



County Offices
Newland
Lincoln
LN1 1YL

6 December 2021

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 14 December 2021 at 10.00 am in the Council Chamber, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached agenda.

Yours sincerely

A handwritten signature in cursive script that reads 'DBarnes'.

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), Mrs J Brockway, M R Clarke, Mrs N F Clarke, A Dani, W H Gray, A M Key, J L King, K E Lee and E J Sneath

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 14 DECEMBER 2021**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the Public Protection and Communities Scrutiny Committee meeting held on 9 November 2021	5 - 12
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Fire and Rescue Statement of Assurance <i>(To receive a report from Mark Baxter, Chief Fire Officer, which invites the Committee to consider and note the contents of the Lincolnshire Fire and Rescue Authority's Statement of Assurance 2020-21)</i>	13 - 26
6	Service Level Performance Reporting against the Performance Framework 2021-2022 – Quarter 2 <i>(To receive reports from Diane Coulson, Assistant Director – Public Protection, Mark Baxter, Chief Fire Officer, William Mason, Head of Culture, Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager and Lee Sirdifield, Assistant Director – Corporate, on Tier 2 Service Level Performance measures for 2021-22 Quarter 2 that are within the remit of the Public Protection and Communities Scrutiny Committee)</i>	27 - 70
7	Lincolnshire Coroners Service Annual Report <i>(To receive a report from Paul Smith, Acting Senior Coroner and James Chapple, Head of Registration and Coroners Services, which invites the Committee to consider and comment on the Lincolnshire Coroners Service Annual Report)</i>	71 - 76
8	Public Protection and Communities Scrutiny Committee Work Programme <i>(To receive a report by Kiara Chatziioannou, 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>	77 - 82

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

- 9 Adoption and Publication of the Domestic Abuse Strategy 2021-2024** To Follow
(To receive a report from Jade Thursby, Domestic Abuse Business Manager, which invites the Committee to consider and comment on the Domestic Abuse Strategy 2021-2024, prior to a decision being taken by the Executive Councillor for Children's Services, Community Safety and Procurement between 16 -23 December 2021)

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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.

Please note: This meeting will be broadcast live on the internet and access can be sought by accessing [Agenda for Public Protection and Communities Scrutiny Committee on Tuesday, 14th December, 2021, 10.00 am \(moderngov.co.uk\)](https://www.lincolnshire.gov.uk/council-business/search-committee-records)

All papers for council meetings are available on:
<https://www.lincolnshire.gov.uk/council-business/search-committee-records>



**PUBLIC PROTECTION AND COMMUNITIES
SCRUTINY COMMITTEE
9 NOVEMBER 2021**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors A N Stokes (Vice-Chairman), Mrs J Brockway, M R Clarke, Mrs N F Clarke, W H Gray, A M Key and K E Lee

Councillors Mrs S Woolley attended the meeting as an observer.

Councillors L A Cawrey Councillors A Dani, J L King, A P Maughan and Councillors A Dani, J L King and E J Sneath also attended the meeting as observers via Microsoft Teams.

Officers in attendance:

Kiara Chatziioannou (Scrutiny Officer) and Emily Wilcox (Democratic Services Officer)

Officers in attendance via Microsoft Teams:

James Chapple (Head of Registration, Celebratory and Coroners Services) Diane Coulson (Assistant Director - Public Protection), Louise Egan (Library and Heritage Client Lead), Will Mason (Head of Culture), Ryan Stacey (Assistant Chief Fire Officer)

82 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received for Councillors A Dani, J L King and E J Sneath, however, it was noted that they were in attendance via Microsoft Teams as observers.

83 DECLARATIONS OF MEMBERS' INTERESTS

Councillor A M Key declared a non-pecuniary interest for item 5 as he was a private funeral Celebrant and therefore, would leave the meeting for the duration of item 5.

**84 MINUTES OF THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY MEETING
HELD ON 21 SEPTEMBER 2021**

Councillor M R Clarke thanked Democratic Services for assisting with the responses to a number of queries raised at the last meeting of the Committee.

RESOLVED:

That the minutes of the previous meeting held on 21 September 2021 be approved as a correct record and signed by the Chairman.

85 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

There were no announcements by the Chairman, Executive Councillors and Chief Officers.

86 LINCOLNSHIRE REGISTRATION AND CELEBRATORY SERVICE ANNUAL REPORT

10:07am- Councillor A M Key left the meeting for the duration of this item.

Consideration was given to a report by the Head of Registration, Celebratory and Coroners Services, which provided an update on Lincolnshire's Registration and Celebratory Service for the previous year.

The Registration and Celebratory Service had faced a difficult and challenging year with the delivery of services being greatly impacted by the pandemic. Government lockdowns, restrictions and social distancing measures had caused significant disruption across the service.

Despite the challenges faced, the service has remained open to the public throughout 2021 and offices continued to operate as Covid secure environments with protective screens and sanitising stations.

Death registration volumes in 2021 were comparable to the numbers registered in 2020 and were expected to rise further as winter approached. Plans were in place to manage the rise and the service was confident that they could meet the demand for an increase in registrations.

Marriage and civil partnership ceremonies had also been heavily impacted by the restrictions put in place as a result of the pandemic. The easing of restrictions had seen unprecedented levels of demand which was due to further increase as many weddings had been postponed to 2022. Existing staff had worked incredibly hard to meet the needs of the service and the service had also trained over 40 current Lincolnshire County Council (LCC) employees as ceremony Celebrants to provide cover.

A full review of Lincolnshire's Registration and Celebratory Service was scheduled for 2022, which would look to make the service more accessible and enhance the current customer offer due to the introduction of a newly accessible IT system which would allow the public with the introduction of online appointment bookings, online prepayment for registration services and certificates, and online communications directly from registration service.

Overall, despite a disrupted and challenging year for the registration service, the service had continued to deliver a high level of customer service with registration volumes across all disciplines exceeding that of 2020.

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
9 NOVEMBER 2021

The Executive Councillor for NHS Liaison, Community Engagement, Registration and Coroners recorded her thanks to the officers and all those involved with the registration service for their hard work to keep the service operating in difficult circumstances. The Executive Councillor also thanked those LCC officers who had trained as Celebrants which had made an enormous difference to the level of service able to be provided.

The Committee considered the report and during the discussion the following points were noted:

- 6 registration staff had left the service due to retirement and to progress a career in another sector. A number of Celebrants were also on relief contracts and could therefore leave the service on their own terms.
- To train a Registrar in all disciplines would take several months, however Celebrants could be deployed quickly once they had completed a short period of training which included classroom work and shadowing.
- Registrations and marriages/civil ceremonies took place seven days a week. The service operated from 12 sites across the county which could accommodate the increase in demand.
- The new IT system was a tried and tested, leading bespoke service which was used by over 100 Local Authorities across England and Wales.
- The Head of Registration, Celebratory and Coroners Services agreed to investigate whether the service used the County News magazine to highlight the locations of their Registration Offices.
- Despite the introduction of IT services, the Registration Service would remain an accessible service for all and could still be accessed via phone or for walk in services.
- In line with legal requirements, all birth registrations had continued to take place in person during the pandemic.

The Head of Registration, Celebratory and Coroners Services welcomed the proposal for future reports to be scheduled that in future the Committee receive an annual report at the end of the financial year and further updates on a six-monthly basis.

RESOLVED:

- 1) That the report be noted;
- 2) That updates be on the Head of Registration Celebratory and Coroners Service be received on a six-monthly basis, to include the annual report at the end of the financial year.

87 COMMUNITY HUBS - FIVE YEAR UPDATE

10:21am – Councillor A M Key returned to the meeting.

Consideration was given to a report by Louise Egan, Library and Heritage Client Lead which invited the Committee to consider and comment on the information included in the report and highlight any additional priorities for consideration.

Members were advised that community hubs received a small financial support from Lincolnshire County Council and professional operational support from Greenwich Leisure Limited (GLL), the Council's outsource library provider and were open for a minimum of six hours a week and that's for 50 weeks of the year.

The community hub model was operating successfully, despite the on-going restrictions that had been put in place as a result of the covid-19 pandemic, many communities had relied on community hubs.

However, the library service had been heavily impacted due to the pandemic, as many of the volunteers were classed as vulnerable and therefore were unable to continue delivering the service at many sites.

In line with the central government requirements sites were shut temporarily during the lockdowns that were put in place in March 2020 and January 2021. Prior to reopening, each site was subject to a rigorous risk assessment process with each and every community hub, to ensure the safety of both the volunteers and customers and services had returned subject to safety measures.

The Committee considered the report and during the discussion the following points were noted:

- In 2017, Learning Communities, who operated the Ermine Community Hub went into administration and ceased the delivery of services to the Ermine Community Hub. Rather than close the site, GLL had taken on the operation of the site until 2020 when sites were closed due the covid-19 pandemic. However, due to staffing issues GLL had needed to prioritise the continuation of services that they were contractually obligated to deliver, and therefore the Ermine Community Hub was temporarily closed. The Council are currently in the process of formalising a contract with Bishop Grosseteste University to undertake the management of the Ermine Community Hub site in the coming months. Councillor Mrs N F Clarke requested to be kept up to date with progress.
- Councillor Mrs N F Clarke requested that the St Giles area be considered as a location for community hub.
- The Executive Councillor for Fire & Rescue and Cultural Services thanked officers and GLL colleagues for their work to continue to offer online services. In spite of the pandemic, the community hub model had continued to be successful. The Executive Councillor also recorded her thanks to the Library and Heritage Client Lead and Councillor K Lee for their work on the proposed contract with Bishop Grosseteste University which would provide a further library service in Lincoln.
- Community Hubs were used by LCC, Police and NHS colleagues to hold meetings and operate drop in centres. Officers continued to explore opportunities further to ensure connection point and can meet needs of communities.

- The Committee were encouraged by the success and popularity of Community Hubs and their role in combating social isolation.
- The team made use of LCC social media channels and the County New magazine to highlight the strengths of the Community Hub model.
- The Committee thanked the council and GLL colleagues for their work to promote the community hub model.
- The Libraries and Heritage Client Lead was part of continued discussions with LCC's property team to resolve an issue with disruption caused by a particular community hub. The Library and Heritage Client Lead agreed to liaise with Councillor J Brockway to find a solution. Members were reassured that prior to being established, all community hubs went through a business application process which identified what the site was permitted to be used for and whether that was within the needs of the residents within the local area.
- The Library and Client Heritage Lead agreed to send an invitation to Councillor K Lee for the meeting to discuss the Ermine site.
- Community Hubs were used for a range of reasons, including more recently for the use of covid-19 vaccination sites.
- It was acknowledged that in more rural villages, a lack of public transport provision could be an obstacle for some residents wishing to attend their community hubs which could lead to social isolation. Members were reassured that transport links were considered when establishing each community hub and online provision was also made available.
- There was the capacity to open four more community hubs across the County. Application packs could be provided on request. Library and Client Heritage Lead would liaise with Councillor A M Key on the process of applying for a new Community hub.
- It was questioned whether the purchasing of new IT equipment as a result of the pandemic had led to a decrease in people using library facilities within the community hubs. Officers were monitoring the patterns of usage for libraries to identify any possible changes which could be made to increase usage. The Council were promoting the library offer as well as publicising the additional safety measures that were in place at the current time.
- Books no longer needed to be quarantined upon being returned to libraries. There were a number of methods in place to ensure the safety of the public which included sanitising stations, socially distanced study spaces, Perspex screens and encouraging the use of mask wearing.

RESOLVED:

That the report and comments made be noted.

88 INTEGRATED RISK MANAGEMENT PLAN 2020-2024 - YEARLY UPDATE

Consideration was given to a report by the Assistant Chief Fire Officer committee members with an update on progress against the Integrated Risk Management Plan (IRMP) 2020-2024.

Members were advised that the IRMP and planning process and frameworks had been restructured and to include four delivery frameworks and an overarching framework which articulated the service's approach to evaluation.

Performance of the plan was monitored by a service delivery board which was responsible for the delivery of high risk, high complexity or high value projects to support the IRMP.

The current programme included projects such as:

- replacement equipment to mobilise fire engines, both on fire stations and in the control room
- replacement technical response units
- replacement emergency services communications equipment and infrastructure
- replacement mobile data terminals

A risk identified in the IRMP was the impact of climate change and the increased instances of flooding which had a service level impact on resourcing for protracted periods which resulted in a cost pressure. As a result, LFR had purchased four trailer-mounted, high-capacity flood pumps which would mean that the service could respond to flooding incidents whilst still being able to respond to other incidents.

The report proposed that LFR continued to work with the Executive Councillor for Fire & Rescue and Cultural Services to develop an improved set of performance indicators which could be better scrutinised by the Committee.

The Committee considered the report and during the discussion the following points were noted:

- The Executive Councillor for Fire & Rescue and Cultural Services thanked LFR officers and colleagues for continuing to respond to challenges during the pandemic.
- The committee welcomed the purchase of new flood pumps. It was confirmed that it was not a statutory duty to respond to flooding events but the Fire Service, however the service wanted to ensure they could respond to the risks communities were experiencing.
- There was sufficient resource within the service to respond to reported incidents, despite the challenges faced by the need to rely on on-call firefighters to maintain a service.
- The failure to meet the target for responding to high risk and critical residents smoke alarms within 5 days was not met for a number of reasons, which was mainly due to the individual being vulnerable or having complex needs meaning there was a request to have somebody else present at the visit. This meant that not all visits were able to be facilitated within the 5 day target. Members were reassured that the reason that the target had not been met was due to external issues outside of the services control.
- The Assistant Chief Fire Officer emphasised the importance of the What Three Words application for addressing the location of emergency incidents and encouraged

Members to promote the message to the public. Opportunity for Councillors to communicate the message.

- The rural nature of Lincolnshire meant that there could be longer response times to incidents. For this reason, LFR benchmarked against councils with a similar demographic.
- The Scrutiny Officer was working to identify dates for potential visits to the control room and the County Emergency Centre and invitations would be sent out in due course.
- LFR worked with other partners to identify areas which were more susceptible to flooding issues to ensure that plans could be put in place to mitigate the risk, where possible.
- The Committee were assured that LFR were subject to internal monitoring as well as being inspected by HMICFRS annually.
- LFR participated in a number of desktop exercises including service wide exercises such as the recent 'Silver Siren' exercises which involved the Royal Air Force, National Search and Rescue, East Midlands Ambulance Service and other local authorities. The media and local residents were notified about any desktop exercises in their area.
- Members were encouraged to respond to invitations to visit their local fire station which was a valuable experience.
- LFR regularly monitored the diversity of their workforce to maintain a gender balance be ethnically diverse. The Committee acknowledged that despite on-going efforts, there were still difficulties in recruiting women and minority groups into their non-operational roles and work.
- Members thanked LFR for their efforts to keep the County safe.
- The Committee recognised that the potential difficulties faced by some people trying to fit smoke alarms themselves. The Assistant Chief Fire Officer recommended the use of wired in fire alarms which had a battery life of up to 20 years and avoided the use of changing batteries regularly. An effective way of fitting fire alarms was an approach of using sticky pads to stick to the ceiling.
- The Executive Councillor for Fire & Rescue and Cultural Services had attended the Boston Stamp exercise and had observed that the community engagement and goodwill generated which was invaluable.
- As a result of the Grenfell Fire tragedy, all Fire and Rescue Services now were consulted at the first stage of planning for building control applications, where they which allowed for LFR to have a greater input into the materials buildings were made of.
- The Council had 19 high rise buildings, of which 1 building still had existing cladding materials similar to those that were used on the building on the Grenfell tower. LFR were working with the building owners and residents to remove and remediate any risk to the building, including working on evacuation plans and ensuring fire alarm systems were upgraded.
- LFR had produced an internal report which addressed the recommendations that arose as a result of the Grenfell Tower report and put in place an action plan to avoid similar risks in Lincolnshire.

- Safe and well visits were now person centred and LFR worked alongside partners in other care services to ensure people were signposted and engaged with on other issues such as financial scams or hoarding, where necessary.
- THRIVE was LFR's behavioural framework which stood for trust, help, respect, inclusive, value and empower.
- Assurance was provided that improvements been made to processes to reduce the risk of incidents where fire engines were unable to be deployed in a timely manner to due roller shutter doors not being fully open.
- Members welcomed cross-border working.
- The National Fire Chief's council had a number of programmes in place to alleviate the risk of miscommunication between emergency services such as that which happened during the Manchester Arena Bombing. All Fire and Rescue Services were working to the same criteria standards on this issue.
- Plans were underway for the provision of a new fire station in Leverton.

