



County Offices
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Lincoln
LN1 1YL

8 March 2021

In accordance with the powers granted by the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 this will be a virtual meeting.

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 16 March 2021 at 10.00 am as a Virtual - Online Meeting via Microsoft Teams** for the transaction of the business set out on the attached Agenda.

Access to the meeting is as follows:

Members of the Public Protection and Communities Scrutiny Committee and officers of the County Council supporting the meeting will access the meeting via Microsoft Teams.

Members of the public and the press may access the meeting via the following link: <https://lincolnshire.moderngov.co.uk/ieListDocuments.aspx?CId=551&MId=5788&Ver=4> where a live feed will be made available on the day of the meeting.

Yours sincerely

A handwritten signature in black ink that reads 'Debbie Barnes'.

Debbie Barnes OBE
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, P Ashleigh-Morris, K J Clarke, Ms K Cook, Mrs C J Lawton, C R Oxby, A H Turner MBE JP, L Wootten and R Wootten

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 16 MARCH 2021**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting held on 26 January 2021	5 - 8
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Local Flood Incident Management <i>(To consider a report from David Hickman, Head of Environment, which clarifies and formalises the Council's discretionary provision of sandbags during flooding incidents, and sets out the process for providing this resource which is being presented to the Executive on 7 April 2021. The views of the Committee will be reported to the Executive as part of its consideration of this item)</i>	9 - 20
6	Service Level Performance Reporting against the Performance Framework 2020-2021 - Quarter 3 <i>(To consider a report from Diane Coulson, Assistant Director – Public Protection; Nicole Hilton, Assistant Director – Communities; Lee Sirdifield, Assistant Director – Corporate; and Ryan Stacey - Assistant Chief Fire Officer which sets out the performance of the Tier 2 Service Level Performance measures for 2020/21 Quarter 3 that are within the remit of the Committee)</i>	21 - 60
7	Food Safety Enforcement within Trading Standards <i>(To consider a report from Emma Milligan, Trading Standards Operational Delivery Manager, on a review of the delivery of Food Safety enforcement within the Trading Standards Service in Lincolnshire)</i>	61 - 76
8	Citizens Advice Lincolnshire Quarter 3 update <i>(To consider a report from Lee Sirdifield, Assistant Director - Corporate, on the Citizens Advice Lincolnshire Quarter 3 update)</i>	77 - 92
9	Public Protection and Communities Scrutiny Committee Work Programme <i>(To receive a report by the Scrutiny Officer, which provides the Committee with the opportunity to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focussed where it can be of greatest benefit)</i>	93 - 98

10 CONSIDERATION OF EXEMPT INFORMATION

In accordance with Section 100 (A)(3) of the Local Government Act 1972, agenda item 11 has not been circulated to the press and public on the grounds that it is considered to contain exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972, as amended. The press and public may be excluded from the meeting for the consideration of this item of business.

11 Re-Procurement of Coronial Post-Mortem and Mortuary Contracts

99 - 110

(To consider an exempt report from Sara Barry, Head of Safer Communities, on the re-procurement of Coronial Post-Mortem and Mortuary Contracts which is being presented to the Executive on 7 April 2021. The views of the Committee will be reported to the Executive as part of its consideration of this item)

Democratic Services Officer Contact Details

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Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:

<https://www.lincolnshire.gov.uk/council-business/search-committee-records>



**PUBLIC PROTECTION AND
COMMUNITIES SCRUTINY
COMMITTEE
26 JANUARY 2021**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors A N Stokes (Vice-Chairman), W J Aron, K J Clarke, Ms K Cook, C R Oxby and R Wootten

Councillors: L A Cawrey and C N Worth attended the meeting as observers

Officers in attendance:-

Sara Barry (Acting Assistant Director - Public Protection), Mark Baxter (Chief Fire Officer), James Dorrill (HMIC FRS Service Liaison Lead), Nick Harrison (Democratic Services Officer), Nicole Hilton (Assistant Director - Communities), Keith Noyland (Head of Finance - Communities), Nigel West (Head of Democratic Services and Statutory Scrutiny Officer) and Diane Coulson (Assistant Director - Public Protection)

42 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillor Mrs C Lawton, Councillor L Wootten and Councillor B Young, Executive Councillor for Community Safety and People Management.

43 DECLARATIONS OF MEMBERS' INTERESTS

Councillor Mrs K Cook declared an interest in Item 5 on the agenda (*Revenue and Capital Budget Proposals 2021/22*) and reported that she would be leaving the meeting and not taking part in discussion on that item because the projects she was working on in her role at Lincolnshire Partnership Foundation Trust were funded by Lincolnshire County Council.

44 MINUTES OF THE PREVIOUS MEETING HELD ON 8 DECEMBER 2020

RESOLVED:

That the minutes of the previous meeting held on 8 December 2020 be approved as a correct record and signed by the Chairman.

45 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS
AND CHIEF OFFICERS

The Chairman reported that Mr Chris Haward had been appointed the new Chief Constable for Lincolnshire's police force in December. Mr Haward was previously

Deputy Chief Constable with the East Midlands Special Operation Unit. The Chairman reported that he would be taking agenda item 6 - *East Coast Inundation Plan* before Item 5, as the Chief Fire Officer needed to leave the meeting early due to service engagements.

The Chief Fire Officer reported that Mr Ryan Stacey had been appointed Assistant Chief Fire Officer and would take up his post on 1 February.

46 EAST COAST INUNDATION PLAN

Consideration was given to a report from Mark Baxter – Chief Fire Officer, Lincolnshire Fire and Rescue, on an East Coast Inundation Plan.

Following a meeting of the Executive on 6 October 2020, where Lincolnshire Fire and Rescue's (LFR) Integrated Risk Management Plan (IRMP) document was presented with the support of the Public Protection and Communities Scrutiny Committee, it had been requested that a piece of 'scrutiny work' on coastal inundation and the management of it was carried out. Details were to include resources from a LFR perspective and how planning and preparations were carried out. This followed on from the decision by East Lindsey District Council (ELDC) to extend the caravan season into the winter/flood season.

It was noted that the Community Risk Profile (CRP) identified flooding and severe weather as one of the highest community risks within the County. Whilst there were a number of reasons for this as explained in the CRP, it was vitally important for LFR to ensure that appropriate measures to respond and mitigate the potential impact of the identified risk were taken.

The East Coast Inundation Plan had been written on the planning assumption that East Coast caravan sites were closed during winter months. Plans were being reviewed with the support of LFR partners and taking into account potential changes. Details covered in the plan included: Phase 1 – Response/Rescues; Phase 2 – Recovery; Command and Control; Multi-Agency Co-ordination; Areas of Focus – 'Sectors' along the length of the section of east coast in Lincolnshire; Locations identified for Strategic Holding Areas / Forward Command Points. The plan aimed to identify all areas to support early recognition of requirements and to effectively and efficiently establish an infrastructure to allow the management of an inundation type incident.

In light of East Lindsey District Council's decision to extend the caravan season into the winter/flood season from next winter season, further work would be required to gain a full understanding of the impacts that winter occupancy of caravan sites would have on existing planning assumptions. Where appropriate, additional processes and resource requirements may need to be put in place before assurance could be given that the additional risk was accounted for. A multi-agency approach to development was vital to ensuring robust plans were developed and exercised.

A 'table top' exercise of the East Coast Inundation plan would be taking place on 10th February 2021. The exercise was being facilitated by the Emergency Planning team

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
26 JANUARY 2021

and LRF partners would be involved. The exercise would take place via Teams to ensure all staff could be Covid Compliant. The aim was to test LFR's response to an east coast flooding event alongside the concurrent pandemic incident, and by doing so complete the annual exercise of the LFR East Coast Inundation Plan. Councillor attendance to observe and contribute was welcomed.

Members considered the report, and during the discussion the following comments were noted:-

- The winter season was usually categorised as November to March, and the period most likely to experience adverse weather and or flooding, however the relevant emergency services and partners were agile and available to provide assistance at all times. A joint approach was likely if it was a significant incident.
- On call personnel/standby firefighters were a great asset especially for flooding incidents. They were able to rotate on call personnel and provide flexibility and had a huge commitment to the community and often resided in areas where incidents were likely to occur. They were provided with all the relevant equipment to undertake their roles.
- A member commented on the value of attending the 2019 training exercises and had been impressed with the diversity of situations trained for and the equipment used. It was also pointed out how resource intensive these incidents were. It was noted that information learnt was shared across agencies in order to continue to remain efficient and effective.
- It was suggested that there was a need to understand the impact of the East Lindsey economic development model on future resourcing and service requirements.
- The County Council had lead local flood powers and also responded as appropriate to planning applications which required fire and rescue input.
- The provision and use of sandbags was currently a District Council responsibility, however support would be provided by the Highways Department and also the Fire and Rescue Service if required.
- Long term structural flood defences were the responsibility of the Environment Agency and Local Lead Flood Authority.
- Proposed housing on flood plains was a matter for the planning function of District Councils.
- The process for dealing with calls to flooded houses was outlined as was the responsibility for sea rescue and fires on boats at sea.
- Councillor N Worth, Executive Councillor for Culture and Emergency Services, expressed his confidence in the service to be able to effectively deal with any flooding incidents.

RESOLVED: That the Committee was reassured by the work being undertaken by Lincolnshire Fire and Rescue to respond to any inundation event on the East Coast.

(Councillors Ms K Cook and Councillor N Worth, gave their apologies for the remainder of the meeting)

47 REVENUE AND CAPITAL BUDGET PROPOSALS 2021/22

Consideration was given to a report from the Head of Finance – Communities, on Revenue and Capital Budget Proposals 2021/22, which was being presented to the Executive on 2 February 2021. The views of the Committee would be reported to the Executive as part of its consideration of this item.

This report outlined the budget proposals for the next financial year 2021/22. The Provisional Local Government Finance Settlement for 2021/22 had not been issued at the time of writing the report, and the budget proposals for 2021/22 were therefore estimated at this stage. This report specifically looked at the budget implications for the Council's Public Protection and Communities services. The coronavirus pandemic had impacted significantly in the 2020/21 financial year, on both Council services and the local economy, and central Government had provided grant funding to cover the Council's costs and losses arising directly from the pandemic. It was assumed that where direct impacts carry on into 2021/22 these would continue to be funded by Government grant.

Members considered the report, and during the discussion the following comments were noted:-

- The additional funding for the Coroners Service was highlighted, as was the additional revenue expected from the Registration Services should weddings go ahead later in the year post Covid-19 lockdown.
- It was confirmed that the budget figures were not expected to change before submission to the Executive.

Following a vote with one dissention it was:-

RESOLVED:

1. That the budget proposals be noted;
2. That a summary of the above comments be passed on to the Executive as part of its consideration of the final budget proposals.

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

The Committee noted a report from the Head of Democratic Services and Statutory Scrutiny Officer, which provided 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 was focussed where it could be of greatest benefit.

RESOLVED: That the Committee Work Programme be approved.

The meeting closed at 11.10 am



Open Report on behalf of Andy Gutherson, Executive Director - Place

Report to:	Public Protection and Communities Scrutiny Committee
Date:	16 March 2021
Subject:	Local Flood Incident Management

Summary:

This report invites the Public Protection and Communities Scrutiny Committee to consider a decision report on *Local Flood Incident Management*, which is due to be considered by the Executive on 7 April 2021. The views of the Committee will be reported to the Executive as part of its consideration of this item.

Actions Required:

The Committee is invited to:

- (1) Consider the attached report and determine whether the Committee supports the recommendations to the Executive; and
- (2) Make any comments to the Executive on the proposals for Local Flood Incident Management.

1. Background

On 7 April 2021 the Executive is due to consider a report on *Local Flood Incident Management*. The decision report is attached as Appendix 1 to this report.

2. Conclusion

Following consideration of the attached report, the Committee is requested to consider whether it supports the recommendations in the report and whether it wishes to make any comments to the Executive.

3. Consultation

This Committee is being consulted on a proposed decision by the Executive on 7 April 2021 on *Local Flood Incident Management*.

4. Appendices

These are listed below and attached at the back of the report	
Appendix 1	Report to Executive on Local Flood Incident Management

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 David Hickman, who can be contacted on 07919 045257 or david.hickman@lincolnshire.gov.uk

Open Report on behalf of Andy Gutherson, Executive Director - Place

Report to:	Executive
Date:	07 April 2021
Subject:	Local Flood Incident Management
Decision Reference:	I021886
Key decision?	Yes

Summary:

This report seeks approval of proposals for the enhanced provision of temporary flood resilience measures in the event of local flooding incidents.

Recommendation(s):

That the Executive:-

- 1) approves the maintenance of a stock of 10,000 sandbags to be available for distribution in the event of a flooding incident;
- 2) approves the "Proposed new protocol for provision of sandbags" as set out in the report; and
- 3) delegates to the Executive Director – Place, in consultation with the Executive Councillor for Commercial and Environmental Management, authority to approve arrangements with district councils for the collection of contaminated sandbags for disposal.

Alternatives Considered:

- | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <p>Not to approve the maintenance of the proposed stock of sandbags or their distribution</p> <p>Local communities and householders will not have as ready access to one means of protecting themselves and their properties from damage in the event of a flooding incident</p> |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Reasons for Recommendation:

To clarify and formalise the Council's discretionary provision of sandbags during flooding incidents, and to set out the process for providing this resource.

1. Background

Context

During 23 and 24 December 2020 heavy rainfall led to a number of flooding incidents in the south of Lincolnshire. Because significant fluvial impacts had not been forecast and expected, and because the predicted rainfall was not unusual for the time of year, the event was not escalated to a multi-agency response and was managed using existing local incident response measures.

During localised incidents that do not trigger the multi-agency emergency threshold requests for assistance to Lincolnshire County Council are routed to the Highways Winter and Emergency Duty Officers, whether these originate through the County Council customer service centre, Police, or Emergency Planning. At this level the response available usually focuses on public safety of the highway, such as closing flooded roads and providing warning boards. Rescue and response to life threatening situations is provided by the Lincolnshire Fire and Rescue Service, which can undertake pumping operations.

The role of Lincolnshire County Council as Lead Local Flood Authority in these circumstances is to identify incidents of internal property and significant infrastructure flooding in order to investigate the cause and identify appropriate longer term measures for rectification. This is commenced as quickly as possible after the incident has been reported. The Fire and Rescue service provides Lincolnshire County Council's 'blue light' response to threats to property or to life. Other category 1 responders under the Civil Contingencies Act (2004) include the Police, District Councils, the Ambulance Service, some NHS organisations and others.

One learning point from the recent incidents was the need to enhance co-ordination during the event itself, especially if an unexpected event does not trigger the multi-agency arrangements that come into force during larger scale incidents. To this end, partner organisations have already trialled a local response co-ordination group within existing incident response protocols, co-ordinated and supported by Emergency Planning. The key elements of this approach include:

- mutual aid arrangements between local authorities;
- improved data sharing using the Resilience Direct website; and
- clarified identification of contact details for each partner organisation.

A more significant issue appears to have been a lack of clarity between partners on respective roles and resource availability in the event of an incident that falls below the well-rehearsed multi-agency emergency situation.

Sandbags are currently provided by the County Council as a discretionary service within the capacity of existing resources and in response to requests from members of the public and partner authorities. This provision is outlined in a draft Memorandum of Understanding initially prepared through the Flood Risk and Water Management Partnership in 2012, which also outlines the positions of each district council.

The status and visibility of these documents is not uniform across partner agencies. In addition, capacity of Lincolnshire County Council Highways to undertake this role is sometimes limited by ongoing pressure to fulfil statutory duties such as gritting during cold weather or other works to manage the public safety of the highways.

In response to the recent flooding events, there is an opportunity and need to precisely define the County Council's offer and to clarify linkages to existing district policies and stocks of materials. These improvements have been discussed with emergency planning officers and chief executives of the district councils, as well as with all partners engaged in emergency response in Lincolnshire.

Provision of Sandbags

There is a significant public expectation that in the event of a local or major incident, the County Council will, through the highways service, provide, fill and deliver sandbags both to members of the public and to partner organisations. This is a discretionary service, with the current approach being to provide these items within resources available, subject to pressures arising from statutory duties requiring prioritisation of these resources, primarily ensuring public safety of the highways network, for example gritting and implementing temporary road closures.

During recent years expectations of both numbers and speed of delivery have grown, evidenced both by increasing numbers of requests and an increasing number of incidents. Provision of sandbags is often considered a primary response by many members of local communities.

In these circumstances, it is proposed that Lincolnshire County Council's policy towards sandbags should be formalised and agreed so that all parties can be clear what level of resource can be expected and how this links into the responsibilities of all partners. At the same time, a longer term piece of work will involve communicating with partners and communities about the availability and suitability of alternative, new approaches which can be proactively secured by householders in advance of any potential incidents.

It is proposed that in combination with providing for stocks of salt at local level, provision is made of a stock of 5,000 sandbags, with an additional reserve stock of a further 5,000. This can be costed as follows.

Item(s)	Cost per item	Number	Total cost
Sandbags located at 4 depots across the county	£1	5,000	£5,000
Reserve stocks of sandbags	£1	5,000	£5,000
Stock of sand (300 tonnes)	£20	300	£6,000
RSM (BB) operatives/gang rates			
Three gangs to refill sandbags – estimated 10 days per year	£587.21	30	£17,616
Extend existing standby logistics from October – April to cover remainder of year to ensure transport of sandbags			c£20,000
Clean up costs	See below		See below
Total cost			£53,616 (+ clean-up costs)

Clean up costs will depend on the nature and extent of any flooding incidents in the year. As an approximate guide, materials exposed to flood water may be contaminated and require disposal in specialised sites. The cost of this per ton of material will range from £150-£250. Assuming a large scale, but localised, incident or number of incidents might lead to the issuing of 1000 sandbags, representing 30 tonnes of sand, this would mean that clean-up costs would be in the range £4,500 to £7,500.

Proposed New Protocol for Provision of Sandbags

The protocol for supply and distribution of this resource is proposed as follows.

Lincolnshire County Council will maintain a total stock of 10,000 sandbags and sand to fill them, equally distributed between the four highways depots. The bags will be stored empty (except for those detailed below) in order to prevent degradation of the materials should they remain unused for any significant period of time.

In anticipation of small-scale local need each depot will maintain a stock of 50 pre-filled sandbags. Pre-filling of additional sandbags will be undertaken in the event of severe weather forecasts predicting high likelihood of impacts.

Requests for sandbags can be made by parish and town councils, along with other organisations, to the County Council on behalf of local communities. It is expected that individual householders will also make such requests. The exact communication routes and protocols are detailed below. Requests will be prioritised so that stocks can be managed strategically, resources provided to those locations at greatest or most immediate need. Partners will be provided with a simple template to ensure that requests are as complete, realistic, consistent and clear as possible to expedite provision and delivery of requested resource. Where

members of the public make contact and request provision of sandbags directly, these details will be taken by the operator receiving the call.

Priority locations will be

- where there is a risk to life and or property;
- Vulnerable members of the community;
- critical infrastructure.

Logistics to fill and deliver sandbags during large scale emergency situations are covered by the use of existing tippers. However, there is greater risk during unforeseen, unplanned-for localised events, when existing vehicle capacity is limited to smaller vehicles with a maximum capacity of 20 sandbags only. Discussions are in progress with Balfour Beatty to arrange for extending existing standby winter provision (which currently costs a total of £37,000 per year) to cover the whole year, at an estimated additional cost of £20,000. This would allow for capacity to move larger quantities of sandbags at short notice.

The normal process for preparing for the potential need to deploy sandbags operates as follows.

Following discussion with the bronze highways duty officer and network resilience manager, as per the current incident response plan, the term contractor (Balfour Beatty) reactive manager is contacted to put resource on standby in anticipation of a flood event. Currently this takes place on receipt of an amber weather warning. Gangs would commence filling bags in readiness at this stage in highways depots.

Network resilience co-ordinates individual and organisational requests for the instructions, to the resource through the Confirm Connect system to send filled sandbags out to locations. These would be conveyed to site by Lincolnshire County Council, completed on site and photos taken on completion. In the case of a larger scale event that required additional resource than normal network resilience resources, then highways teams would be diverted to assist with co-ordination, and to provide detailed intelligence by maintaining a presence on site.

The process of requesting sandbags works as follows.

- Requests for sandbags and reports of flooding incidents can be made by organisations, such as district councils, and by individual householders. These requests can be made through the Police, Emergency Planning, the Fire and Rescue Service, the County Council's Customer Service Centre, the Fix my Street app, or the 24 hour floodline number (01522 782082).
- These requests are routed to the highways Winter and Emergency Duty Officer (WEDO), who logs the request or the incident. The WEDO number is an internal number, which is not publicly available, in order to ensure that the reporting and logging system is not overwhelmed by volume of calls. For this reason the numbers mentioned above are used as the public interface for first contact. This number is manned 24/7 by a single operator, although if a

significant event is expected such as high rainfall, high winds, snow and ice this resource can be expanded.

