- Re-inspection frequency determined and logged

Community Safety Framework Document – Glossary of Terms

LFR	Lincolnshire Fire and Rescue
CFS	Community Fire Safety
CFP	Community Fire Protection
IRMP	Integrated Risk Management Plan
NFCC	National Fire Chiefs Council
LRSP	Lincolnshire Road Safety Partnership
CFOA	Chief Fire Officers Association
LCSP	Lincolnshire Community Safety Partnership
S&WC	Safe and Well Check
HSC	Home Safety Check
DIY	Do It Yourself
CS	Community Safety
EMAS	East Midlands Ambulance Service
SLA	Service Level Agreement
STP	Sustainability and Transformation Partnership
LCC	Lincolnshire County Council
LSCB	Lincolnshire Safeguarding Children Board
LSAB	Lincolnshire Safeguarding Adults Board
FIS	Firesetter Intervention Scheme
BTEC	Business and Technology Education Council
AM	Area Manager
P&P	Prevention and Protection
RTC	Road Traffic Collision
RGN	Risk Guidance Note
RR(FS)O	Regulatory Reform (Fire Safety) Order
PAS	Primary Authority Scheme
SAG	Safety Advisory group
UwFS	Unwanted Fire Signal
FRAM	Fire Risk Assessment Model
TIP	Tactical Information Plan
SSRI	Site Specific Risk Information
RIN	Risk Information Note
AFA	Automatic Fire Alarm
RBIP	Risk Based Inspection Programme
DDC	Deputy Divisional Commander
PPOR	Prevention Protection Operational Risk
MIS	Management Information System
IRS	Incident Recording System
PEA	Petroleum Enforcing Authority
PCR	Petroleum (Consolidation) Regulations
DSEAR	Dangerous Substances and Explosive Atmospheres Regulations
APEA	Association for Petroleum and Explosive Administration
LESP	Lincolnshire Event Safety Partnership
AFD	Automatic Fire Detection
HSE	Health and Safety Executive
CQC	Care Quality Commission
EA	Environment Agency
MoU	Memorandum of Understanding
RD	Regulation Delivery
UK	United Kingdom
NOS	National Occupational Standards
CPD	Continuous Professional Development
WDS	Wholetime Duty System
WCS	Watch Command Support
IFE	Institution of Fire Engineers
RDS	Retained Duty System
COG	Chief Officer Group
FSS	Fire Service Staff

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Open Report on behalf of Pete Moore, **Executive Director of Finance and Public Protection**	
Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**24 July 2018**
Subject:	**Quarter 4 Performance Report** **(1 January to 31 March 2018)**

Summary:

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

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

This report provides the Committee with performance and customer satisfaction information for Quarter 4 2017/2018 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 2017/2018

The Council Business Plan 2017/2018 was approved by Council on 24th February 2017. 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.

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
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.

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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**

7,326
Products
Cumulative Actual as at March 2018

⬇

5,000
Products
Cumulative Target as at March 2018

Illicit alcohol and tobacco products seized

Products

	Q1	Q2	Q3	Q4
Cumulative total	3,912	4,511	7,323	7,326
Products	3,912	599	2,812	3
Target	2,000	3,000	4,000	5,000
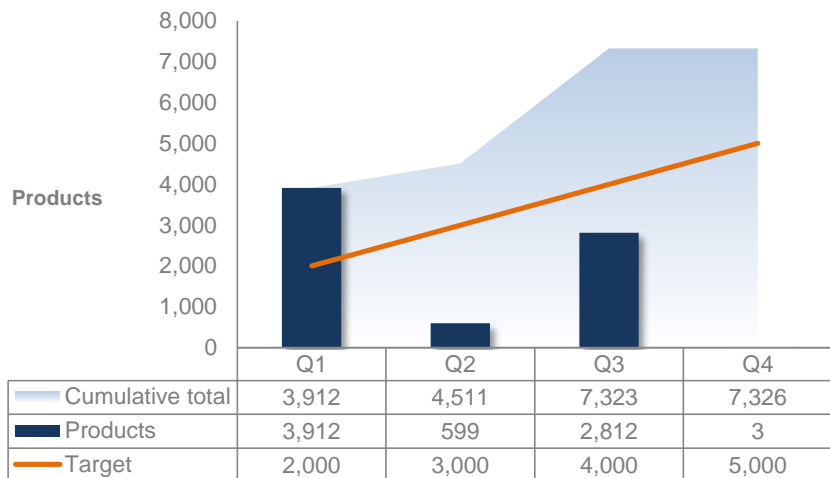
About the latest performance

So far this year, operations at 11 premises have led to the seizure of 110,628 illicit cigarettes (approximately 5531 packs of 20) and 87,250g of illicit tobacco (approximately 1745 packs of 50g). 50 individual cigars were also seized as they did not comply with the new Tobacco and Related Product Regulations 2016. Investigations have commenced into the supply of counterfeit cigarettes and proceeds of crime act offences.

Illicit Alcohol and Tobacco Seized 2016/2017 (cumulative)

Q1: 529
Q2: 1,870
Q3: 7,645
Q4: 8,125
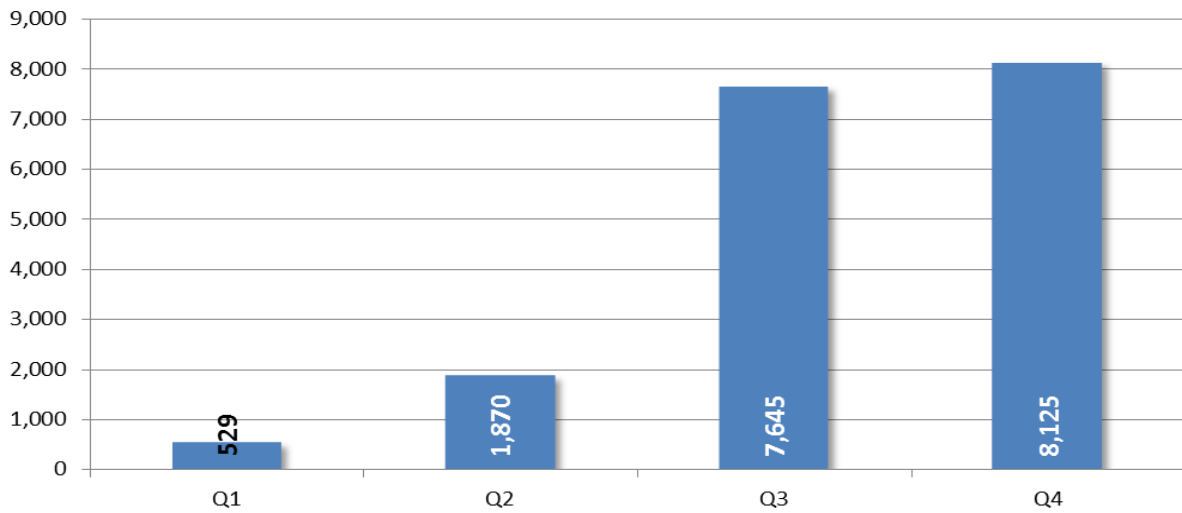
About the target

We aim to increase the amount of illicit and unsafe alcohol and tobacco products removed from the market in Lincolnshire. In 2017/2018 a target has been set for 5000 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.

Lincolnshire
COUNTY COUNCIL
Working for a better future

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.

✓ Achieved

40,620
Products
Cumulative Actual as at March 2018

⬇

30,000
Products
Cumulative Target as at March 2018

Unsafe and Counterfeit goods removed from market

	Q1	Q2	Q3	Q4
Cumulative total	22,916	32,863	33,537	40,620
Products	22,916	9,947	674	7,083
Target	12,000	24,000	27,000	30,000
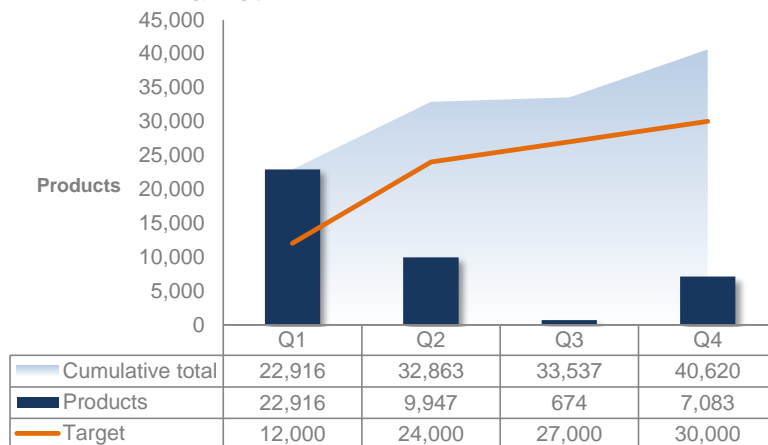
About the latest performance

Over 40,000 counterfeit and unsafe products have been removed from sale so far this year. 9,809 items were seized or surrendered as they were unsafe. A further 2,000 unsafe items were suspended from sale whilst we worked with the business to make the items compliant. 28,811 counterfeit items were removed from sale. Unsafe items removed from sale included this years must have toys - 'Fidget Spinners', counterfeit 'Fingerlings' and 'magnetic putty'. Other unsafe items included chainsaws, counterfeit perfume, makeup and unsafe electrical appliances/accessories.

Unsafe and counterfeit goods removed from the market 2016/2017 (cumulative)

	Q1	Q2	Q3	Q4
	17,669	21,907	22,685	27,292
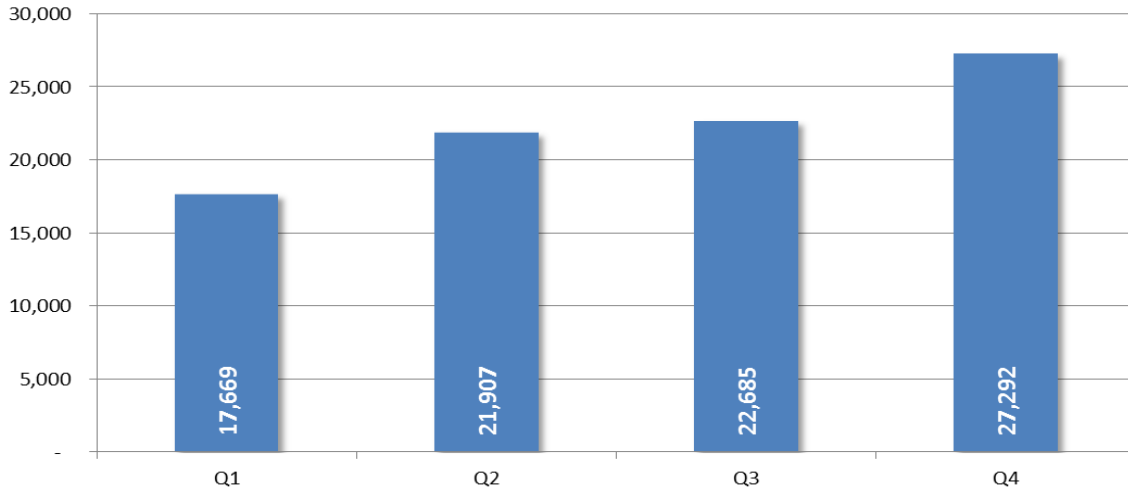
About the target

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 last year 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

263
Premises
Cumulative Actual as at March 2018

⬇

266
Premises
Cumulative Target as at March 2018

High risk premises inspected by Trading Standards

	Q1	Q2	Q3	Q4
Cumulative total	29	66	152	263
Premises	29	37	86	111
Target	29	62	152	266
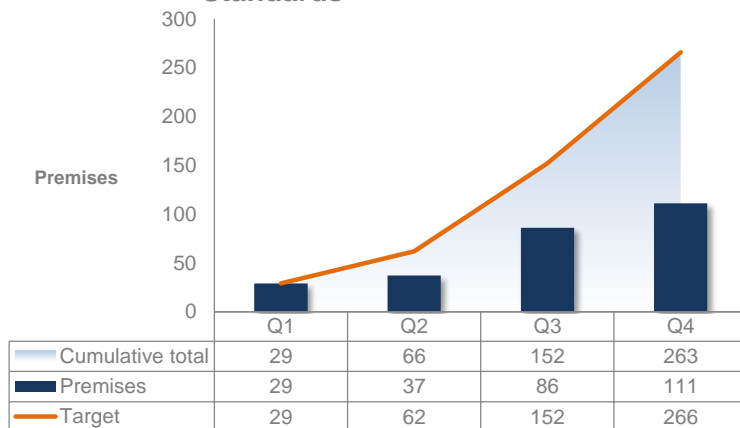
About the latest performance

263 high risk inspections have been completed to date. This includes 194 animal feed inspections, 37 animal health inspections and 32 food standards inspections. Three planned inspections could not be completed (1 animal health inspection and 2 animal feed inspections). These will be completed in 2018/19.