RESOLVED:

That the report be endorsed and any comments made be taken under consideration.

89 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK
PROGRAMME

Consideration was given a report by the Scrutiny Officer, which invited the Committee to consider and comment on the contents of its work programme for the coming year.

The Scrutiny Officer advised the Committee that there had been no further changes to the work programme since the publication of the agenda.

The Chairman also reminded Members of the Committee's remit for consideration when considering the contents of its work programme.

It was suggested that the Committee consider scheduling a future report to analyse the risks posed by cyber fraud and other cyber-crimes.

RESOLVED:

That the work programme, as detailed in the report, be approved.

The meeting closed at 12.00 pm



Open Report on behalf of Mark Baxter, Chief Fire Officer

Report to:	Public Protection and Communities Scrutiny Committee
Date:	14 December 2021
Subject:	Fire & Rescue Statement of Assurance

Summary:

The Fire and Rescue National Framework for England sets out the requirement for fire and rescue authorities to provide an annual Statement of Assurance on financial, governance and operational matters. The Lincolnshire Fire and Rescue Statement of Assurance for 2020-21 is attached. The Statement will be used as a source of information on which to base the Secretary of State's biennial report under section 25 of the Fire and Rescue Service Act 2004.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and note the contents of Lincolnshire Fire and Rescue Authority's Statement of Assurance 2020-21.

1. Background

The Fire and Rescue National Framework for England¹ sets out the requirement for fire and rescue authorities to provide an annual Statement of Assurance on financial, governance and operational matters and to show how they have had due regard to the expectations set out in their integrated risk management plan and the requirements included in the Framework. The attached report is intended to meet that obligation.

The Department for Communities and Local Government provided 'light touch' guidance on the content of the Statement leaving it to individual fire and rescue authorities to decide how to best present the information. As Lincolnshire Fire and Rescue is part of the County Council, much of the financial information has already been published in the Council's Statement of Accounts. Other information is readily available in the existing

¹ Fire and Rescue National Framework for England dated May 18

published documents. To avoid duplication these have been referenced in the Statement of Assurance where appropriate.

2. Conclusion

Lincolnshire Fire and Rescue Authority is satisfied that the systems and measures it had in place with respect of financial, governance and operational matters for the period 1 April 2020 to 31 March 2021 were fit for purpose and effective. It is satisfied that its business was conducted in accordance with the law and proper standards and that public money was properly accounted for and used economically, efficiently and effectively. It is also satisfied that, where appropriate, the National Framework requirements have been met.

Following the scrutiny committee meeting the Statement of Assurance will be made available on Lincolnshire Fire and Rescue's website.

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	LFR Statement of Assurance 2020-21

5. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
DCLG – Guidance on Statement of Assurance for fire and rescue authorities in England	Gov.UK website - Guidance on Statement of Assurance for fire and rescue authorities in England
Fire and Rescue National Framework for England	Gov.UK website – Fire and Rescue National Framework for England 2018

This report was written by Mark Baxter, Chief Fire Officer who can be contacted on 07799 110463 or by e-mail at Mark.Baxter@lincoln.fire-uk.org.

STATEMENT OF ASSURANCE 2020-21 LINCOLNSHIRE FIRE & RESCUE



INTRODUCTION

The Fire and Rescue National Framework for England¹ sets out the requirements for the fire and rescue authorities to provide an annual Statement of Assurance on financial, governance and operational matters and to show how they have had due regard to the expectations set out in their integrated risk management plan and the requirements included in the Framework. This document is intended to meet that obligation through reference to existing plans, reports and public web pages.

BACKGROUND

General

Lincolnshire Fire and Rescue (LFR) is a statutory fire and rescue service for the County of Lincolnshire. It is part of Lincolnshire County Council (LCC) which is also the Fire and Rescue Authority (FRA). The Fire and Rescue Services Act 2004² is the core legislation for fire and rescue services in England and Wales. It details the statutory responsibilities for all FRAs which includes making provision for the purpose of extinguishing fires, protecting life and property from fires, rescuing people from road traffic collisions, promoting fire safety and responding to other emergencies.

The Fire and Rescue National Framework document outlines the Government's priorities and objectives for FRAs in England. It describes the high level expectations but does not prescribe operational matters. The priorities in the Framework are for FRAs to:

- Make appropriate provision for fire prevention and protection activities and response to fire and rescue related incidents
- Identify and assess the full range of foreseeable fire and rescue related risks their areas face
- Collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide
- Be accountable to communities for the service they provide
- Develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse.

The County

Lincolnshire is the fourth largest county in England covering 5,921 square kilometres. The County is classified as one of the most rural in England by the Department for Environment Food and Rural Affairs (DEFRA). Five of the seven Local Authority Districts in Lincolnshire³ are classified as either 'mainly' or 'largely' rural with Boston being classified as 'urban with significant rural' and Lincoln as 'urban with city and town'. Further information on rural-urban classifications can be found on the [DEFRA](#) website.

Estimates for 2020 place the County population at 766,300⁴, an increase of 7.6% since 2010. Current projections suggest the population will increase by 12% by 2043. Notwithstanding this, population density remains low with 129 people per square kilometre compared with an average for England of 434 people per square kilometre.

Not only is the population increasing, it is also ageing with the proportion of people aged 65 and over projected to increase from 24% in 2020 to 30% in 2043. The proportion of people over 75 years of age is predicted to increase by 82% over the same period. Further information about the County can be found at [Lincolnshire Open Data](#).

¹ [Fire and Rescue National Framework for England May 2018](#)

² [Fire and Rescue Services Act 2004](#)

³ East Lindsey, North Kesteven, South Kesteven, South Holland and West Lindsey

⁴ [Office for National Statistics, mid-year population estimates, June 2020](#)

Lincolnshire Fire and Rescue – the ‘Service’

LFR operates 38 fire stations. One of these is staffed by fulltime firefighters around the clock, nine are staffed by fulltime firefighters during the day who then provide on-call cover at night, guaranteeing 24/7 fire cover from these locations. The remainder are staffed by on-call firefighters working the retained duty system. As at 31 March 2021 the Service establishment⁵ was 705 staff comprising 629 operational, 21 control and 55 support staff⁶. Key operational equipment includes:

- 48 station-based fire engines
- 2 aerial appliances
- 5 special appliances⁷
- 10 swift water rescue boats
- National Resilience capability⁸

The Service received 17,836 calls during 2020/21 and attended 8,039 operational incidents including 2,723 medical response calls.

FINANCIAL

General

LFR is included within all County Council financial procedures including budget setting, budget monitoring and the production of final accounts which ensures public money is properly accounted for. LFR conducts its activities, as part of the County Council, in accordance with its duty under section 3 of the Local Government Act 1999 in respect of ensuring it performs its functions economically, efficiently and effectively.

The Executive Director of Resources is responsible for the preparation of the Authority’s Statement of Accounts in accordance with proper practices⁹. The purpose of the accounts is to give electors, local tax payers and service users, elected members, employees and other interested parties clear information about the Council’s finances. The published Statement of Accounts for 2020/21 can be found at [Statement of Accounts](#).

The Authority’s financial statements and value for money conclusions are audited independently. At the time of writing, the audit for 2020/21 is still on-going, however no matters have been identified which would prevent the Auditors from giving an unqualified opinion on the financial statements or an unqualified Value for Money conclusion. When published the audit opinion can be found within the [Annual Audit Letter](#).

Value for money

LFR ended 2020/21 with just £103k underspend on a £23.07m revenue budget, which is well within LCC 1% budget tolerance target.

⁵ Actual headcount may vary

⁶ Not including emergency planning and business continuity

⁷ 2 rescue support units, 7 Technical response vehicles, water carrier, command support vehicle and welfare unit

⁸ Marauding terrorist firearms attack specialist response team (MTFA SRT), Urban search and rescue (USAR) and high volume pumping capability

⁹ As set out in the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom

There was a realignment of £874K on the original capital budget of £4.6m. These funds have been re-phased into 2021/22 to support committed Capital programme and ensures we continue to have a balanced Capital programme with agreed Capital commitment over the next 3 years.

LFR continues to have a revenue budget that results in being within the 15% most efficient Fire Services out of the 43 Services in England when comparing Revenue Budget against head of population.

GOVERNANCE

LCC (as the FRA) is responsible for ensuring its business is conducted in accordance with the law and proper standards, that public money is safeguarded and properly accounted for and used economically, efficiently and effectively. One of the Executive Councillors (portfolio holder) has specific responsibility for the exercise of executive functions in relation to the Council's role as Fire Authority.

LCC has adopted a governance and assurance structure which is consistent with the principles of the Chartered Institute of Public Finance and Accountancy/Society of Local Authority Chief Executives Framework *Delivering Good Governance in Local Government*. The Council's Annual Governance Statement sets out its commitment to good governance describing the governance framework and processes. It provides details as to the measures taken by LCC to ensure appropriate business practice, high standards of conduct and sound governance and sets out the actions LCC has undertaken to review the effectiveness of its governance framework, including the system of internal control. LCC's Annual Governance Statement is included in its [Statement of Accounts](#) publication.

LCC's internal audit department publishes an Annual Internal Audit Report¹⁰. This provides an independent opinion of the overall adequacy and effectiveness of the Council's governance framework and internal control system. The opinion of the Head of Internal Audit in respect of the year ended 31 March 2021 was that arrangements for risk management were performing well and arrangements for governance, financial control and internal control were performing adequately.

The Portfolio Holder, Chief Executive and Chief Fire Officer provide routine oversight of the fire and rescue service. Key decisions are processed through the County's Informal Executive and Executive as necessary. LFR reports to the Public Protection and Communities Scrutiny Committee on a regular basis in accordance with the scrutiny work programme. Copies of committee reports can be found on the [LCC website](#).

COVID-19

During 2020/21 LFR, along with our partners, operated within a state of 'major emergency' to support the collective response to Covid-19. LFR ensured throughout this challenging year that all of our statutory duties were still maintained and also flexed our model and workforce to support new and innovative activities to deliver the emerging needs of our communities.

LFR is embedded within the Lincolnshire Local Resilience Forum (LRF) in key areas such as providing the Deputy Chair role of the LRF, Deputy Chair of the Tactical Coordination Group, resources to coordinate bespoke work streams such as mortality planning, PPE coordination and distribution and logistic support. We also provided the Secretarial support for the LRF through our Emergency Planning Team.

¹⁰ As per the Public Sector Internal Audit Standards (PSIAS) and the Accounts and Audit Regulations 2015

To support our partners we provided personnel to drive ambulances during this period to relieve the pressure that EMAS were experiencing and to help the increasing demand that arose within our region. Some of our staff assisted in the delivery of food packs to the most vulnerable members of our communities as part of a multi-agency approach.

Throughout this period LFR was conscious of the support needed for our own staff as they were just as affected by Covid-19, whilst carrying out their statutory and new duties amongst our communities. There has been good welfare support mechanisms embedded throughout the Service and robust risk assessments to keep our staff as safe as practically possible whilst delivering essential activities.

LFR took advantage of the accelerated IT upgrades, such as MS Teams and video cameras at all locations. This enabled remote working for staff and allowed business as usual to continue and keep connected across the County. Many of these new ways of working will continue as business as usual and will be embedded after the restrictions of Covid-19 are lifted.

OPERATIONAL

Planning

Lincolnshire FRA has carried out its functions in accordance with the defined statutory and policy framework in which it is required to operate. The key documents setting this out are:

- The Fire and Rescue Services Act 2004
- The Civil Contingencies Act 2004
- The Regulatory Reform (Fire Safety) Order 2005
- The Fire and Rescue Services (Emergencies) (England) Order 2007
- The Localism Act 2011
- The Fire and Rescue National Framework for England
- The Health and Safety at Work etc Act 1974

To ensure LFR is well positioned to meet the duties and responsibilities placed on it by the Government, LFR undertakes a process of Integrated Risk Management Planning (IRMP). The latest version of the IRMP, titled *Our Community Plan 2020-24* was published in 2020 and sets out plans for how risk will be managed in Lincolnshire. Our Community Plan sets out how resources will be allocated to mitigate the risks in our *Community Risk Profile 2020-24*. Our Community Plan is set out in five key frameworks which all complement each other and provide an integrated approach to Service delivery. The five frameworks in Our Community Plan are Response, Prevention and Protection, People, Resourcing and Evaluation. The full suite of documents can be found under [Service Planning](#) on the LCC Website.

LFR conducted an extensive consultation on Our Community Plan 2020-24. This provided relevant stakeholders with the opportunity to comment on the risks identified and proposed frameworks for dealing with them. A copy of the consultation document, along with the results of the consultation, can be requested.

Having robust Business Continuity Plans is essential if the Service is to minimise the impact of a disruption on its ability to deliver an effective service to the community. LFR continues to maintain, develop and test plans to deal with major disruptions of service resulting from staff shortage, loss of premises, technology failure, loss of information or loss of a key supplier or partner.

Collaborative working and interoperability

Partnerships and collaboration are fundamental elements of delivering LFR's Prevention and Protection strategies in the most effective and efficient way. Our Community Risk Profile continues to evolve and identifies the significant risks across the County, providing a basis for the strategies to be developed.

Partnership working is one of four strands on which delivery is based, with the others being intervention, engagement and education. These four strands allow us to manage and mitigate identified risks. Using the four strands we base our activities around home safety, health and wellbeing, road safety, arson reduction and youth engagement, targeting those most at risk. It is important that we aim our resources at those identified as most vulnerable. Working closely with our Integrated Risk team we are able to profile risk and identify known vulnerabilities (SHERMAN) within our communities. This information is then shared with partners and used to support targeted interventions, ensuring maximum impact of community safety activities.

An integrated delivery model allows for reactive activities (referrals received) and proactive activities (targeted interventions in known risk areas) to be carried out. Our team of Community Safety Advocates, operational crews and key partners provide timely and person centred advice and support. LFR recognises that partnerships are important to ensure support can be offered to hard to reach communities, with examples of collaborative working with Wellbeing Lincs, the Lincolnshire Road Safety Partnership, Age UK and Western Power. Our community safety engagement advocate focuses on developing partnership working, linking closely with existing partners and identifying new ones with a common aim and objectives; working towards reducing harm and keeping communities across Lincolnshire safe.

LFR's Protection Strategy aims to educate and regulate the built environment to protect people, property and the environment from harm, based again on the four delivery elements, partnership working, intervention, engagement and education. To ensure delivery is maximised and risk is reduced in the most efficient way, activities have been developed and are delivered supported by close working relationships with other public enforcement bodies. Partnerships include Local District Housing and Environmental Health, Trading Standards, Police, Licensing Officers, Care Quality Commission and the Health and Safety Executive.

Enforcement is a key component to regulating fire safety, with the provision (education) of fire safety information to those identified as 'responsible persons' is equally important. A commitment to developing our business engagement plan will support and enhance fire safety standards across the County. With a number of changes to fire safety legislation, we have continued to develop and update local policies, ensuring our areas of focus are aligned to nationally identified priorities. A process of professional accreditation ensures our Fire Safety Inspectors work alongside representatives from partner agencies and contribute effectively to reducing risk in the built environment.

In terms of the Response strategy, LFR delivers a number of activities in partnership with other agencies. Key joint capabilities include:

- Co-responder scheme. This is a collaboration with East Midlands Ambulance Service (EMAS) and Lincolnshire Integrated Voluntary Emergency Service (LIVES) to provide emergency response to cardiac and respiratory arrest and similar life threatening emergencies.
- British Red Cross Emergency Response. Volunteers provide post incident advice, support to members of the community and assist with protracted fire investigations.

- Bariatric response. In partnership with Adult Social Care and EMAS, the LFR provides specialist advice and response in support of bariatric patients.
- Joint ambulance conveyance. The joint ambulance conveyance capability provides alternative methods of transport to definitive care establishments. Building on the existing co-responder scheme, it runs a partnership with EMAS and LIVES from three fire stations.
- Flood response pumps. In collaboration with the lead Local Flood Authority, LFR operates two trailer mounted flood pumps to provide additional capability of pumping high volumes of water in response to a flooding event. The partnership will be enhanced when two further units come into service during 2021/22.