- The request is then threat-assessed, according to whether it is a threat to life and/or whether there a threat of internal flooding of the property. If the person requesting the sandbags is vulnerable, they will receive priority. Under present arrangements, if there is no perceived threat then no sand bags will be issued. This may be reviewed if the Council wishes to do so. In this event, an instruction will need to be issued to change the threat parameters.
- Having threat-assessed the request, the enquiry and job are raised on the Confirm system, and issued to the term contractor (Balfour Beatty) who will be tasked to issue the bags. Again, at present, resource for delivery is assessed at this point.
- Confirmation is recorded once the sandbags have been delivered to site, and a confirmation report will be requested about any threat to property.

Requests for sandbags usually do not come in as single requests. Requests from householders are usually for 10, 20 or more filled bags at a time. There may also be multiple requests from different locations depending on the severity and extent of the weather event. Blue light services and other authorities usually make requests in the hundreds, ranging from 100 to 500 (the highest recorded request).

Where larger quantities of sand are required for specific communities, it may be more appropriate to supply sand and a quantity of unfilled bags to be filled on site by volunteers, organised through local arrangements between the Lincolnshire Resilience Forum and parish and town councils. This was the approach taken in response to the 2019 flooding event in Wainfleet. Assistance could also be available in this regard from emergency service personnel on site.

Collection and Disposal of Contaminated Sandbags

After flooding events, sand and bags that have been exposed to flood water are typically contaminated. The Environment Agency will require contamination levels to be tested prior to disposal in landfill. In previous events, as Waste Collection Authorities, District Councils have ordinarily arranged for and managed collection of the contaminated sand, with the County Council arranging for disposal.

Were the County Council to further develop and extend its provision of sandbags, agreement will need to be reached with district councils regarding safe collection of the sand and the contaminated bagging material, as well an assessment of the resulting additional burden on the County Council arising from landfill disposal of the waste. This will vary significantly depending on levels of contamination. If relatively free of contamination, sand could be landfilled in County Council-owned facilities at a cost of around £125 per tonne. Heavily contaminated material will need to be routed to specialist sites, at a cost in the region of £250 per tonne.

Highways currently operate a collection system for recovery of materials, which could be followed in the case of materials not exposed to flood waters, and deemed recoverable and non-contaminated. The gang would select a status "TM left on site" which would then be picked up by business support to log as an enquiry. This would appear on the correct highways officer tablet for them to inspect and raise a follow up job for collection if the bags are no longer needed. As a matter of practicality, it would be more efficient if numerous local collection jobs could be grouped into one. An agreement would need to be reached all between Balfour Beatty and the district councils or the correctly licensed disposal points to remove the sand and materials as waste.

Discussions have taken place regarding overall incident management with partner organisations in the emergency flood cell, and with district council chief executives. At the date of this report final agreement has not been reached and accordingly recommendation 3 of this report seeks delegation of authority to conclude the necessary arrangements

The Lincolnshire Resilience Forum maintains links to external organisations that provide information and guidance on many additional forms of temporary flood resilience measures for homes. Where possible, partner organisations should seek to promote these links and empower communities to protect their own property throughout the year. It is proposed that this should form a distinct workstream, jointly to promote public awareness and take up of these measures.

2. Legal Issues:

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.

- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding.

Compliance with the duties in section 149 may involve treating some persons more favourably than others.

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process.

The implementation of additional sandbag provision will not result in adverse impacts on people with protected characteristics. It will take protected characteristics as a key element in prioritising deployment of protective measures.

Joint Strategic Needs Analysis (JSNA) and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision.

By reducing the consequences of flooding, the proposed approach project will have a positive impact on the health and wellbeing of individuals.

The impacts of flooding on health and wellbeing are well understood. Literature and new work carried out with Public Health England data sets by the Environment Agency proves that there are higher rates of anxiety, depression and post-traumatic stress disorder (PTSD) after a flood has occurred. The costs associated with these illnesses include the treatment costs and the loss of employment. Co-morbidity (suffering from more than one condition at the same time) and the proportion of those seeking treatment have also been taken into account in producing cost figures.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area.

Obligations and responsibilities under this act are not deemed applicable to this project.

3. Conclusion

That the approach set out in the report to enhancing the Council's existing discretionary provision of sandbags should be approved.

4. Legal Comments:

The Council has the power to make the sandbag provision proposed in the Report.

The decision is consistent with the Policy Framework and within the remit of the Executive.

5. Resource Comments:

Funding for the proposed temporary flood resilience measures was approved as part of the Council's 2021/22 Revenue Budget by the transfer of funds from the Financial Volatility Reserve to the existing Flood and Water Risk Management Reserve.

6. Consultation

a) Has Local Member Been Consulted?

n/a

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

The Public Protection and Communities Scrutiny Committee will be consulted on 16 March 2021, and their comments will be provided to the Executive.

d) Risks and Impact Analysis

Risk and Impact assessment is carried out within highways operational procedures, and can be found in the Highways and Flood Incident Response Plan, currently being updated in line with the proposed changes.

7. 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 David Hickman, who can be contacted on 07919 045257 or david.hickman@lincolnshire.gov.uk



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	16 March 2021
Subject:	Service Level Performance Reporting against the Performance Framework 2020-2021 – Quarter 3

Summary:

This report sets out the performance of the Tier 2 Service Level Performance measures for 2020/21 Quarter 3 that are within the remit of the Public Protection and Communities Scrutiny Committee.

Actions Required:

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

1. Background

The Corporate Plan was approved by the County Council on 11 December 2019 and the Executive approved the Corporate Plan Performance Framework 2020/21 on 6 October 2020. The Framework contains performance indicators and key activities against which performance and progress will be reported in order to demonstrate whether the Council is achieving the four ambitions for Lincolnshire as set out in the Corporate Plan.

The accompanying appendices detail the performance in Quarter 3 for the Tier 2 Service Level Performance measures in relation to Public Protection, Lincolnshire Fire and Rescue, and Libraries and Heritage Services as set out in the Performance Framework 2020/21.

2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to review and comment on the performance information for Quarter 3 and highlight any recommendations or further actions for consideration.

3. Consultation

a) Risks and Impact Analysis

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Community Safety Performance Measures
Appendix B	Fire Safety Performance Measures
Appendix C	Libraries and Heritage Performance Measures
Appendix D	Road Safety Performance Measures
Appendix E	Trading Standards Performance Measures
Appendix F	Volunteering Performance Measures

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 Tracy Johnson, Senior Scrutiny Officer, who can be contacted on 07552 253814 or by e-mail at tracy.johnson@lincolnshire.gov.uk

Number of domestic abuse victims receiving support

This measure is a count of the number of victims of Domestic Abuse who have received support from any one of the domestic abuse support services (excluding refuge) commissioned by Lincolnshire County Council. Services include: Independent Domestic Violence Advisors (IDVAs), Outreach and targeted support for adults, children and young people in a directly abusive relationship and those children and young people within a family experiencing domestic abuse. The service is currently provided by Ending Domestic Abuse Now in Lincolnshire (EDAN Lincs). If a person has received support more than once in the period or by more than one part of the support service (i.e. an IDVA and Outreach) they will be counted more than once. This measure is reported with a one quarter lag.



About the latest performance

The target for this measure is based on a forecast from figures reported in 2019/20, however, these reporting figures have subsequently been revised to only include those adults and children referred to EDAN Lincs who receive a level of service. Work is underway to review the baseline measure to ensure accurate reporting for the remainder of 2020/21. The revised forecast would expect a cumulative figure of 1,551 people supported by the end of Q2 2020/21 (reported here in Q3) and 3,101 by the end of 2020/21 (reported in Q1 2021/22), thus the number of people actually supported during this period is within expected range.

Domestic abuse services provided by EDAN Lincs continue to operate effectively and support the needs of victims, children and families during the COVID19 pandemic. Support to clients has been undertaken through telephone and video consultation and face to face support is available in exceptional circumstances using COVID secure facilities. The EDAN Lincs Outreach service also provided 'one off' advice and support to 2,377 people during Q2 2020-21 in response to telephone and online enquiries, far greater than numbers experienced in previous years but similar to those supported in Q1 2020/21.

About the target

We take reports of Domestic Abuse seriously and encourage victims to seek support including children and families. Therefore, we want to maintain the number of victims accessing the support they need.

About the target range

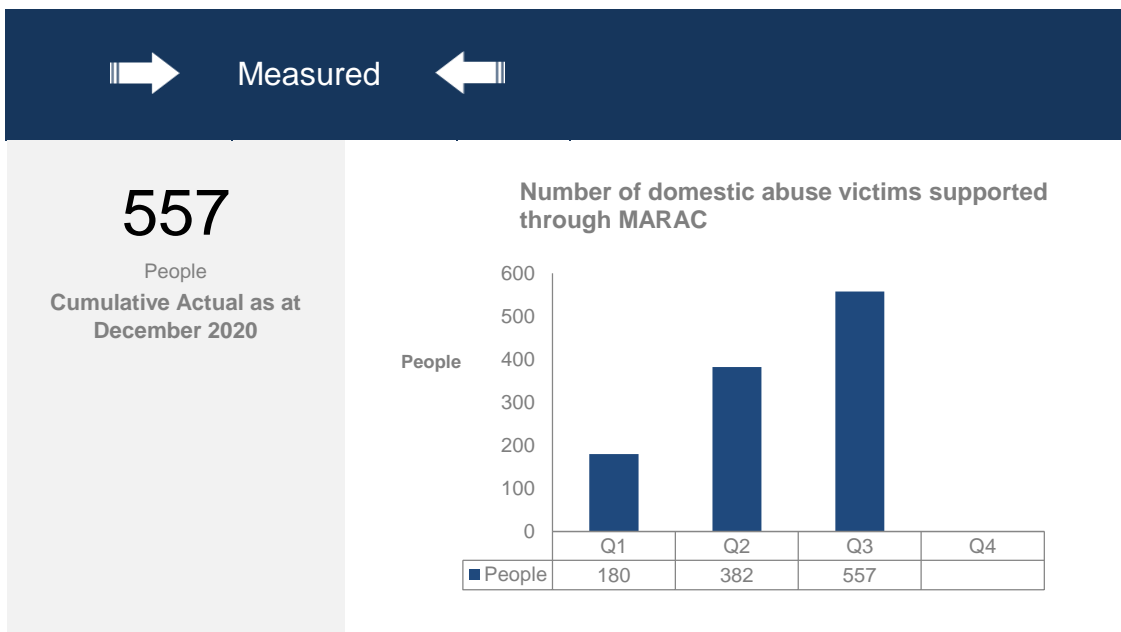
The 0.5% tolerance for this measure allows for some fluctuation against the target.

About benchmarking

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

Number of domestic abuse victims supported through MARAC

A Multi-Agency Risk Assessment Conference (MARAC) is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors. After sharing all relevant information they have about a victim, the representatives discuss options for increasing the safety of the victim and turn these into a co-ordinated action plan. The primary focus of the MARAC is to safeguard the adult victim. This measure is a count of the number of new victims supported through the Multi-Agency Risk Assessment Conference.



About the latest performance

Referrals to MARAC have remained relatively stable during the COVID19 pandemic. MARAC continues to operate on a weekly basis with all partners engaged in the process. The MARAC is currently operating virtually and regular monitoring of data and the process is in place. As a result following consultation with partners, from January 2021 the MARAC will be split over two half day sessions with an increased time allocated to discuss each case. This will help support the quality and effectiveness of actions for victims and children but equally support attendees and chairs with the difficulties being experienced holding meetings over a full day.

About the target

It is not appropriate to target this measure.

About the target range

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

About benchmarking

Although MARACs operate across the country, the methodology used for this measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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.



Achieved

97.44

Per 100,000 population

Cumulative Actual as at
December 2020

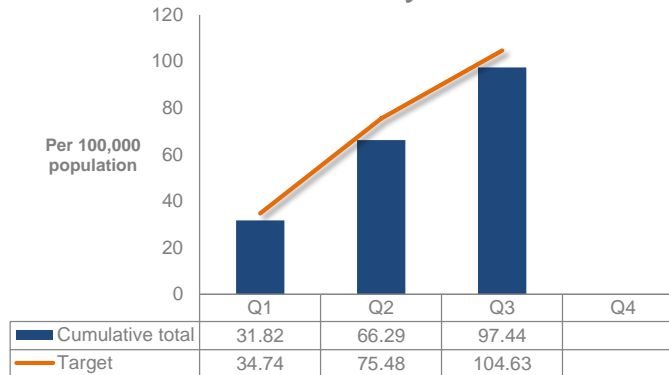


104.63

Per 100,000 population

Cumulative Target for
December 2020

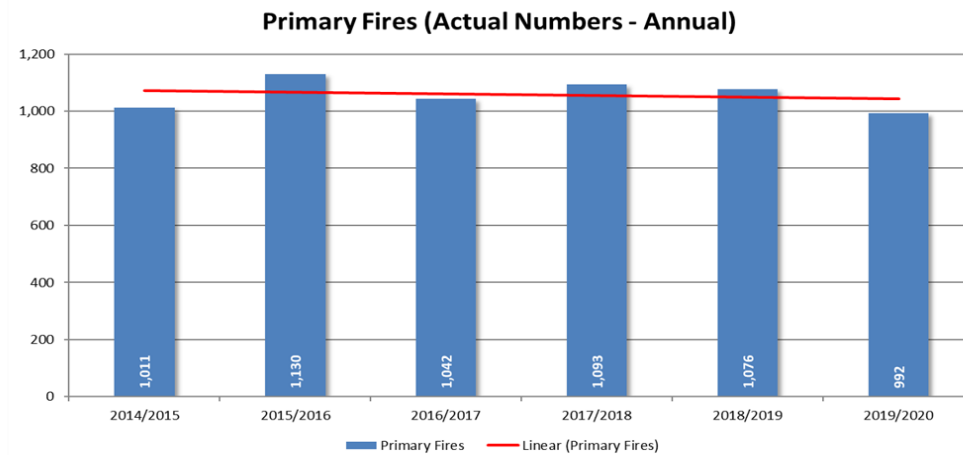
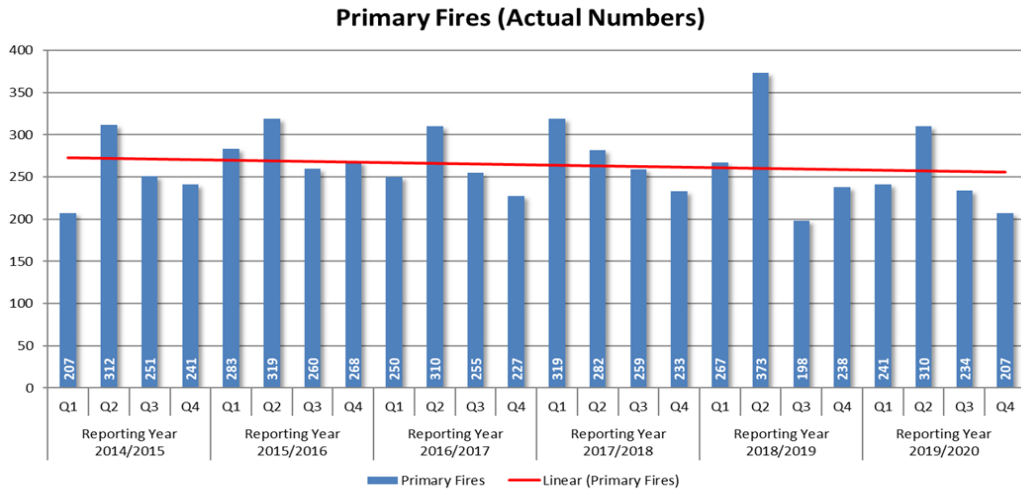
Primary fires



About the latest performance

We are better than target and compared to quarter 3 last year we have also seen a 7% reduction in the number of primary fires. Fires in dwellings and vehicles continue to account for the largest proportions of these incidents, together accounting for 62% of this year's primary fires to date (dwellings – 271, 37% and vehicles – 185, 25%). The biggest reductions have been seen in vehicle fires (down from 213 to 185) and farm related primary fire locations (down from 84 to 70). Conversely, we have seen an increase in fires involving outbuildings/sheds (up from 42 to 61). The most common causes continue to be cooking appliances, arson and electrical items (both mains & appliances) which together account for 53%. Due to the prevention strategies in place, our focus continues to be on cooking and electrical campaigns. Also, partnership working (Arson Task Force) allows us to focus on arson related issues and develop bespoke reduction strategies. In addition to this close working and an information sharing agreement with Trading Standards allows us to monitor trends in fires caused by faulty electrical items.

Further details



About the target

The annual target is set to aim for continuous improvement, including the following factors: 1) The results of our performance last year, 2) Our Service priorities and 3) Drive for continuous improvement. Seasonal variances are to be expected over the year due to weather conditions, school holidays and seasonal events. As such, the quarterly targets are profiled based on analysis of the three previous years' worth of data.

About the target range

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

About benchmarking

Benchmarking data for this measure is not available

Fire fatalities in primary fires

Number of fatalities from primary fires where the Fire Service attended (per 100,000 population).

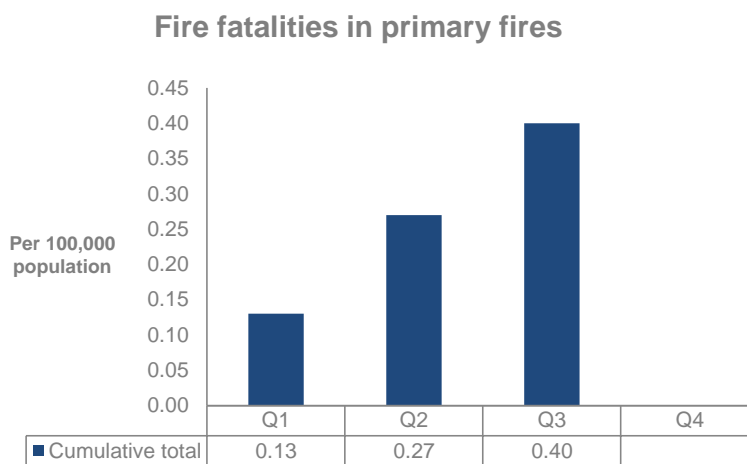
Numerator is the number of fire fatalities in primary fires.

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.

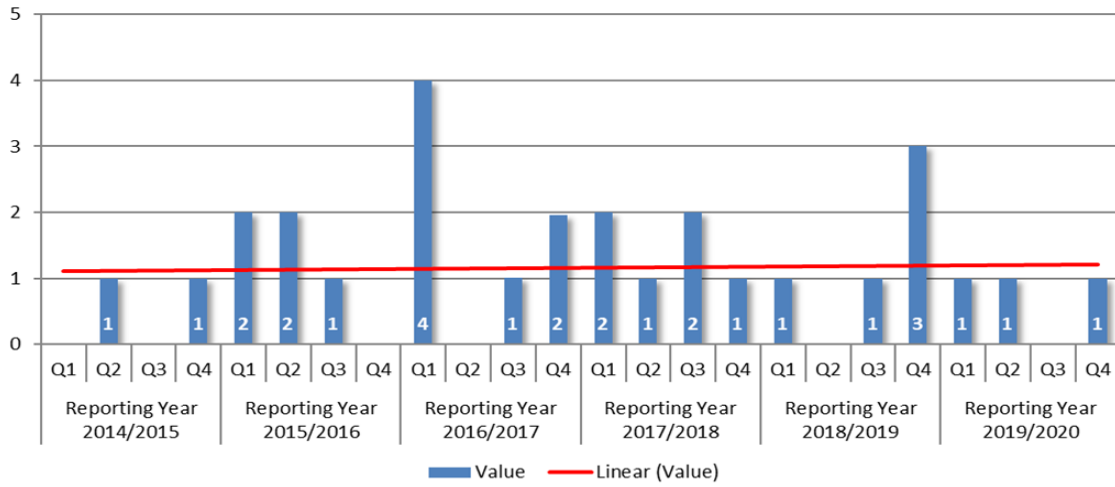
A lower rate of fatalities per 100,000 population indicates a better performance.