High Risk Premises Inspected by Trading Standards
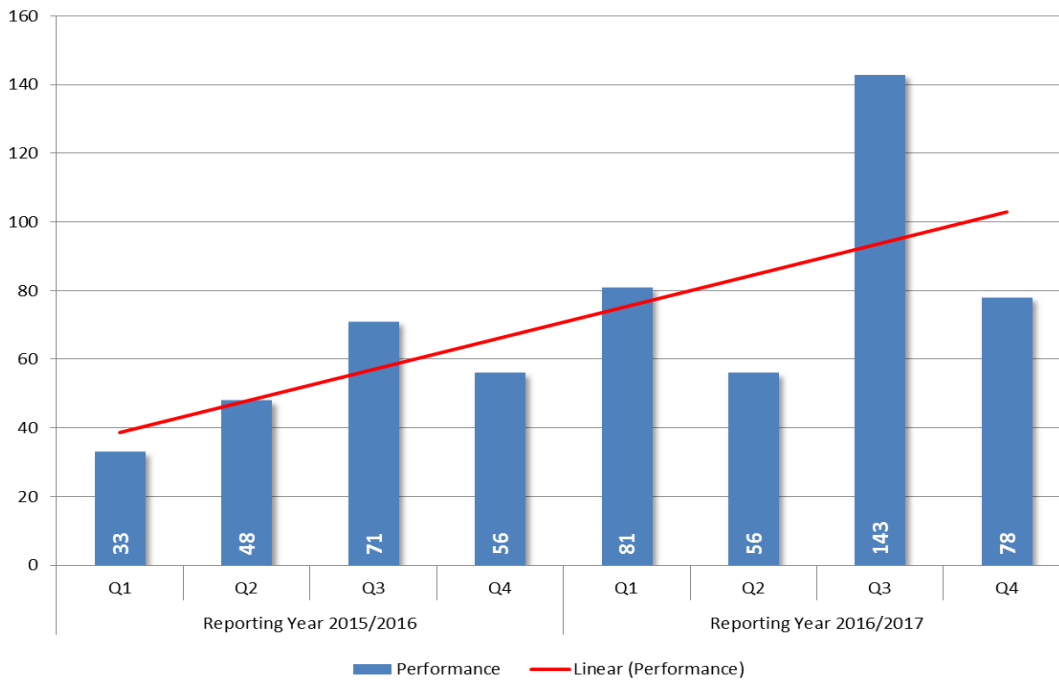
High Risk Premises Inspected by Trading Standards
Annual Performance
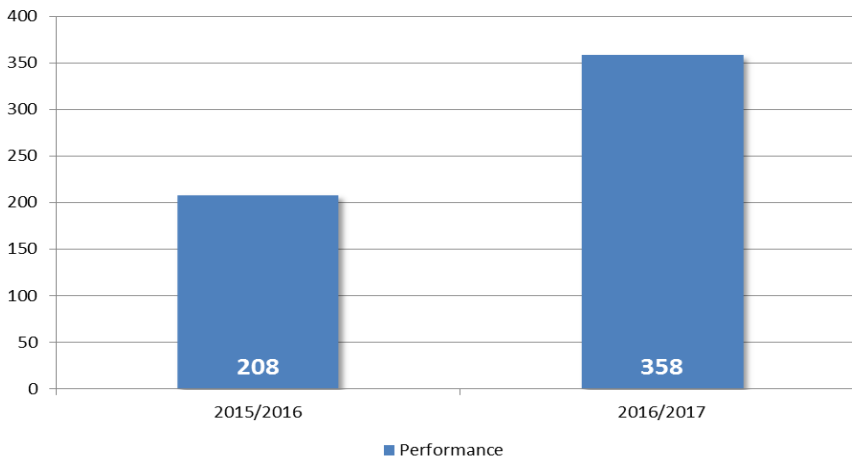
About the target

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 ⬅

4,211

Incidents reported
Quarter 4 March 2018

⬇

21,019

Incidents to date - 2017/18
Quarter 4 March 2018

Anti-social behaviour incidents reported to the police

	Q1	Q2	Q3	Q4
Cumulative total	5,981	12,047	16,808	21,019
Incidents reported	5,981	6,066	4,761	4,211
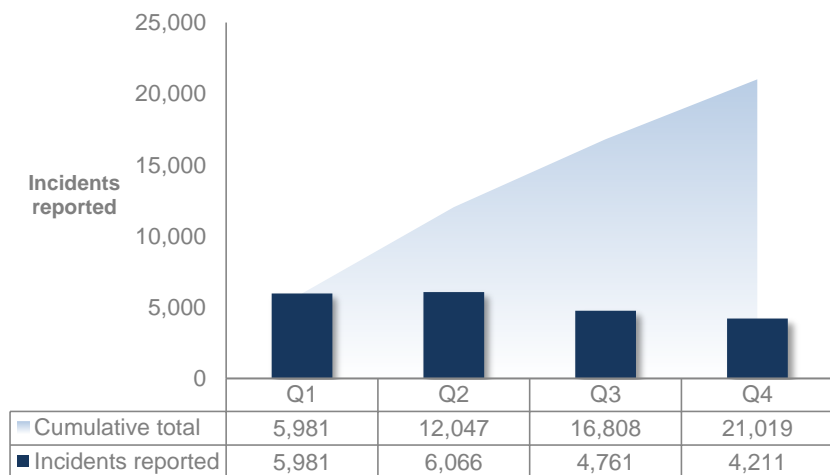
About the latest performance

Anti-social behaviour reported to the police is 4.7% lower than the same quarter last year. Although we have no definitive cause for the drop we know anti-social behaviour patterns tend to coincide with weather conditions; there was a prolonged period of adverse weather conditions over this period which may have contributed to the decrease.

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

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
No. of Incidents	5,826	6,689	4,727	4,487	5,766	6,372	4,704	4,390	5,269	5,846	4,732	4,454	5,112	5,897	4,558	4,420
	2013/2014				2014/2015				2015/2016				2016/2017			

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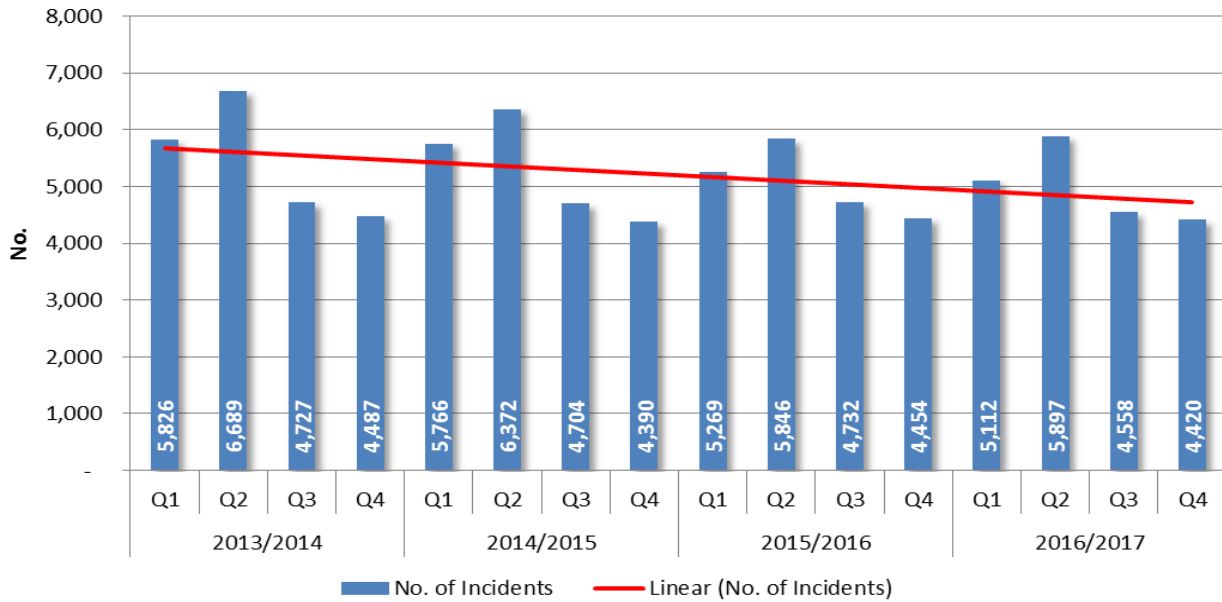
No. of Anti-social behaviour incidents reported to the police (annual total)

	2013/2014	2014/2015	2015/2016	2016/2017
No. of Incidents	21,729	21,232	20,301	19,987

No. of Incidents ▬ Linear (No. of Incidents)
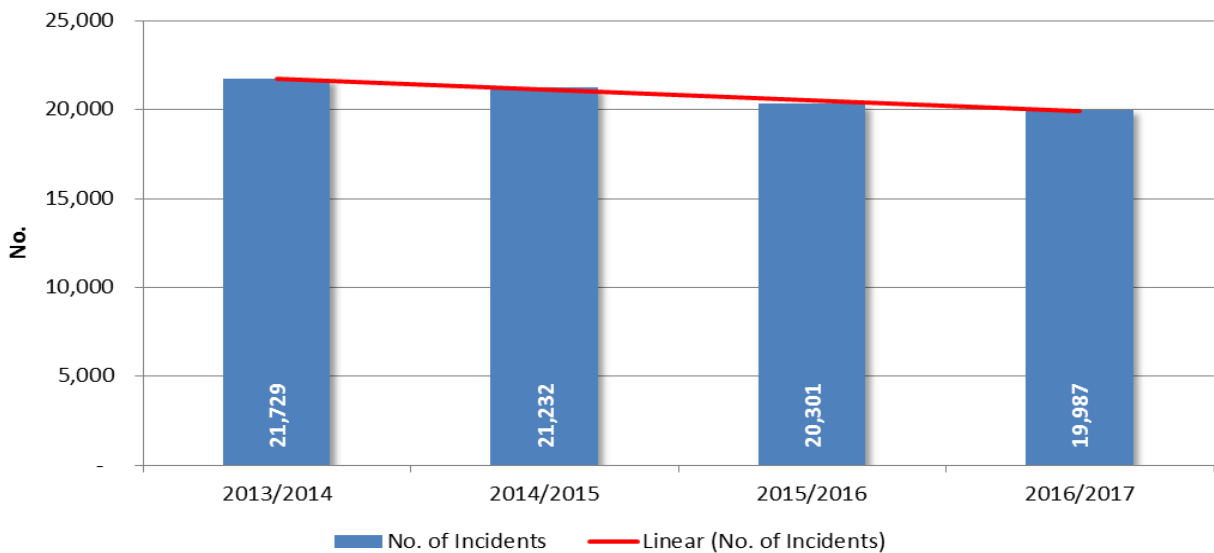
About the target

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.

Improving but not achieved

2,785
Incidents
Cumulative Actual as at March 2018

2,710
Incidents
Cumulative Target as at March 2018

Alcohol related anti-social behaviour incidents

	Q1	Q2	Q3	Q4
Cumulative total	854	1,677	2,271	2,785
Incidents	854	823	594	514
Target	728	1,597	2,207	2,710
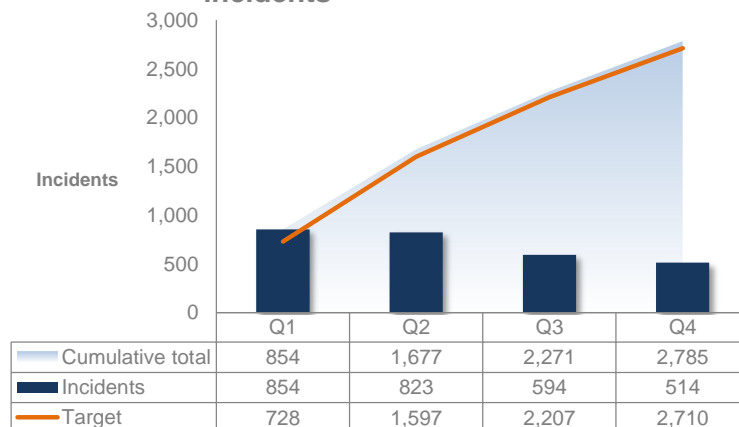
About the latest performance

Alcohol related anti-social behaviour is down 2.4% in Q4 compared to the same time last year. This continues the downward trend noted in the previous quarter. The year-end figure is 2.8% over the set target.
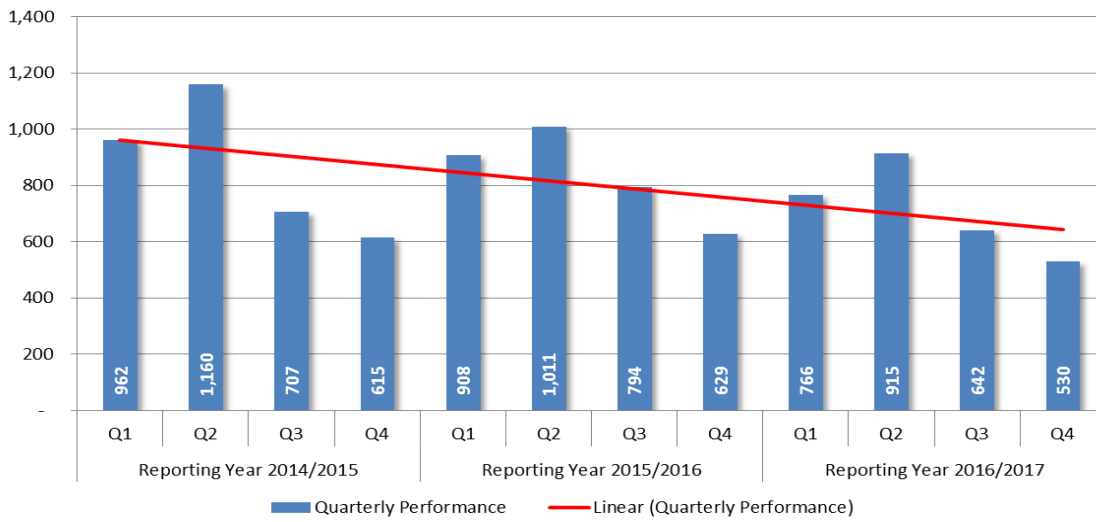
Alcohol Related Anti-social Behaviour Incidents

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	962	1,160	707	615	908	1,011	794	629	766	915	642	530
	Reporting Year 2014/2015				Reporting Year 2015/2016				Reporting Year 2016/2017			

Quarterly Performance   Linear (Quarterly Performance)

Alcohol Related Anti-social Behaviour Incidents
Annual Performance

2014/2015	2015/2016	2016/2017
3,444	3,342	2,853

Performance   Linear (Performance)
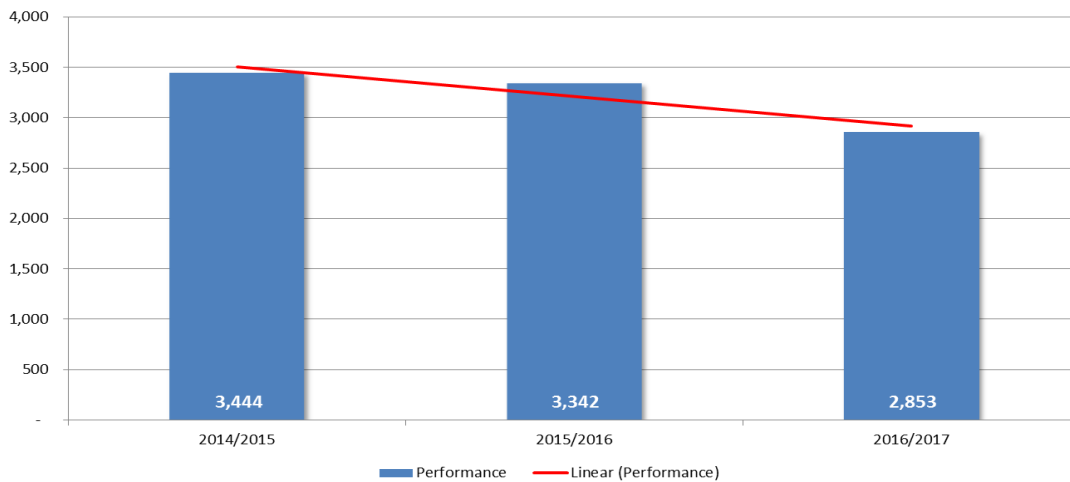
About the target

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.