LFR plays a lead role in the County's Resilience Forum. This multi-agency partnership established under the authority of the Civil Contingencies Act 2004 brings together the emergency services and other key organisations and agencies in order to plan for, and respond to, emergencies which may have a significant impact on the community. LFR provides the deputy chair, is represented on the Forum's Programme Management Board and chairs the Community Risk Register Risk Assessment Working Group. LFR manages the emergency planning function on behalf of the Council.

Agreements are in place with fire and rescue services bordering Lincolnshire to augment the Service's operational resources where required¹¹. LFR is signed up to the National Mutual Aid Protocol¹² which outlines the terms under which an authority may expect to request assistance from, or provide assistance to, another authority in the event of a major national emergency. Working with the Government and other partners, LFR maintains a national resilience capability through its flood rescue assets, high volume pumping capabilities, marauding terrorist firearms attacks specialist response and urban search and rescue.

LFR continues to support the work being undertaken as part of the Joint Emergency Services Interoperability Principles (JESIP). This is a nationally recognised multi-agency programme designed to ensure blue light services are trained and exercised to work together as effectively as possible. Further details are available at www.JESIP.org.uk.

LFR continues to work alongside other agencies as part of the [Safer Lincolnshire Partnership](#). Established under the Crime and Disorder Act 1998, the partnership has a duty to identify countywide community safety priorities and ways of co-ordinating activities in relation to those priorities. Priorities for 2018 to 2021 include: anti-social behaviour (ASB), domestic abuse, reducing offending and serious and organised crime. Provision and sharing of information to the wider community safety groups allows risk to be profiled and proactive strategies for support and prevention to be developed. As a key stakeholder within the partnership we have supported a review of the work carried out so far and how we can continue to adopt a flexible approach to meet the changing needs of our communities. We have looked at ways that our established working practices can support wider community safety and risk reduction with the Arson Task Force linking in with the ASB core priority group. This has resulted in developing and supporting local projects such as fly tipping awareness and waste reduction.

LFR maintains a collaborative partnership with Norfolk, Humberside and Hertfordshire fire and rescue services as part of a project to develop an integrated and resilient joint mobilising system. Each Service currently maintains their own control room but operate one shared mobilising system capable of mobilising the resources of each of the other FRS therefore providing significant improvements in resilience. By working collaboratively savings are anticipated through joint procurement and common

¹¹ In accordance with sections 13 and 16 of the Fire and Rescue Services Act

¹² Fire Service Circular 42/2006 – National Mutual Aid Protocol for Serious Incidents

operating procedures. There are also likely to be opportunities to extend this to other operational practices in the future.

As part of the Bluelight Collaboration programme, the control room function changed sites and became a shared control with Lincolnshire Police colleagues from March 2020. The function has remained distinct but supervisors are in direct contact and the silver command capability has provided further collaborative benefits within the same building.

LFR continues to provide support for the UK International Search and Rescue (ISAR) team. The mechanism for provision of this capability is outlined in a *Memorandum of Understanding* between the Department for International Development, the Home Office and NFCC National Resilience.

Performance

LFR uses a number of key performance indicators to assess progress against its Service objectives. During 2020/21 the main differences, compared to the previous year, in its operational priority areas were:

- ***Reducing fires and their consequences***

In 2020/21 there were:

942 primary fires which represents a decrease of 5% on the previous year.

731 secondary fires, an increase of 8% on the previous year.

3 fire fatalities, no change from 2019/20.

28 primary fire casualties, an increase of 8% compared with 2019/20.

- ***Reducing road traffic collisions and their consequences***

There were 403 people killed or seriously injured on Lincolnshire's roads during 2020/21. This represents a 21% increase on the previous year.

Continuous improvement

LFR identified four main improvement priorities for 2020/21. Progress against each is as follows:

- ***Promote an inclusive culture to support the health and wellbeing of our workforce.***

We have embedded our Peer Support Team across the Service which means we have dedicated trained volunteers who are available to talk to staff on issues that have an effect on their mental health. This is also supported by our partner agency *Supporting Minds* who are available to give professional advice for our staff as required.

There has also been a launch of our *THRIVE* culture, developed by staff within LFR to articulate the behaviours expected of our staff. This also supports LCC's Core Values. *THRIVE*, which describes Trust, Help, Include, Value and Empower, has been adopted by all staff and helps drive how our staff support our collective purpose to help the people of Lincolnshire to be safe and well.

An Equality, Diversity and Inclusion (EDI) working group has been established and developed a dedicated action plan to improve in areas relating to EDI in our workforce.

- ***Develop our information management technology capability***

The transition across to Microsoft Office 365 has continued and we have been able to maximise the use of MS Teams to develop our agile way of working. A flexible work plan to migrate the full workforce across to allow the functionality and capability to be utilised has been followed. To ensure we evolve to meet the needs of the workforce and our local communities, we have started a review of our current information systems to ensure we have an integrated approach to service delivery. The review will encompass how we operate internally, streamlining processes and automating tasks, whilst looking at how we engage and support our external stakeholders.

Our Service Support team continues to carry out preparatory work to support the national move towards the Emergency Services Network (ESN) away from the current Airwave system. This work is being carried out alongside the East Coast Consortium Control Room enhancements, as we work alongside colleagues, monitoring current upgrades and preparing for future developments.

- ***Develop our Prevention and Protection capability***

With a number of changes to fire safety legislation, and a drive to ensure our community safety activities focus on our most vulnerable communities and individuals, our Prevention and Protection teams continue to develop and evolve. By working closely with our Integrated Risk Team we continue to profile our risks and maximise the impact of our resources to keep people safe and well.

- Having introduced new roles within the Protection team following significant investment, we are developing capabilities to maximise the impact of our protection activities. Targeted work, focusing on our highest risks, has allowed us to integrate delivery of activities across LFR. A focus on developing protection capabilities at a national level has supported the continual reviewing of risks and requirements at a local level. Business engagement and education will form part of our delivery strategy.
- We have continued to develop our delivery strategy working closely with our Integrated Risk Team. A good understanding of risk across the County, profiling exercises to identify where our vulnerable communities are, has allowed us to introduce proactive prevention activities. This proactive approach to engagement and interaction with our communities has supported the continued receipt of referrals from partners and those who request our support. The multi layered approach to interaction will allow us to maximise the impact of prevention activities. Our specialist Community Safety Advocates has improved the way we engage with our communities, allowing us to focus on those communities and individuals who most need our help and are hard to reach.

In addition, in line with LFR's commitment to continuous improvement in 2020 the Service was inspected as part of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) COVID inspection process. In their published report HMICFRS recognised the good work that LFR committed to assist in the collective support to our communities.

As part of LFR's continual preparation, we have provided HMICFRS with full evidence and documents to support our upcoming inspection scheduled for May 2021.

In 2020/21 LFR's Urban Search and Rescue team underwent a year two Zone exercise at Tyne and Wear Fire Training centre as part of the National Resilience USAR assurance process. Generally the team performed well with some areas of improvement being identified. The team Manager has implemented an action plan to ensure these areas are reviewed and improved.

LFR's process for quality assuring its firefighter development programme was re-accredited in October 2020 by Skills for Justice (SfJ). This annual re-accreditation continues to demonstrate the high standard of operational training and development delivered to our operational staff.

LFR continues to participate in a number of national fire and rescue workstreams including the NFCC People Programme which enables us to continually review our policies, processes and systems of work to further our ambition to be an employer of choice.

Auditing of operational incidents is conducted in accordance with LFR's Integrated Service Assurance Policy¹³. Findings from audits are recorded by crews and audit officers and sent through to the Service Assurance department to assess learning and good practice. The Service now has a well established Operational Learning Board which meets monthly to ensure learning is disseminated both locally and where appropriately nationally. The board brings together National Operational Learning (NOL), Joint Operational Learning (JOL), local incident learning and national guidance updates into one place.

LFR conducts annual station and department audits. Both inspections are scored. This enables the organisation to assess the operational readiness of its stations and identify any areas for development. The station audits have been reviewed in 2020/21 to reflect Fire Standards and HMICFRS themes.

Future plans

Future plans for LFR include:

- ***Promote an inclusive culture to support the health and wellbeing of our workforce***
This will be prioritised by having a dedicated EDI Steering Group and Wellbeing Steering Group to drive through improvement in this area for our existing and future workforce.
- ***Develop our information management technology capability***
Data analysis, to drive efficient and effective ways of working, are at the heart of the drivers of development. A new IT Strategy will be developed following an internal review of requirements. Internal stakeholders will support the development of IT systems, allowing timely sharing of information, resulting in enhanced performance. The development and delivery of key projects, such as the Emergency Services Network will contribute to this area of improvement.
- ***Develop our prevention and protection capability***
Development will be driven by continually reviewing the risk profile across the County to enhance the understanding and ensuring resources are targeted at those identified as most at risk. A collaborative approach to prevention and protection work will be key to success, with partnership development at the heart of this strategic aim. Contributing to LCC's Transformation Programme will ensure activities are aligned to wider strategic intentions and cognisant of competing demands. External drivers will support development of an agreed direction with the ultimate aim of keeping our communities safe and well.
- ***Evaluate to drive improvement***
It is important that we understand the impact of our activities. A blend of internal evaluation and commissioned work will allow LFR to fully understand the impact of work being carried out. Evaluation of performance in all aspects of service delivery, integrated with the continued evaluation of emerging risks, locally and nationally, will ensure LFR contribute to keeping our communities healthy and safe. We will be reviewing our current Performance Indicators and

¹³ Service Order 13

ensure they are reported more effectively in terms of evaluating the effectiveness of our delivery plans.

- **HMICFRS Inspection**

As we will be inspected early 2021/22 we will ensure we are best placed to respond to the recommendations that come out of the full inspection through a robust and effective action plan.


SUMMARY

Lincolnshire FRA is satisfied that the systems and measures it had in place with respect to financial, governance and operational matters for the period 1 April 2020 to 31 March 2021 were fit for purpose and effective. It is satisfied that its business was conducted in accordance with the law and proper standards and that public money was properly accounted for and used economically, efficiently and effectively. It is also satisfied that, where appropriate, the National Framework requirements have been met.

Signed:



Lindsey Cawrey
Executive Councillor for Fire and Rescue



Mark Baxter
Chief Fire Officer

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	14 December 2021
Subject:	Service Level Performance Reporting against the Performance Framework 2021-2022 – Quarter 2

Summary:

This report sets out the performance of the Tier 2 Service Level Performance measures for 2021-2022 – Quarter 2 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 2 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 2021/22.

2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to review and comment on the performance information for Quarter 2 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

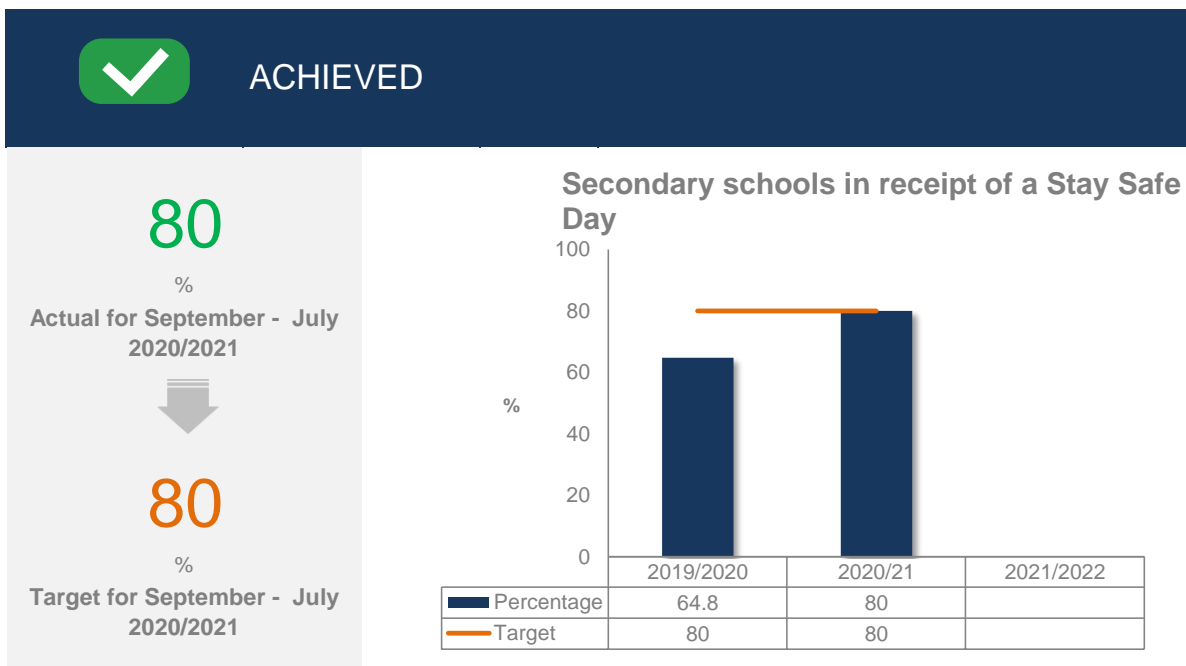
5. Background Papers

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 Kiara Chatziioannou, Scrutiny Officer, who can be contacted on 0750 057 1868, or by e-mail at kiara.chatziioannou@lincolnshire.gov.uk.

Secondary schools in receipt of a Stay Safe Day

The Stay Safe Partnership delivers preventative messages to young people in education establishments about key crime and disorder issues. The core offer of the Stay Safe Partnership is the delivery of Stay Safe Days to mainstream secondary schools in Lincolnshire. Stay Safe Days are multi-agency days which cover a variety of key safety areas, giving students the correct information to make informed decisions should they be faced with certain situations. Topics include fire safety, internet safety, alcohol awareness, anti-social behaviour, healthy relationships, road safety and drugs awareness. This measure is the proportion of mainstream secondary schools in Lincolnshire (excluding Pupil Referral Units and independent schools), that have received at least one Stay Safe Day delivered by the Stay Safe Partnership in the previous academic year. The more schools receiving sessions the wider preventative messages can be delivered.



About the latest performance

The delivery in schools has now resumed, however COVID19 was still causing disruption to face to face delivery with intermittent school closures during 2020-21 academic year. In response, the Stay Safe Partnership has developed online, teacher led and student led delivery to ensure students do not miss out on important messaging, this measure counts all delivery methods. Five out of 54 mainstream secondary schools in Lincolnshire had to cancel a Stay Safe Day because of COVID19 in the 2020-21 academic year, had they been delivered as planned 89% of mainstream secondary schools would have received at least one Stay Safe Day. The Stay Safe Partnership also delivered Stay Safe Days (face to face, online, teacher led or student led) during 2021-22 academic year to an additional 15 non-mainstream secondary schools, as well as to home educated students.

About the target

The more schools receiving sessions the wider preventative messages can be delivered, therefore we would like to see an increase in schools receiving a Stay Safe Days so we can get these messages to more young people.