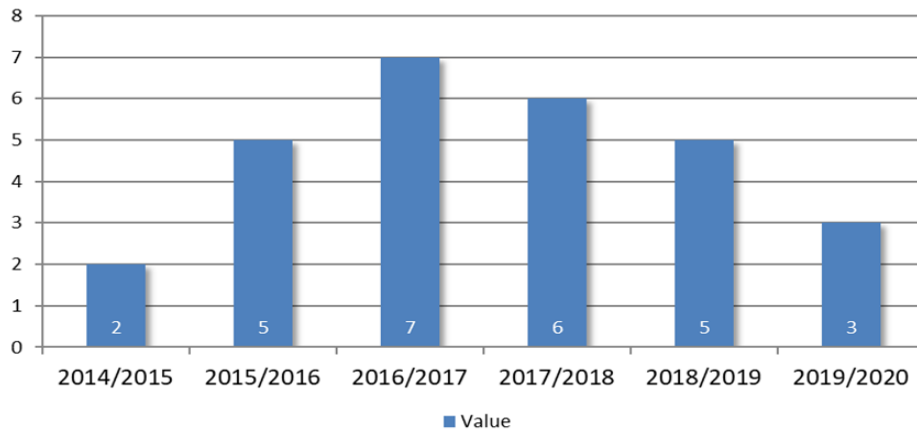
About the latest performance

There have been three fire fatalities so far this year. One was as a result of a suicide attempt, another resulted from a fire involving a mobility scooter and the third occurred in a dwelling fire. Despite Covid restrictions, all fire fatalities have been followed up with targeted prevention work in the local area to support local communities. Any fire related fatalities that do not meet the criteria for a formal Domestic Homicide Review, are followed up with Fire and Rescue leading on a multi-agency review process. Lessons learned are captured and fed into the Safeguarding Adults Board.

Fire Fatalities in Primary Fires (Actual Numbers)



Fire Fatalities in Primary Fires (Actual Numbers - Annual)



About the target

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

About the target range

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

About benchmarking

Benchmarking data for this measure is not available

Deliberate primary fires

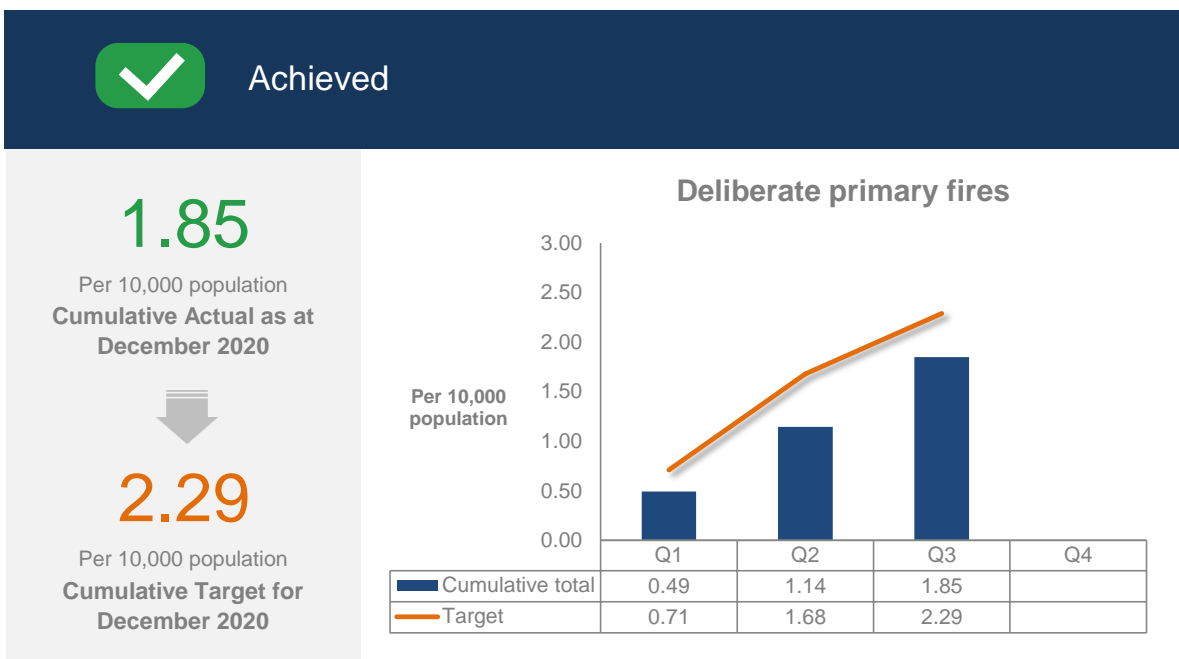
Number of incidents of fires involving property (for example buildings, vehicles, recycling banks, caravans and so on); and/or casualties, fatalities or rescues; and/or five or more pumping appliances where the Fire Service attended & determined that the cause of the fire was deliberate/malicious intent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

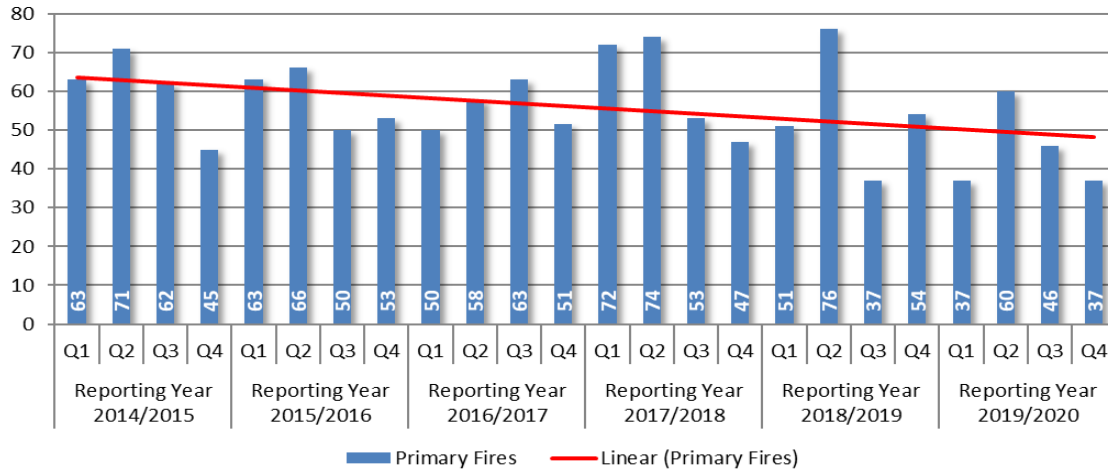


About the latest performance

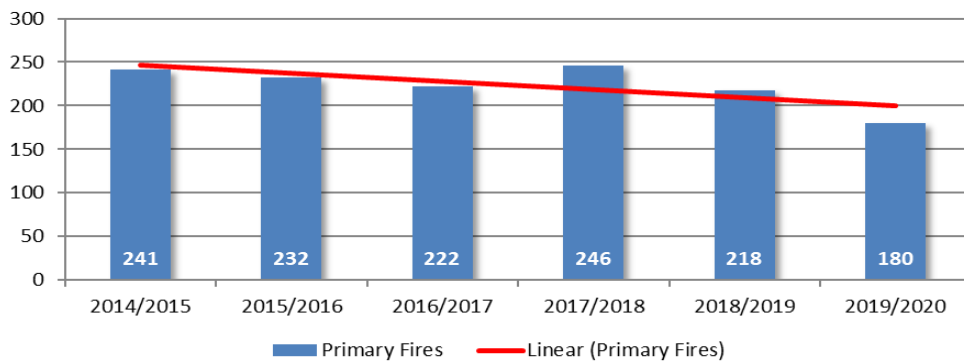
We are better than target for this measure and if we compare to quarter 3 last year, we have also seen a slight reduction in the number of deliberate primary fires. There have been small fluctuations across a number of property types but due to relatively small numbers there are no trends to highlight. Vehicles continue to be the most common property type to be involved in a deliberate primary fire, accounting 50% of the incidents so far this year (70 of the 139). The Arson Task Force continues to maximise partnership working to monitor and reduce incidents of this nature.

Further details

Deliberate Primary Fires (Actual Numbers)



Deliberate Primary Fires (Actual Numbers - Annual)



About the target

The annual target is set to aim for continuous improvement, including the following factors: 1) The results of our performance last year, 2) Our Service priorities and 3) Drive for continuous improvement. Seasonal variances are to be expected over the year due to weather conditions, school holidays and seasonal events. As such, the quarterly targets are profiled based on analysis of the three previous years' worth of data.

About the target range

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

About benchmarking

Benchmarking data for this measure is not available

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.

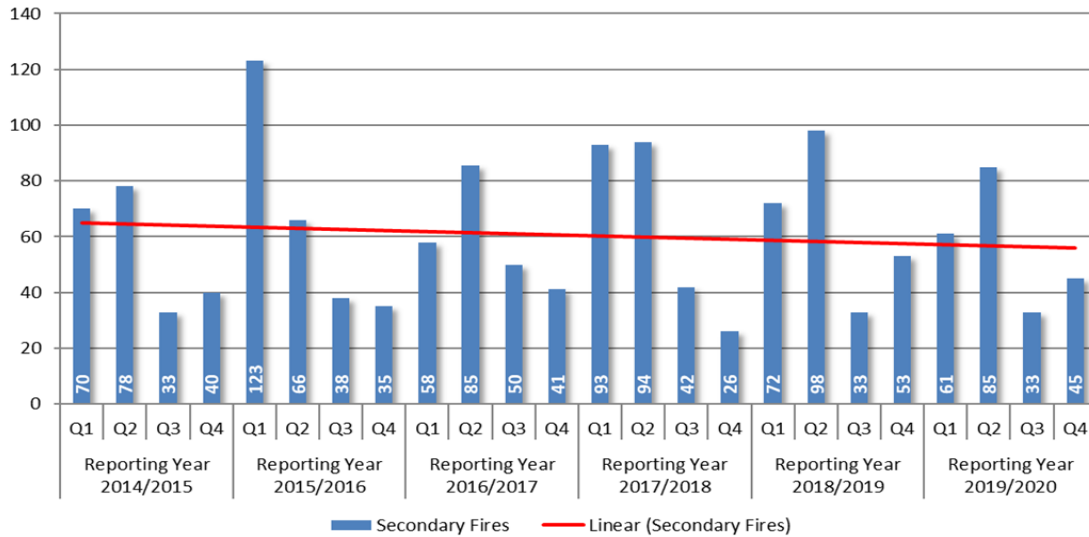
A lower rate of deliberate secondary fires per 10,000 population indicates a better performance.



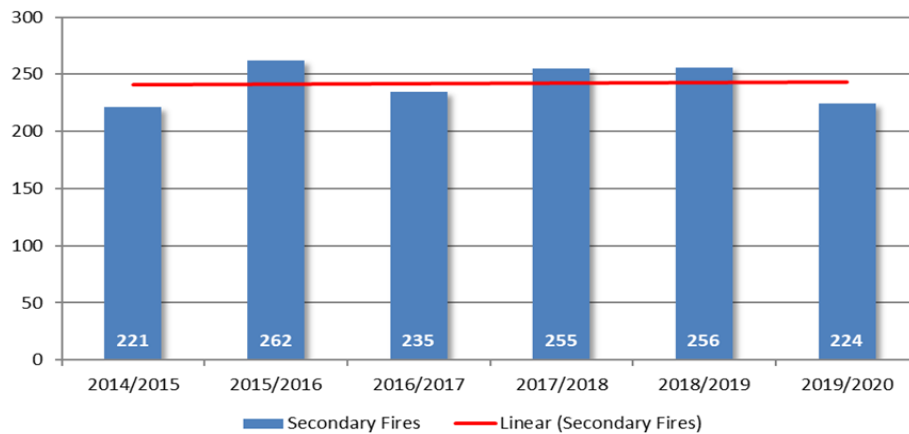
About the latest performance

We are currently behind target for this measure but we are only 2 incidents above our upper tolerance. If we compare to quarter 3 2019/20 we have seen a slight increase in the number of deliberate secondary fires but the increase is only an additional 14 incidents over the nine month period and we are still lower than the Q3 2018/19 position. There have been small fluctuations across all deliberate secondary fire locations but the biggest increase has been in deliberate fires involving refuse/refuse containers – up from 107 at quarter 3 last year to 117 this year. The main reason for this increase has been attributed to incidents of fly tipping. The Arson Task Force continue to link with local Neighbourhood Policing Teams, any significant issues will be fed in to the Safer Lincolnshire Partnership Anti-Social Behaviour group.

Deliberate Secondary Fires (Actual Numbers)



Deliberate Secondary Fires (Actual Numbers - Annual)



About the target

The annual target is set to aim for continuous improvement, including the following factors: 1) The results of our performance last year, 2) Our Service priorities and 3) Drive for continuous improvement. Seasonal variances are to be expected over the year due to weather conditions, school holidays and seasonal events. As such, the quarterly targets are profiled based on analysis of the three previous years' worth of data.

About the target range

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

About benchmarking

Benchmarking data for this measure is not available

Accidental Dwelling Fires

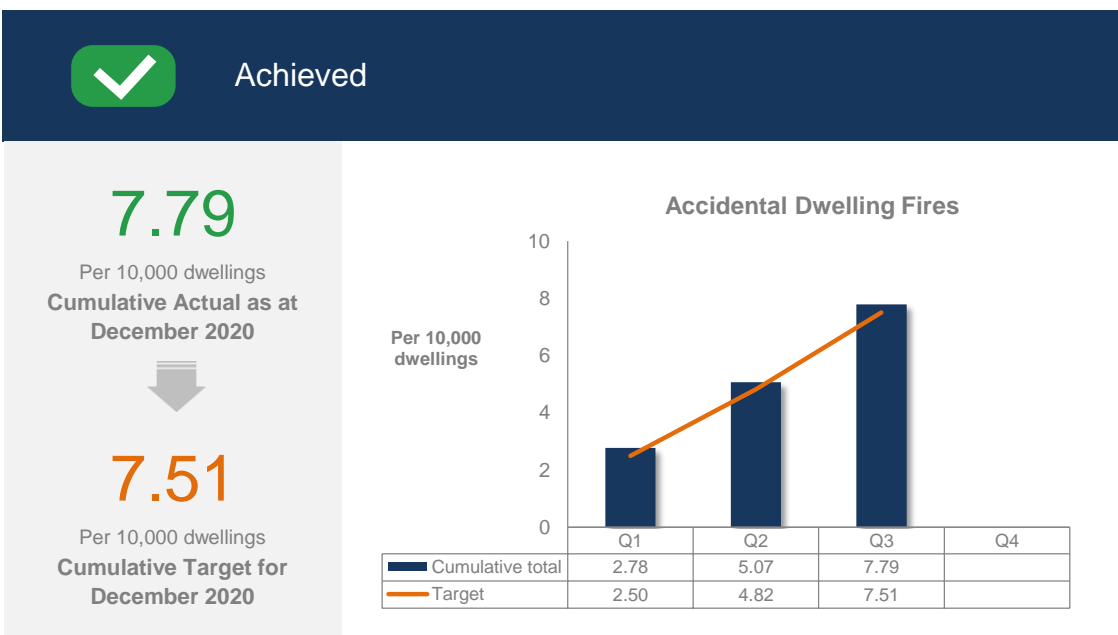
Number of incidents of fires in dwellings where the Fire Service attended & determined that the cause of the fire was not known or accidental (per 10,000 dwellings).

Numerator is the number of accidental dwelling fires.

Denominator is the number of dwellings in Lincolnshire.

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

A lower rate of accidental dwelling fires per 10,000 dwellings indicates a better performance.



About the latest performance

We have remained within the tolerance range of our target, although we are very close to the upper tolerance (upper tolerance is 255). Compared to quarter 3 last year we have seen a reduction of 1 accidental dwelling fire. As always, cooking is the most common cause of these fires, accounting for 50% in the nine month period (127 of the 252), although this has reduced slightly compared to last year (down from 131 of the 253 – 52%). The Community Risk Team continue to provide incident data to allow targeted prevention work to be carried out. To support the prevention campaigns the prevention delivery strategy is being updated to allow areas of high risk to be targeted, which should then support the reduction of accidental dwelling fires. The introduction of the new Engagement Advocate will see our hard-to-reach community groups being better engaged and thus fire safety information will be provided to support reduction of these incidents.

About the target

The annual target is set to aim for continuous improvement, including the following factors: 1) The results of our performance last year, 2) Our Service priorities and 3) Drive for continuous improvement. Seasonal variances are to be expected over the year due to weather conditions, school holidays and seasonal events. As such, the quarterly targets are profiled based on analysis of the three previous years' worth of data.

About the target range

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

About benchmarking

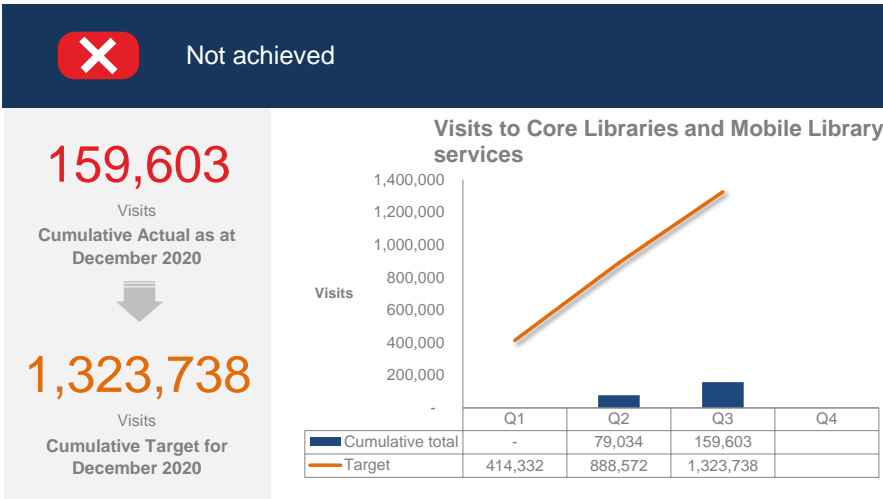
Benchmarking data for this measure is not available

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.



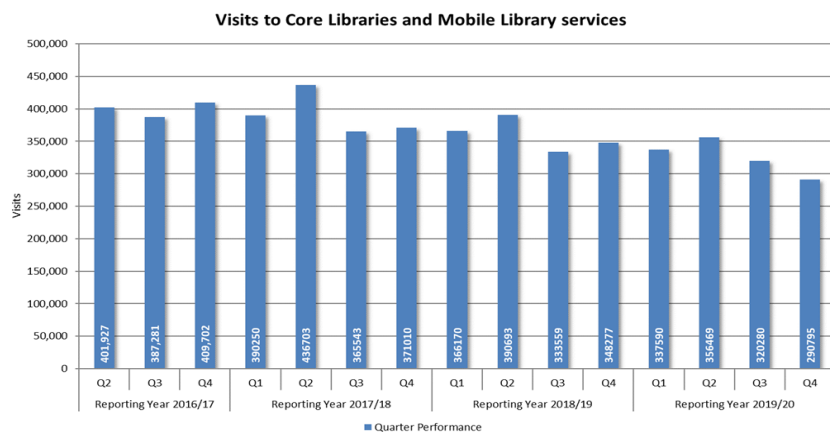
About the latest performance

14 core libraries remained in the 'Browse & Borrow' phase for October, which saw the return of customers into sites following strict criteria including wearing of masks, following a one way system and no waiting in site. Customers were able to walk around and browse stock but not stay and read material. Newspapers, study rooms and activities were still ceased. Bourne core site remained as 'click and collect'. All sites were still on reduced hours. Access, Rural and P&C Mobiles operational.

November and December saw the reintroduction of the click and collect service only, with browsing once again removed, due to entering Lockdown 2.0. The Access Mobile remained but the Rural and P&C Mobiles temporarily ceased operation.

The additional online activities continued throughout the quarter.

Further details



About the target

The targets have been set within the contract with Greenwich Leisure Limited (GLL), taking into account that library use has seasonal variations and certain months of the year are normally busier than others. For example, Quarter 2 is usually busy for children's use as libraries run the Summer Reading Challenge in the school holidays. Quarter 3 normally starts busy in October as book use increases in the winter months, however December is normally a quiet month with preparations for and closure during Christmas.

When GLL produced the baselines in 2016 they looked at the available historical data reflecting monthly usage patterns in Lincolnshire.

About the target range

No target range has been set for this measure.