![Lincolnshire County Council - Working for a better future]

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

2,007
Incidents
Cumulative Actual as at March 2018

⬇

1,397
Incidents
Cumulative Target as at March 2018

Alcohol related violent crime incidents

	Q1	Q2	Q3	Q4
Cumulative total	403	926	1431	2007
Incidents	403	523	505	576
Target	336	695	1045	1397

About the latest performance
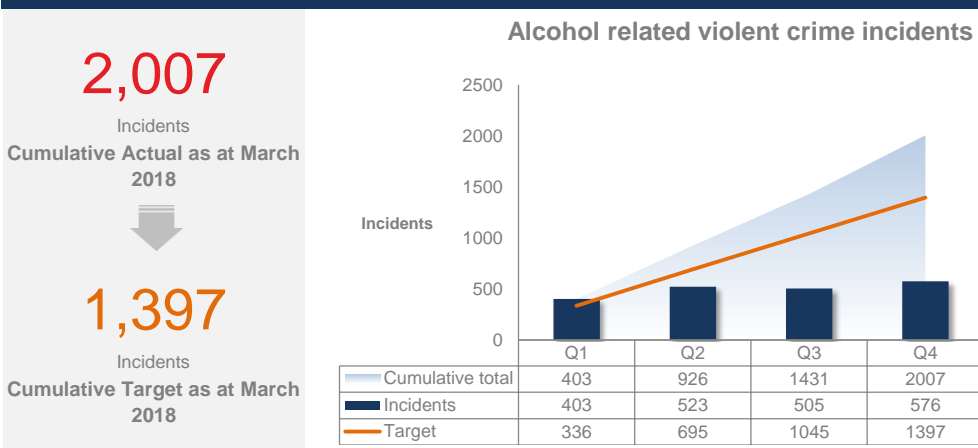
Alcohol related violence increased by 55.7% in Q4 compared to the same quarter last year. This continues the upward trend noted in previous quarters. This indicator is influenced by changes in violent crime recording and the flagging of the presence of alcohol in police crime reports. The drastic increase is down to a change in recording practice of crime which leads to more crimes being flagged than had been previously. The year end figure is 43.7% over the target. The Safer Communities Service continues to fund the 'Blue Light Project' which works with those treatment resistant drinkers who cause the most demand on the police. The scheme has now been brought into the Council having been previously been commissioned out to an external provider. The new arrangements mean that Blue Light Project staff now work from the same office as those working in the multi-agency Assisting Rehabilitation through Collaboration (ARC) scheme. ARC works with the most prolific crime offenders in Lincolnshire. The co-location of staff from both schemes has allowed them to share their expertise and resources, reducing duplication and increasing efficiency. As part of the Blue Light Project, training is due to be delivered later in the year which is open to front line staff from all agencies (including within the Council, to help them work more effectively with clients whose drinking is problematic). This will help to upskill staff so that they are better able to recognise and support clients to access help to tackle their drinking. The Safer Communities Service continues to work in partnership on the innovative Alcohol Abstinence Monitoring Requirement (AAMR) tags scheme, which has recently been expanded countywide in Lincolnshire after initially only operating at Boston Magistrates Court. The tags measure the amount of alcohol in an offender's sweat to determine if they are breaching their sentence or bail. The Safer Communities Service is currently working with other agencies on the evaluation of the effectiveness of this scheme.

Alcohol related violent crime incidents
Quarterly Performance

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	327	405	357	311	396	436	528	316	354	378	368	370
	Reporting Year 2014/2015				Reporting Year 2015/2016				Reporting Year 2016/2017			

■ Quarterly Performance ── Linear (Quarterly Performance)
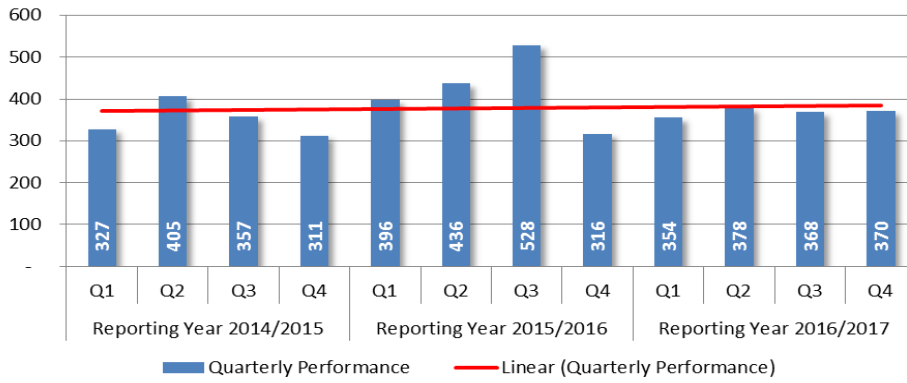
Alcohol related violent crime incidents
Annual Performance

2014/2015	2015/2016	2016/2017
1,400	1,676	1,470

■ Cumulative performance ── Linear (Cumulative performance)
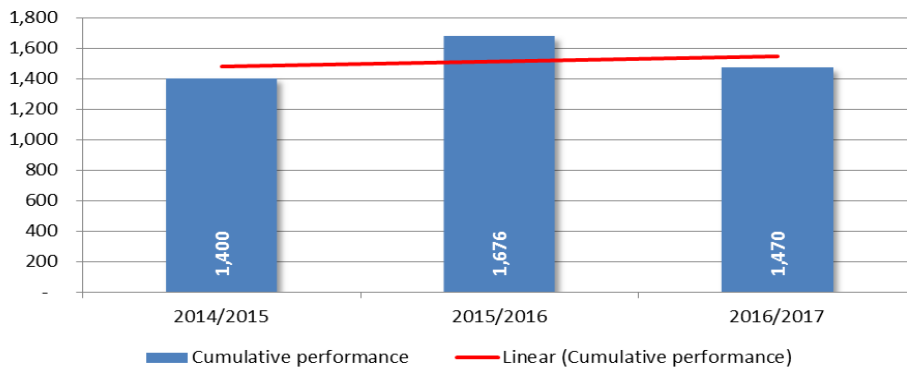
About the target

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.

❌	Not achieved

9,525
Incidents
Cumulative Actual as at March 2018

⬇

9,824
Incidents
Cumulative Target as at March 2018

Reported incidents of domestic abuse

	Q1	Q2	Q3	Q4
Cumulative total	2412	4850	7249	9525
Incidents	2412	2438	2399	2276
Target	2506	5242	7618	9824
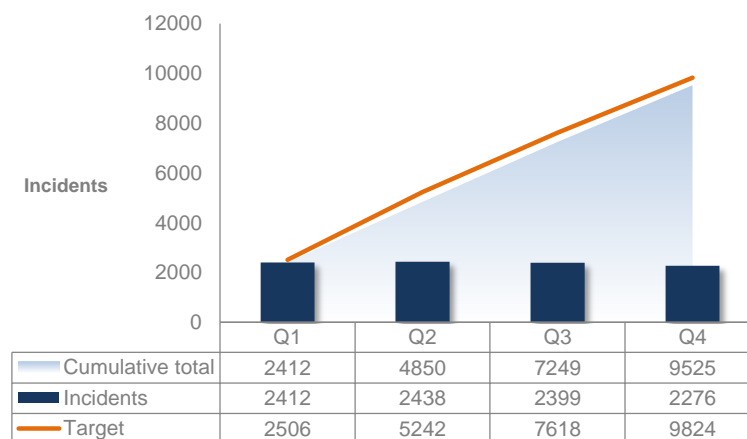
About the latest performance

Domestic abuse incidents reported to the police have increased, for all districts apart from West Lindsey, compared to the same quarter last year. Overall there has been a 6% increase in reported incidents in Quarter 4 2017-18 compared to Quarter 4 of 2016-17. These figures do not include incidents reported to other agencies and support services such as district councils or housing agencies. This means we are approximately 3% away from the end of year target. Domestic abuse support services have recently been recommissioned for victims of Domestic Abuse. The new contract with West Lindsey Domestic Abuse Service (WLDAS) will commence on 1st August 2018. The Safer Communities Service is working closely with WLDAS during the implementation period, including looking at how hospital-based Independent Domestic Violence Advisors services could be delivered within budget, which will also probably see improved reporting of domestic abuse.

Further details

Reported Incidents of Domestic Abuse
Quarterly Performance

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2,666	2,849	2,424	2,391	2,551	2,542	2,473	2,440	2,433	2,656	2,307	2,142
	Reporting Year 2014/2015				Reporting Year 2015/2016				Reporting Year 2016/2017			

Legend: ▬ Quarterly Performance ▬▬ Linear (Quarterly Performance)
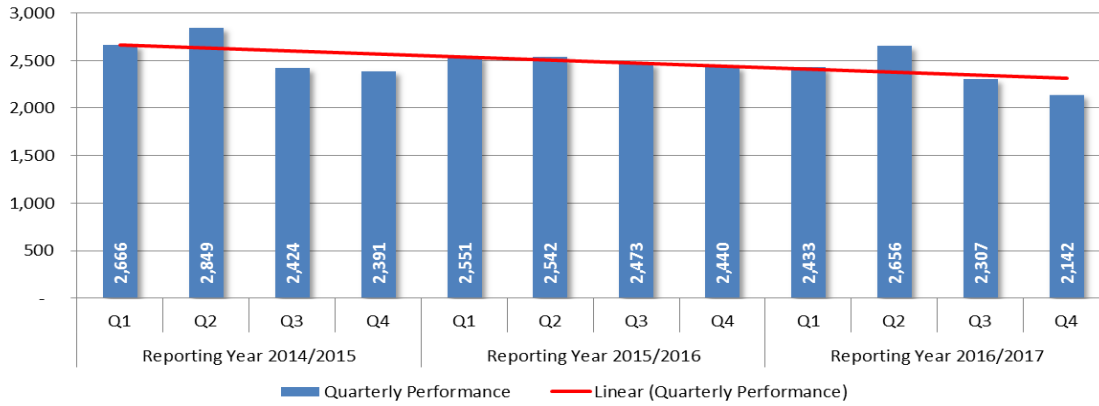
Reported Incidents of Domestic Abuse
Annual Performance

2014/2015	2015/2016	2016/2017
10,327	10,006	9,538
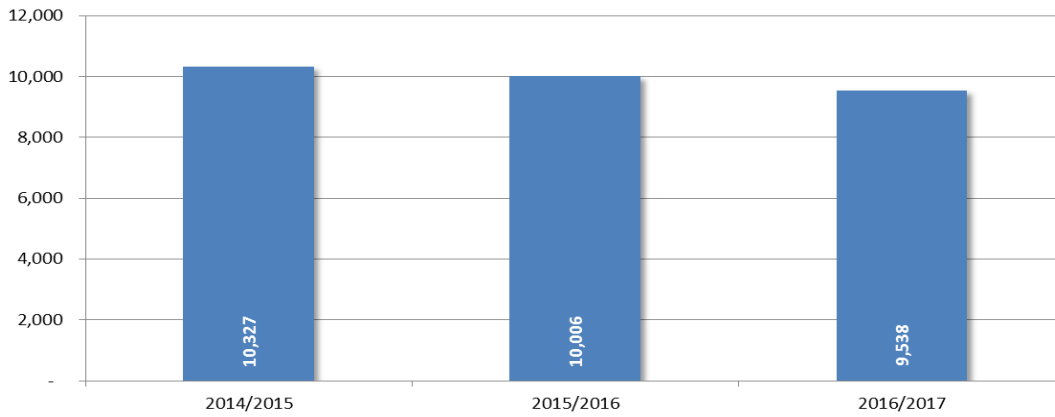
About the target

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 Lincolnshire Community Safety Partnership (LCSP) and the DHR is published on the LCSP website.

➡ Measured ⬅

1
Number of incidents
Quarter 4 March 2018

⬇

2
Incidents to date - 2017/18
Quarter 4 March 2018

Domestic Homicides

	Q1	Q2	Q3	Q4
Cumulative total	1	1	1	2
Quarterly total	1	0	0	1
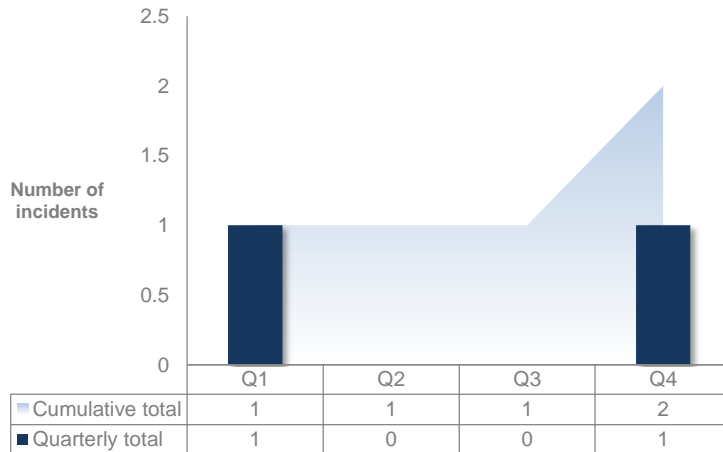
About the latest performance

There has been one domestic homicide recorded in Quarter 4. So far there are no specific trends or connections between any of the deaths. Each death will be fully reviewed and lessons shared.

Further details

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

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.

Lincolnshire
COUNTY COUNCIL
Working for a better future

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 ⬅

23.7
%
Apr 2017 - Mar 2018

⬇

24.2
%
Jan 2017 - Dec 2017

Repeat referrals of Domestic Abuse to MARAC

	Jul 2016 - Jun 2017	Oct 2016 - Sept 2017	Jan 2017 - Dec 2017	Apr 2017 - Mar 2018
■ Percentage	23.9	23.5	24.2	23.7
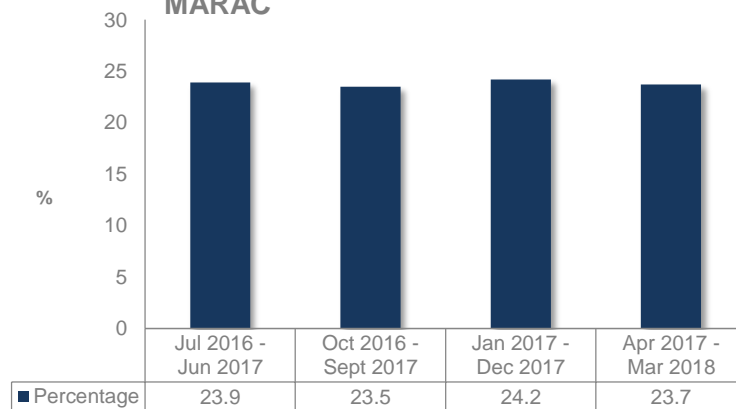
About the latest performance

The increase in the repeat rate of referrals to MARAC is just over 3 percentage points this quarter compared to the same period 2016-17. The continued drop in total number of referrals (new and repeat) to MARAC has continued this quarter (from 152 in Quarter 3 to 109 in Quarter 4), impacting on percentage repeat referral rate.