About the target range

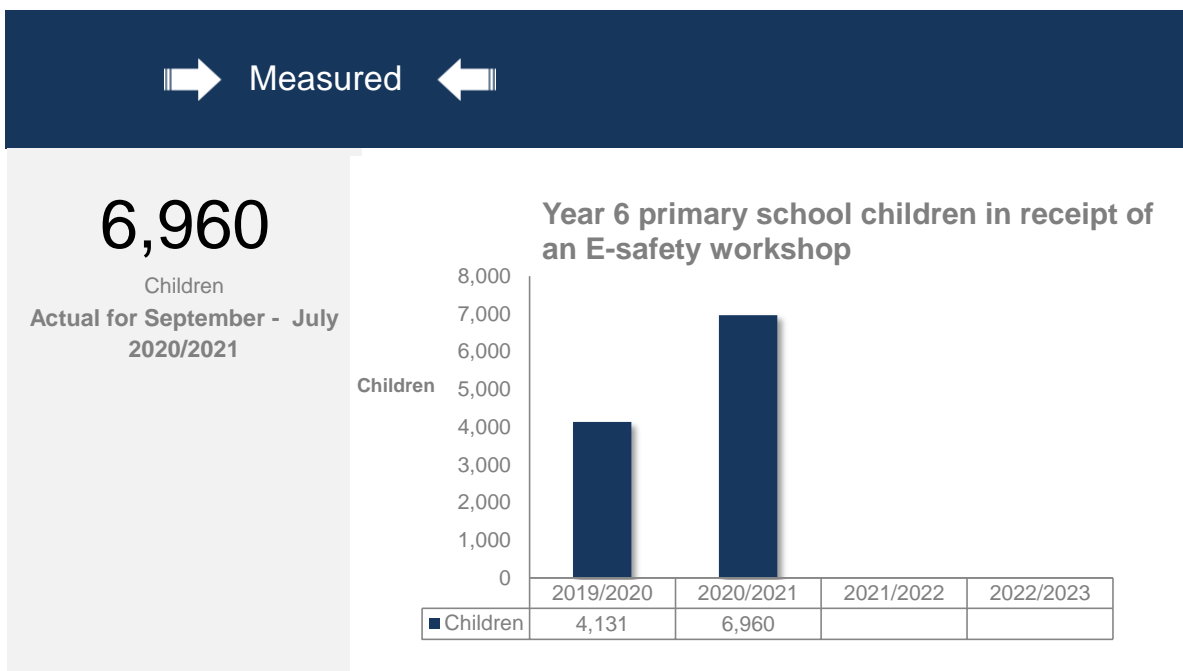
The 0.5% tolerance for this measure allows for some fluctuation against the target.

About benchmarking

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

Year 6 primary school children in receipt of an E-safety workshop

The Stay Safe Partnership delivers preventative messages to young people in education establishments about key crime and disorder issues. The core offer of the Stay Safe Partnership is the delivery of Stay Safe Days to mainstream secondary schools in Lincolnshire. As an extension of the current Stay Safe Day offer to secondary schools, E-safety workshops are being offered in primary schools throughout Lincolnshire. The E-safety workshop is an interactive workshop for year 6 students looking at social media and their transition to secondary school. The workshop also enables students to understand ways of safeguarding themselves from abuse and bullying online. The sessions are free for schools and as these are delivered in addition to the core Stay Safe Partnership offer, the ability to service these is reliant on capacity. This measure is a count of year 6 primary school children who received an E-safety workshop delivered by the Stay Safe Partnership in the previous academic year.



About the latest performance

The delivery in schools has now resumed, however COVID19 was still causing disruption with intermittent school closures during 2020-21 academic year. In response to COVID19 the Stay Safe Partnership has developed online and teacher led delivery to ensure students do not miss out on important messaging. As a result the Stay Safe Partnership have managed to reach a large number of primary school children with the E-Safety workshop.

About the target

E-Safety workshops are an extension to the core offer of the Stay Safe Partnership, consequently there is currently no active target set and therefore this indicator is reported as measured.

About the target range

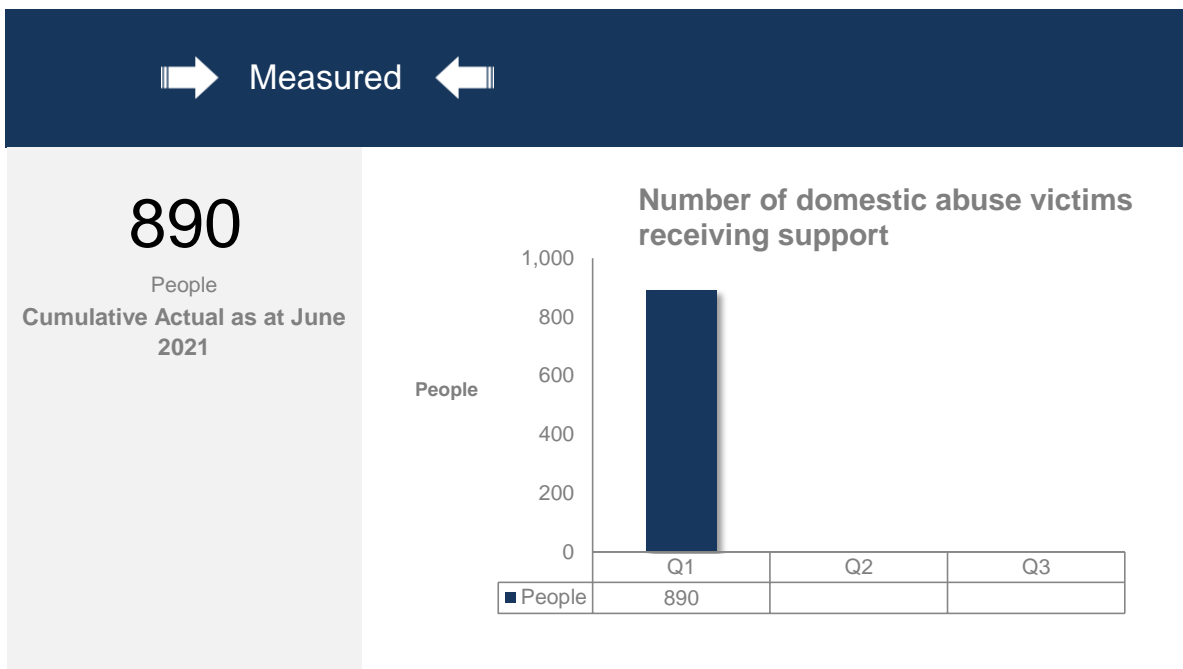
A target range is not applicable as this is a contextual measure.

About benchmarking

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

Number of domestic abuse victims receiving support

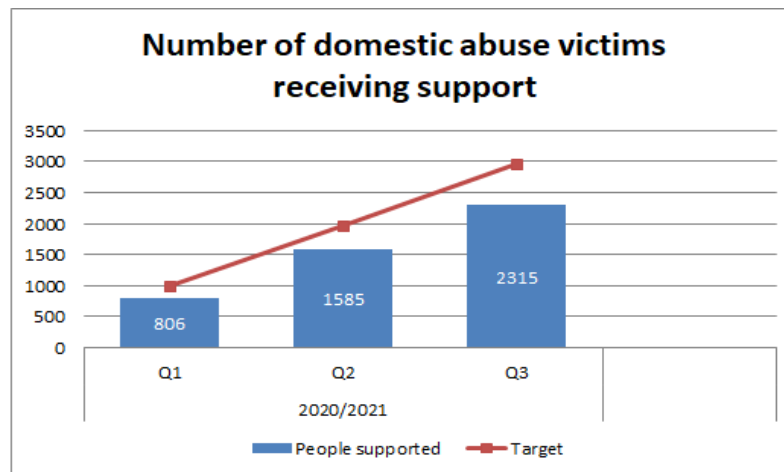
This measure is a count of the number of victims of Domestic Abuse who have received support from any one of the domestic abuse support services (excluding refuge) commissioned by Lincolnshire County Council. Services include: Independent Domestic Violence Advisors (IDVAs), Outreach and targeted support 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 number of people supported during Q1 2021-22 is 10% higher than the number of people supported during the same period last year Q1 2020-21. Of the 890 people supported, 426 are children and young people supported via the Outreach service (49 directly and 377 indirectly by working with the parent). The remaining 464 people supported by domestic abuse services during Q1 2021-22 are adults. The EDAN Lincs Outreach service also provided 'one off' advice and support to 1,420 people during Q1 2021-22 in response to telephone and online enquiries. The number of people supported is within expected range.

Further Details



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

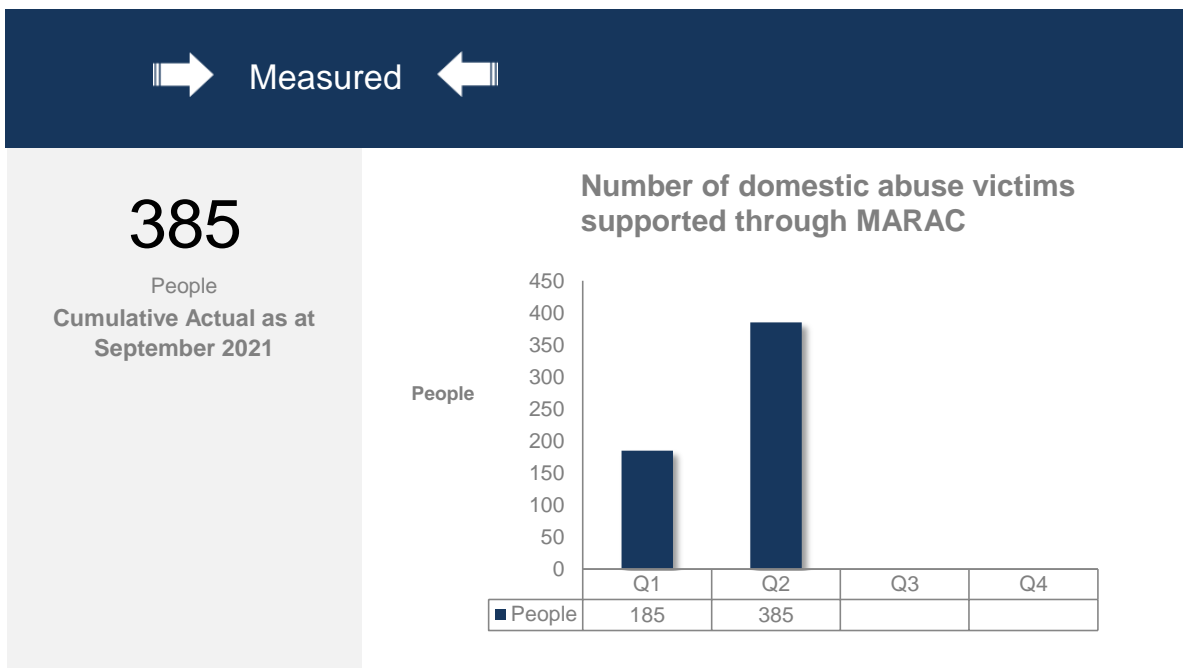
The 0.5% tolerance for this measure allows for some fluctuation against the target.

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

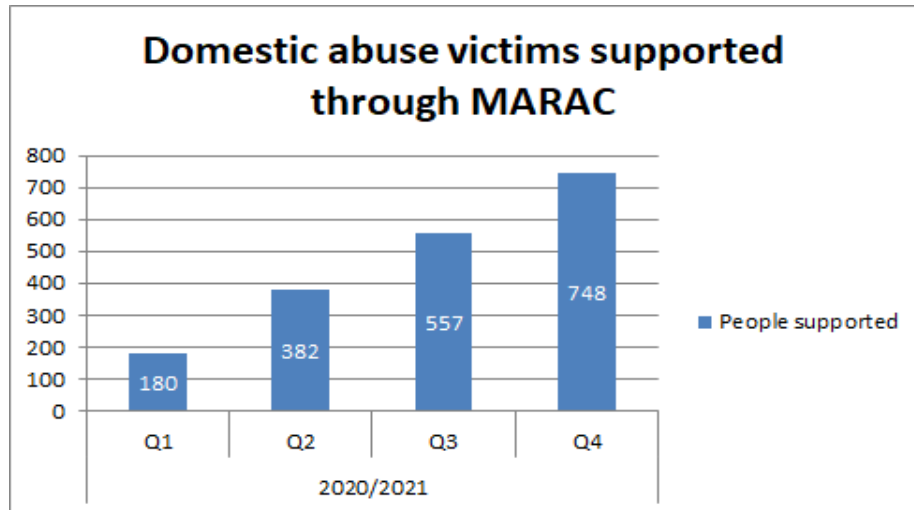
A Multi-Agency Risk Assessment Conference (MARAC) is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists 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

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. The number of clients reported here are new in the period and do not include repeats. The total number of repeat clients to MARAC in Q2 2021/22 is 59, meaning that an additional 59 clients were supported through MARAC.

Further Details



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.



Exceeds

70.82

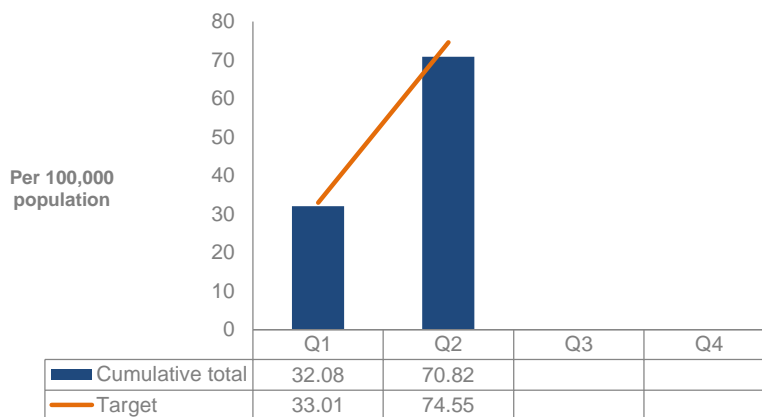
Per 100,000 population
Cumulative Actual as at
September 2021



74.55

Per 100,000 population
Cumulative Target for
September 2021

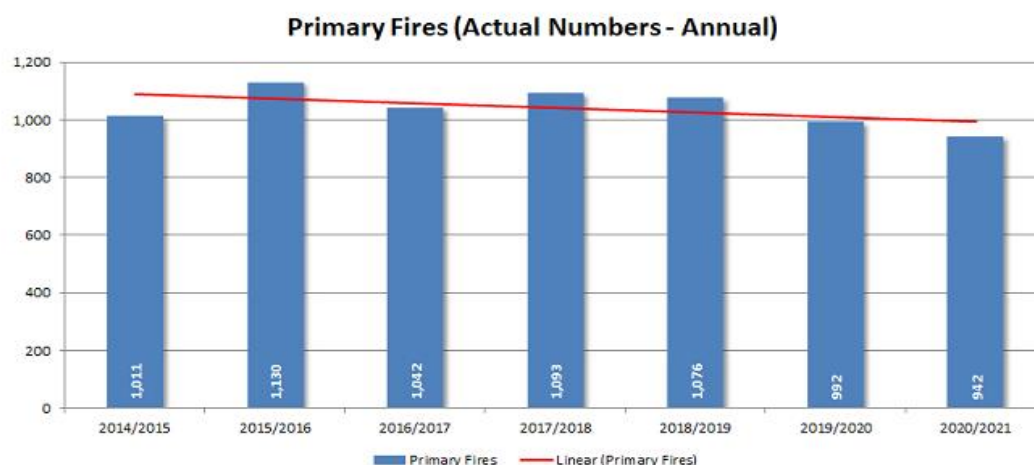
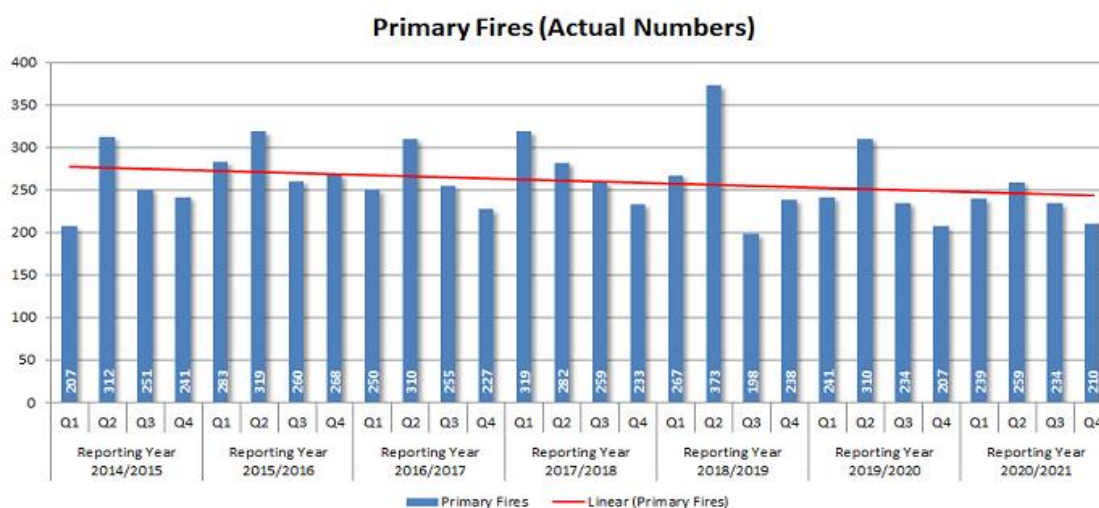
Primary fires



About the latest performance

We remain better than target at the end of the second quarter. If we compare to Q2 last year we have seen a 7% increase in primary fires, however last year saw a decrease compared to the previous year and we are currently lower than our Q2 2019/20 position (Q2 2019/20 – 551, Q2 2020/21 – 499, Q2 this year – 532). The increase on last year has primarily been seen in fires involving farm related property (i.e. farm buildings, farm equipment, farm vehicles and stack fires/crops) – up from 56 last year to 84 this year. The same cannot be said for deliberate farm related primary fires, therefore indicating the increase has been in accidental fires of these property types. Recognising the increase, we will be linking with the NFU to further develop partnership working to enhance preventative messages and actions to try and reverse the trend.