About benchmarking

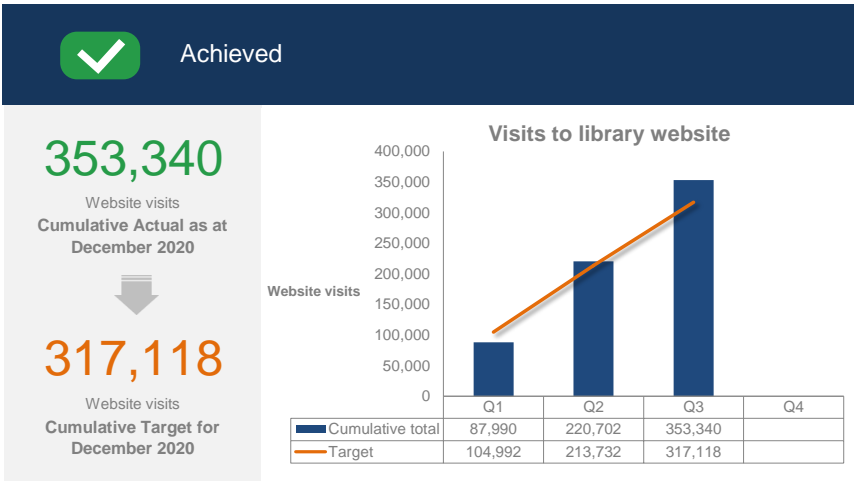
This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

Visits to library website

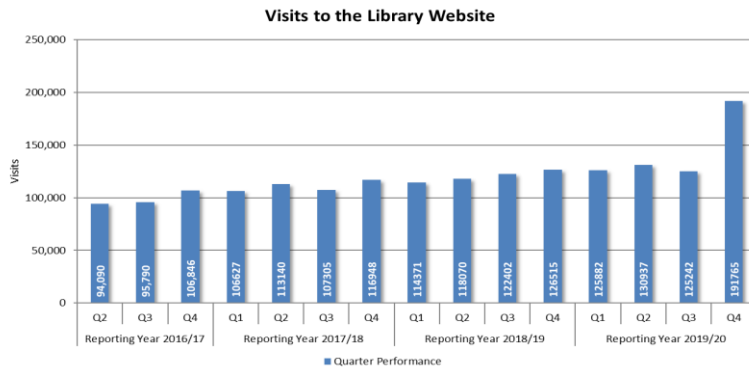
The definition of a visit, as per the Chartered Institute of Public Finance and Accountancy (CIPFA), is defined as a session of activity/series of one or more page impressions, served to one User to the library website (or relevant library-service-related directories of the authority website as defined 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.



Further details



About the target

The targets have been set within the contract with Greenwich Leisure Limited (GLL), taking into account that library use has seasonal variations and certain months of the year are normally busier than others. For example, visits to the library website is usually higher in Quarter 4 because of higher internet use in the winter months.

When GLL produced the baselines in 2016 they looked at the available historical data reflecting monthly usage patterns in Lincolnshire.

About the target range

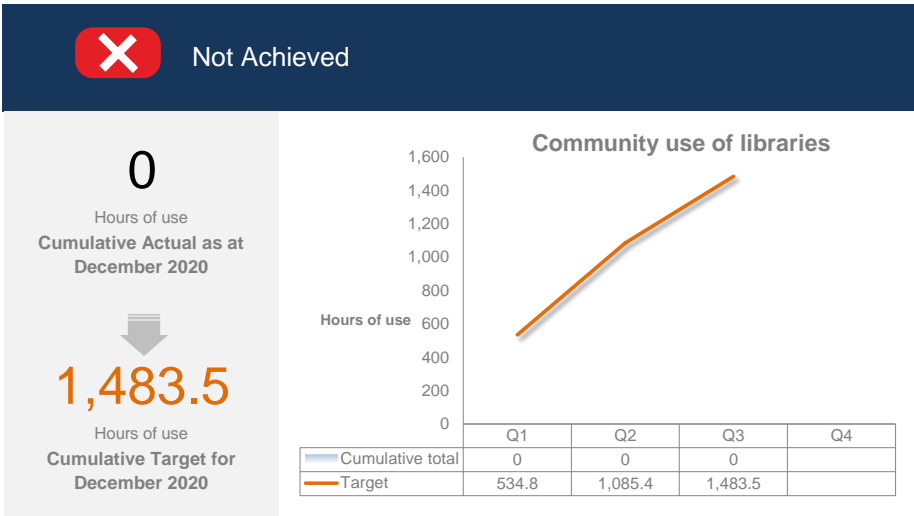
No target range has been set for this measure.

About benchmarking

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

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.

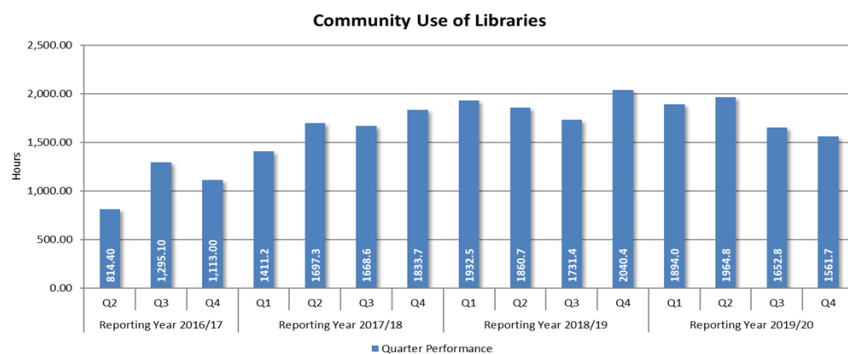


About the latest performance

Core libraries and mobiles were closed due to the global covid-19 pandemic, from 23 March 2020 to 13 July 2020.

Despite the re-opening of sites during this quarter, community use, drop-in's and study areas have remained unavailable.

Further details



About the target

The targets have been set within the contract with Greenwich Leisure Limited (GLL), taking into account that library use has seasonal variations and certain months of the year are normally busier than others. For example, July and August (Quarter 2) are usually quieter months for adult community use as many community groups have a summer break. Q4 and Q1 are the highest totals because of generally high community use between January–June. December (Quarter 3) is a normally a quieter month with preparations for and closure during Christmas.

When GLL produced the baselines in 2016 they looked at the available historical data reflecting monthly usage patterns in Lincolnshire.

About the target range

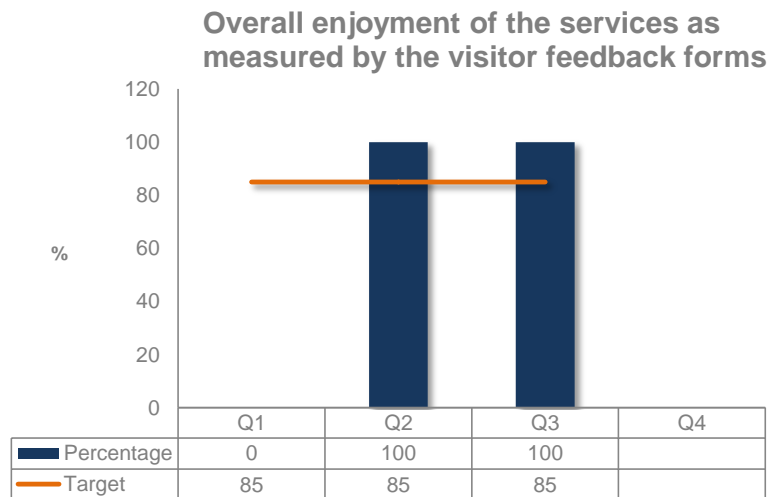
No target range has been set for this measure.

About benchmarking

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

Overall enjoyment of the services as measured by the visitor feedback forms

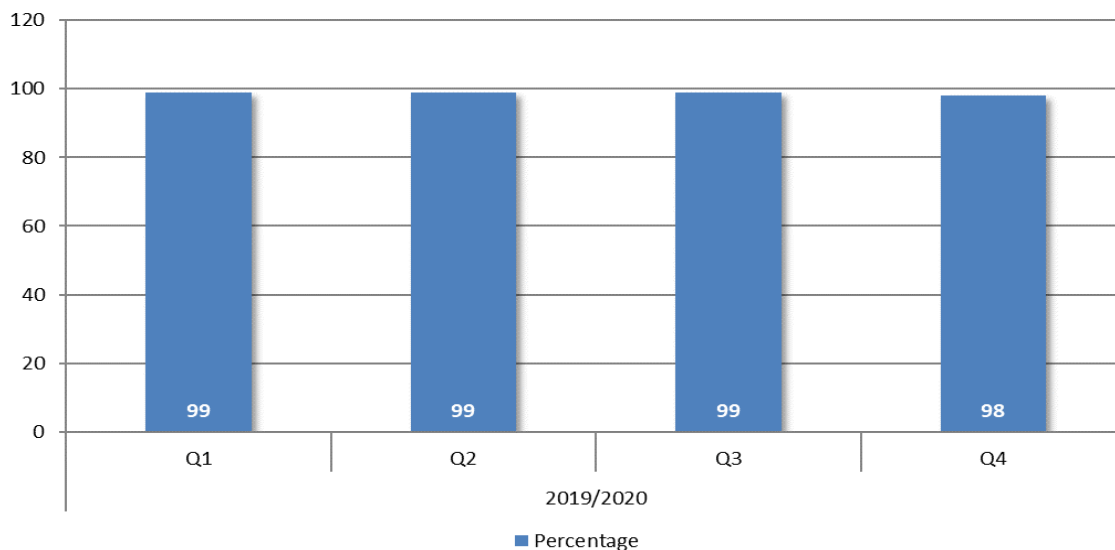
Excellent and/or very good reviews of visitors' overall experience, as measured by the visitor feedback forms aggregated across all Heritage Visitor sites. Performance is measured year-to-date and as a snapshot in time.



About the latest performance

The 2020/21 Q1 reporting for this performance indicator mistakenly displayed the same data as the previous quarter (2019/20 Q4) and as a result a figure of 98% was recorded. The data for Q1 has now been revised to show the correct figure of 0%, meaning the target was not achieved on this occasion. Due to Covid-19 national restrictions, Lincolnshire County Council Heritage sites have been closed or operating with reduced public admission to manage safe access. To reduce contact between visitors and staff, in house visitor feedback forms were not collected in Q1 at sites which remained in operation, resulting in no data to be reported. During Q2 Lincoln Castle was able to collate some visitor feedback forms with 100% of this feedback rated as excellent or very good. In total 41 feedback forms were completed, with 38 rated as excellent and 3 rated as very good. Due to continued reduced public opening, in house visitor feedback forms were not collected in Q3 and visitors were signposted to leave us feedback on Trip Advisor, which is reporting positive feedback.

Overall enjoyment of the services as measured by the visitor feedback forms



About the target

The target is based on averages of our current levels of performance.

About the target range

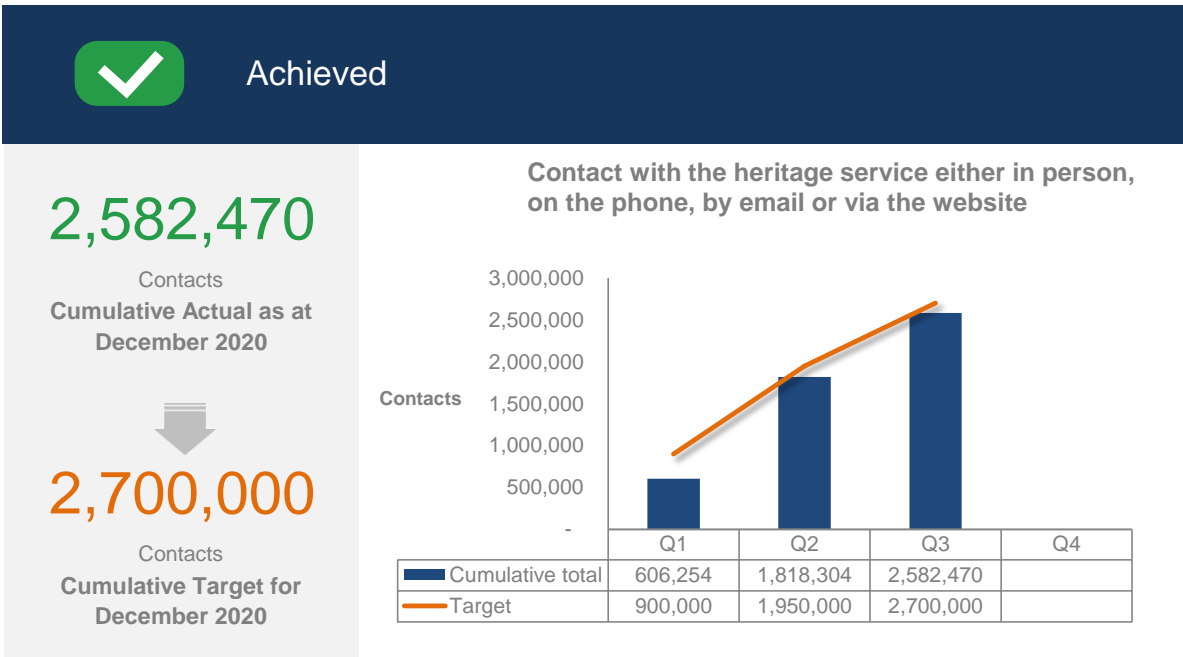
The target range for this measure is set at +/- 5 percentage points

About benchmarking

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

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

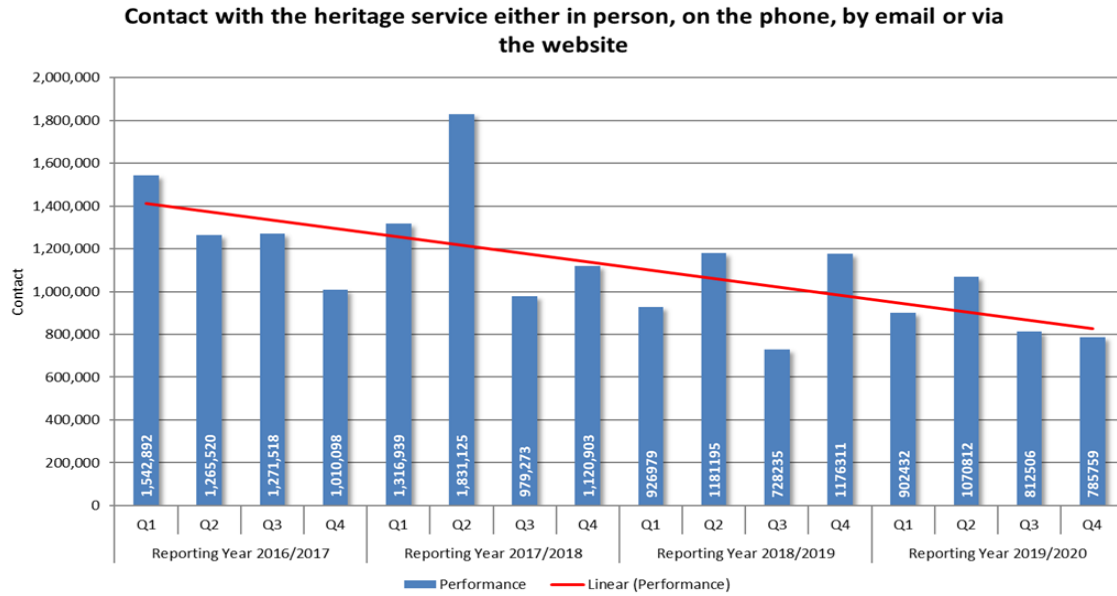
Contact with the heritage service either in person, on the phone, by email or via the website.
A higher number of contacts with the heritage service indicates a better performance.



About the latest performance

Due to Covid-19 national restrictions, Lincolnshire County Council heritage sites have been closed or operating with reduced public admission to manage safe access. On 01/11/20 the Council handed over operation of the Gainsborough Old Hall site resulting in a further decrease in contact with the heritage service. Contact via heritage service web platforms has also considerably reduced due to the cancellation of events, exhibitions and other public engagement activities.

Further details



About the target

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

About the target range

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

About benchmarking

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

People killed or seriously injured in road traffic collisions

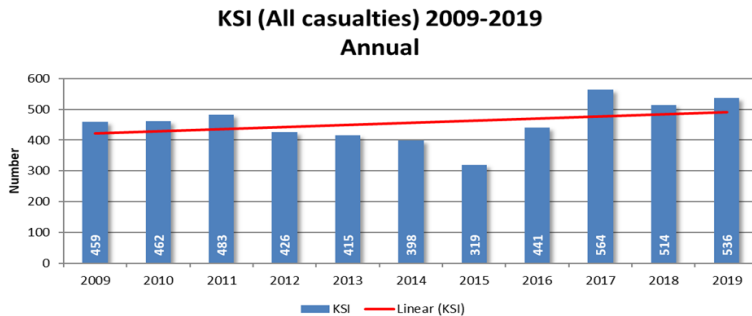
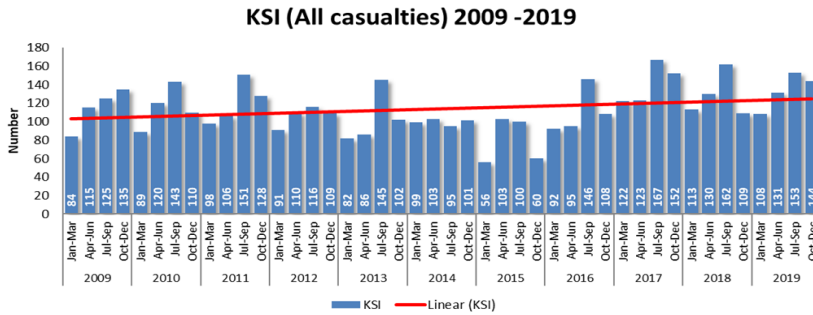
Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (for example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative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



About the latest performance

This figure is higher than the Q1 & Q2 statistics for 2020. This is likely to relate to the easing of traffic/travel restrictions previously introduced due to Covid 19. However, analysis of collision and casualty data does not indicate any clear commonality or patterns. The overall KSI's (people killed or seriously injured) are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.

Further details



About the target

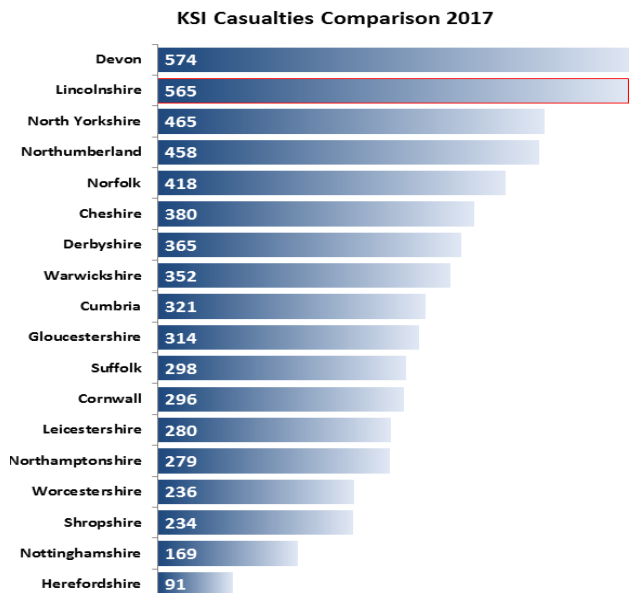
It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.

About the target range

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

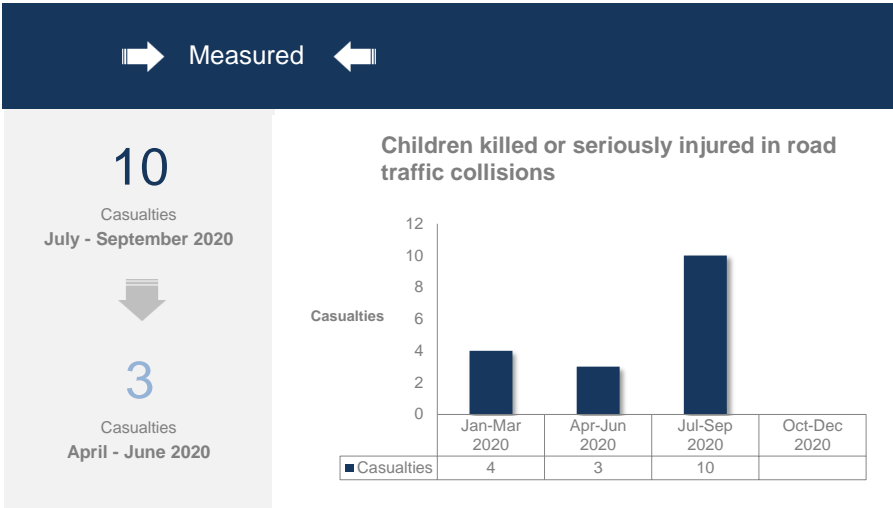
About benchmarking

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.



Children killed or seriously injured in road traffic collisions

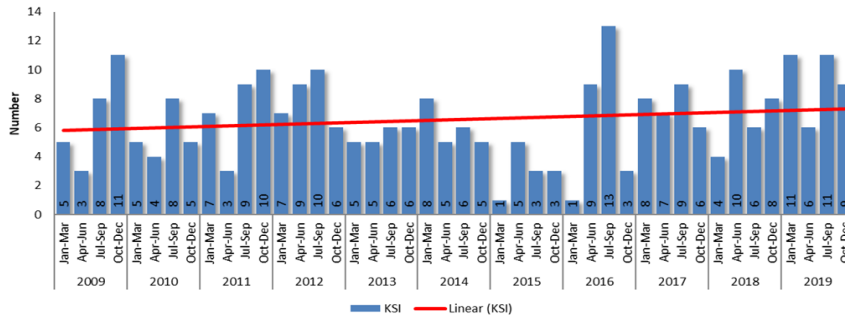
Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (for example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative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



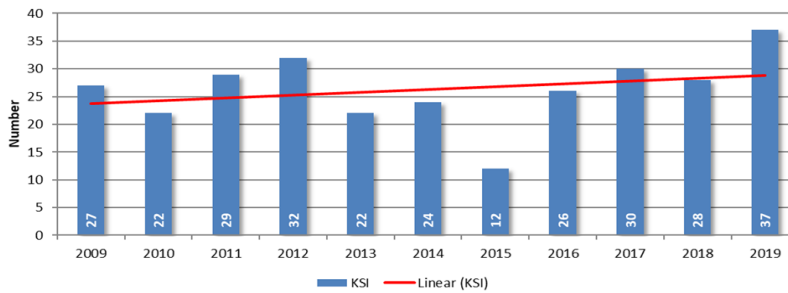
About the latest performance

This figure is higher than the Q1 & Q2 statistics for 2020. This is likely to relate to the easing of traffic/travel restrictions previously introduced due to Covid 19. Analysis of collision & casualty data does not indicate any clear commonality or pattern regarding child KSI's.