Further details

Repeat Referrals of Domestic Abuse to MARAC

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	19.2	20.0	18.1	19.9	17.9	17.8	18.1	20.4

Reporting Year 2015/2016   Reporting Year 2016/2017
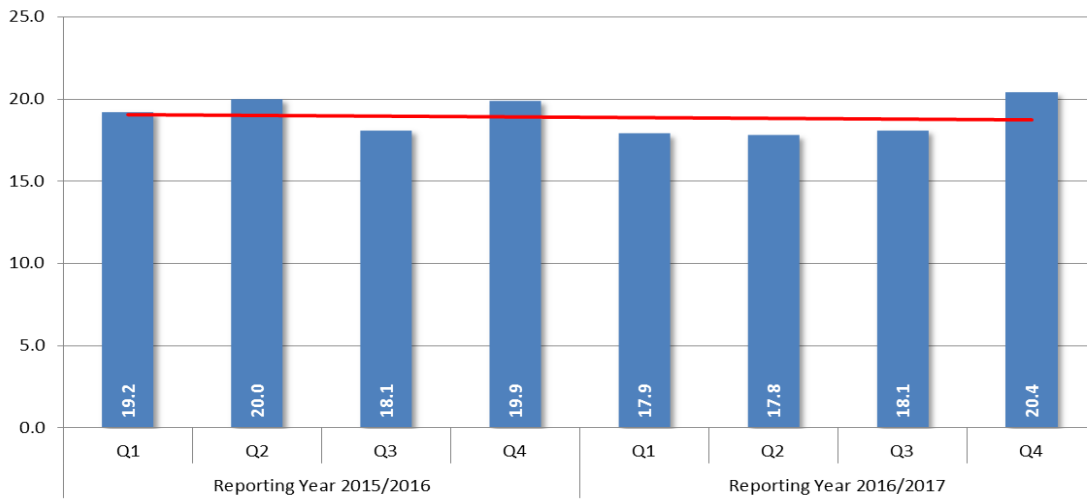
About the target

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.

Lincolnshire
COUNTY COUNCIL
Working for a better future

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 ⬅️

152

Casualties
October to December 2017

⬇️

167

Casualties
July to September 2017

People killed or seriously injured in road traffic collisions

	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Cumulative total	122	245	412	564
Casualties	122	123	167	152

About the latest performance

This figure is lower than the third 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 -2016

Year	Quarter	Number
2009	Jan-Mar	84
2009	Apr-Jun	115
2009	Jul-Sep	125
2009	Oct-Dec	135
2010	Jan-Mar	89
2010	Apr-Jun	120
2010	Jul-Sep	143
2010	Oct-Dec	110
2011	Jan-Mar	98
2011	Apr-Jun	106
2011	Jul-Sep	151
2011	Oct-Dec	128
2012	Jan-Mar	91
2012	Apr-Jun	110
2012	Jul-Sep	116
2012	Oct-Dec	109
2013	Jan-Mar	82
2013	Apr-Jun	86
2013	Jul-Sep	145
2013	Oct-Dec	102
2014	Jan-Mar	99
2014	Apr-Jun	103
2014	Jul-Sep	95
2014	Oct-Dec	101
2015	Jan-Mar	56
2015	Apr-Jun	103
2015	Jul-Sep	100
2015	Oct-Dec	60
2016	Jan-Mar	92
2016	Apr-Jun	93
2016	Jul-Sep	144
2016	Oct-Dec	105

KSI (All casualties) 2009-2016 Annual

Year	KSI
2009	459
2010	462
2011	483
2012	426
2013	415
2014	398
2015	319
2016	434

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.

Killed or seriously injured Casualties 2015 CIPFA comparison

Authority	Value
North Yorkshire	429
Norfolk	385
Devon	336
Northamptonshire	335
Derbyshire	324
Warwickshire	320
Nottinghamshire	320
Lincolnshire	319
Cambridgeshire	286
Staffordshire	262
Gloucestershire	253
Leicestershire	242
Cumbria	231
Worcestershire	211
Somerset	210
Suffolk	207

Lincolnshire
COUNTY COUNCIL

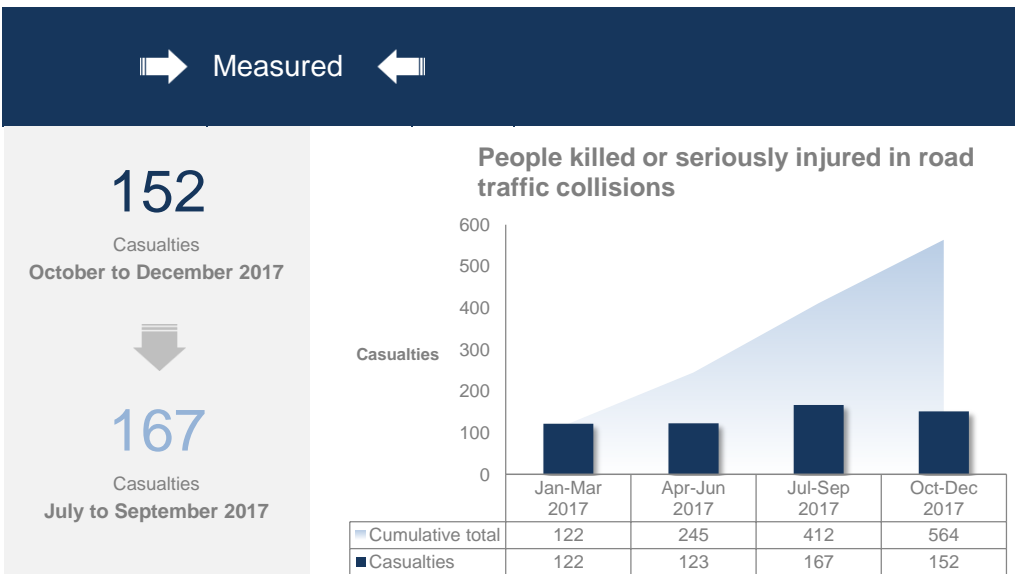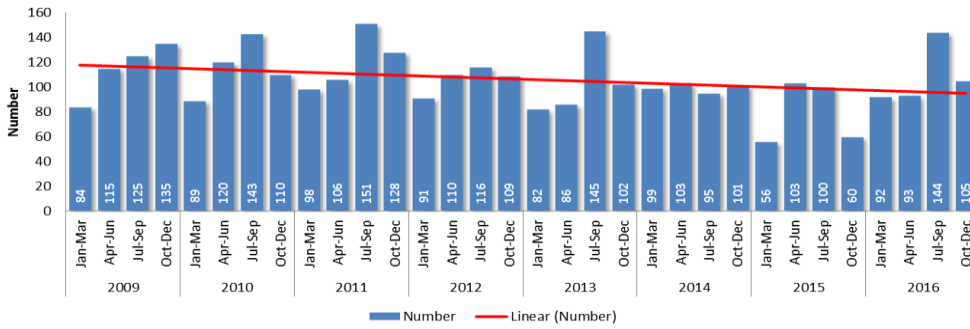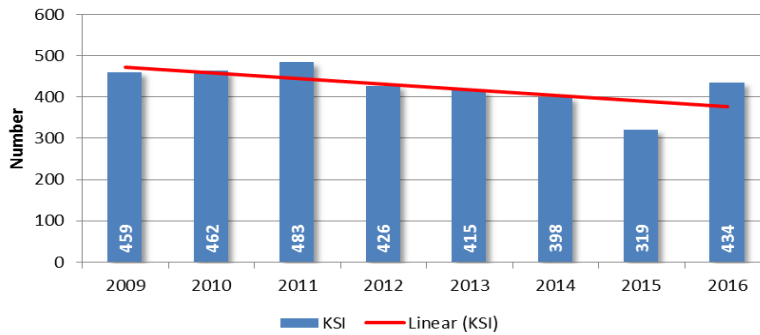*Working for a better future*

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 ⬅

6

Casualties
October to December 2017

⬇

9

Casualties
July to September 2017

Children killed or seriously injured in road traffic collisions

	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017
Cumulative total	8	15	24	30
Casualties	8	7	9	6
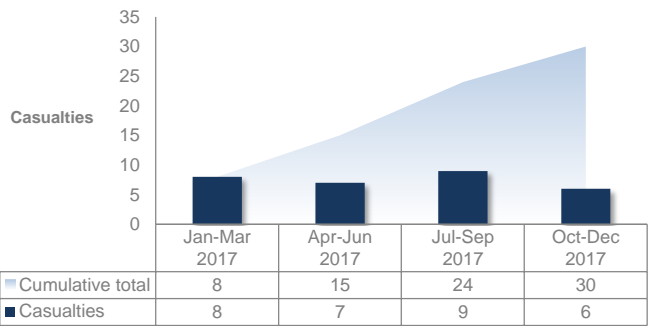
About the latest performance

This figure is the lowest of all quarters of 2017. Analysis of collision and casualty data does not indicate
any clear commonality or patterns regarding child KSIs.

KSI (Child casualties) 2009 -2016

Legend: KSI — Linear (KSI)

KSI (Child casualties) 2009-2016 Annual

Legend: KSI — Linear (KSI)

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.
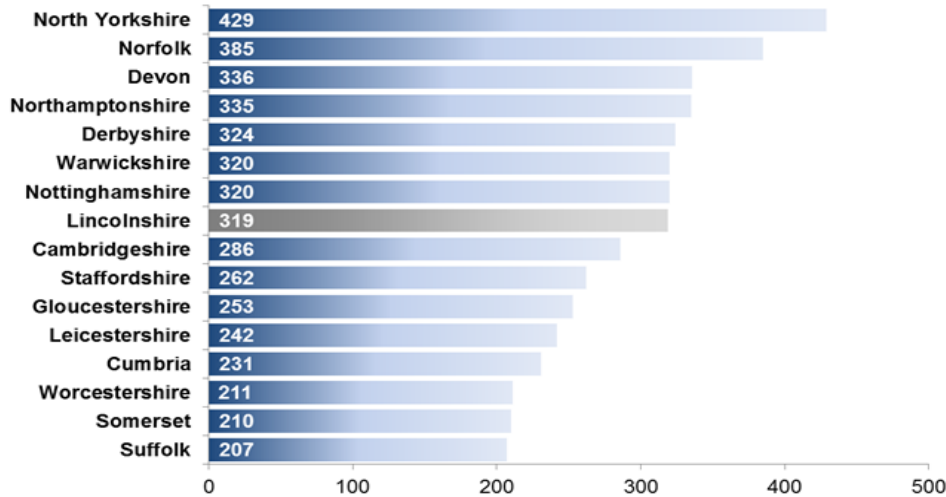
About the target range

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 performa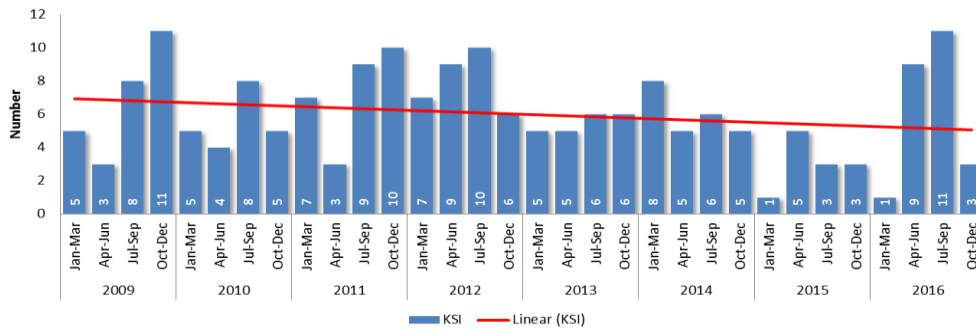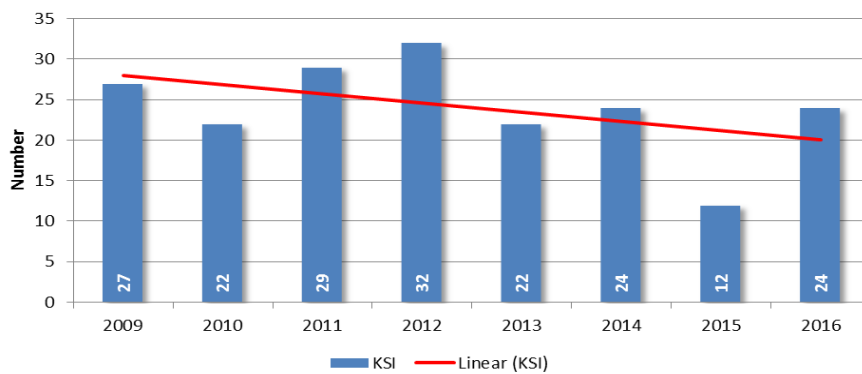nce to be monitored against other similar local authorities. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

Children killed or seriously injured 2015 CIPFA comparison

Authority	Value
Nottinghamshire	32
Northamptonshire	24
Derbyshire	24
Staffordshire	21
North Yorkshire	20
Gloucestershire	20
Warwickshire	19
Norfolk	18
Devon	17
Worcestershire	16
Cambridgeshire	14
Cumbria	13
Somerset	13
Lincolnshire	12
Leicestershire	11
Suffolk	9

Lincolnshire
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Working for a better future
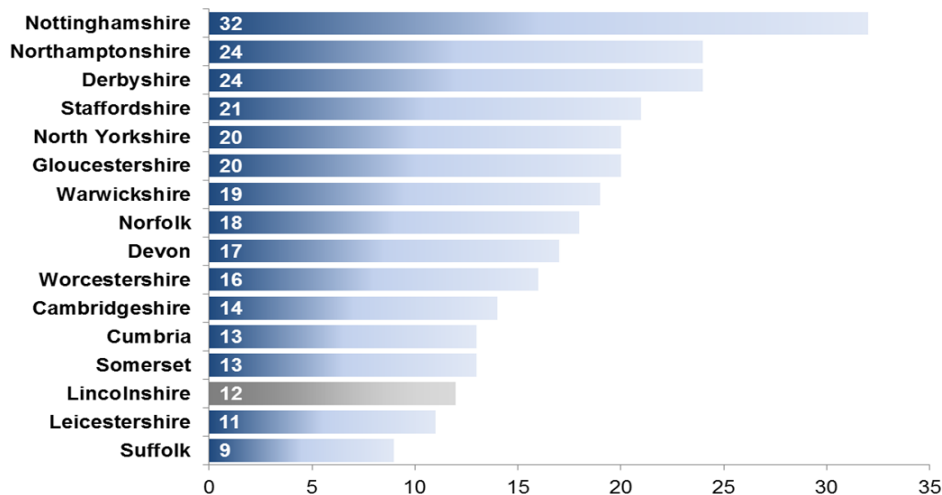
	Communities are safe and protected

Reduce adult reoffending

Adults Reoffending

This measures the year to date percentage of adult reoffenders. 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.