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).

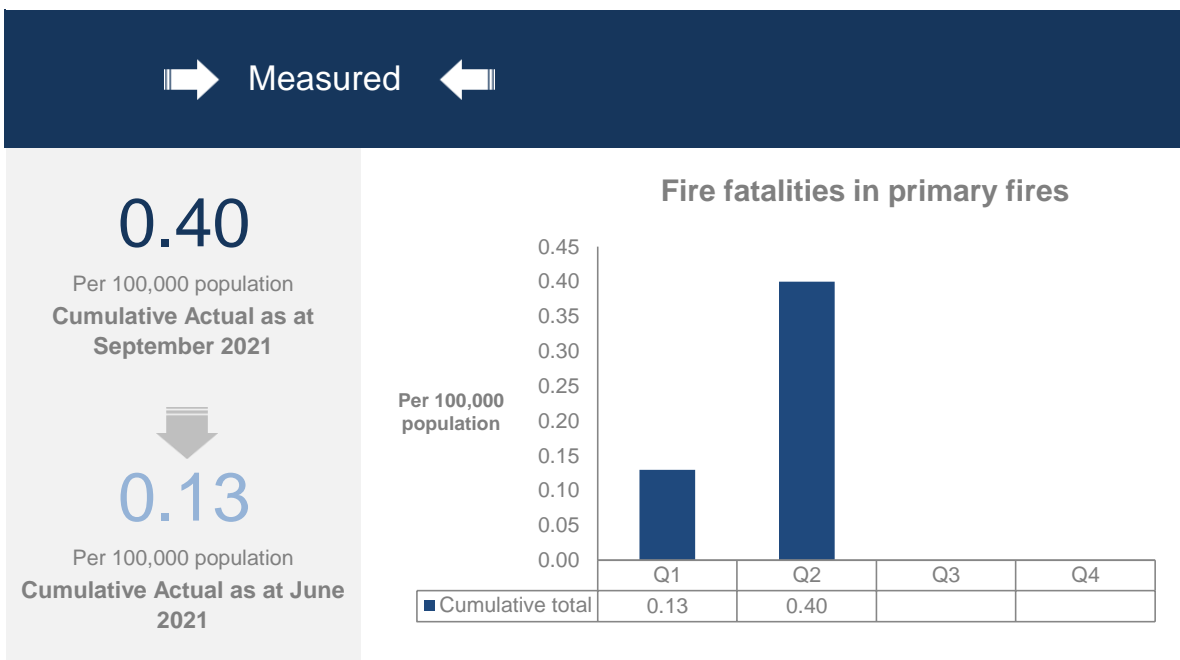
Numerator is the number of fire fatalities in primary fires.

Denominator is the population of Lincolnshire.

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

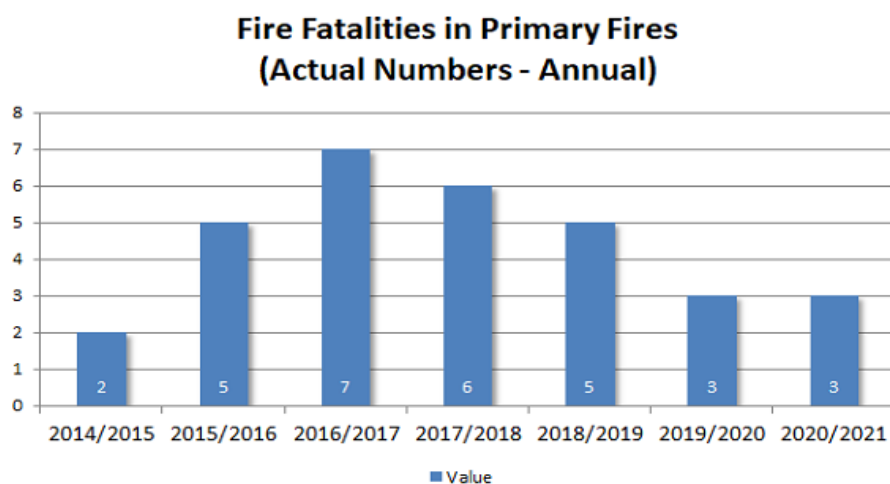
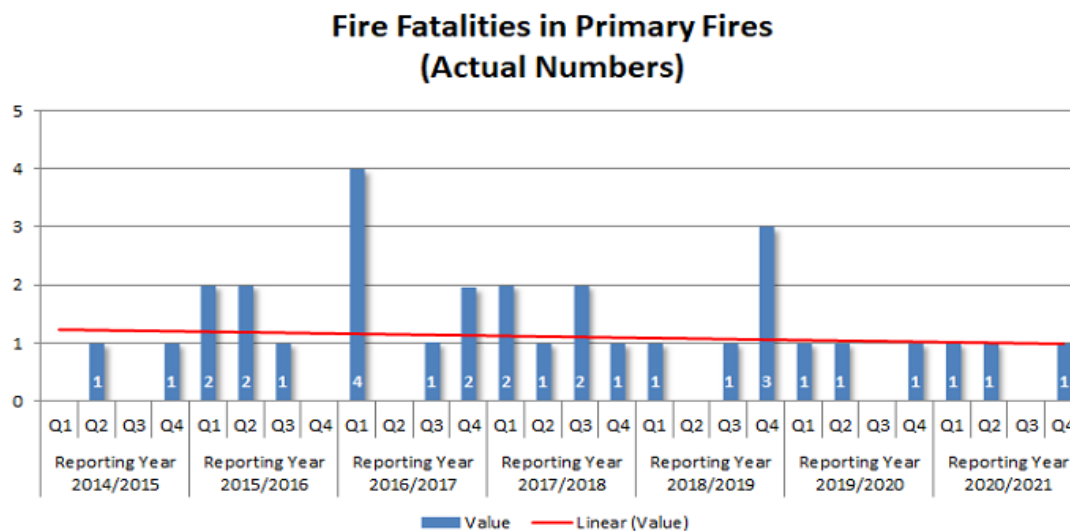
Numerator divided by the denominator multiplied by 100,000.

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



About the latest performance

There have been 3 fire fatalities during the first half of the year. One was as a result of an accidental dwelling fire caused by smoking materials, 1 was a suicide and the remaining 1 was a fire involving a holiday caravan that is still under investigation. All fire fatalities have been followed up and are being reviewed as per internal policy. Engagement with partners to support the review process will allow any learning to be identified and shared. Specific circumstances of each incident are reviewed by the Community Fire Safety Team, supported by the Integrated Risk Team. Geographic and demographic data are key influences to allow us to carry out specific targeted prevention activities in the local areas.



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

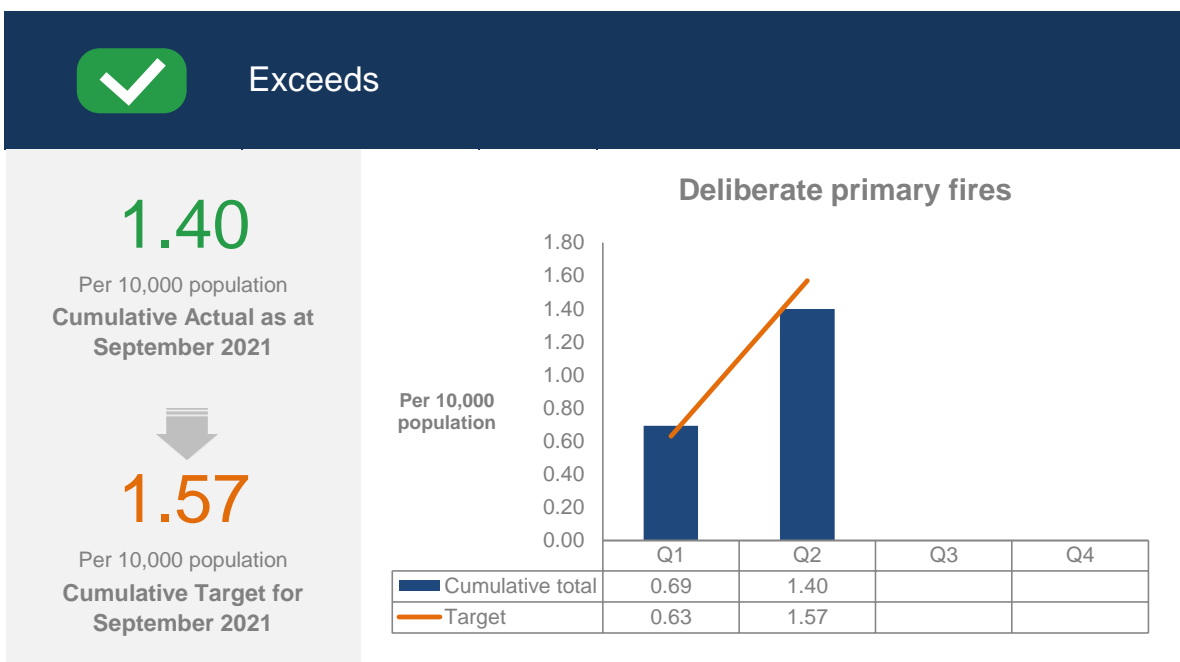
Number of incidents of fires involving property (for example buildings, vehicles, recycling banks, caravans and so on); and/or casualties, fatalities or rescues; and/or five or more pumping appliances where the Fire Service attended & determined that the cause of the fire was deliberate/malicious intent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

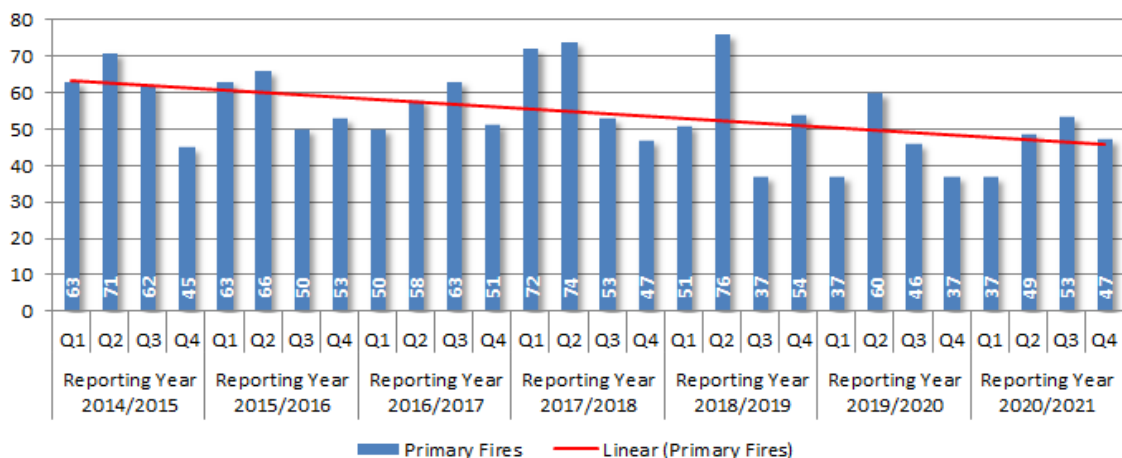


About the latest performance

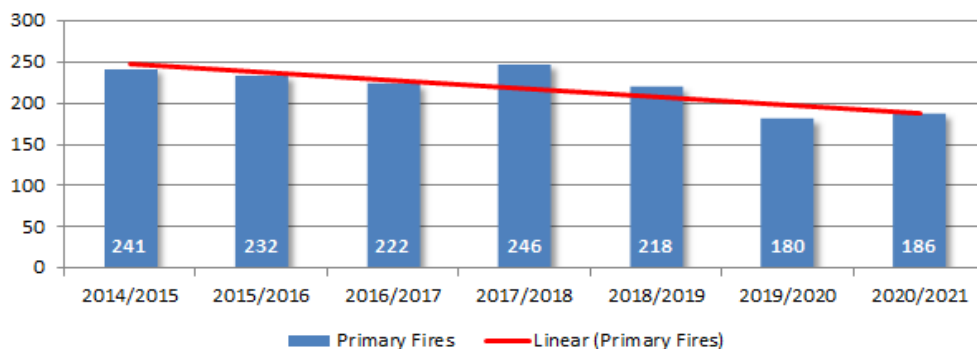
We are now better than target, having reported being behind target at the end of Q1. If we compare to Q2 last year we have seen an increase in the number of deliberate primary fires however, last year saw a decrease compared to the previous year and we are now back to similar levels seen pre-Covid in 2019/20 (Q2 2019/20 – 98, Q2 2020/21 – 87, Q2 this year – 105). The increase on last year has almost entirely been seen in deliberate dwelling fires (up from 11 last year to 25) but no trends can be identified in the data collected in the Arson 01 forms.

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).

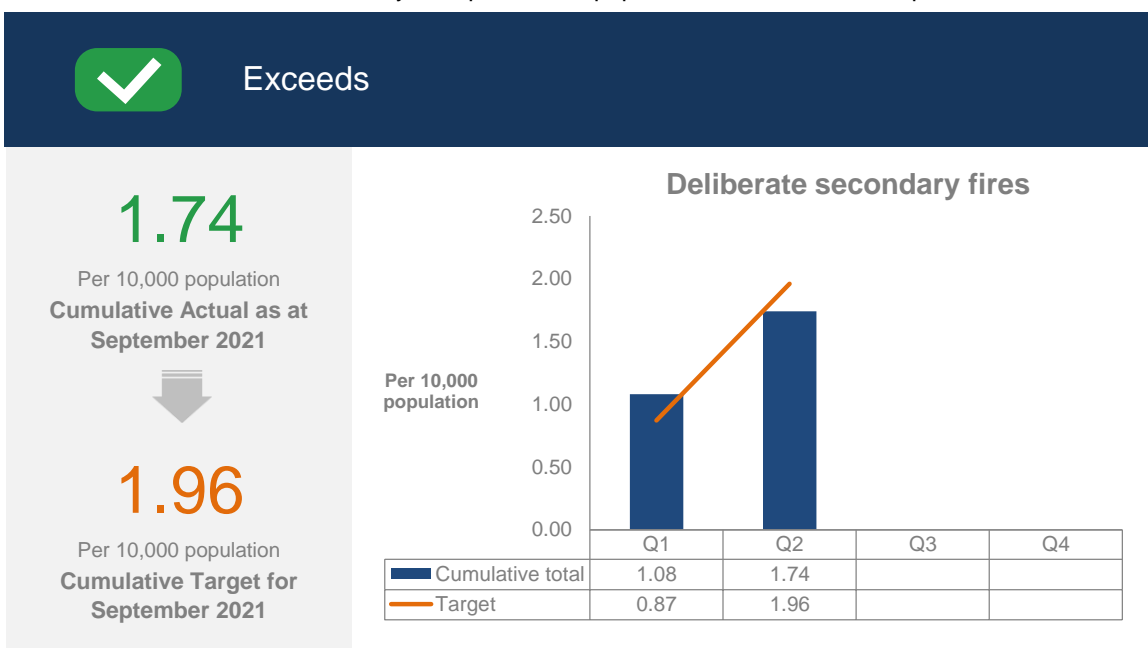
Numerator is the number of deliberate secondary fires.

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.