KSI (Child casualties) 2009 -2019



KSI (Child casualties) 2009-2019 Annual



About the target

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

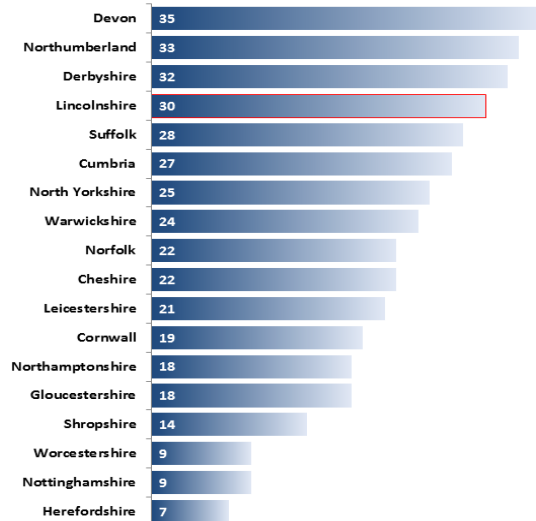
About the target range

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

About benchmarking

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

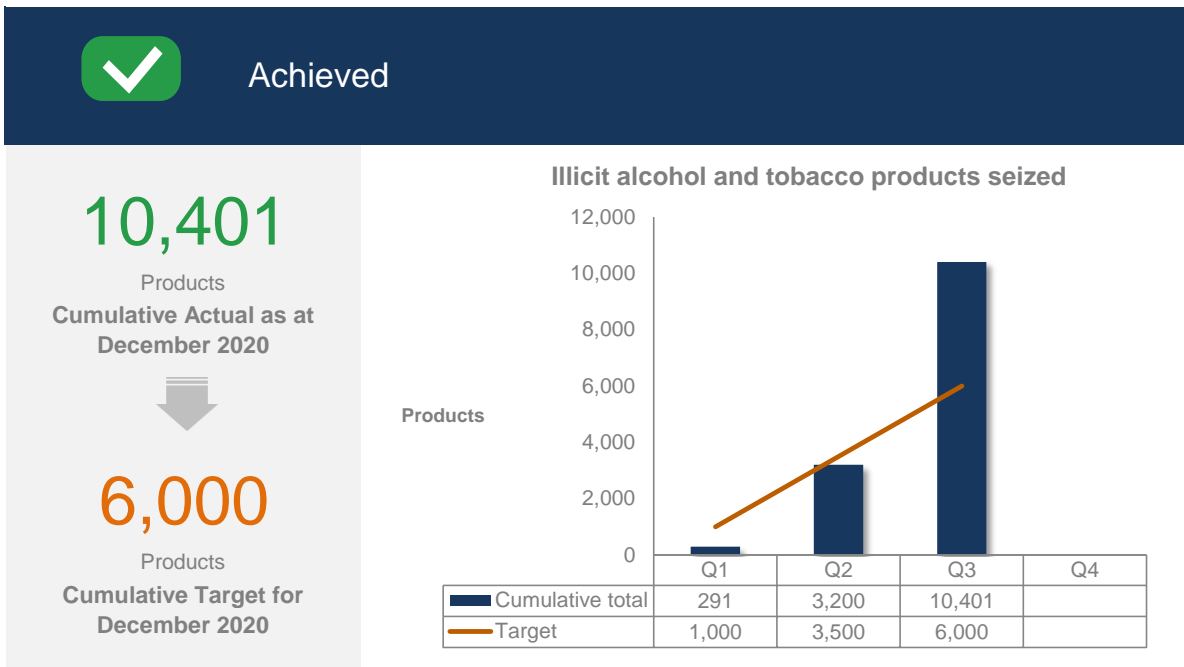
Child KSI Casualties Comparison 2017



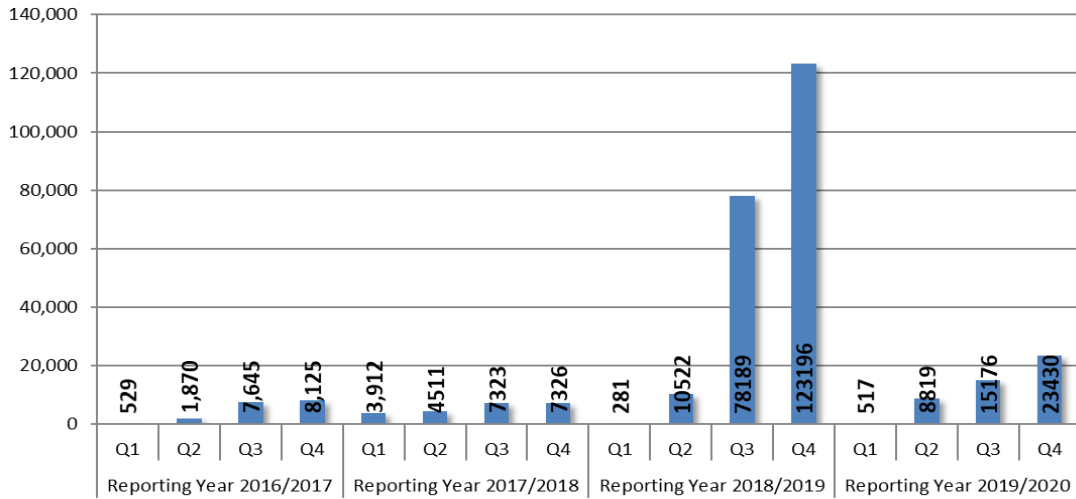
Illicit alcohol and tobacco products seized

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. Trading Standards is intelligence led and the number of products seized does not reflect on the level of activity by the service.



Illicit Alcohol and Tobacco Products Seized 2016-2020 (cumulative)



About the target

We aim to increase the amount of illicit and unsafe alcohol and tobacco products removed from the market in Lincolnshire. In 2020/21 a target has been set for 7000 illicit products to be removed from the market. This demonstrates a reduction in the availability of products which in effect is increasing public safety and preventing the funding of organised crime and terrorism.

The annual target is estimated based on products seized in 2019/20.

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.

Unsafe products removed from the market

This measure is a count of the number 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 counterfeit goods where they are unsafe but does not include alcohol and tobacco, or products removed that are purely counterfeit. Unsafe goods are any products that do not conform to European and/or UK safety standards and regulations or do 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 different types of products that could be unsafe and would be within the remit of Trading Standards. This includes electrical items, cosmetics, clothing, furniture and toys. These figures are dependent on successful legal processes, meaning suspension, recall, forfeiture or surrendering of the products or complying with an improvement notice to bring the product into compliance before it is placed on the market. A higher number of unsafe goods removed from the market indicates a better performance. Trading Standards is intelligence led and the number of products seized does not reflect on the level of activity by the service.



About the latest performance

The large increase in unsafe goods removed from the market in this quarter reflects the work of Lincolnshire Trading Standards during the Covid-19 pandemic in ensuring goods sold to protect consumers from coronavirus are safe and effective and comply with the relevant consumer protection legislation. As part of this work we have proactively inspected and advised on goods such as hand sanitiser, face coverings, etc and goods claiming to offer protection from covid. This has been in response to consumer complaints and intelligence received but also in response to requests for advice from businesses and partners in the sale and procurement of such goods. Examples of this work included a Suspension Notice issued under Section 14 of the Consumer Protection Act 1987 to remove hand sanitisers from the market due to failing to comply with applicable safety legislation relating to the labelling, composition and traceability of the goods. We then advised and worked with the business to bring the goods into compliance.

Further details

The definition for this measure was changed with effect from 1st April 2019 to 'Unsafe products removed from the market'. The previous definition was 'Unsafe and counterfeit goods removed from the market'. Therefore it is not possible to make meaningful comparisons with performance data prior to 2019/2020.

About the target

Larger numbers of goods are entering the market and the availability of goods from other countries is increasing. These may not conform to the same safety requirements placed on UK markets. We aim to increase the number of unsafe products removed from the market in Lincolnshire and reduce the risk of harm to the potential end-user.

In 2020/21 an annual target has been set for 3000 unsafe products to be removed from the market. This has been estimated based on products seized in 2019/20.

The availability of unsafe goods can increase in Quarter 3 for Christmas, Halloween and seasonal markets. It can also increase in the summer months due to the influx of tourists to the coast. Large seizures can take a while to catalogue/count and may not always be ready to report in the actual quarter they occurred.

About the target range

Any increase in the number of unsafe 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.

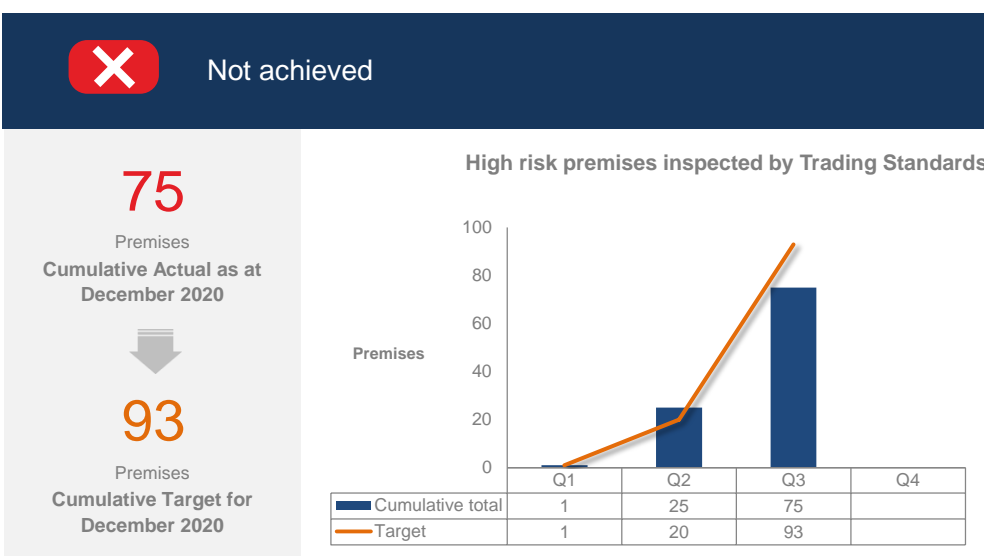
About benchmarking

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

High risk premises inspected by Trading Standards

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

A higher number of high risk premises inspected indicates a better performance.



About the latest performance

Performance against this indicator has been hampered in quarter 3 due to Covid 19 lock down restrictions. In total there are 92 outstanding inspections to achieve the end of year target of 167. Some of these will need to be carried forward into 2021/22 so will be delayed, but completed. A breakdown of those outstanding is provided below.

Animal Health

15 inspections outstanding. Some contact has been made remotely with some of the outstanding premises. Assessments could be done this way, although follow-up visits would be needed in most cases when restrictions end. Progression slow in Q3 due to Lockdown#2 and Avian Influenza.

Food

6 inspections outstanding. A decision was made to carry out remote inspections instead of physical inspections due to the Food Standards Agency (FSA) advice of not carrying out physical inspections being extended until the end of March 2021.

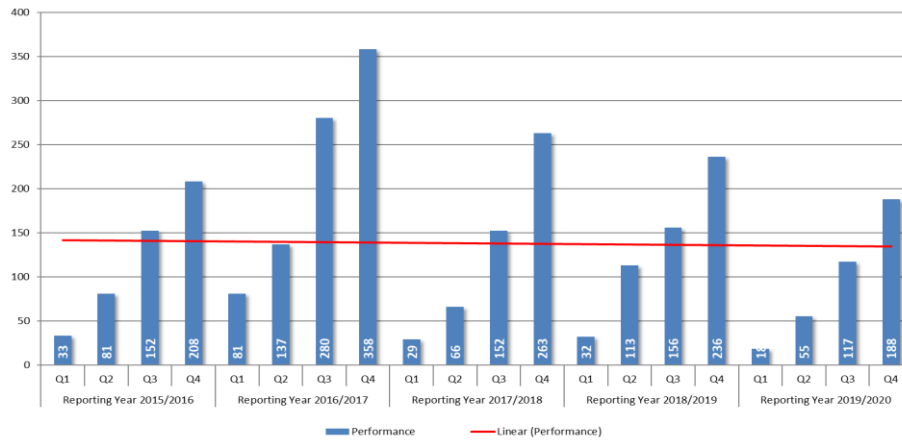
Several remote projects were set up. The visits were internet inspections allocated to apprentices and food trainees. 14 of these have been completed in Q3. Many will require follow-up work by a food qualified officer.

Feed

71 inspections outstanding. The FSA have now agreed to all inspections being carried out remotely and this is being progressed. We will need to make a judgement on how many of these we can realistically achieve in quarter 4 and how many we will carry forward to 2021/22.

Further details

High Risk Premises Inspected by Trading Standards (cumulative)



About the target

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

Quarter 1 figures are generally lower due to the finalisation of numbers and funding with external agencies.

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.

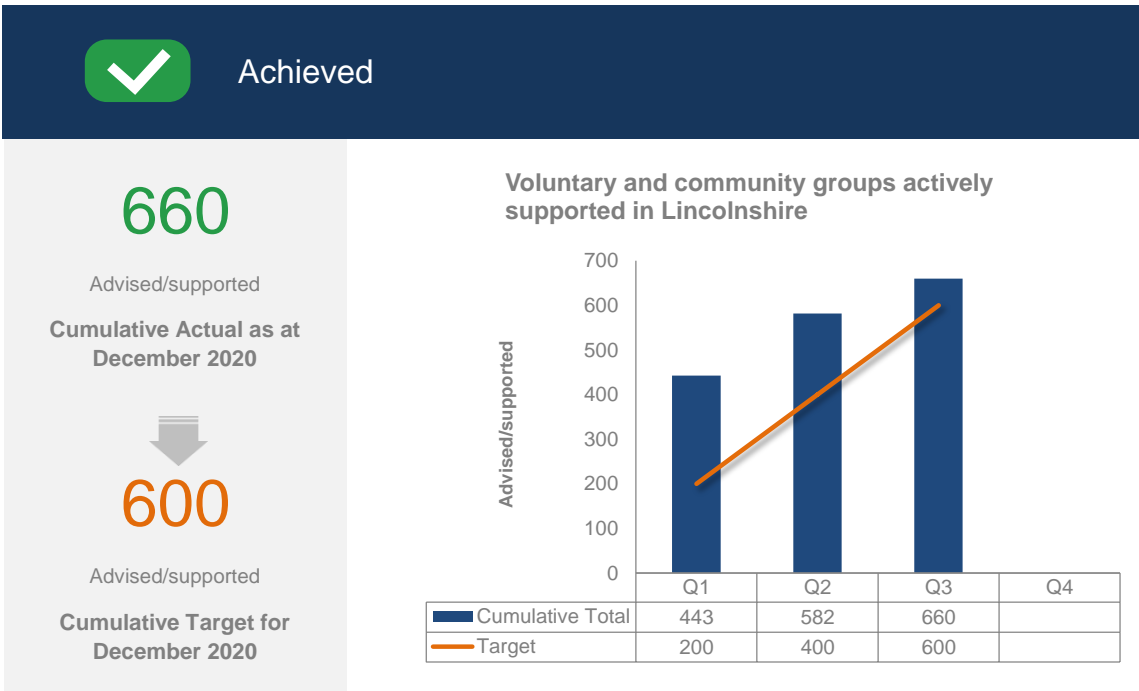
About benchmarking

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

Voluntary and community groups actively supported in Lincolnshire

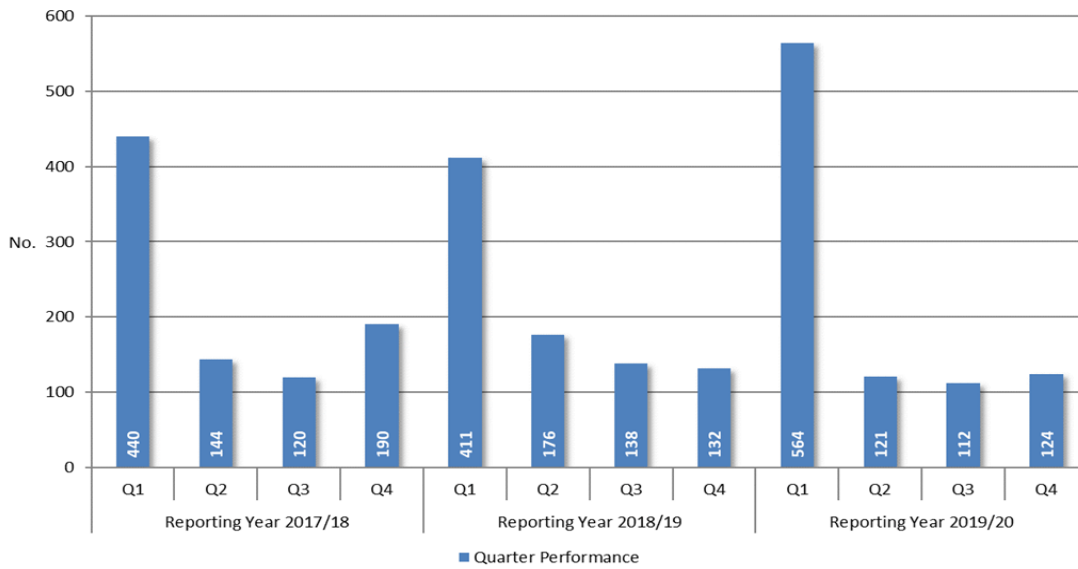
A Non-governmental organisation refers to civil society organisations (i.e. voluntary organisations and community led organisations).

A higher number of community groups actively supported indicates a better performance. Performance is generally higher in Quarter 1 as this starts a fresh year of counting and groups supported for the first time in Quarter 1 will not be counted again in the same financial year. As a result of Covid19, many new interim groups have been established and as a result more people supported, however due to the urgent nature of the response to the pandemic, not all of these will have established themselves with the Voluntary Centre Services (VCS). As the crisis lessens, so will the numbers of groups and individuals supported and this needs to be considered when comparing performance to past and future years.

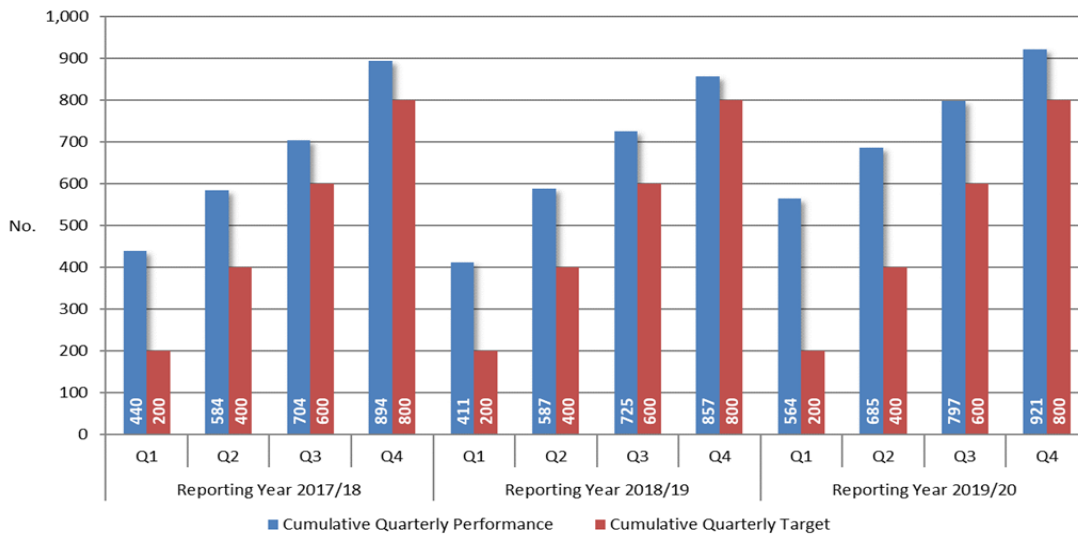


Further details

Voluntary and community groups actively supported in Lincolnshire



Voluntary and community groups actively supported in Lincolnshire (cumulative)



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

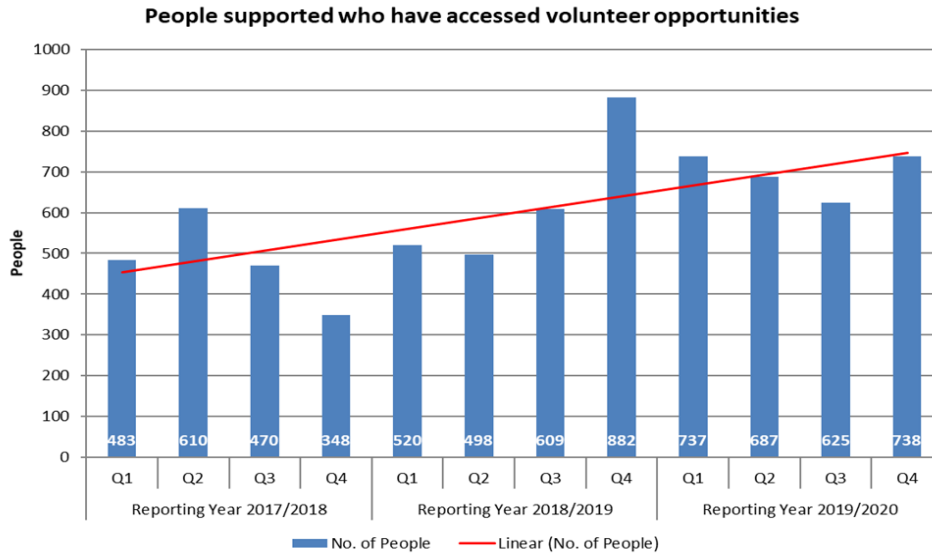
This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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. As a result of Covid19, many new interim groups have been established and as a result more people may have been supported to volunteer, however due to the urgent nature of the response to the pandemic, not all of these will have established themselves with the VCS. As the crisis lessens, so will the numbers of groups and individuals supported and this needs to be considered when comparing performance to past and future years.