✓ Achieved

28.4
% of reoffenders
Quarter 3 December 2017

⬇

28.0
% of reoffenders
Target for December 2017

Adults Reoffending

% of reoffenders

	Q4	Q1	Q2	Q3
Percentage	29.5	29.3	28.3	28.4
Target	29.7	29	28.5	28
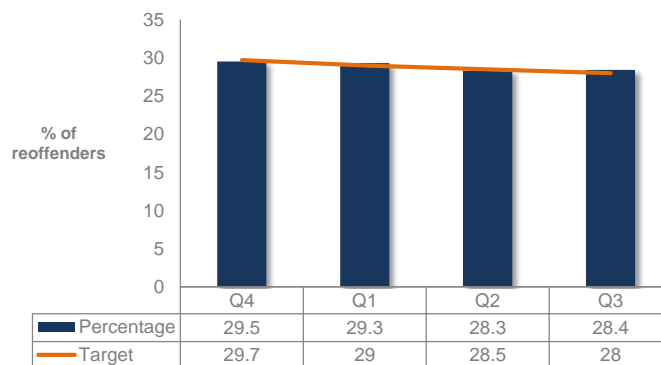
About the latest performance

Between April 2016 and December 2016 there were 4,963 adult offenders (the cohort). In the 12 months following identification (between April 2016 to December 2017), of those 4,963 adult offenders, 1,410 re-offended resulting in the 28.4% adult re-offending rate. On average, the number of offences committed per adult reoffender this quarter is 3.7. Although we have not met the target, performance is within tolerance for this measure.

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Percentage of Adults Reoffending

Bar chart showing Percentage of Adults Reoffending (%):

	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Performance	31.2	31.5	31.6	31.7	31.9	30.1	29.2

2015/2016: Q1–Q4 | 2016/2017: Q1–Q3

Performance ■   Linear (Performance) ━
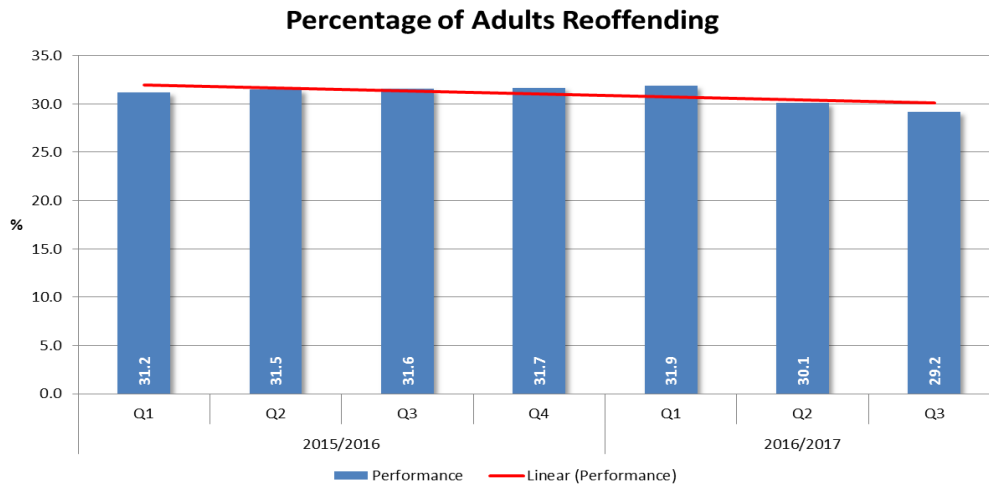
About the target

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.

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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. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.

✖ Not achieved

147.03

Per 100,000 population
Cumulative Actual as at March 2018

⬇

138.53

Per 100,000 population
Cumulative Target as at March 2018

Primary fires

	Q1	Q2	Q3	Q4
Cumulative total	42.91	80.84	115.68	147.03
Rate	42.91	37.93	34.84	31.34
Target	32.16	73.13	106.51	138.53

Per 100,000 population
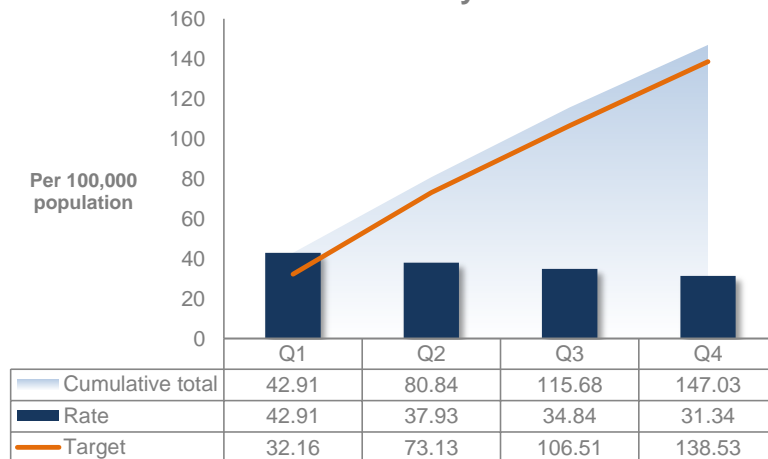
About the latest performance

We have ended the financial year behind target having seen an increase of 51 primary fires (up from 1,042 to 1,093 - 5% increase) compared to last year. There have been small fluctuations across a variety of property types but, in the main, the increase can be attributed to a rise in vehicle fires (up from 258 to 280 – 8.5%) and dwelling fires (up from 384 to 409 – 6.5%). It is, however, pleasing to see that fires in both prisons and restaurants/cafes have almost halved (prisons – down from 32 to 17, restaurants/cafes – down from 18 to 10), and fires in schools/colleges have also seen a significant reduction – down from 13 last year to only 4 this year. In addition to our Home Safety Check programme, we continue to deliver four main campaigns throughout the year, all targeted at reducing fires in dwellings. Our Arson Task Force continue to work toward reducing the number of vehicle fires.

Further details

Primary Fires (Actual Numbers)
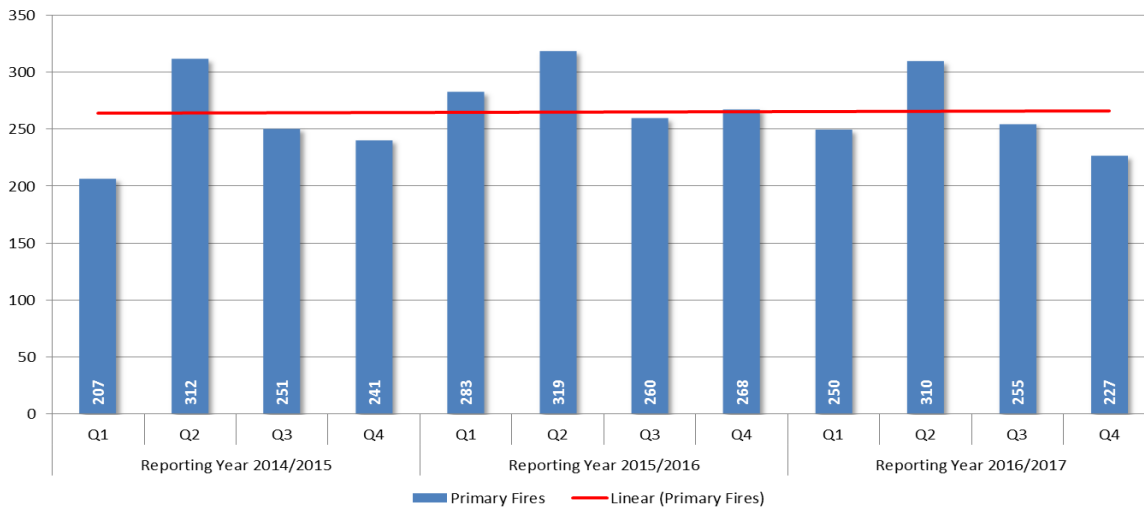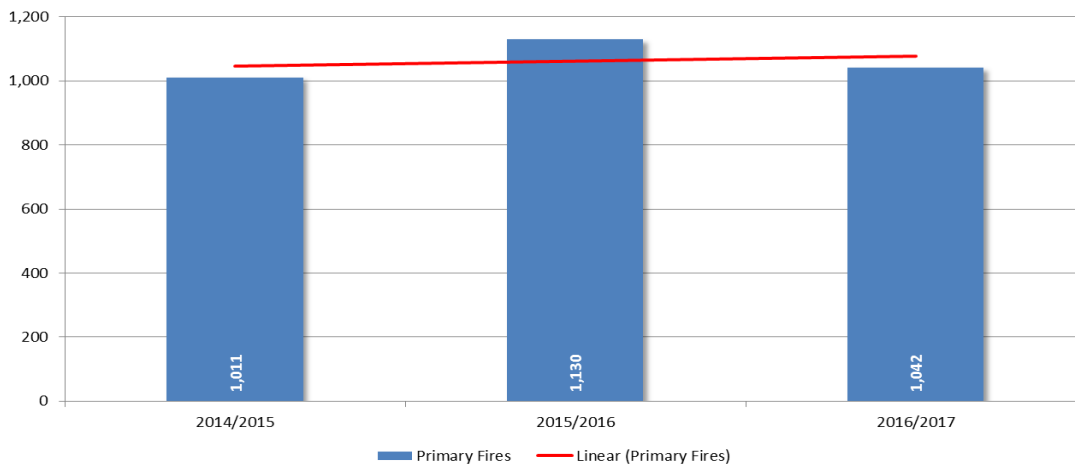
	Reporting Year 2014/2015				Reporting Year 2015/2016				Reporting Year 2016/2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Primary Fires	207	312	251	241	283	319	260	268	250	310	255	227

Primary Fires — Linear (Primary Fires)

Primary Fires (Actual Numbers - Annual)

	2014/2015	2015/2016	2016/2017
Primary Fires	1,011	1,130	1,042

Primary Fires — Linear (Primary Fires)

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 cumulative number of incidents within the reporting year.

About benchmarking

Benchmarking data for this measure is not available

Lincolnshire
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Working for a better future

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. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.

➡ Measured ⬅

0.81

Per 100,000 population
Quarter 4 March 2018

⬇

0.95

Per 100,000 population
Quarter 4 March 2017

Fire fatalities in primary fires

Per 100,000 population

	Q1	Q2	Q3	Q4
Cumulative total	0.27	0.40	0.67	0.81
Rate	0.27	0.13	0.27	0.13
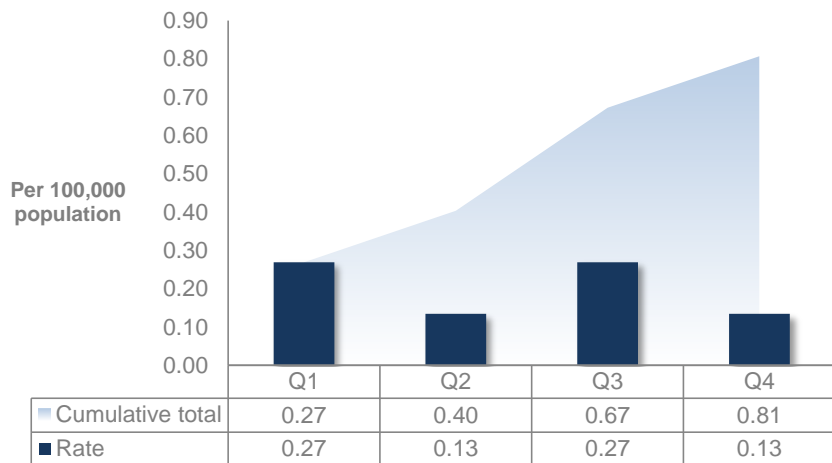
About the latest performance

There have been 6 fire fatalities during 2017/18. Three of these resulted from accidental dwelling fires, two were suicides and one occurred in a vehicle fire following a road traffic collision. Our Community Safety activities continue to target those most at risk from property fires.