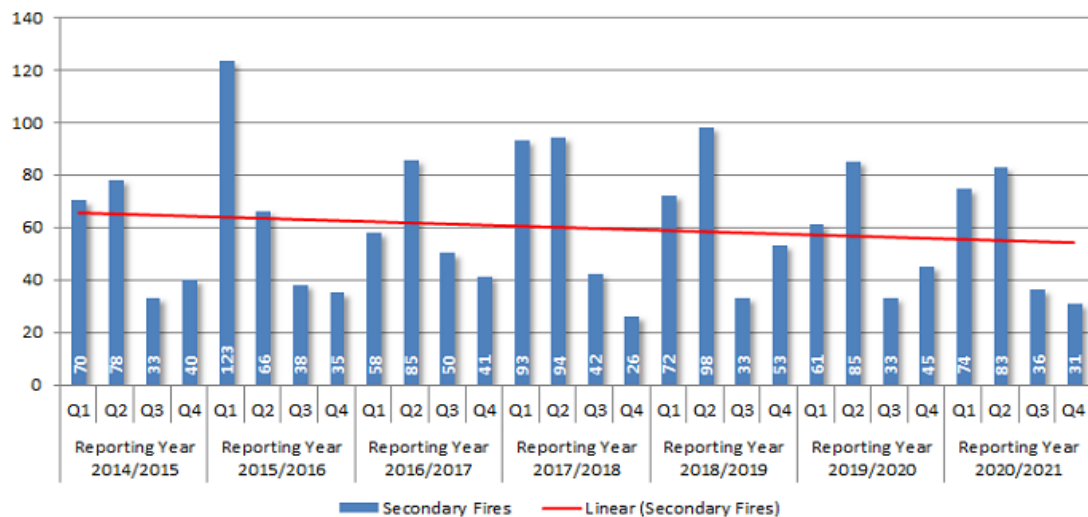


About the latest performance

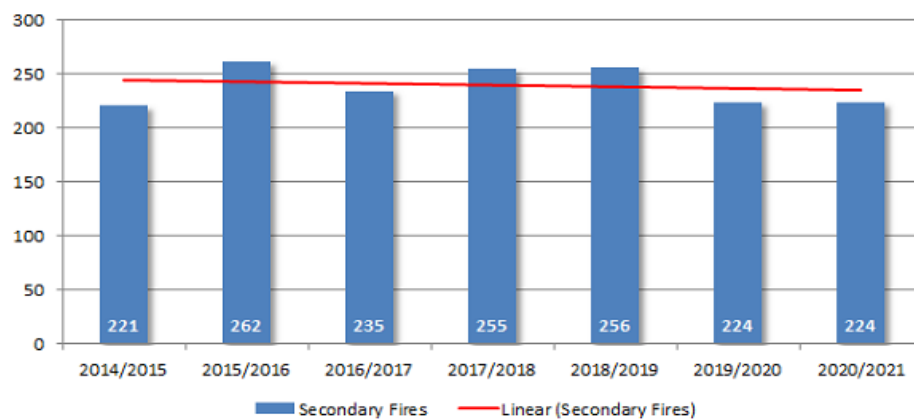
We are now better than target, having reported being behind target at the end of Q1. Compared to the same period last year, we have also seen a 17% reduction in the number of deliberate secondary fires. Refuse/Refuse containers continues to account for the majority of these fires, accounting for 81 of the 131 this year (62%) and we have seen a slight reduction in these – down from 92 last year. There have been reductions across almost all property types, but the biggest has been seen in grassland fires – down from 41 last year to 29. We will continue to monitor the Lincoln City Council fly-tipping and refuse initiative, which will allow us to implement over other District Councils if similar issues are highlighted.

Further details

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

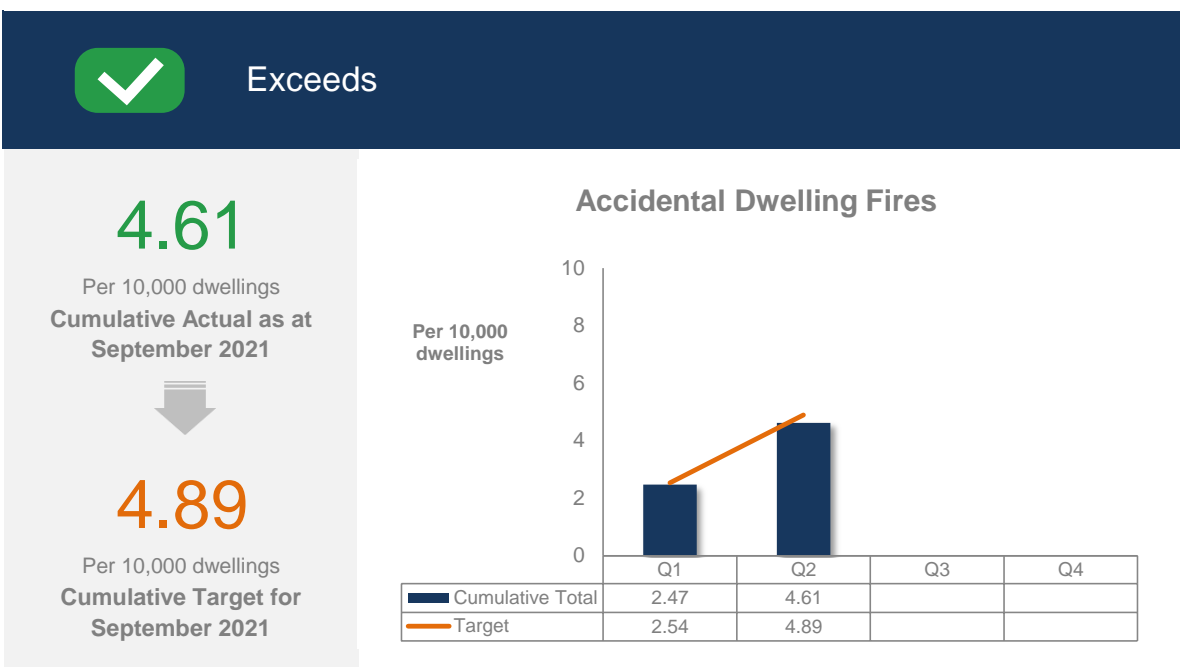
Number of incidents of fires in dwellings where the Fire Service attended & determined that the cause of the fire was not known or accidental (per 10,000 dwellings).

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.

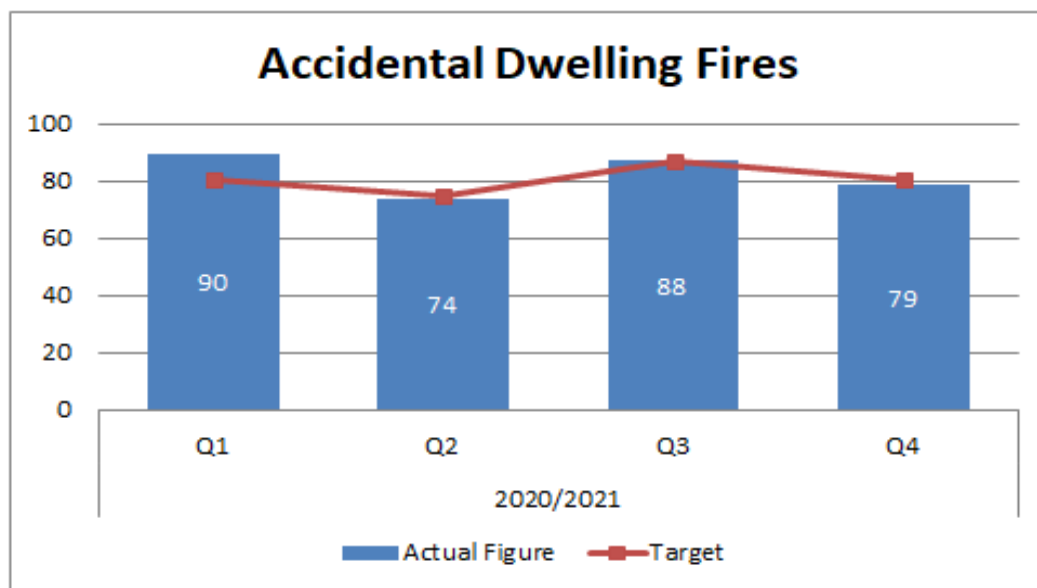
A lower rate of accidental dwelling fires per 10,000 dwellings indicates a better performance.



About the latest performance

We are better than target and compared to the same period last year we have also seen a 9% reduction in accidental dwelling fires. Cooking remains, by far, the most common cause of these fires accounting for 71 of the 149 (48%) in the first half of the year. We have also seen a reduction in these (down from 88 at Q2 last year). At Q1 we reported an increase in accidental dwelling fires caused by smoking materials but this has now levelled out & we are back to similar levels seen in previous years. Whilst we acknowledge that we have seen a reduction in accidental dwelling fires, work on the evaluation methodology is almost complete. This will allow us to more formally demonstrate the link between our prevention activities and the positive outcomes (e.g. risk reduction).

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

About benchmarking

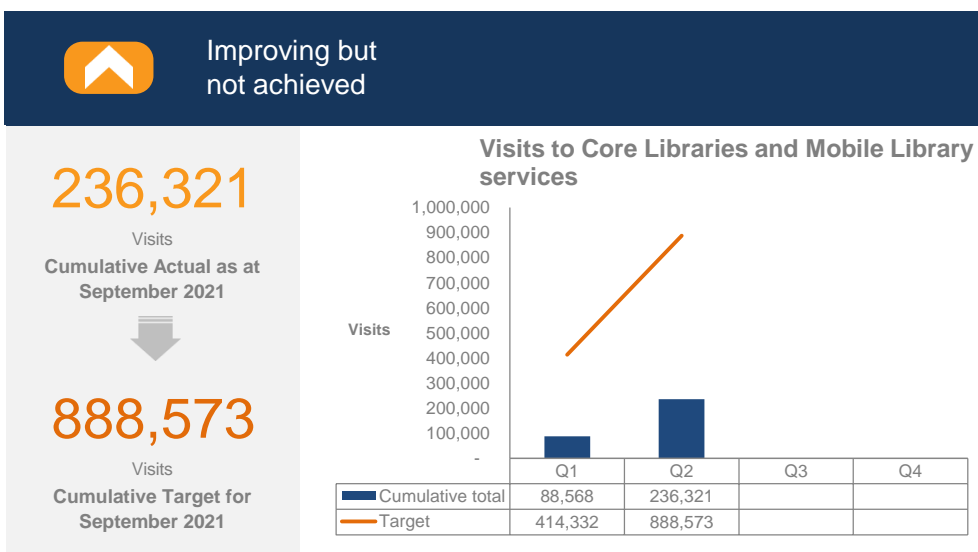
Benchmarking data for this measure is not available

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

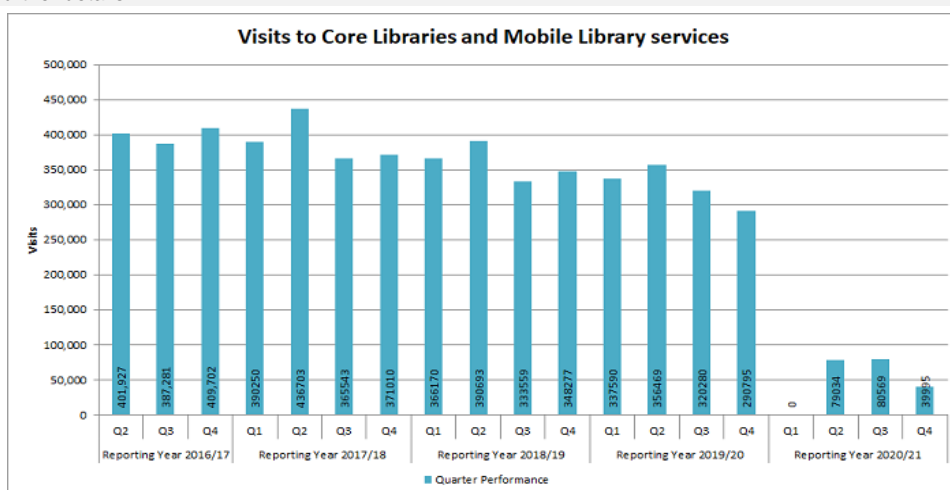
We are still experiencing a reduced number of visitors at sites, due to the Covid pandemic; customers are attending less frequently and are stocking up on items, so they don't have to attend sites as often as pre-covid. Visits are overall increasing most months and issues are doing well.

During this quarter, normal service and hours were achieved at all core libraries except for Bourne, who operated on reduced hours when compared to pre-covid. Regular activities started to be slowly introduced through September at all core sites excepting Bourne, which we expect will further increase visits.

From 13th September Stamford Library closed to enable vital repairs to the roof; a Click & Collect offer at the local Day Centre has been implemented in order to ensure service provision during these works. Due to logistics the current alternative offer is operating at reduced hours. The planned closure of this site has had a significant impact on the overall visitor figures as Stamford is one of the busier sites.

Access/Rural/C&P Mobiles, continued to operate during this 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

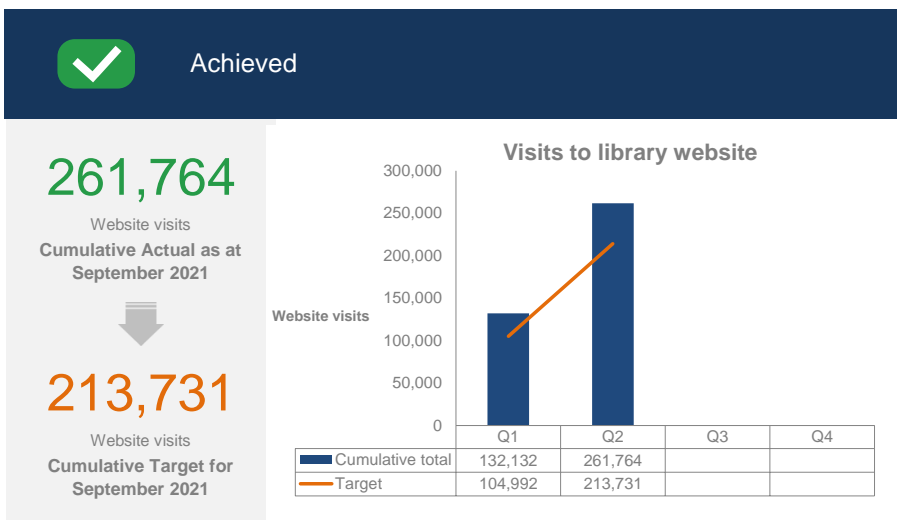
This measure is local to Lincolnshire and therefore is not benchmarked against any other area.

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.

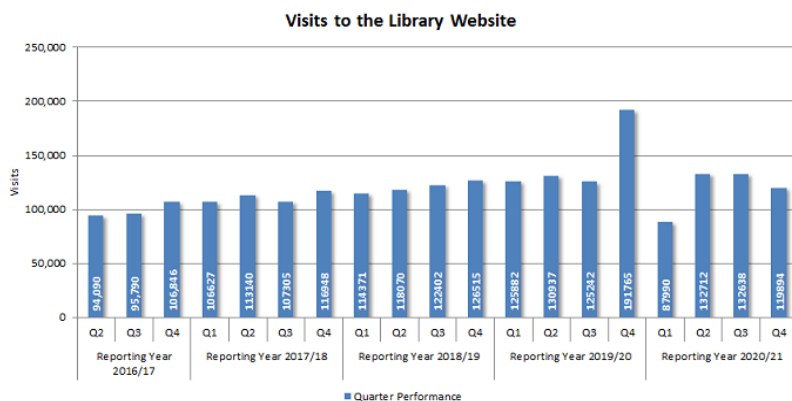
Greenwich Leisure Limited (GLL) have counted Lincolnshire County Council library webpage visits, and from the beginning of July 2016, also included GLL library webpage visits. Library webpages include library information and catalogue pages such as books, e-books etc.

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



About the latest 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.