Further details



About the target

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

About the target range

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

About benchmarking

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

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	16 March 2021
Subject:	Food Safety Enforcement within Trading Standards

Summary:

This report provides a review of the delivery of Food Safety enforcement within the Trading Standards Service in Lincolnshire.

Actions Required:

Members of the Committee are invited to consider and comment on the contents of this report and the delivery of Food Safety and Standards work within the Trading Standards Service.

1. Background

- 1.1 County councils, metropolitan boroughs and unitary authorities in England have a statutory duty to enforce a range of legislation relating to Food Safety and Standards. Powers are provided under the Food Safety Act 1990 and European Union (Withdrawal) Act 2018.

The purpose of food standards regulation is to protect the public's health and interest in relation to food. The Food Standards Agency (FSA) is responsible for food safety and food hygiene throughout the UK. All local authorities have statutory duties to enforce legislation relating to food. In a two-tier authority there is a clear division of responsibilities with District Councils responsible for maintaining a database of registered food businesses, enforcing food hygiene standards and investigating cases relating to microbiological quality and contamination by micro-organisms or foreign matter and County Councils enforcing requirements relating to composition, presentation, chemical contamination, adulteration and labelling .

In Lincolnshire responsibility lies with Trading Standards. This work is funded by the Revenue Support Grant.

- 1.2 Lincolnshire County Council has signed up to the Framework [Agreement on Official Feed and Food Controls by Local Authorities](#) and the [Food Law Code of Practice](#) which were developed by the FSA in consultation with local authorities, the Local Government Association and professional bodies. A new version of the code is due to be published this year.

The framework agreement is approved by the FSA Enforcement Liaison Group. It sets out what the FSA expects from local authorities in their delivery of official controls on food law. It sets out the planning and delivery requirements based on the existing statutory Codes of Practice.

- 1.3 While the scope of the Framework is focused on work under the Food Safety Act and the European Union (Withdrawal) Act these responsibilities link to other strategic priorities of the Trading Standards Service including supporting the local economy. The Food and Farming industry is estimated to contribute £1 billion to Lincolnshire's economy. In terms of both value and employment it represents the third largest sector in the County where economic reliance on food and farming production and manufacture is four times higher than the national average (Source: [Lincolnshire Research Observatory](#)).

2. Food Safety and Standards Enforcement

The Trading Standards Service undertakes annual service planning based on the principles set out in the Framework Agreement. In April of each year, a plan of Food Standards enforcement activity is drawn up having regard to the requirements set out in the Framework agreement and Food Law Code of Practice. Consideration is given to the following:

2.1 Interventions at Food Establishments

The FSA has produced a Food Standards Scoring System that is incorporated into the Food Law Code of Practice. Appendix A shows the full scoring system. The scoring system is based upon a scale, from 0-180, and considers several variables. These include the complexity of legislation which must be complied with, the potential adverse effects on consumers and businesses, and an authority's confidence in that business.

Trading Standards maintain a database of food businesses that is regularly updated with data from the District Council Environmental Health teams. Each premise is risk assessed based on activity and compliance levels, and provided with a risk rating that is calculated by combining the scores from the scoring system. This identifies the high-risk premises and determines the intervention frequency.

The table below shows the score banding and how it correlates to the intervention frequency:

Category	Score	Minimum Intervention Frequency
A	101 - 180	At least every 12 months
B	46 - 100	At least every 24 months
C	0 - 45	Alternative enforcement strategy or intervention every five years

Based on these FSA recommendations Lincolnshire has 11 businesses required an annual intervention, 626 requiring a bi-annual intervention and 4906 that should be subject to intervention every 5 years or via an alternative enforcement strategy.

Interventions that are within the definition of Official Controls include: inspections; monitoring; surveillance; verification; audit; and sampling (where analysis/examination is required it must be carried out by an Official Laboratory).

To be fully compliant with the requirements of the code of practice and framework agreement Trading Standards would need to complete a minimum of 324 interventions for businesses in categories A & B with an additional 981 businesses in category C being subject to either an intervention or alternative enforcement strategy.

This level of activity is far beyond what the Trading Standards Service can deliver. The Service develops annual inspection and sampling plans based on the risk principles and taking into account local knowledge, complaints and referrals and past history.

When Trading Standards draw up the annual inspection plan, consideration is given to the requirements laid down in the [Regulators Code](#) and the Service's Compliance and Enforcement Policy where appropriate.

2.2 Food Complaints

All complaints received by the Trading Standards Service are reviewed on receipt by the service's intelligence team and assessed in line with service objectives and the National Trading Standards Intelligence Operating Model.

Following documented duty officer guidance, complaints are noted for intelligence only, passed to partner agencies or allocated for further investigation. Only complaints which are assessed as being 'serious' in terms of Food Safety are allocated for further investigation.

Complaints which are recorded for intelligence purposes only are reviewed regularly and used to identify any emerging issues or potential threats.

2.3 Primary Authority Scheme

The Primary Authority Scheme enables businesses to form a legal partnership with one local authority, which then provides assured and tailored advice on compliance that other regulators must respect.

The Trading Standards Service has entered into a number of partnerships with local businesses including food manufacturers and retailers. The business benefits from:

- having access to relevant, authoritative tailored advice
- gaining recognition of robust compliance arrangements
- drawing on an established and effective means of meeting business regulations
- being more confident they are protecting themselves and their customers

The Trading Standards Service benefits from:

- having greater clarity over where responsibility lies
- supporting local economic growth through stronger business relationships
- improving the consistency of local regulation and target resources on high-risk areas
- developing their staff expertise via partnerships
- protecting front line services through cost recovery

Primary Authority Partnerships are chargeable services, on a cost recovery basis only, with businesses entering a rolling 12 month contract for an agreed number of hours support.

2.4 Advice to Business

Trading Standards endeavours to support economic growth by helping businesses comply with their legal responsibilities. Basic advice and guidance is available to all food business operators free of charge time limited to one hour.

The Service offers more detailed pay as you go advice to businesses seeking guidance for technical or complex enquiries, training or auditing. This work is charged for on a cost recovery basis and offered to businesses that want advice but do not want to enter into a formal Primary Authority partnership.

2.5 Food Sampling

The Trading Standards Service produces an annual food sampling plan. The type of samples to be included is based on risk and intelligence. The intelligence includes local data from officer experience, complaints and the results of previous sampling programmes, the FSA strategic assessment and information from the Public Analyst appointed by the Authority. The budget for sampling is £16,000 and includes samples arising from complaints in addition to the routine sampling plan. This allows the service to submit around 100 samples per year.

2.6 Food Safety Incidents

A “food incident” is defined as any event where, based on the information available, there are concerns about actual or suspected threats to the safety, quality or integrity of food that could require intervention to protect consumers' interests.

Quality should be considered to include food standards, authenticity and composition. Food Incidents are split in to 3 separate categories, which may overlap:

Food Hazards - a food-related incident involving (or suspected to involve) a biological, chemical and/or physical agent in food, or the condition of any food with the potential to cause an adverse effect on the health or safety of consumers.

Food fraud and food crime – Food crime is an umbrella term used to define the remit of the FSA’s National Food Crime Unit (NFCU). It is not a legal term. In this context food crime means **serious dishonesty which has a detrimental impact on the safety or the authenticity of food, drink or animal feed. Food crime can be thought of as serious food fraud.**

Non-Hazardous Incidents which may impact on the food supply chain. These may include issues of quality, provenance, authenticity, composition and labelling.

Food hazards are categorised according to the following criteria:

- **Localised food hazard** – one in which food is not distributed beyond the boundaries of the competent authority and is not deemed to be a serious localised food hazard; should be dealt with locally by the competent authority, in conjunction with other relevant agencies.
- **Serious localised food hazard** – one in which food is not distributed beyond the boundaries of the competent authority but which involves or may involve: Allergens, E. coli O157, other Verocytotoxin-producing Escherichia coli (VTEC), Clostridium botulinum, Salmonella typhii or Salmonella paratyphi, or which the competent

authority considers significant because of, for example, the vulnerability of the population likely to be affected, the numbers involved or any deaths associated with the incident; should be notified by the Competent Authority to FSA and other relevant agencies at the earliest opportunity and by the quickest available means and confirmed in writing on the incident report form.

- **Non-localised food hazard** – one in which food is distributed beyond the boundaries of the Competent Authority; should be notified by the Competent Authority to FSA and other relevant agencies at the earliest opportunity and by the quickest available means and confirmed in writing on the incident report form.

Once a food hazard has been identified the Trading Standards Service must immediately carry out an assessment to determine the likely scale, extent and severity of the risk to public health or safety. Responsibility for action at local level remains with trading Standards unless and until written notification is received from the FSA.

Food incidents that are contraventions in law but not food hazards are normally resolved by Trading Standards and the food business operator. Significant incidents should be reported to the FSA immediately.

The Service regularly publishes Food Safety Alerts issued by the FSA through their Social Media accounts.

2.7 Liaison with Other Organisations

In accordance with the Regulators Code and where the law allows, Trading Standards will share information about compliance and risk of food businesses with other regulatory services. The service will also respond to any reasonable communication from another regulator requesting information or assistance. Reasons to request information or assistance may include:

- Referrals of cross boundary enforcement issues or concerns;
- Referrals of food complaints reported to the regulator in error; or
- Information to help coordinate enforcement activities.

Any matter considered to be of a serious nature is referred to the FSA.

Liaison is particularly important working in a two tier authority. District Councils receive and process food business registrations and share the information with Trading Standards. The code also requires Lead food officers of District and County Councils to ensure that effective day-to-day liaison arrangements are in place and working effectively.

There is a clear division of responsibilities between County and District Councils. It is not always clear to the public who is responsible for what and an effective referral mechanism is in place to refer complaints received in error to the appropriate service.

The Trading Standards Lead Food officer represents the authority on the Trading Standards East Midlands Food Group where matters of regional concern, best practice and enforcement consistency are reviewed. He is currently contributing to a regional task and finish group focussing on food allergens.

3. Training and Competency

3.1 There are two defined roles that deliver official controls for hygiene and standards: Lead Food Officer and Authorised Officer.

Lead Food Officers must: have a good knowledge and understanding of the nature and type of food establishments that operate in the Authority's area; understand the common hazards and risks associate with food processes and technologies in operation at these establishments; be able to apply appropriate control measures, including enforcement sanctions; apply the requirements of the Food Law Code of Practice; be involved in the assessment of other officers competency; and comply with competency requirements for Lead Officers.

Authorised Offices are officers who undertake assessment of compliance with food law and enforcement action as appropriate. An authorised officer must: have a level of knowledge, skills, experience and understanding that allows them to deliver official control interventions; have an understanding of the hazards and risks within the premises they are required to inspect; and recognise when formal measures are not appropriate and to be able to give advice appropriately.

Both posts require the Officer to hold a baseline qualification, usually the Trading Standards Qualification Framework (TSQF) including the Diploma in Consumer Affairs and Trading Standards (DCATS) with the Food Standards Service Delivery module. They must also obtain a minimum of 20 hour continuous professional development (CPD) per year, split into:

- A minimum of 10 CPD hours on relevant core food matters directly related to the delivery of official controls for which the Officer is authorised;
- 10 hours on other professional matters. This could include training needs identified by the Lead Food Officer during competency assessments/ appraisals.

There are currently 8.2 FTE frontline trading standards officers who are deemed to be competent to undertake food safety and standards. There are an additional 3.95 FTE (plus 1.81 FTE currently on secondments) that hold a recognised baseline qualification who need to complete a minimum of 30 hours CPD on relevant core food matters directly related to the delivery of official controls before their competency can be reassessed.

4. Activity and outcomes on Food Safety and Standards in 2020-2021

4.1 Food Safety and Standards work has been undertaken by Trading Standards despite restrictions on activities being introduced due to the COVID 19 pandemic. Shortly after the first lockdown was introduced the Food Standards Agency advised local authorities to refrain from undertaking inspections at food businesses unless there was an urgent need. This initial request has been reviewed and updated and is due to remain in place until the end of June 2021. A breakdown of the activity to date follows.

4.2 Interventions at Food Establishments

Instead of conducting site visits Trading Standards have taken the opportunity to complete a project to review the level of compliance in food products being sold online in Lincolnshire. To date 44 websites have been visited across a wide range of food producers and retailers, see table below. Of those 33 have been identified as non-compliant and follow up work is planned. Initially advice will be issued in writing with site visits built into next year's inspection program where necessary.

Business Type	No Compliant	No Non-Compliant
Bakers	0	4
Butchers	1	15
CBD (Cannabidiol)	0	1
Coffee/Tea	1	0
Cheese	1	2
Chocolate/Confectionary	1	4
Distillers/Alcohol	1	2
Farm Shop/Garden Centre	0	2
Home Caterer/Meal provision	2	0
Hampers	1	0

Business Type	No Compliant	No Non-Compliant
Indian Food Provision	3	1
Jam	0	1
Market Place (website links to other food business)	0	1

4.3 Food Complaints

Trading Standards have received 82 Complaints regarding food safety or standards this financial year to date. All were reviewed by the Duty officer on receipt with those relating to foreign bodies or microbiological contamination being referred to the local District Council.

The majority of complaints falling within the remit of Trading Standards related to labelling including allergens (21) and food on sale after the marked expiry date (14). All complaints relating to allergens are referred to an authorised food officer to follow up due to potential safety concerns. If the manufacturer or retailer is out of County then the local Trading Standards service is notified.

Those relating to food past a use-by date are also referred. Food sold past the best-before date does not present a health risk and these form part of the wider intelligence utilised by the service when inspection and sampling plans are being produced.

4.4 Primary Authority

Trading Standards has entered into 4 Primary Authority partnerships with the following companies:

Lincolnshire Co-operative Society entered into a Primary Authority partnership with Trading Standards in October 2015. The partnership covers nearly 90 food stores in Lincolnshire and a few stores over the border in Newark & Retford. The partnership was extended to include Gadsby's of Southwell Ltd (Bakery) in October 2016.

Gousto who supply subscribers with recipe kit boxes which include ready-measured, fresh ingredients and easily followed recipes. The business pushes a sustainability ethos, aiming to reduce food waste, commitment to animal welfare, and seeks constant improvement with environmentally friendly packaging. Gousto's main packing plant is in Spalding

Bakkavor, are an International food manufacturer with a main base in Spalding. They are a leading provider of fresh prepared food in the UK. They produce meals, salads, desserts and bread & pizza. The products they make are prepared ready to eat, ready to reheat or ready to cook. Their customers include all of the large supermarkets, Tesco, Sainsbury's, M&S, Waitrose, Aldi, Coop, Morrison's, Asda, Ocado, Lidl.

Minster Fine Foods in Bourne represent a selected number of Continental Food Manufacturers responsible for the sales and marketing of their products in the UK. They deal with manufacturers across Europe, providing products to caterers across the UK.

The partnerships with Gousto and Bakkavor were established jointly with South Holland District Council who advise on food hygiene matters.

4.5 Advice to Business

Trading Standards has received 104 requests for business advice regarding food manufacture and sales this financial year. The majority of requests are from new businesses who receive a full guidance pack regarding their legal obligations. They are offered the opportunity to obtain more detailed specific advice on a cost recovery basis if they have technical questions.

The remaining enquiries are asking for specific advice about the labelling or composition of a food product. Information about the standards for meat products are common and this year we have also received requests about foods containing Cannabidiol that are classed as novel foods and will be subjected to greater regulation coming into force later this year.

4.6 Food Sampling

The food sampling budget for 2020/21 was set at £16,000. This resulted in a plan to procure 81 samples with capacity to take an additional 21 samples in response to complaints or what officer's found on inspection. To date 62 of the planned samples have been taken and we expect the remaining samples to be taken before the end of the financial year.

The majority of the sampling plan is focussed on allergens. The Service has focussed on the presence of peanuts in takeaway meals with 44 samples to be taken. This is based upon the results of previous sampling plans that have resulted in a number of adverse results.

The plan also includes samples taken ensure that composition and labelling of foods is accurate.

Only 5 complaint / officer initiative samples have been submitted to date. This is predominantly a result of Officers not undertaking inspection work and identifying issues in the field.

4.7 Food Safety Incidents

Trading Standards has responded to 3 food incidents reported to us by the FSA in recent months:

- One related to a report alleging eggs were being kept on trailers past their durability date. The responding officer was able to speak to the DEFRA Egg Inspector who was aware of the eggs. They had tested positive for salmonella and he was due to oversee their destruction.
- The Service was advised of an adverse sample of dairy free dark chocolate procured in the North Wets of the Country that was found to contain casein, a milk protein. The product was manufactured in the County. A sample was taken locally that also failed. The chocolate supplied was produced in Belgium and the supplier had recently amended their labelling to include a warning that the product may contain milk. This information had not been passed onto the company in Lincolnshire who obtained the chocolate from a supplier in the UK.
- RSPCA Assured had approached the FSA to inform them that an egg producer was selling eggs as farm assured when in fact were not. Although this was not a food safety issue it could give rise to other offences. Trading Standards followed this up with the Company and RSPCA Assured and confirmed that audit results of had not been passed onto the Company who were unaware that the accreditation had been removed.

In addition to the food incidents arising in Lincolnshire businesses Trading Standards has also promoted 150 food recall notices issued by the FSA through their social media platforms. These notices are issued in response to a variety of problems including the presence of undeclared allergens, microbiological contamination and the presence of foreign bodies.

4.8 Liaison with Other Organisations

Liaison with the District Council Environmental Health teams has continued throughout the pandemic and joint inspections have taken place where necessary. Examples of Joint working undertaken include:

- A visit to a new venture where a porta cabin had been converted into a kitchen where Indian style meals were being prepared for delivery to customers in surrounding villages who place orders through a website. Trading Standards attended to give advice about the website, the recipe matrix and safe allergen safety including precautionary statements. Store room ingredients were checked against menu descriptions and found to be fully compliant. The business was awarded a 5 star hygiene rating.

- Environmental Health visited a small specialist supermarket and discovered issues with use by dates that had expired unfit food, lack of traceability and suspected illegally imported food. The premises were also selling ready meals with no labelling. The officer requested a joint visit with the Trading Standards. The subsequent visit showed a marked improvement an extensive check of the chilled food showed there were no use by dates expired. They had stopped selling the ready meals and traceability was demonstrated by invoices that weren't available to the officer during their first inspection.

The Service completed the statutory return to the FSA for the work undertaken in 2019/20.

The Lead officer for Food represents Lincolnshire Trading Standards on a regional task and finish group working on issues surrounding food allergens.

4.9 Training and Competency

Trading Standards have 10 F.T.E frontline Trading Standards Officers who hold the baseline food related qualifications set out in the code of practice. Not all staff holding a qualification are currently undertaking food work as they are fulfilling other duties. Of those 10 F.T.E. 2.6 F.T.E. are not deemed competent to act as an authorised officer as they have not been able to maintain their CPD requirements in their current role.