Fire Fatalities in Primary Fires (Actual Numbers)
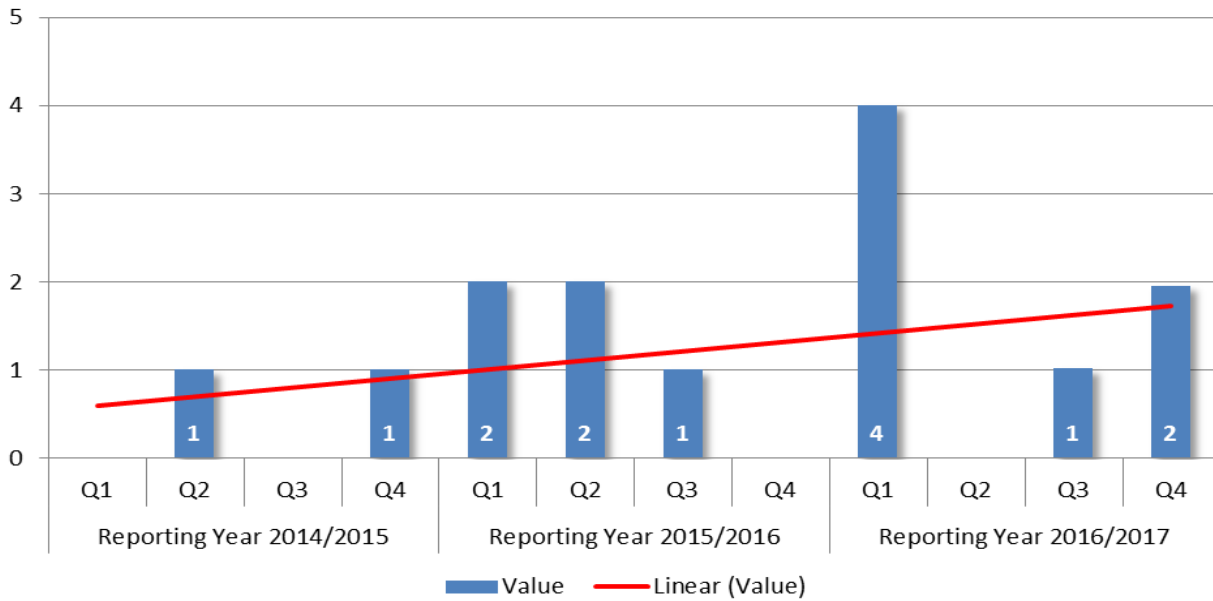
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Value		1		1	2	2	1		4		1	2

Reporting Year 2014/2015 — Reporting Year 2015/2016 — Reporting Year 2016/2017

Value — Linear (Value)

Fire Fatalities in Primary Fires (Actual Numbers - Annual)

2014/2015	2015/2016	2016/2017
2	5	7

Value
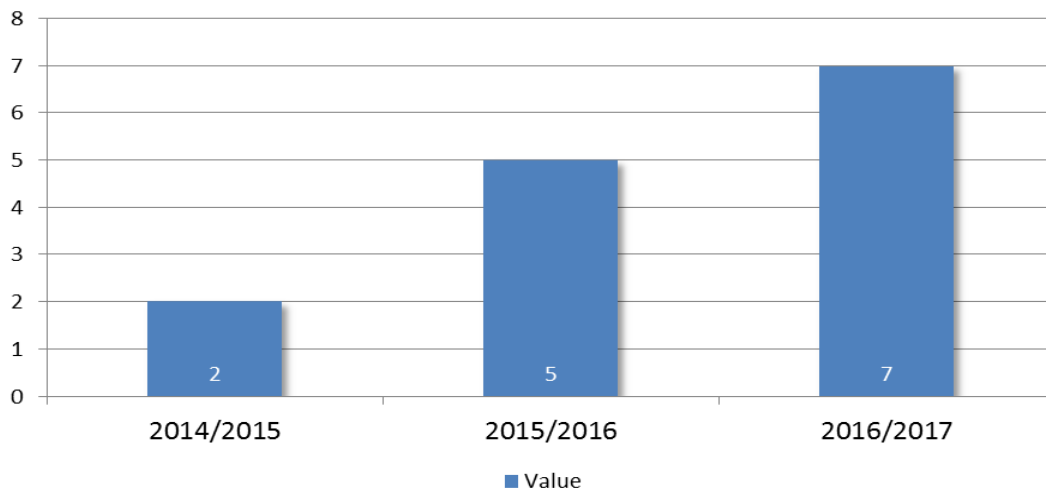
About the target

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

Lincolnshire
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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. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.

✖ Not achieved

3.31

Per 10,000 population
Cumulative Actual as at March 2018

⬇

3.08

Per 10,000 population
Cumulative Target as at March 2018

Deliberate primary fires

Per 10,000 population

	Q1	Q2	Q3	Q4
Cumulative total	0.97	1.96	2.68	3.31
Rate	0.97	1.00	0.71	0.63
Target	0.77	1.64	2.42	3.08
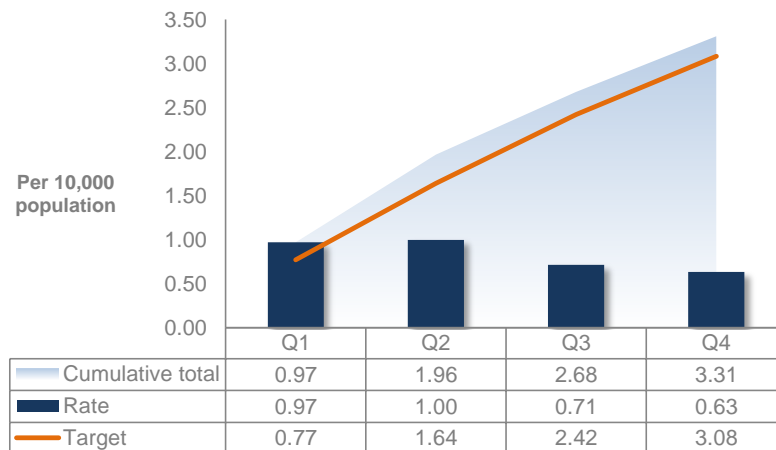
About the latest performance

We have not met our target however we are only 8 incidents over the upper tolerance. We have also seen a small increase (19) in deliberate primary fires compared to last year (227 to 246 - 8.4%). Whilst we have seen some small fluctuations across several property types, the increase can largely be attributed to vehicle fires (94 to115) and dwelling fires (26 to 36), yet fires in prisons have decreased compared to last year (27 to 16). Our Arson Task Force continue to co-ordinate local Policing Teams with community safety activities aimed at reducing deliberate fires.

Further details

Deliberate Primary Fires
(Actual Numbers)

Reporting Year 2014/2015: Q1 63, Q2 71, Q3 62, Q4 45
Reporting Year 2015/2016: Q1 63, Q2 66, Q3 50, Q4 53
Reporting Year 2016/2017: Q1 51, Q2 60, Q3 64, Q4 52

Primary Fires — Linear (Primary Fires)

Deliberate Primary Fires
(Actual Numbers - Annual)

2014/2015: 241
2015/2016: 232
2016/2017: 227

Primary Fires — Linear (Primary Fires)

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 cumulative number of incidents within the reporting 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. Please note, the cumulative total is a true reflection of current performance; individual quarterly figures may not always equate exactly to the cumulative figure due to rounding.

Achieved

3.43

Per 10,000 population
Cumulative Actual as at March 2018

3.27

Per 10,000 population
Cumulative Target as at March 2018

Deliberate secondary fires

	Q1	Q2	Q3	Q4
Cumulative total	1.25	2.52	3.08	3.43
Rate	1.25	1.26	0.56	0.35
Target	1.13	2.19	2.74	3.27
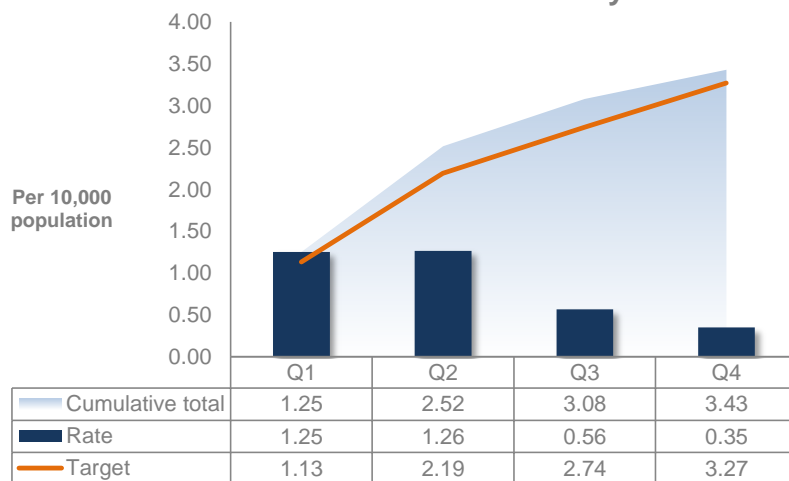
About the latest performance

We have ended the year within tolerance of our target having reported being behind target for the previous three quarters. However, we have seen an increase of 14 deliberate secondary fires compared with last year (241 to 255 – 5.8%) which can be attributed to fires involving refuse/refuse containers. Our Arson Task Force continue to co-ordinate local Policing Teams with community safety activities aimed at reducing deliberate fires.

Deliberate Secondary Fires (Actual Numbers)
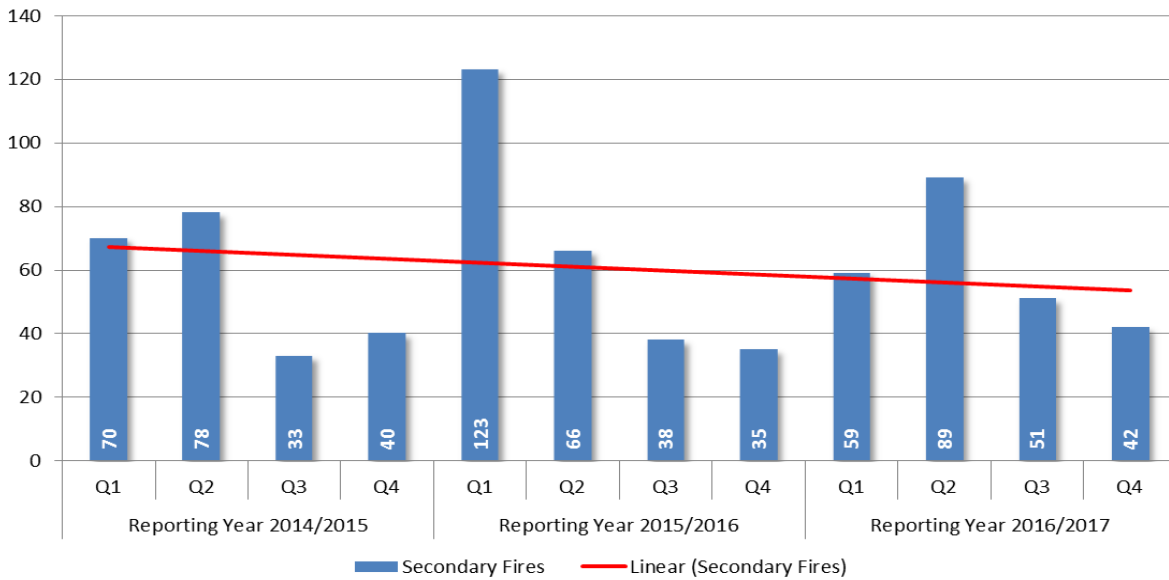
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Secondary Fires	70	78	33	40	123	66	38	35	59	89	51	42

Reporting Year 2014/2015   Reporting Year 2015/2016   Reporting Year 2016/2017

■ Secondary Fires   —— Linear (Secondary Fires)

Deliberate Secondary Fires (Actual Numbers - Annual)

2014/2015	2015/2016	2016/2017
221	262	241

■ Secondary Fires   —— Linear (Secondary Fires)

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 cumulative number of incidents within the reporting 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.

Achieved

5,248,240

Contacts

Cumulative Acutal as at March 2018

4,800,000

Contacts

Cumulative Target as at March 2018

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

	Q1	Q2	Q3	Q4
Cumulative total	1,316,939	3,148,064	4,127,337	5,248,240
Contacts	1,316,939	1,831,125	979,273	1,120,903
Cumulative Target	1,300,351	2,648,832	3,671,631	4,800,000
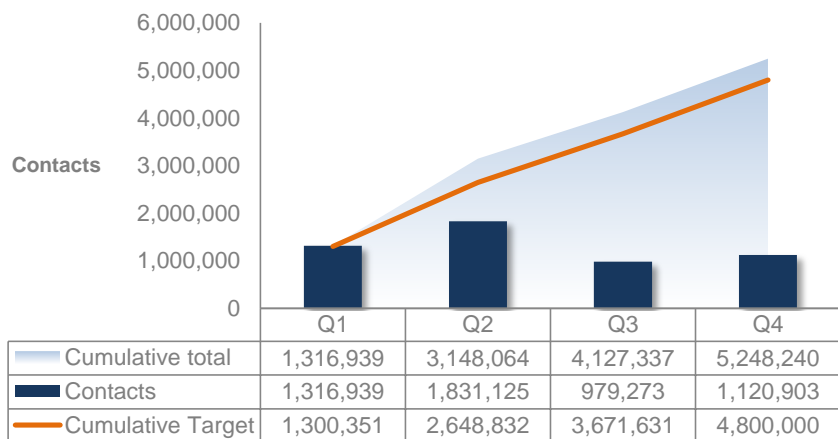
About the latest performance

Heritage services have exceeded the predicted target and have continued to perform above the expected target. The actual cumulative performance figure for Quarter 4 is 9.33% above the quarterly target.

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

Reporting Year 2016/2017

Performance — Linear (Performance)
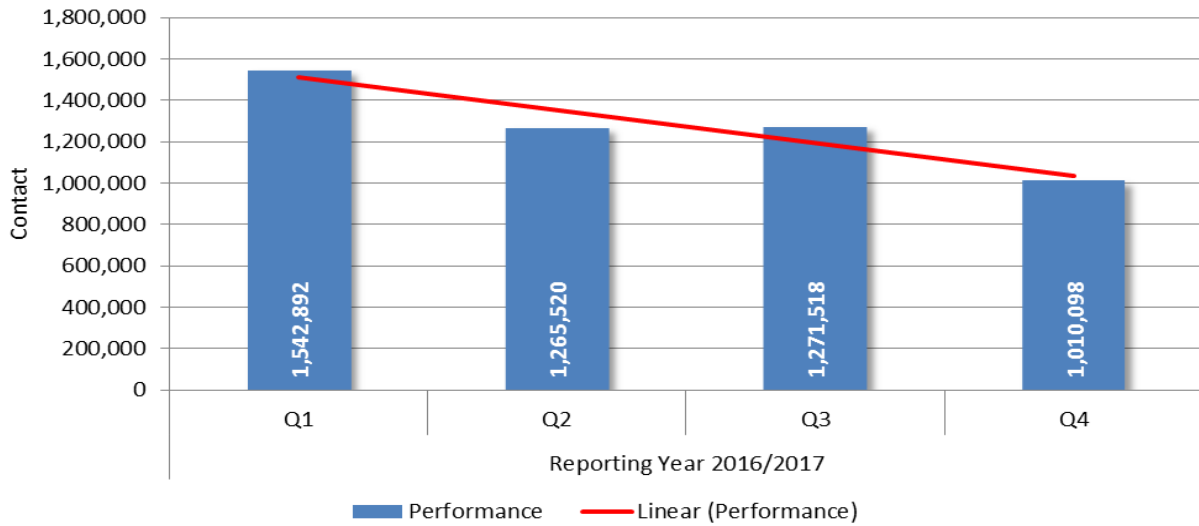
About the target

The 2017/18 target has been calculated using actual performance in 2016/2017 and adjusted to factor in a number of variances when comparing last year's performance with this year's expected performance. These include the hosting of Poppies in the summer of 2016 and the hosting of the Domesday Book in 2017.

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.