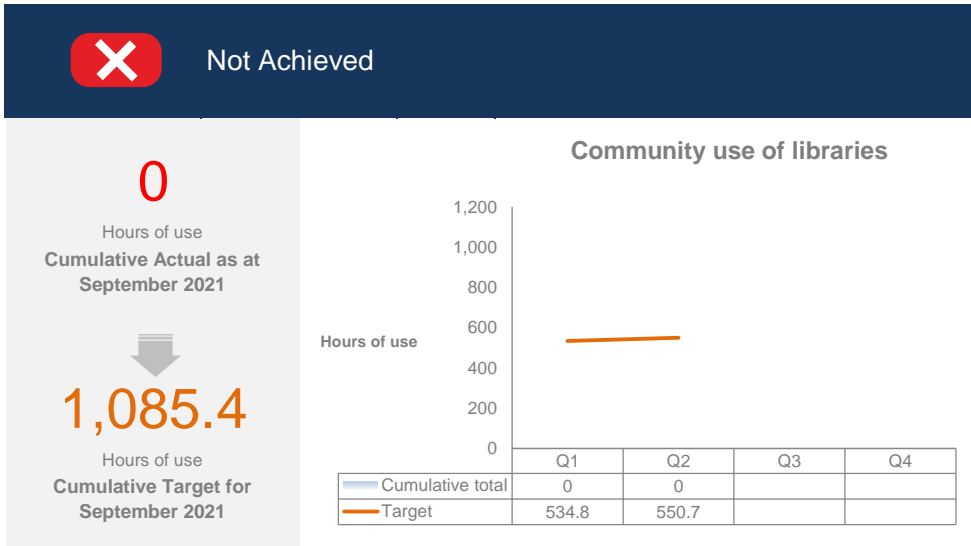
About benchmarking

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.

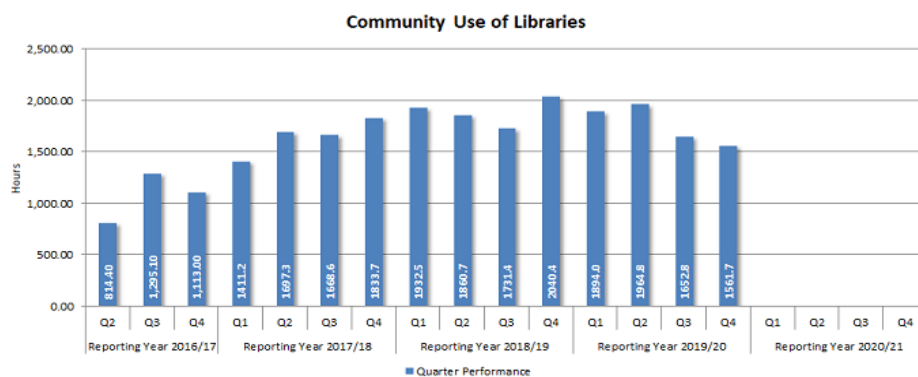
A higher number of hours recorded in relation to the use or hire of library premises or rooms indicates a better performance.



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, community use, drop-in's and study areas have remained unavailable during this 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, 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

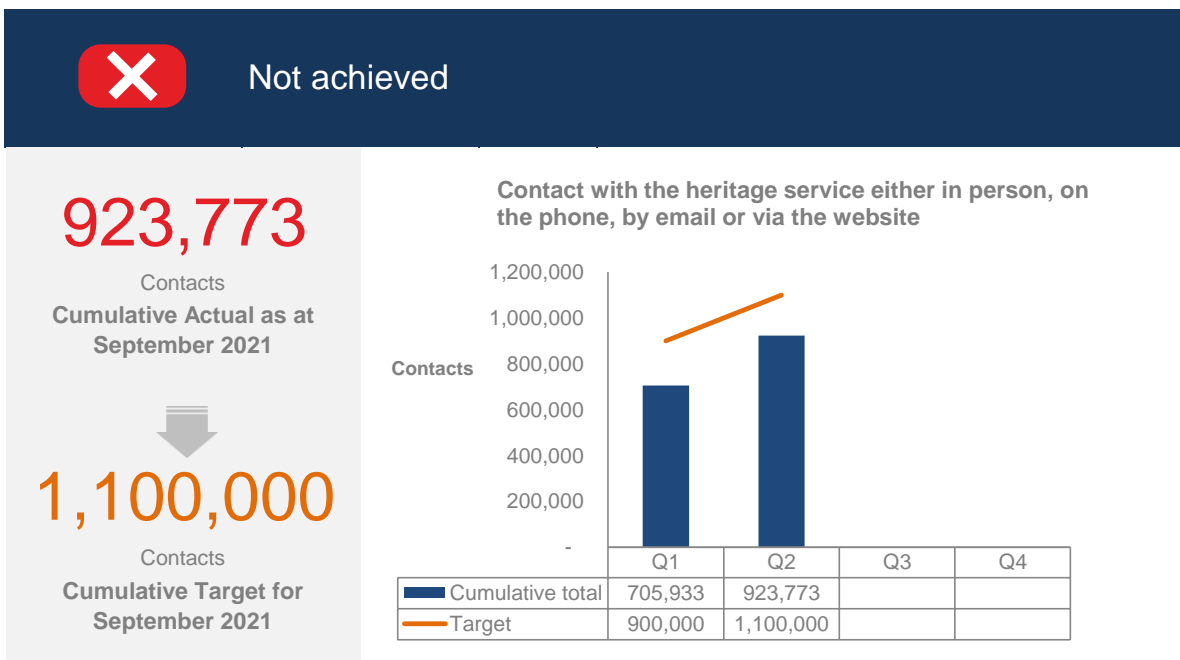
No target range has been set for this measure.

About benchmarking

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

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

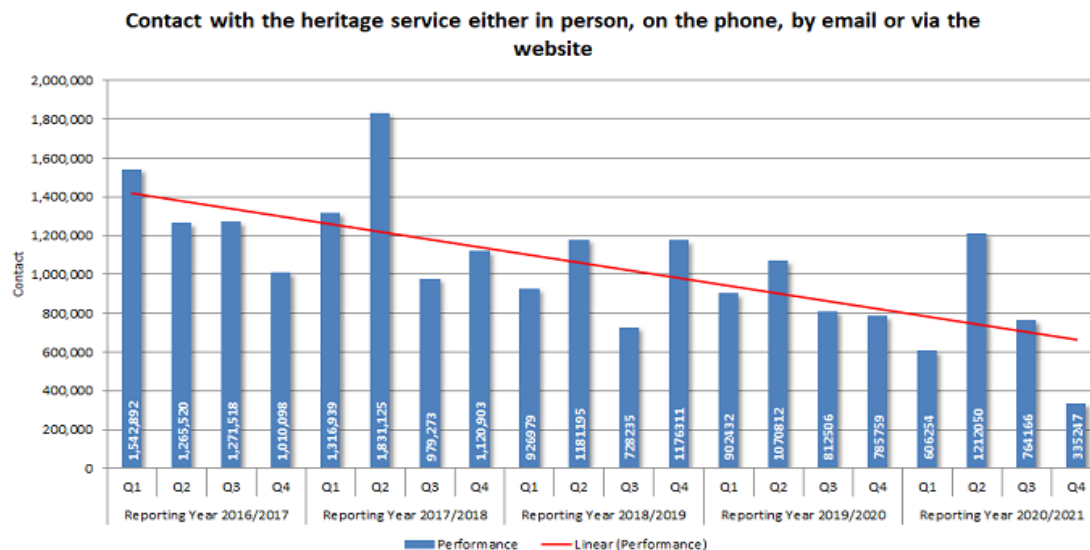
Contact with the heritage service either in person, on the phone, by email or via the website.
A higher number of contacts with the heritage service indicates a better performance.



About the latest performance

Q2 interactions for the service is 923773 which is below target for the quarter's performance. This is due to due to fewer visitors to the sites following the reopening in May. With the launch of lincsmuseum Tiktok there are additional interactions for Q2 that has not yet been added as this is a new social media metric but it is expected that once these are added we will exceed the target.

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. With effect from 2021/22, the heritage sites included within this count has changed and no longer includes figures from Gainsborough Old Hall but Free Castle Grounds Visitor numbers have been added within the calculations.

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.

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.



EXCEEDS

91

%

Cumulative Actual as at
September 2021

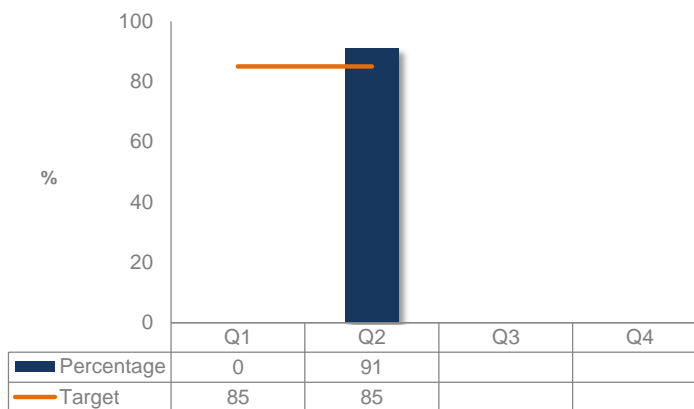


85

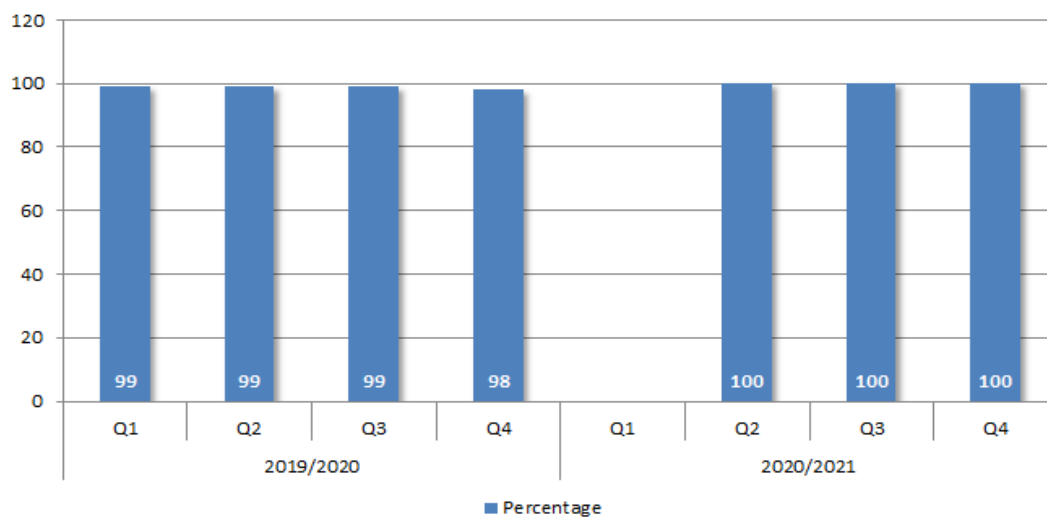
%

Cumulative Target for
September 2021

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



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

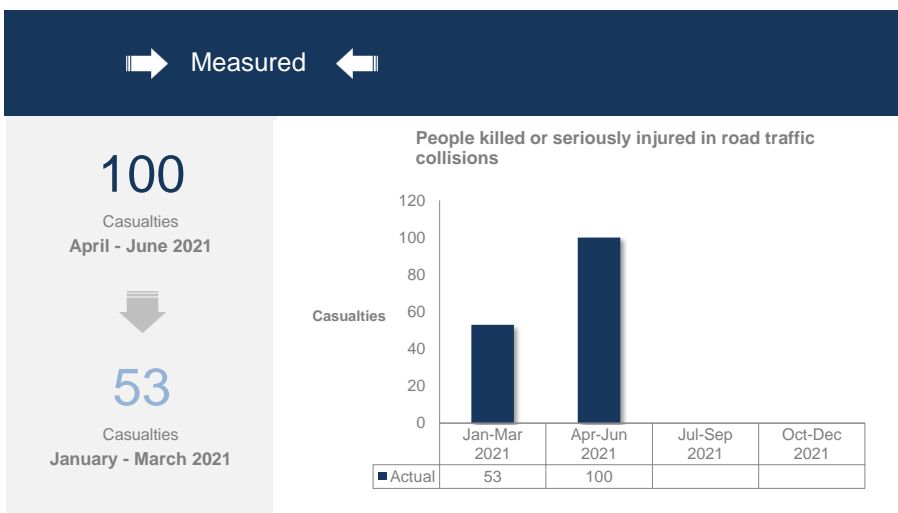
The target range for this measure is set at +/- 5 percentage points

About benchmarking

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

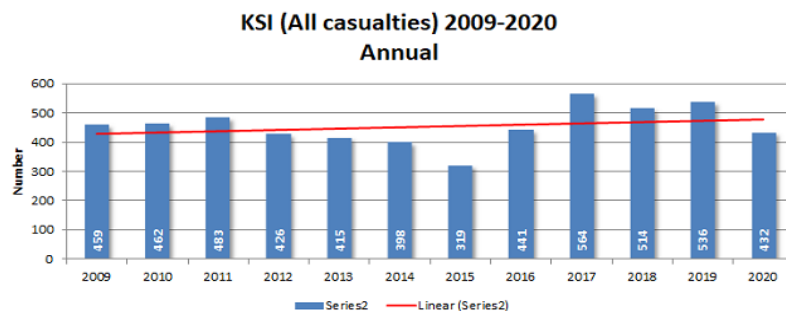
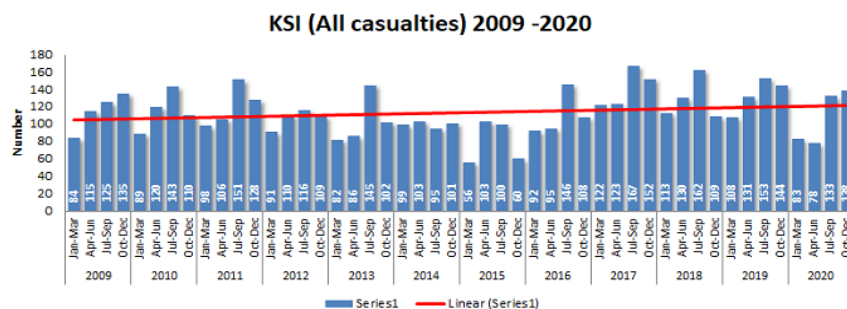
People killed or seriously injured in road traffic collisions

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 figure, but lower than the pre Covid figures. This indicates that traffic volumes are beginning to return to normal, although not yet fully consistent. However, analysis of the collision & casualty data does not indicate any clear commonality or pattern. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc



About the target

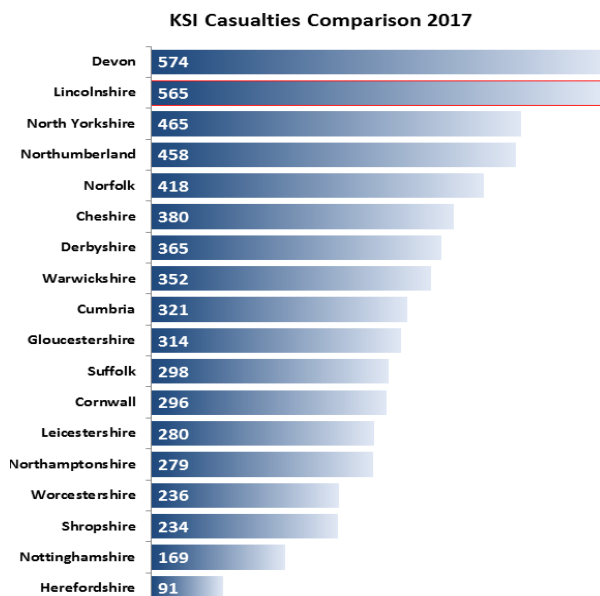
It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.