In Lincolnshire Trading Standards Officers are either deemed to be competent generally to undertake all official controls or competent in one of 5 areas below:

- Inspection of Food Establishments
- Use of Enforcement Sanctions
- Sampling
- Import and Export controls
- Reactive investigations

The Service has 3 F.T.E. who are competent in all areas. An additional 2.6 F.T.E are considered competent to undertake inspections, use enforcement sanctions and undertake reactive investigations, with 3.6 F.T.E. competent to take formal food samples.

The Service has an annual training budget of £15,000 for all training needs. This year almost £8,000 has been committed to food training to assist officers in meeting their CPD requirements and towards attaining the food module. 7.4 F.T.E. officers have submitted CPD training records for 2020 and we expect that they will retain their competency status.

Looking forward the Service has 4 officers currently undertaking stage 1 of the Trading Standards Qualification Framework and the Regulatory Compliance Officer (RCO) Apprenticeship. They are due to take exams in May 2021 and if successful they will begin stage 2 in September 2021. The Service will review current competency levels, consider future needs of the service and succession planning and will support a number of those officers to complete the food module and attain the baseline qualification.

In December 2020 the Service lost a full fully competent food officer who left the service to join the Food Standards Agency. We were unable to attract any applications from qualified staff and have appointed an unqualified and inexperienced candidate who will be commencing the RCO apprenticeship shortly after joining the service. With a national shortage of qualified officers, increasing demand from national regulators and competition between local authorities recruitment is likely to remain difficult and Trading Standards will have to ensure that measures are in place to recruit and train our own replacements. Unfortunately it takes 5 years for a new recruit to complete their training and gain experience under the current Trading Standards Qualification Framework.

4.10 Conclusion

The Framework Agreement on Official Feed and Food Controls and the Food Law Code of Practice set out clear expectations for the work that the FSA expect local authorities to undertake.

Whilst Trading Standards broadly comply with the spirit of the code they cannot commit the level of resources to meet the level of interventions at food businesses as set out. However by focusing those resources on interventions at the businesses that are at greater risk of non-compliance they are operating in the best interests of Lincolnshire's residents.

The on-line inspections of food business websites carried out in place of site visits due to the COVID 19 pandemic was successful in identifying a number of non-compliant businesses and a worthwhile alternative exercise.

The programmed food sampling is due to be completed. Officer initiative samples are lower than expected due to restriction on inspections due to the pandemic.

The Service has good relationships with the District Council Environmental Health Teams and joint working is undertaken where necessary. This approach should be encouraged and supported where possible.

Increasing the number of Officers who are competent generally should be a target for the service. This will allow the Service to increase the number of interventions that can be carried out and expand their business advice and Primary Authority capability.

5. Consultation

a) Have Risks and Impact Analysis been carried out?

Not Applicable

b) Risks and Impact Analysis

Not Applicable

6. Background Papers

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

6.2 This report was written by Mark Keal, who can be contacted on 07500074526 or Mark.Keal@lincolnshire.gov.uk

A. Risk to consumers and/or other businesses

Score	Guidance on the scoring system
30	Manufacturers of foods for specific groups; Manufacturers, importers or packers of high value foods, or high volume foods where there is an incentive for fraudulent adulteration; Manufacturers of foods that contain a wide range of additives; Businesses that make nutrition, nutrient content, or health claims on pre-packed food labels or in advertising. Food businesses including manufacturers and importers that handle imported foods or food ingredients which may be subject to increased risk of chemical contamination
20	Manufacturers or packers of foods that are subject to statutory compositional standards.
10	Local businesses that use in-store produced labels, window displays, chalk boards, menus etc., e.g. butchers, bakers, health food shops, restaurants, takeaways, caterers supplying more than 10 meals per day, and businesses using claims for marketing advantage.
0	Caterers supplying not more than 10 meals per day, e.g. bed and breakfast; Any business not included in the categories above.

Score:

B. Extent to which the activities of the business affect any hazard

Score	Guidance on the scoring system
30	Food manufacturers, processors, importers handling a wide range of goods.
20	Local businesses that label loose goods on display, and/or undertake pre-packing for direct sale.
10	Non-manufacturing retail/catering selling only from their own establishment.
0	Any business not included in the categories above.

Score:

C. Ease of compliance

Score	Guidance on the scoring system
30	Manufacturer, packer or importer of a wide range of products.
20	Manufacturer, packer or importer of a limited range of products.
10	Retailers who apply descriptions to food such as butchers, bakers and delicatessens; Caterers with complex menus.
0	Any business not included in the categories above.

Score:

D. Consumers at Risk

Score	Guidance on the scoring system
20	Manufacturers, producers and packers of food that is distributed nationally or internationally.
10	Businesses whose trade extends beyond the local area, e.g. regional supermarket/hypermarket; small-scale local manufacturer.
5	Businesses supplying the local area, e.g. high street or corner shop; local supermarket, local restaurant.
0	Businesses supplying less than 30 consumers each day. Any other business not included in the categories above.

Score:

Part 3: Confidence in management/control systems

Score	Guidance on the scoring system
30	Little or no technical knowledge. Little or no appreciation of hazards or quality control. No food standards management system. Disproportionate number of justifiable complaints since the last inspection. Poor track record of compliance.
20	Staff have a basic understanding of relevant food law. May not have a food standards management system. Significantly varying record of compliance.
10	Score of 10 or better in Part 2. Staff demonstrates awareness of relevant food law and necessary controls. Appropriate food standards management system. Smaller businesses may have minimal documented system. Satisfactory record of compliance.
0	Technical advice available. Subject to internal audit/checks. Good food standards management system, documented records of critical checks and supplier checks, which may be subject to third party audit. Evidence of compliance with documented management system with few non-conformities. No justifiable complaints since the last inspection. Excellent record of compliance.

Score:

Category	Score	Minimum intervention frequency
A	101 to 180	At least every 12 months
B	46 to 100	At least every 24 months
C	0 to 45	Alternative enforcement strategy or intervention every five years



Open Report on behalf of Debbie Barnes, OBE, Chief Executive

Report to:	Public Protection & Communities Scrutiny Committee
Date:	16 March 2021
Subject:	Citizen Advice Lincolnshire Quarter 3 Update

Summary:

This report provides an overview of the activities carried out by Citizens Advice Lincolnshire during October - December 2020.

Action Required:

That the Public Protection and Communities Scrutiny Committee is invited to receive and comment on the Citizen Advice Lincolnshire Quarter 3 report.

1. Background

- 1.1 Lincolnshire County Council (LCC) currently provides funding of £278,000 per year to Citizens Advice Lincolnshire (CAL). A one year agreement has been awarded from 01 April 2021 to 31 March 2022.
- 1.2 The funding has been provided to CAL to ensure the sustainability of the core service offer. This grant funded service supports the delivery of confidential, impartial and quality assured advice and assistance through the network of local Citizens Advice offices and outreach locations in the county. This includes a core service across a broad range of advice areas including debt and money, benefits, housing and employment, consumer, relationships and family, discrimination, law and rights, tax and education. Advice is free and accessible to all.
- 1.3 Lincolnshire County Council core service funding enables the sustainability of the service which allows Citizens Advice to secure other local and national funding for projects and services to further support residents in the county, bringing additional value. In 2019/20, CAL collectively brought in an additional £1.313m in funding and in 2018/19 £1.43m in additional funding, (this does not include any local authority funding). In the last seven years over £8m has been brought into the county in additional funding. 'Additionally funded' projects include supporting social integration across Boston, providing advice for people over 50, Migrant Worker Advice, and the Consumer Service. Many funders (Big Lottery in particular) do not pay for

core or running costs and require a basic level of financial stability to award their funds, therefore this income is reliant on Citizens Advice sustaining core funding from LCC.

1.4 The services provided by Citizens Advice in Lincolnshire contribute to outcomes sought by Lincolnshire County Council:

- Enabling communities to have easier access to services and information;
- Supporting individuals to care for themselves and develop a stronger sense of self, built on improved self-efficacy, confidence and self-esteem;
- Tracking trends and problems encountered by Lincolnshire people to better advise them on relevant solutions and plan for future demand;
- Tackling disadvantage and promoting independence.

1.5 Partnership working includes with DWP, HMRC and Health Services, Housing Providers and Homelessness Services (including support on benefits and arrears and eviction prevention), Foodbanks (including distributing food vouchers) and the Pension Service (acting as an alternative office for authentication of documents).

1.6 During this quarter CAL have supported over 7,500 people across the County addressing over 21,000 issues, including:

- Benefits
- Universal credit
- Employment
- 2,000,000 worth of debt
- Advice provided via Adviceline to 3696 clients

1.8 There has been a significant increase in requests for support that fit into the 'other' category. Analysing this in more detail there are 3 key areas that account for the increase:

- An increase in clients who require the support of foodbanks
- An increase in clients who need to make some form of charitable application, including applications for white goods and support for fuel payments
- An increase in clients who require 'support in kind' including clothes and furniture

1.9 This is a concerning trend and reflects the impact of Covid-19. All the research tells us that wealth is the greatest shielding factor against the broadest impacts of Covid. The significant majority of clients do not have the wealth to protect themselves, whilst the broader protective measures are enabling people to continue for now, it likely in the future that clients will need additional support. To ensure that funding continues to be put to good use, LCC is seeking to evaluate the performance in detail over the next twelve months. This work will inform future funding arrangements.

2. Conclusion

- 2.1 The appendices to this report provide an overview of CAL activities during Qtr 3 2020-21.
- 2.2 LCC is seeking to evaluate the performance in detail over the next twelve months to inform future funding arrangements.

3. Appendices

These are listed below and attached at the back of the report	
Appendix A	Citizens Advice Lincolnshire – Quarter 3 Report 2020-21
Appendix B	Citizens Advice Lincolnshire – Lincolnshire County Council GFA Report - Quarter 3 2020-21

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 Kate Sobstyl, who can be contacted on 07825 935231 or kate.sobstyl@lincolnshire.gov.uk

Citizens Advice Lincolnshire
Quarter 3 Report
2020/21

Lincolnshire County Council Grant Aid Agreement
Grant Aid Reporting for 2020-21
Quarter 3 Summary

Report Summary

Citizens Advice Lincolnshire (CAL) has had another busy quarter, largely supporting clients remotely on a broad range of issues.

They have delivered an extremely comprehensive, high quality remote service as demonstrated by our client feedback data.

Additional lockdowns are causing increasing stress and anxiety, one client commented

“Lockdowns?!? It’s just so stressful with my girls at home and I don’t know how to start feeling more positive, I’m struggling and everything is costing more, I know I’m lucky in a lot of ways it just doesn’t feel like it sometimes, I can’t even face calling the DWP”

With the extension of protective measures (Government Interventions) we are continuing to see suppressed demand in some advice areas. Citizens Advice policy analysis projects an expected increase in the following key areas:

- Welfare Benefits in particular Personal Independence Payments, Employment Support Allowance and JSA (Contribution based)
- Universal Credit in particular Initial Claims and Conditionality and Commitment (including sanctions)
- Debt – all areas
- Employment in particular pay and entitlements and redundancy
- Housing in particular threatened and actual homelessness, issues with private sector rented property as well as other housing issues.

It is essential that, across the County, we have enough capacity in place to meet this anticipated demand and support clients to overcome the inevitable challenges that they will be facing.

Since the beginning of the pandemic we have dealt with over 4000 clients who have sought assistance on issues directly related to the pandemic, assessing the data these numbers are generally correlating with key Government announcements, in recent months we have seen an increase in clients who are experiencing broader challenges either as a result of the wider impact of the pandemic or general wider challenges.

This will present us with capacity challenges moving forwards and is something we are continually reviewing.

The objectives of the project are being met as follows:

- Informing Lincolnshire County Council policies and practices that affect people’s lives
- Providing the advice people need for the problems they face
- Tracking trends and problems encountered by the people of Lincolnshire to better advise them on relevant solutions and plan for future demand
- Tackling disadvantage and promoting independence and an improved sense of well being

Headline statistics for Qtr3 (directly and indirectly funding by LCC)

- Supported over 7500 people across the County
- Dealt with over 21,000
- Advised on over £2,000,000 worth of debt
- Advice provided via Adviceline to 3696 clients

Overall Service Outcomes

- **81%** of clients to resolve problems following provision of advice
- **71%** of client’s needs fully met at first contact
- **795** - The number of clients successfully advised on debt issues.
- **£2,522,123** - The amount of specialist debt advised on
- **653** - The number of clients engaging in financial capability activity

During the reporting quarter over 7500 clients supported and have continued to deliver the majority of services remotely due to the ongoing situation regarding the pandemic.

A total of 3696 advice line calls during the reporting quarter. Whilst this represents a reduction on the previous quarter, the reporting quarter included the Christmas period so a reduction in delivery is anticipated

	October	November	December	Total
Demand	3243	2948	2157	8348
Supply	1478	1342	876	3696
% Supported	46%	46%	41%	44%

During this quarter 44% of call demand was met, whilst the % of calls answered is lower this quarter this must be considered in the context of the challenges we always face in winter, in particular December and the Christmas season. Additionally, we have been embedding new softphone systems which will aid us moving forward but required time and resource to set up. Finally they are seeing an increase in engagement from clients who require significant input, call answering is just one part of the journey, we are working hard to deal with clients at first point of contact where we possibly can, this is the right thing to do for clients but inevitably leads to a reduction in the number of calls we can answer. We are also having to balance our resource across the service ensuring that we have capacity available to meet client needs throughout their advice journey.

Universal Credit

During this reporting quarter, 2153 clients with issues related to Universal Credit, with 1399 of these being supported through our Help to Claim service. In addition, 519 clients were supported on transitional benefits; despite the Christmas break this still represents an increase on the previous quarter. The issues clients have been supported on can be seen below.

Universal Credit Issues – the following table represents a breakdown of Universal Credit issues for the quarter but does not include Help to Claim clients which are reported below:

Initial Claim	522
Standard Element	120
Housing Element	236
Limited Capability for Work Elements	188
Child Elements	65
Childcare Costs	8
Carer Elements	19
Calculation of Income, Earnings and Capital	142
Conditionality and Commitment (including sanctions)	32
Deductions	251

Universal Credit –Case Study

Client X contacted the service, she was very distressed, anxious and emotional. Client X explained that she had lost her job as a result of Covid and had had to claim welfare benefits for the first time. The client submitted a claim for Universal Credit and was devastated when she received confirmation of the amount she would be receiving.

The adviser worked with the client to explore her circumstances, following this the adviser highlighted significant errors in the clients allocation clarification.

The client, who struggled to apply in the first place, did not feel able to challenge independently so the adviser supported her through the whole process.

After significant input from the adviser the clients award was reviewed, leaving the client £800 a month better off!

The client commented
“I can’t believe it, everything has been so challenging recently, I have never had to claim welfare benefits before and when I got my original amount I just felt like I couldn’t carry on. Nothing was too much trouble for (the adviser), they were patient and explained everything, things are still tough – as they are for everybody at the moment – but I can see a way forward now. I am still crying but now they are tears of joy”

Universal Credit – Help to Claim

During the quarter we have continued to deliver our Help to Claim service across the County. Over the course of the quarter we have supported clients across multiple channels as follows:

In Person	0
Telephone service	1116
Web Chat	287
Other	46

Please note some clients have been supported across multiple channels.

Help to Claim continues to be delivered through remote means, this method of delivery is in line with our colleagues delivering across the Country and also reflects the approach of the DWP.

Universal Credit – Help to Claim Issues

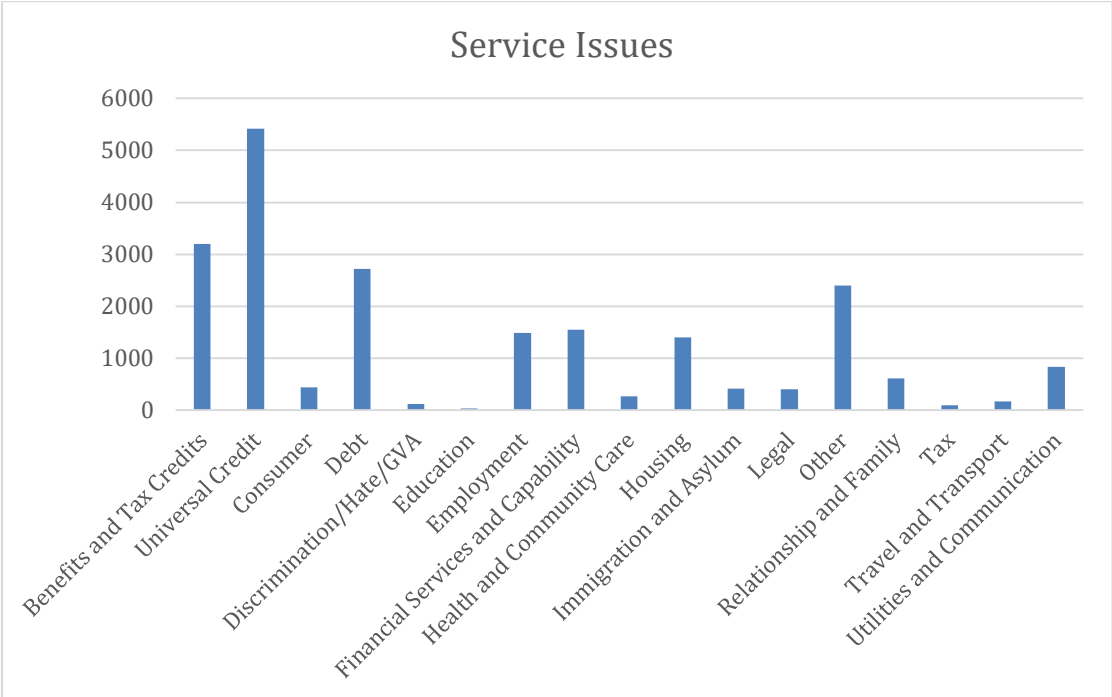
Initial Claim	2492
Standard Element	274
Housing Element	305
Limited Capability for Work Elements	113
Child Elements	135
Childcare Costs	19
Carer Elements	45
Calculation of Income, Earnings and Capital	175
Conditionality and Commitment (including sanctions)	16
Deductions	11

Initial Claim breakdown	
Eligibility	703
Contributions based JSA/ESA/Housing Benefit – benefits run on	34
Settled Status/Right to Reside/Access to benefits	108
Understanding UC Payments	163
Support to use technology	6
Telephone claim/DWP home visits	118
Better off calculation	178
Issues/Complaints	56
Appeals/Mandatory Reconsideration	20
Evidence and Verification	36
Initial wait for payment	140
Co-habitation	28
Change of Circumstances	63
Other	274

Please note the breakdown represents client numbers but clients face multiple issues in relation to 'initial claim', the figures within the previous table only see clients within 'initial claim' counted once for the single issue.

Issues supported

The following graph sets out the issues that we have supported clients on during the reporting quarter across core and projects.



Financial Services and Capability

	Quarter 3
Clients	653
Issues	1545

This client is single and lives alone in a 2 bedroom bungalow. The rent is £600 per month and she receives £380 in housing benefit towards this. She is white British and is 55 years old.

The client has multiple conditions both physical and mental. She is in receipt of Employment Support Allowance and is in the support group. She also receives Personal Independence Payments (standard daily living) and Council Tax Reduction. The client is unemployed as is unable to work due to her health conditions.

The client contacted Citizens Advice as she required assistance with her PIP appeal.

The client stated that she had always been on standard daily living and standard mobility for her PIP award. However, towards the end of 2019 the client completed a renewal/review form and had a face to face assessment during February 2020. The client felt that the assessment was unprofessional as she was not given the opportunity to explain how her conditions affected her. She was so appalled about the whole experience that she put in a complaint to DWP.

Following this, the client received the first decision letter which stated that she was no longer entitled to the mobility component. The client completed a Mandatory Reconsideration, however the DWP upheld their decision. The client disagreed with this decision and therefore required assistance to complete an SSCS1 appeal form. The client was assisted to complete the appeal form via telephone (due to Covid-19). She was advised that based on the information she had provided, she should at least be eligible for the standard mobility component (if not the enhanced rate) as she was unable to plan or undertake any journey alone and unable to move more than 20 metres unaided.