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Visits to Core Libraries and Mobile Library services

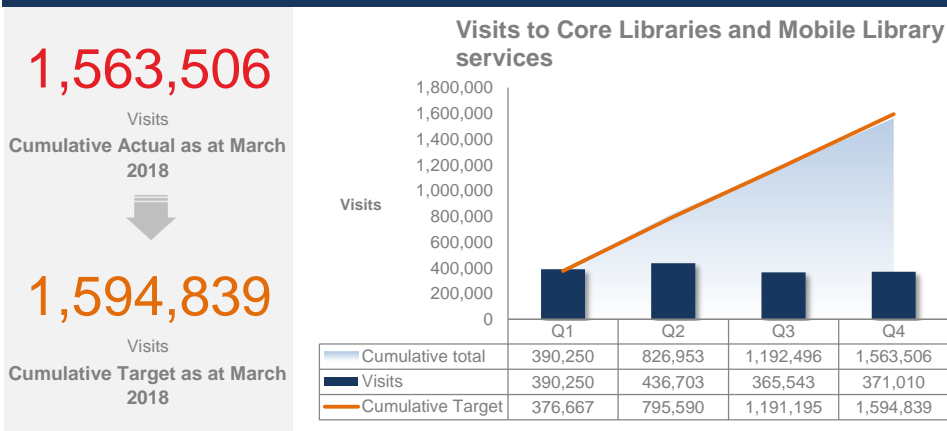Number of physical visits to: Boston; Lincoln; Stamford; Grantham; Gainsborough; Mablethorpe; Skegness; Sleaford; Spalding and Louth libraries which are open from between 45 to 58 hours per week and Bourne; Horncastle; Market Rasen; Woodhall Spa; Long Sutton libraries which are open from between 18 to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

1,563,506
Visits
Cumulative Actual as at March 2018

⬇

1,594,839
Visits
Cumulative Target as at March 2018

Visits to Core Libraries and Mobile Library services

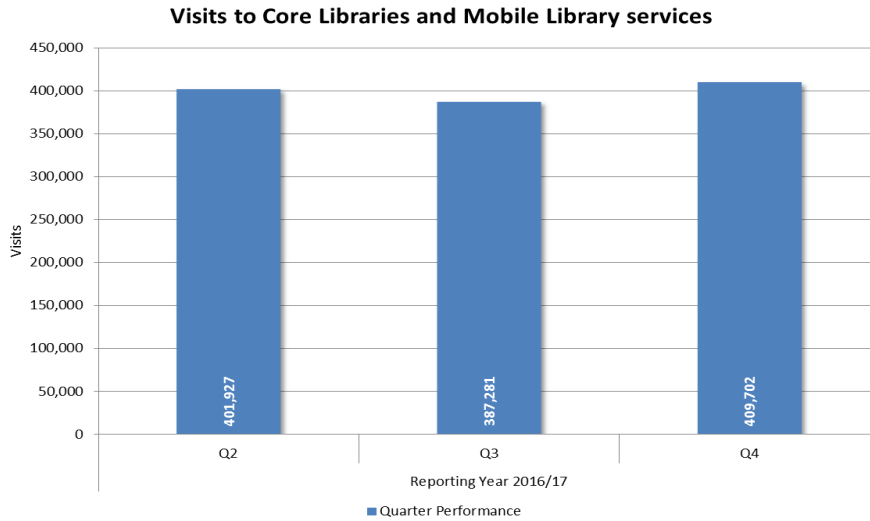|	Q1	Q2	Q3	Q4
Cumulative total	390,250	826,953	1,192,496	1,563,506
Visits	390,250	436,703	365,543	371,010
Cumulative Target	376,667	795,590	1,191,195	1,594,839

About the latest performance

This is the first quarter during this reporting year where we have not achieved the target. The cumulative actual figure is 31,333 visits below the cumulative target. When comparing Quarter 4 there are 32,634 visits below target (Jan - 537, Feb - 21,901 and Mar - 10,196). There is also a reduction in visits when compared against this time last year. The low number of visits are attributed to adverse weather events and Mobile vehicles failures which resulted in a reduction in the number of community visits made.

Number of visits to core libraries and mobile library services

Month	Target	Actual
Apr	123,155	126,149
May	123,715	135,327
June	129,797	128,774
April - June Total	**376,667**	**390,250**
Jul	136,960	137,587
Aug	139,821	164,072
Sep	142,142	135,044
July - September Total	**418,923**	**436,703**
Oct	150,435	132,214
Nov	134,296	129,670
Dec	110,874	103,659
October - December	**395,605**	**365,543**
Jan	126,475	125,938
Feb	141,891	119,990
Mar	135,278	125,082
January - March Total	**403,644**	**371,010**
Cumulative total Apr 17 - Mar 18	**1,594,839**	**1,563,506**

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Further details

Visits to Core Libraries and Mobile Library services

Visits

401,927   387,281   409,702

Q2   Q3   Q4

Reporting Year 2016/17

■ Quarter Performance

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.

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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
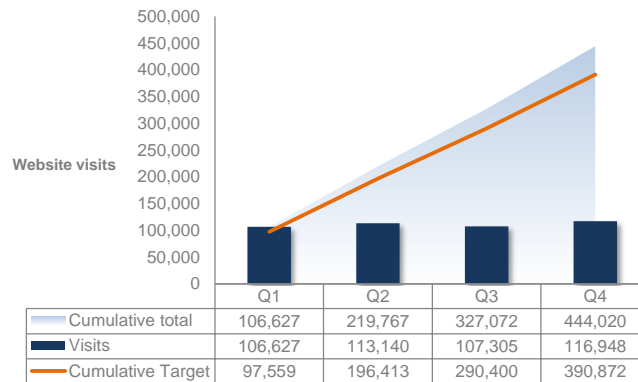
444,020
Website visits
Cumulative Actual as at March 2018

⬇

390,872
Website visits
Cumulative Target as at March 2018

Visits to library website

|	Q1	Q2	Q3	Q4
Cumulative total	106,627	219,767	327,072	444,020
Visits	106,627	113,140	107,305	116,948
Cumulative Target	97,559	196,413	290,400	390,872

About the latest performance

Cumulative targets have been consistently achieved throughout this reporting year. This measure has surpassed the quarterly target of 100,472 by 16,476 visits. We can also see there has been a quarterly increase when compared against this time last year.

Visits to Library Website

Month	Target	Actual
Apr	32,960	34,340
May	33,131	36,308
June	31,468	35,979
April - June Total	**97,559**	**106,627**
Jul	32,990	37,446
Aug	33,751	38,144
Sep	32,113	37,550
July - September Total	**98,854**	**113,140**
Oct	33,476	38,028
Nov	33,063	36,878
Dec	27,448	32,399
October - December	**93,987**	**107,305**
Jan	33,769	38,849
Feb	33,847	36,655
Mar	32,856	41,444
January - March Total	**100,472**	**116,948**
Cumulative total Apr 17 - Mar 18	**390,872**	**444,020**

Further details
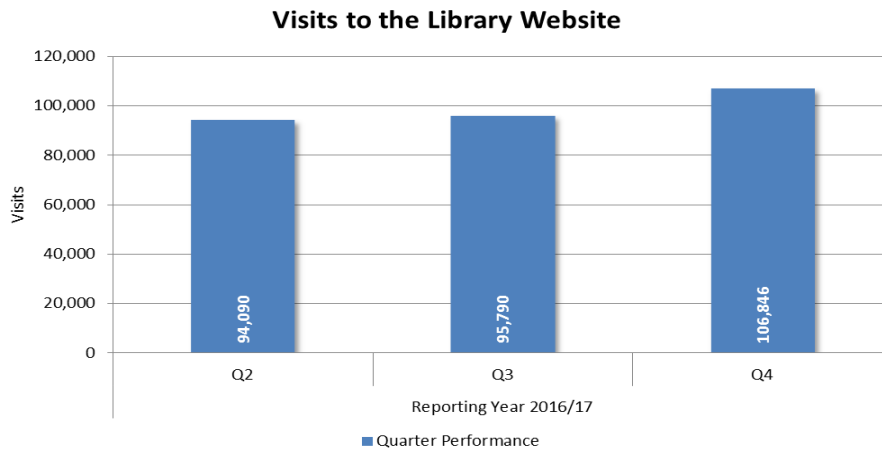
Visits to the Library Website

Reporting Year 2016/17

■ Quarter Performance

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.

![Lincolnshire County Council - Working for a better future]

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.
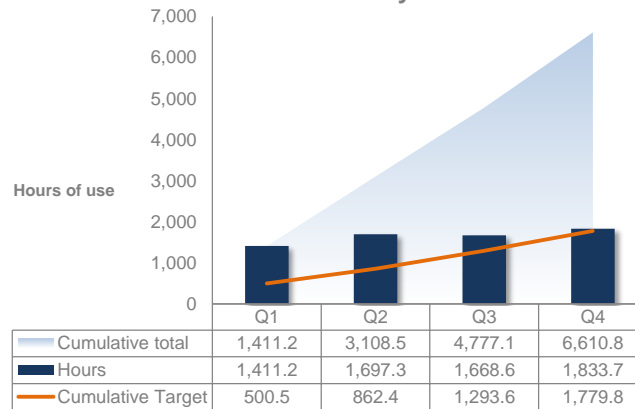
✔ Achieved

6,610.8

Hours of use
Cumulative Actual as at March 2018

⬇

1,779.8

Hours of use
Cumulative Target as at March 2018

Community use of libraries

|	Q1	Q2	Q3	Q4
Cumulative total	1,411.2	3,108.5	4,777.1	6,610.8
Hours	1,411.2	1,697.3	1,668.6	1,833.7
Cumulative Target	500.5	862.4	1,293.6	1,779.8

About the latest performance

Cumulative targets have been consistently achieved throughout this reporting year. Quarter 4 has seen 1,347.5 more hours of community use of libraries, when compared against the Quarter 4 total target of 486.2. We can also see there has been a quarterly increase when compared against this time last year.

Community use of Libraries

Month	Target	Actual
Apr	148.5	285.0
May	203.5	530.8
June	148.5	595.4
April - June Total	**500.5**	**1,411.2**
Jul	79.2	669.8
Aug	79.2	522.2
Sep	203.5	505.3
July - September Total	**361.9**	**1,697.3**
Oct	203.5	538.0
Nov	148.5	533.2
Dec	79.2	597.4
October - December	**431.2**	**1,668.6**
Jan	79.2	623.3
Feb	203.5	623.3
Mar	203.5	587.1
January - March Total	**486.2**	**1,833.7**
Cumulative total Apr 17 - Mar 18	**1,779.8**	**6,610.8**

Further details
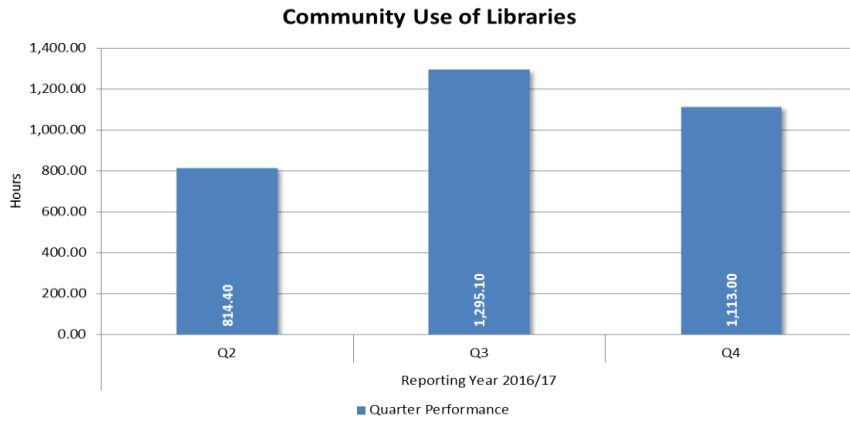
Community Use of Libraries

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 ✓

894
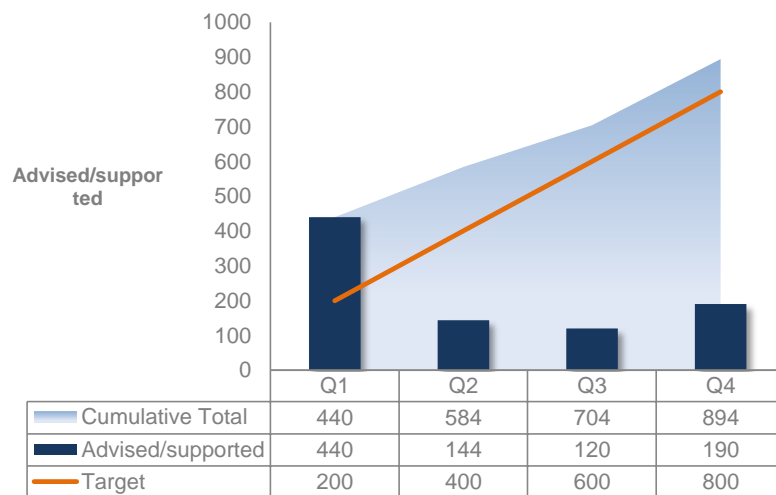
Advised/supported

Cumulative Actual as at March 2018

⬇

800

Advised/supported

Cumulative Target as at March 2018

Voluntary and community groups actively supported in Lincolnshire

Advised/supported

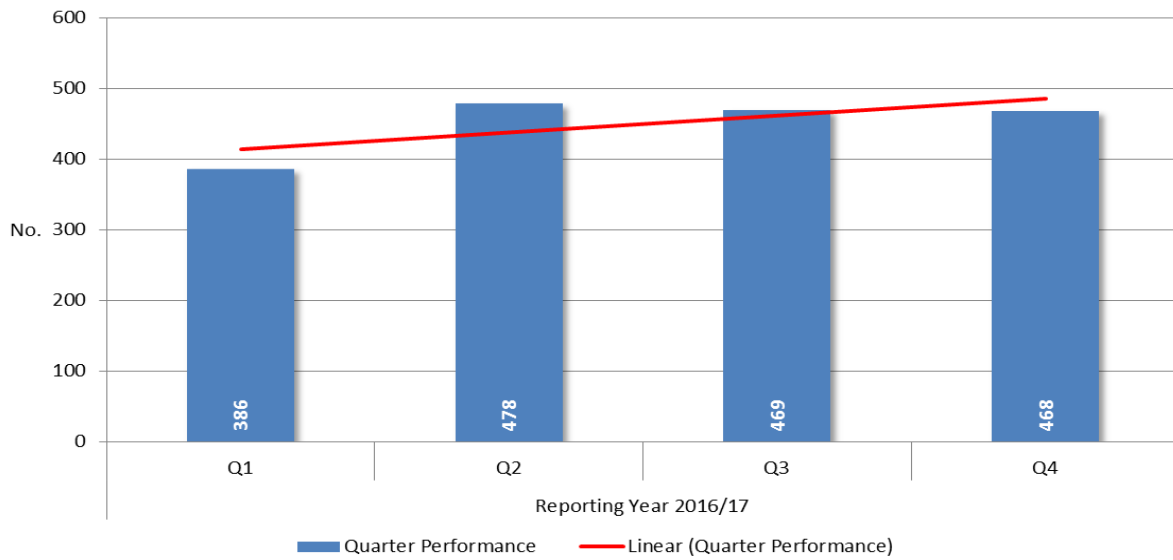|	Q1	Q2	Q3	Q4
Cumulative Total	440	584	704	894
Advised/supported	440	144	120	190
Target	200	400	600	800

About the latest performance

During the year, 894 unique groups and organisations were supported against the target of 800, however an average of 458 organisations were supported per quarter; although groups are only counted once, they may continue to receive ongoing support, hence why more groups are supported on average every quarter than is shown in the data above. Organisations are supported for various reasons, which may include: support to promote and host volunteers; policy review and training packages. The introduction of the new online training portal saw a spike in interest both from volunteers and organisations. Employers were supported to develop employer supported volunteering (ESV) within their organisation and enable their staff to volunteer, with a range of organisations participating such as NHS England, local authorities and military teams all becoming more involved in the community. Microvolunteering activities were identified throughout the year for a range of organisations, with engagement from local schools, at forum events and through sustained ESV activity.

Further details

Voluntary and community groups actively supported in Lincolnshire

A bar chart titled "Voluntary and community groups actively supported in Lincolnshire". The y-axis is labelled "No." ranging from 0 to 600. The x-axis is labelled "Reporting Year 2016/17" with quarters Q1 to Q4. Bar values: Q1 = 386, Q2 = 478, Q3 = 469, Q4 = 468. A red linear trend line is shown. Legend: Quarter Performance, Linear (Quarter Performance).

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.

![Lincolnshire County Council — Working for a better future]

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

1,911

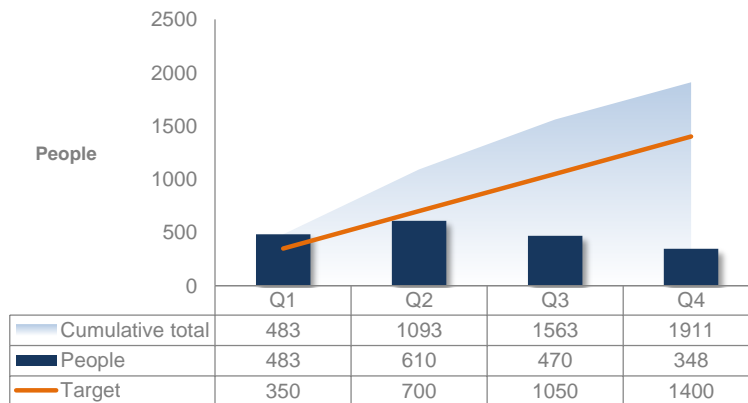People

Cumulative Actual as at March 2018

⬇

1,400

People

Cumulative Target as at March 2018

People supported who have accessed volunteer opportunities

	Q1	Q2	Q3	Q4
Cumulative total	483	1093	1563	1911
People	483	610	470	348
Target	350	700	1050	1400

About the latest performance

During the year, 1911 individual have been supported to access volunteering, mentoring, training, employer supporting volunteering (ESV) or micro (one off) volunteering activities, against a target of 1,400. The number of volunteers supported face to face and through online routes continues to be consistent with expectations, however numbers of individuals volunteering through ESV and microvolunteering has exceeded expectations. Further events planned for early 2018/19 will continue to boost these figures.

Support has included how to identify their skills, interests and the most appropriate volunteering opportunities available. Additional support included liaison with volunteer host organisations, support to fill in applications and regular volunteer follow up.

Further details

This is a new measure to the Council's Business Plan for 2017/18, therefore historical data is not available.

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.

Customer Satisfaction Information
Public Protections and Communities Scrutiny Committee Q4
Date range for report 1st January 2018 – 31st March 2018

LCC Overview of compliments

Overall Compliments
The overall compliments received for Public Protections and Communities shows a decrease of 67% this Quarter, with 10 compliments being received compared to 30 received last Quarter.

Total number of compliments relating to Public Protections and Communities Scrutiny Committee	Current Q4	Q3	Q2	Q1	Q4
	10	30	17	21	26

Public Protections and Communities Compliments
Public Protections and Communities have received 10 compliments this Quarter. The compliments were:
1 x Fire and Rescue
  - This was for a swift attendance to a chimney fire.
6 x Registration, Celebratory and Coroners Service
  - These were in relation to praise received for wedding ceremonies and coroner service.
3 x Heritage
  - This was in relation to Archives staff.

LCC Overview of complaints
The total number of LCC complaints received this Quarter (Q4) shows a 20% decrease on the previous quarter (Q3). When comparing this Quarter with Q4 of 2016/17, there is a 14% increase when 169 complaints were received.

Total number of complaints received across all LCC service area.	Current Q4 17/18	Q3 17/18	Q2 17/18	Q1 16/17	Q4 16/17
	193	241	219	159	169
Total number of complaints relating to Public Protections and Communities Scrutiny Committee	1	6	3	7	6
Total Service Area Complaints broken down					
Community Safety	0	0	0	0	0
Community Cohesion	0	0	0	0	0
Emergency Planning	0	0	0	0	0
Fire and Rescue	0	0	2	2	0
Registration, Celebratory and Coroners Services	1	4	0	5	6
Trading Standards	0	1	1	0	0
Public Health	0	0	0	0	0

Libraries & Heritage	0	1	0	0	0
Number of complaint escalations relating to <u>Public Protections and Communities Scrutiny Committee</u>	0	2	0	0	0
How many LCC Corporate complaints have not been resolved within service standard	9	4	10	0	1
Number of complaints referred to ombudsman	16	10	11	9	7

This Quarter Public Protections and Communities have received 1 complaint which is a decrease of 83% on last Quarter when they received 6 complaints. When comparing this Quarter with Q4 2016/17, there is a 83% change with 6 complaints also being received.

Registration, Celebratory and Coroners Services
This Quarter Registration has received 1 complaint regarding a marriage ceremony and this was substantiated.

Complaint escalations
In Quarter 4 of 2017/18 there were a total of 19 complaint escalations for LCC.
None of these related to Public Protection and Communities.

Ombudsman Complaints
In Quarter 4 of 2017/18, 16 LCC complaints were registered with the Ombudsman. None of these complaints were recorded against Public Protection and Communities.

Lincolnshire
COUNTY COUNCIL
Working for a better future

Policy and Scrutiny

Open Report on behalf of Richard Wills, **Director responsible for Democratic Services**	

Report to:	**Public Protection and Communities Scrutiny Committee**
Date:	**24 July 2018**
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.

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

Actions Required:

Members of the Committee are invited to:
1) Review, consider and comment on the work programme as set out in Appendix A to this report.
2) Highlight for discussion 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.

Overview and scrutiny committees should not, as a general rule, involve themselves in relatively minor matters or individual cases, particularly where there are other processes, which can handle these issues more effectively.

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.

Committee Scope

As part of its terms of reference, the Public Protection and Communities Scrutiny Committee will work to review and scrutinise the following services and their outcomes:
- Volunteering support
- Adult education
- Financial inclusion
- Community engagement and development
- Community hubs
- Library services and archives
- Heritage services
- Preventing and reducing crime
- Tackling domestic abuse
- Fire and rescue and emergency response
- Trading standards
- Emergency planning
- Road safety
- Reducing anti-social behaviour
- Registration, celebratory and coroner's services

There will inevitably be service specific subjects that the scrutiny committee will want to consider, either through policy development, project updates, or through pre-decision scrutiny.

Purpose of Scrutiny Activity

Set out below are the definitions used to describe the types of scrutiny, relating to the items on the Committee Work Programme:

Policy Development - The Committee is involved in the development of policy, usually at an early stage, where a range of options are being considered.

Pre-Decision Scrutiny - The Committee is scrutinising a proposal, prior to a decision on the proposal by the Executive, the Executive Councillor or a senior officer.

Policy Review - The Committee is reviewing the implementation of policy, to consider the success, impact, outcomes and performance.

Performance Scrutiny - The Committee is scrutinising periodic performance, issue specific performance or external inspection reports.

Consultation - The Committee is responding to (or making arrangements to) respond to a consultation, either formally or informally. This includes pre-consultation engagement.

Budget Scrutiny - The Committee is scrutinising the previous year's budget, or the current year's budget or proposals for the future year's budget.

Requests for specific items for information should be dealt with by other means, for instance briefing papers to members.

Identifying Topics

Selecting the right topics where scrutiny can add value is essential in order for scrutiny to be a positive influence on the work of the Council. Members may wish to consider the following questions when highlighting potential topics for discussion to the committee:-

- Will Scrutiny input add value?
  Is there a clear objective for scrutinising the topic, what are the identifiable benefits and what is the likelihood of achieving a desired outcome?

- Is the topic a concern to local residents?
  Does the topic have a potential impact for one or more section(s) of the local population?

- Is the topic a Council or partner priority area?
  Does the topic relate to council corporate priority areas and is there a high level of budgetary commitment to the service/policy area?

- Are there relevant external factors relating to the issue?
  Is the topic a central government priority area or is it a result of new government guidance or legislation?

Scrutiny Review Activity

Where a topic requires more in-depth consideration, the Committee may commission a Scrutiny Panel to undertake a Scrutiny Review, subject to the availability of resources and approval of the Overview and Scrutiny Management Board. The Committee may also establish a maximum of two working groups at any one time, comprising a group of members from the committee.

2. Conclusion

The Committee's work programme for the coming year is attached at Appendix A to this report. A list of all upcoming Forward Plan decisions relating to the Committee is also attached at Appendix B.

Members of the Committee are invited to review, consider and comment on the work programme as set out in Appendix A and highlight for discussion any additional scrutiny activity which could be included for consideration in the work

programme. Consideration should be given to the items included in the work programme as well as any 'items to be programmed' listed.

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	Public Protection and Communities Scrutiny Committee – Work Programme
Appendix B	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

Public Protection and Communities Scrutiny Committee

24 JULY 2018 – 10:00am		
Item	**Contributor**	**Purpose**
Performance of the Library Services Contract – Year Two Review Report	Nicole Hilton, Chief Community Engagement Officer	Review of the second year performance and key performance indicators (KPI) for the Library Services Contract.
Financial Inclusion	Nicole Hilton, Chief Community Engagement Officer; Bev Finnegan, Programme Manager, Community Engagement	Background on the financial inclusion challenges facing Lincolnshire, where we are within the local context, including key drivers, and priorities.
Supporting Volunteers	Nicole Hilton, Chief Community Engagement Officer; Bev Finnegan, Programme Manager, Community Engagement	An update on the range of volunteering roles, the policy and documents that enable effective management including outcomes and achievements of current grant funding to support volunteering.
LFR Prevention and Protection Activities	Simon York, Area Manager	To provide an overview of the current activities undertaken to promote fire safety to the community and business.
Quarter 4 Performance Report (1 January to 31 March 2018)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information

11 SEPTEMBER 2018 – 10:00am		
Item	**Contributor**	**Purpose**
Quarter 1 Performance Report (1 April to 30 June 2018)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information
Fire and Rescue – Retained Duty System (RDS) Review	Debbie Yeates, Area Manager Corporate Support	To provide an update on the implementation of the RDS review action plan.
Lincolnshire Registration, Celebratory and Coroners Services Update	Donna Sharp, County Services Manager (Registration & Celebratory Service and Coroners Service)	Update Report
Sitting as the Crime and Disorder Scrutiny Committee		
Safer Lincolnshire Partnership Priorities - Domestic Abuse	Sara Barry, Safer Communities Manager	Update on Domestic Abuse support, including the progress towards the revised Abuse Support Services Re-procurement.

23 OCTOBER 2018 – 10:00am		
Item	**Contributor**	**Purpose**
Future Model of the Heritage Service	Nicole Hilton, Chief Community Engagement Officer	**PRE-DECISION SCRUTINY** To seek approval to go out to Consultation on the approved options for the Future Model for the Heritage Service
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.
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.
Commissioning Strategies - Public Protection	Chris Davison, County Officer - Public Protection	Consideration on the work to review the Public Protection Commissioning Strategy
Trading Standards Priorities	Sara Barry, Safer Communities Manager	Review of the identified service priorities for the Trading Standards service in Lincolnshire.

11 DECEMBER 2018 – 10:00am		
Item	**Contributor**	**Purpose**
Quarter 2 Performance Report (1 July to 30 September 2018)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.
Emergency Medical Response co-responding	TBC, Brigade Manager Response and Corporate Support	To provide an update on the medical response activities delivered by Lincolnshire Fire and Rescue.
Sitting as the Crime and Disorder Scrutiny Committee		
Serious and Organised Crime	Sara Barry, Safer Communities Manager	Review of work being undertaken as part of the Safer Lincolnshire Partnership to tackle Serious and Organised Crime.

22 JANUARY 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Revenue and Capital Budget Proposals 2019/20	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	**PRE-DECISION SCRUTINY** Budget proposals for 2018/19.
Future Model of the Heritage Service	Nicole Hilton, Chief Community Engagement Officer	Interim report and update on consultation activity.

12 MARCH 2019 – 10:00am		
Item	**Contributor**	**Purpose**
Quarter 3 Performance Report (1 October to 31 December 2018)	Nick Borrill, Chief Fire Officer, Chris Davison, County Officer - Public Protection, Nicole Hilton, Chief Community Engagement Officer	Review of the Key Performance and Customer Satisfaction Information.
Future Model of the Heritage Service	Nicole Hilton, Chief Community Engagement Officer Sara Jackson	**PRE-DECISION SCRUTINY** Final Recommendation / Implementation Plan
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.

23 APRIL 2019 – 10:00am		
Item	**Contributor**	**Purpose**

Items to be Programmed

- Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services Report (proposed October 2018)

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

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
I016025 New!	To seek approval to go out to Consultation on the approved options for the Future Model for the Heritage Service	6 November 2018	Executive	Public Protection and Communities Scrutiny Committee	Report	Chief Community Engagement Officer Tel: 01522 553786 Email: nicole.hilton@lincolnshire.gov.uk	Executive Councillor: Culture and Emergency Services and Head of Paid Service & Executive Director for Environment and Economy	Yes	All Divisions
I013959 New!	Future Model of the Heritage Service	2 April 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 Head of Paid Service & Executive Director for Environment and Economy	Yes	All Divisions