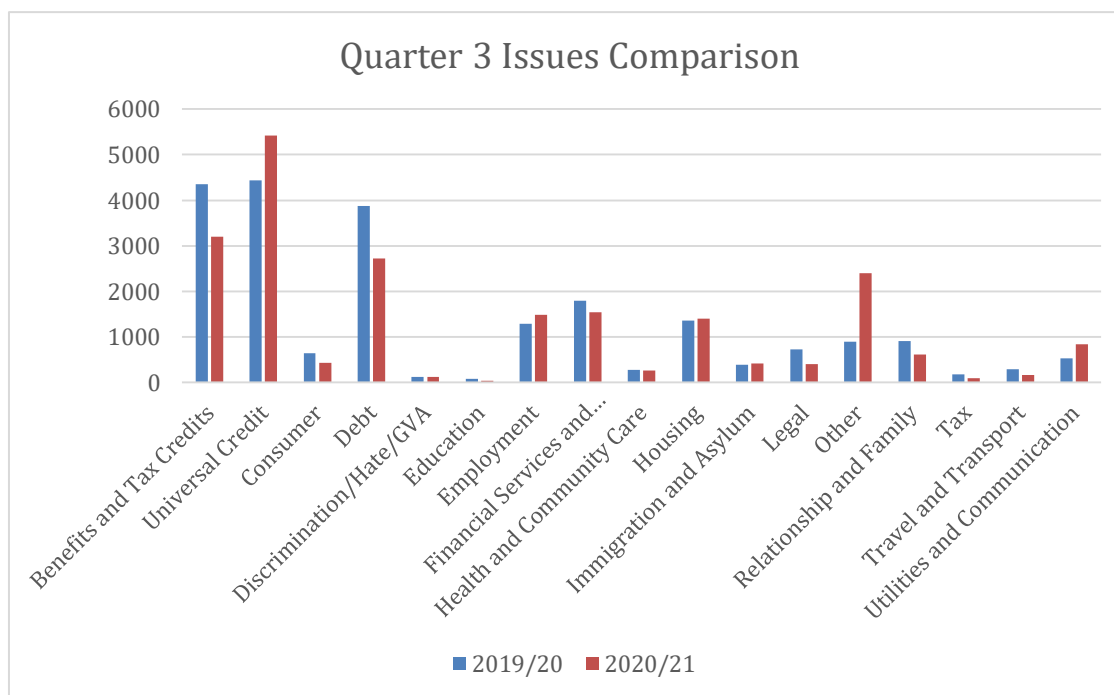
Feedback from the client confirms that the appeal was successful. The mobility component was reinstated, which if at standard rate, would increase her income by £23.60 per week, if enhanced rate, by £62.25 per week. The client also received back pay from when the mobility component was removed (approximately 9 months' worth of payments).

Client feedback:

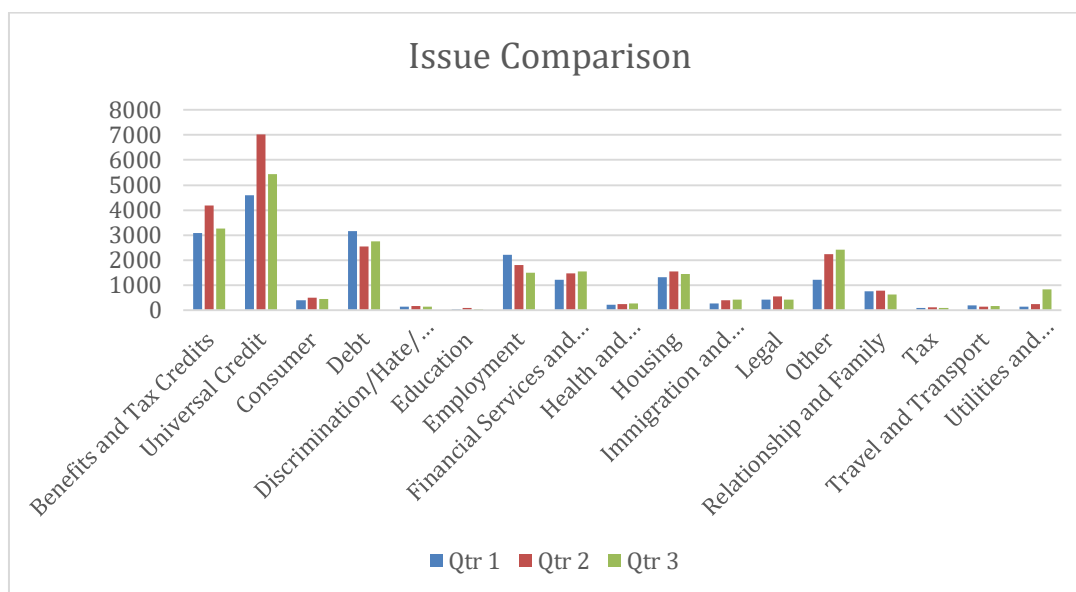
Hello, Just to let you know I received a phone call from the DWP advising me following the appeal document they have re-read the assessment and evidence. They stated the evidence provided for my review confirms I have mobility problems and as there is no change since my initial assessment my mobility part has been reinstated and pay back dated. The gentleman from DWP did not know why it was denied and apologised for their error! I would like to thank you for your help with my appeal; you took all my stress away and made it easy for me to follow and to ultimately submit my appeal. I will certainly recommend your services to others and if any further problems arise would not hesitate to call again for help. I can't sing your praises enough! Kind regards, #####

Advice Trends

The graph compares advice trends in quarter 3 to the same period last financial year.

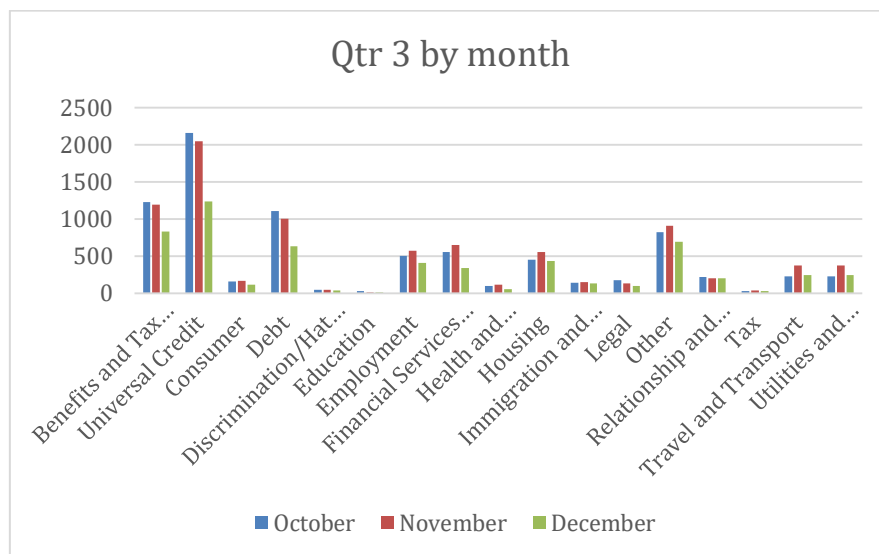


The following graph shows issue comparisons across the quarters during the financial year so far.



There is a general upward trend in some key areas, to re-emphasise a downward trend in December is a recognised pattern both because of the Christmas period closure but also a general reduction in demand throughout the month of December as people seem to 'put their issues on hold'

The next graph show issues during quarter 3 by month and shows the clear reduction in issues in December.



There has been a significant increase in requests for support that fit into the 'other' category. Analysing this in more detail there are 3 key areas that account for the increase:

- An increase in clients who require the support of foodbanks
- An increase in clients who need to make some form of charitable application, including applications for white goods and support for fuel payments
- An increase in clients who require 'support in kind' including clothes and furniture

This is a concerning trend although sadly not particularly surprising given the current circumstances in which we are all living.

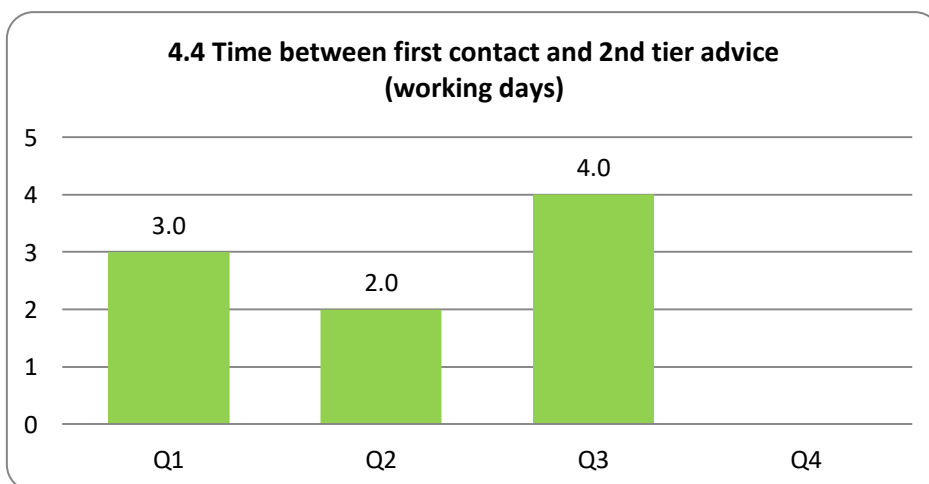
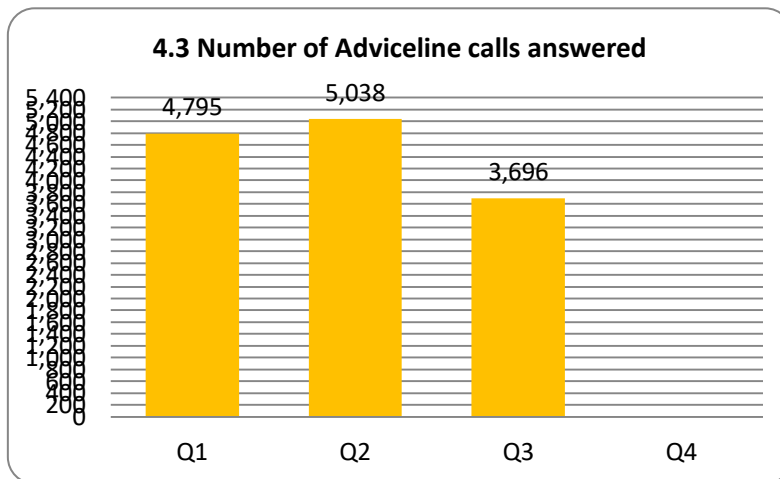
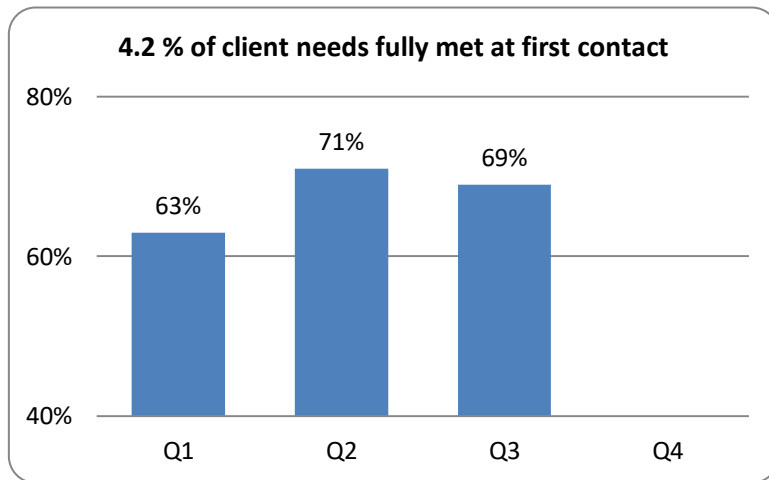
All the research tells us that wealth is the greatest shielding factor against the broadest impacts of Covid, not only of the illness itself but the financial impacts etc.

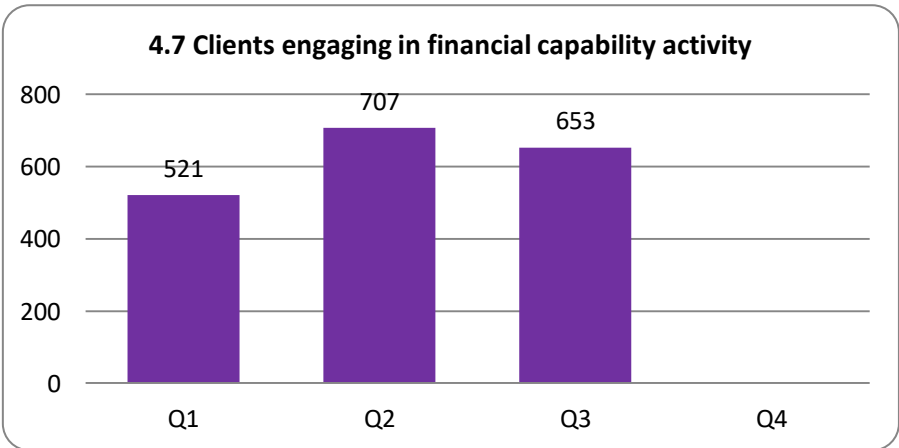
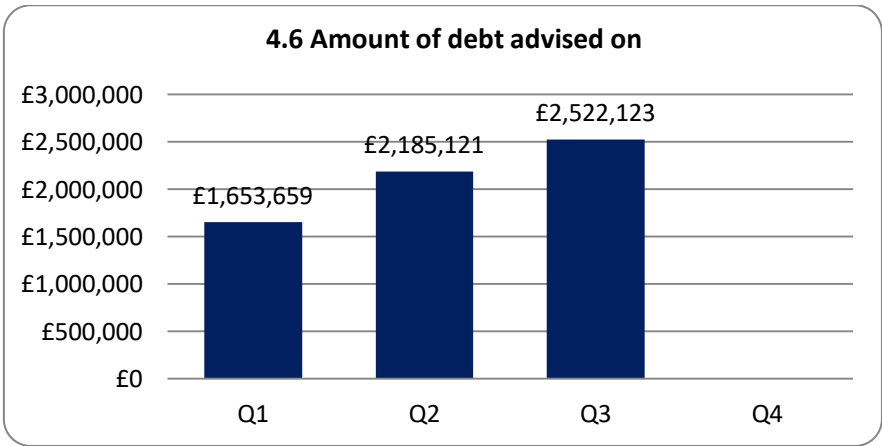
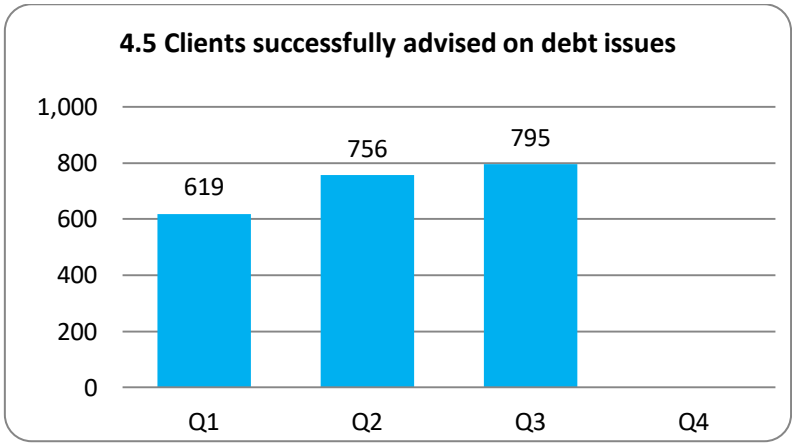
The significant majority of clients do not have the wealth to protect themselves, whilst the broader protective measures are enabling people to continue for now, it will be moving forwards that clients will need more support than ever.

Additional Updates

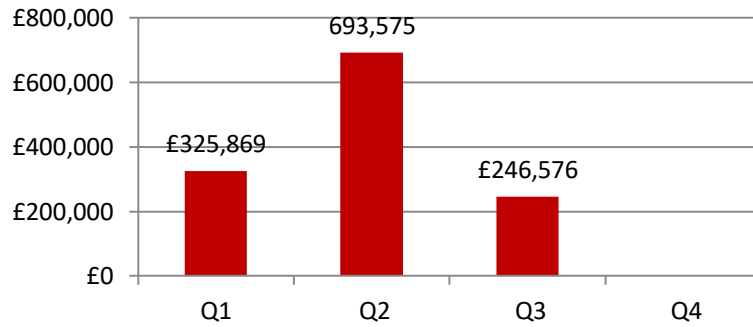
- Citizens Advice Lincoln have secured funding to enable them to explore the effectiveness of the Universal Credit system for the homeless population
- Citizens Advice Mid Lincs, given the large spike in Covid-19 cases in Boston are working with all voluntary groups to coordinate publicising the mass vaccination campaign. There are 8 new volunteers training to be Advisors to cope with the expected increase in our services, particularly in Debt.
- Across Lincolnshire are a key stakeholder in supporting the roll out of the Covid-19 winter grants scheme.
- Citizens Advice Lindsey have doubled the size of their consumer service contact centre and secured funds to support residents with Covid-19 emergency issues who live in Mablethorpe

GRANT AID AGREEMENT GRAPHS

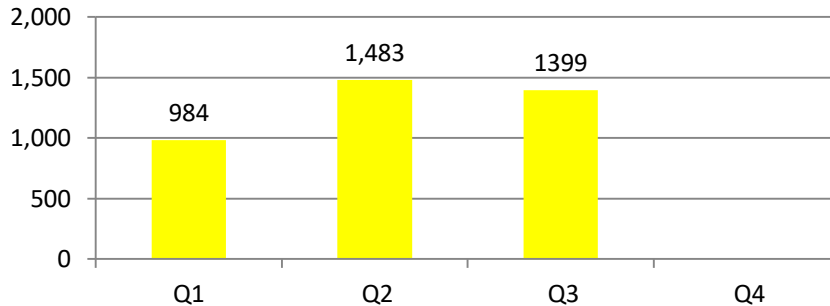




4.10 Income gained for clients Graph



4.12 Clients supported through Help to Claim Graph



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	16 March 2021
Subject:	Public Protection and Communities Scrutiny Committee Work Programme

Summary:

This item enables the Committee to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focused where it can be of greatest benefit. The work programme will be reviewed at each meeting of the Committee to ensure that its contents are still relevant and will add value to the work of the Council and partners.

Actions Required:

Members of the Committee are invited to review the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

1. Background

Overview and Scrutiny should be positive, constructive, independent, fair and open. The scrutiny process should be challenging, as its aim is to identify areas for improvement. Scrutiny activity should be targeted, focused and timely and include issues of corporate and local importance, where scrutiny activity can influence and add value.

All members of overview and scrutiny committees are encouraged to bring forward important items of community interest to the committee whilst recognising that not all items will be taken up depending on available resource.

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

2. Work Programme

16 MARCH 2021		
Item		Contributor
1	Local Flood Incident Management (<i>Pre-Decision Scrutiny – Executive Decision on 7 April 2021</i>)	David Hickman, Head of Environment
2	Service Level Performance Reporting against the Performance Framework 2020-2021 – Quarter 3	Diane Coulson, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, LRSP Senior Manager
3	Food Safety Enforcement within Trading Standards	Mark Keal, Trading Standards Manager
4	Citizen Advice Lincolnshire Quarter 3 Update	Kate Sobstyl, Engagement and Communication Team Leader
5	Re-Procurement of Coronial Post Mortem and Mortuary Contracts (Pre-Decision Scrutiny – Executive Decision on 7 April 2021) THIS ITEM CONTAINS EXEMPT INFORMATION	Sara Barry, Head of Safer Communities Fiona Fielding, Senior Commercial & Procurement Officer, Commercial Team - Infrastructure

27 APRIL 2021		
Item		Contributor
1		

15 JUNE 2021		
Item		Contributor
1	Introduction to Service Areas reporting to the Public Protection and Communities Scrutiny Committee	Diane Coulson, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer

15 JUNE 2021		
Item		Contributor
2	Coroners Service's Update on Transformation Project and Potential Merger with North and North East Lincolnshire	Paul Smith, Acting Senior Coroner Diane Coulson, Assistant Director - Public Protection
3	Outcomes from the Technical Response Unit Provision Consultation	Chris Rushton Continuous Improvement Manager Lincolnshire Fire and Rescue

27 JULY 2021		
Item		Contributor
1	Performance of the Library Services Contract – Year Five Review Report	Louise Egan, Library and Heritage Client Lead, Culture
2	Service Level Performance Reporting against the Performance Framework 2020-2021 – Quarter 4	Diane Coulson, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, LRSP Senior Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
3	Modern Slavery Update	Jonny Goldsmith (Community Safety Strategy Coordinator) Clare Newborn (Acting Joint Head of Safer Communities)

3. Conclusion

Members of the Committee are invited to review and comment on the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

4. Consultation

a) Risks and Impact Analysis

N/A

5. Appendices

These are listed below and attached at the back of the report	
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Appendix A	Forward Plan of Decisions relating to the Public Protection and Communities Scrutiny Committee
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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 Tracy Johnson, Senior Scrutiny Officer, who can be contacted on 07552 253814 or by e-mail at tracy.johnson@lincolnshire.gov.uk

Forward Plan of Decisions relating to the Public Protection and Communities Scrutiny Committee

MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	KEY DECISION YES/NO	DIVISIONS AFFECTED
Local Flood Incident Response	7 April 2021	Executive	Public Protection and Communities Scrutiny Committee	Head of Environment Email: david.hickman@lincolnshire.gov.uk	Yes	All
Procurement of Post Mortem and Mortuary Services	7 April 2021	Executive	Public Protection and Communities Scrutiny Committee	Head of Safer Communities Email: sara.barry@lincolnshire.gov.uk	Yes	All

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Agenda Item 11

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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