About the target range

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

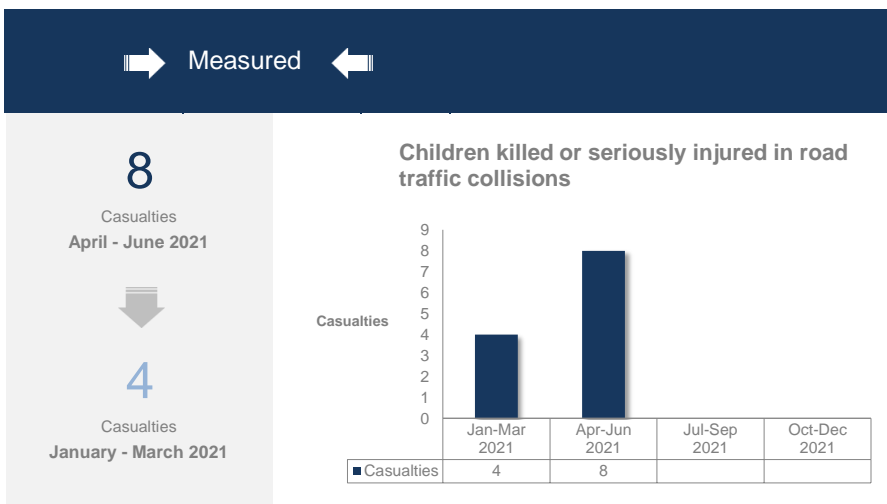
About benchmarking

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

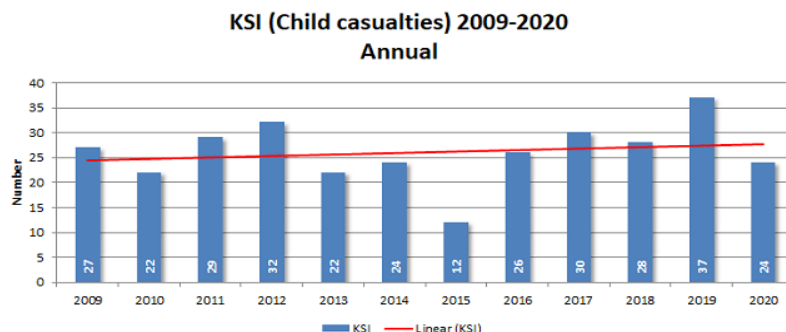
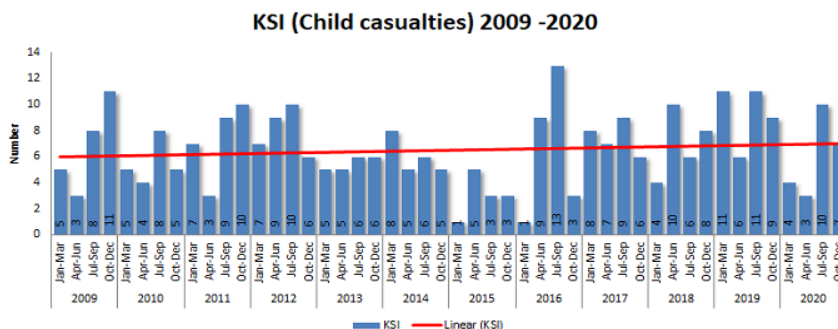
Data is reported by calendar year, with 3 month (1 quarter) lag. Revisions in previously reported data can sometimes occur when the reported severity of an injury can increase or decrease (for example an injury may worsen over time or an unreported injury is later found). Subsequent quarter cumulative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



About the latest performance

This figure is higher than the Q1 figure, but in the range of pre Covid figures. However, it is still difficult to make any confident comparison at the present time. That said, analysis of collision & casualty data does not indicate any clear commonality or pattern regarding child KSI's.

Further details



About the target

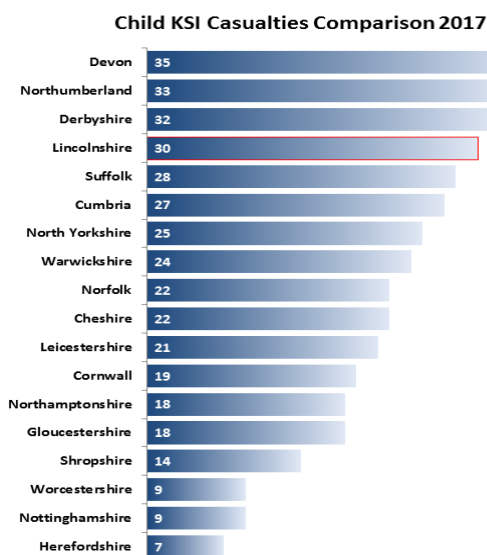
It is not appropriate to set a target for this measure however the Lincolnshire Road Safety Partnership want to see a 20% reduction over 10 years from the 2010/2012 annual average.

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.



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 and losses to legitimate businesses. 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.

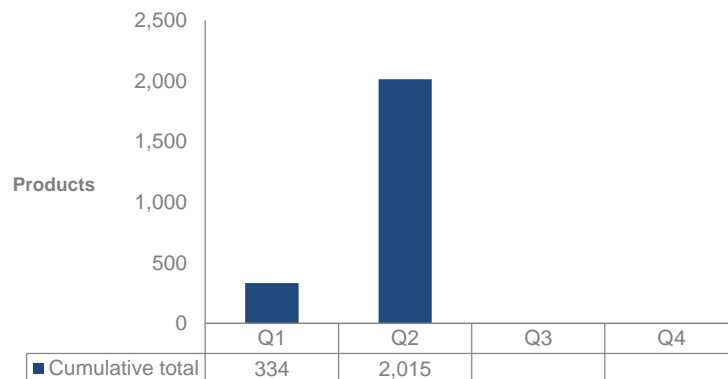
Trading Standards is intelligence led and the number of products seized does not reflect on the level of activity by the service. Therefore this indicator is measured

➡ Measured ⬅

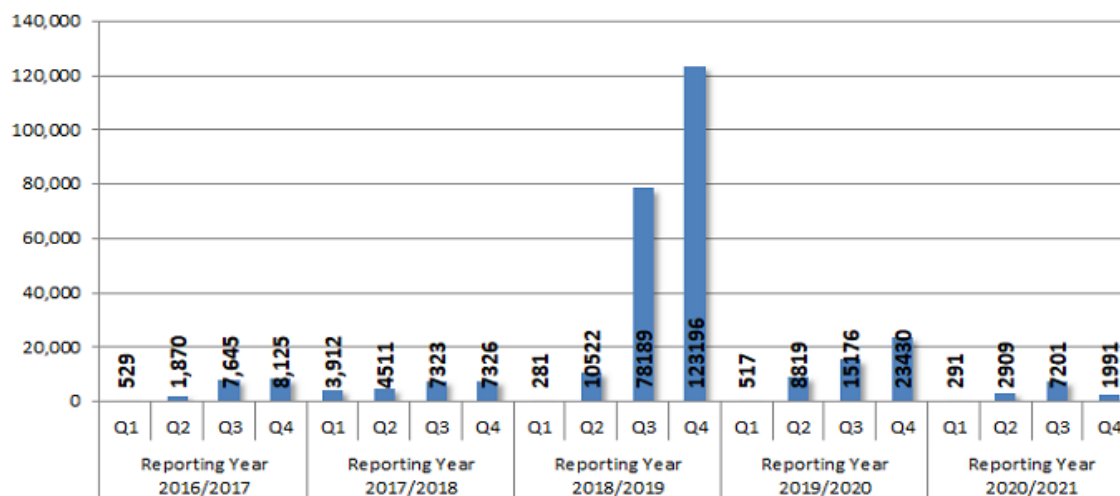
2,015

Products
Cumulative Actual as at
September 2021

Illicit alcohol and tobacco products seized



Illicit Alcohol and Tobacco Products Seized 2016-2021 (cumulative)



About the target

It is not appropriate to set a target for this measure. The number of items removed from the market does not accurately reflect the level of activity of the service.

About the target range

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

About benchmarking

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

Unsafe products removed from the market

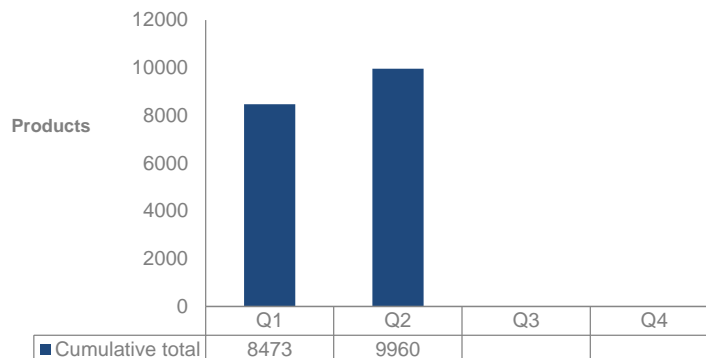
This measure is a count of the number of unsafe goods removed from the market in Lincolnshire, reducing the risk of any of these products causing harm to the end-user. This includes counterfeit goods where they are unsafe but does not include alcohol and tobacco, or products removed that are purely counterfeit. 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. Therefore this is indicator is measured.

Measured

9,960

Products
Cumulative Actual as at
September 2021

Unsafe products removed from market



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

It is not appropriate to set a target for this measure. The number of items removed from the market does not accurately reflect the level of activity of the service.

About the target range

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

About benchmarking

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

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.

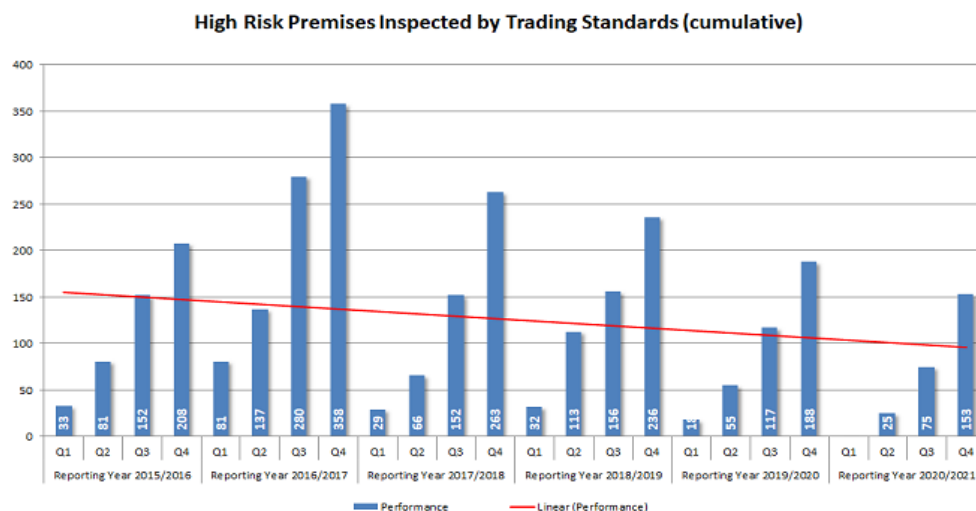
A higher number of high risk premises inspected indicates a better performance.



About the latest performance

Quarter 2 performance is behind plan. We've achieved 48 of the 63 planned inspections. We do anticipate achieving the end of year target by March 2022, subject to any restrictions placed on us by Covid 19 or avian influenza. Inspection appointments are being scheduled with agricultural businesses now for quarters 3 and 4. The first two quarters performance is difficult to profile, as inspection dates are difficult to arrange due to harvest.

Further details



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

Voluntary Centre Services (VCS) and Lincolnshire Community & Voluntary Services (LVCS) work collaboratively to provide infrastructure services to the community and voluntary sector across Lincolnshire.

This measure aims to track the number of voluntary and community groups that have been supported. Community and voluntary group support includes; funding advice, organisational health-checks, local outreach activity, building confidence and capacity, governance support, training, DBS checking service and information dissemination.

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.



Exceeds

338

Advised/supported

Cumulative Actual as at
September 2021

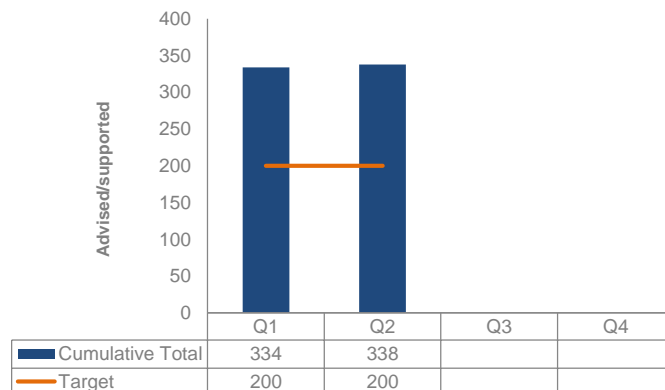


200

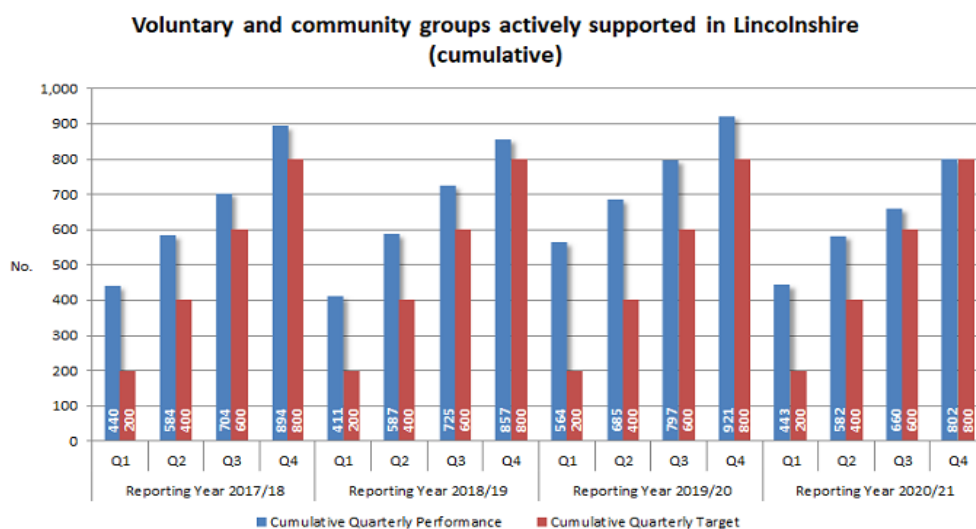
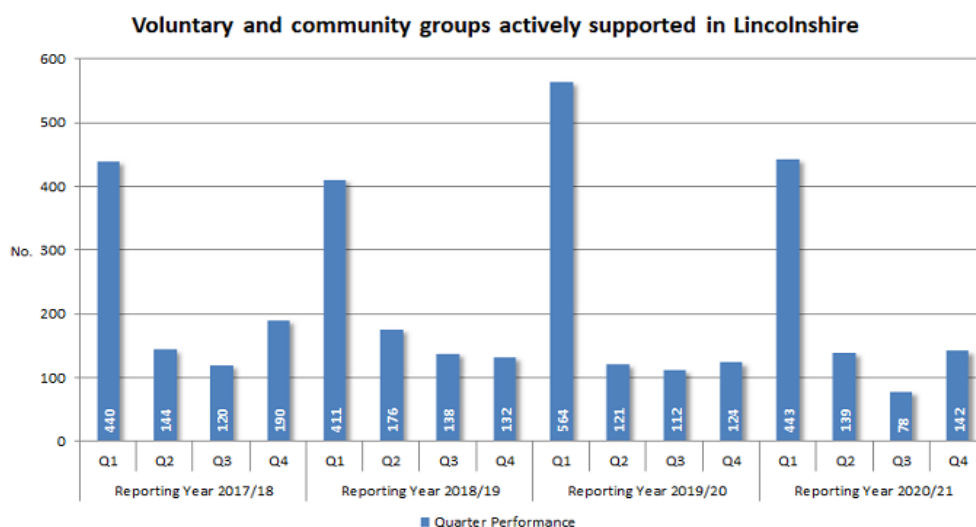
Advised/supported

Cumulative Target for
September 2021

Voluntary and community groups actively supported in Lincolnshire



Further details



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

Voluntary Centre Services (VCS) and Lincolnshire Community & Voluntary Services (LVCS) work collaboratively to provide infrastructure services to the community and voluntary sector across Lincolnshire.

This measure aims to track the number of people supported to access volunteer opportunities throughout Lincolnshire. There are 7 nationally accredited VCS centres throughout Lincolnshire, based in each district to provide a countywide service. The VCS centres provide volunteer brokerage/matching opportunities, volunteer opportunity development, training, best practice development, marketing & campaigning. The VCS provides 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.



Exceeds

465

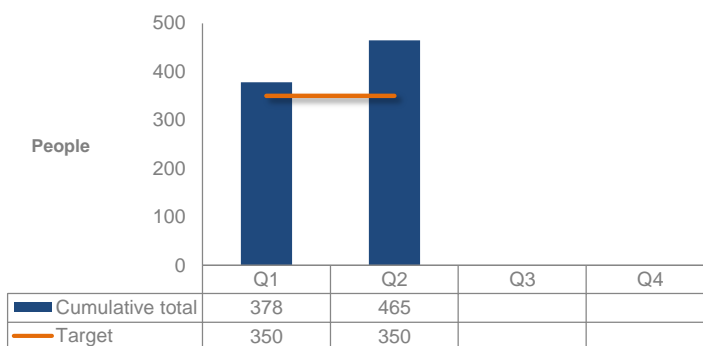
People
Cumulative Actual as at
September 2021



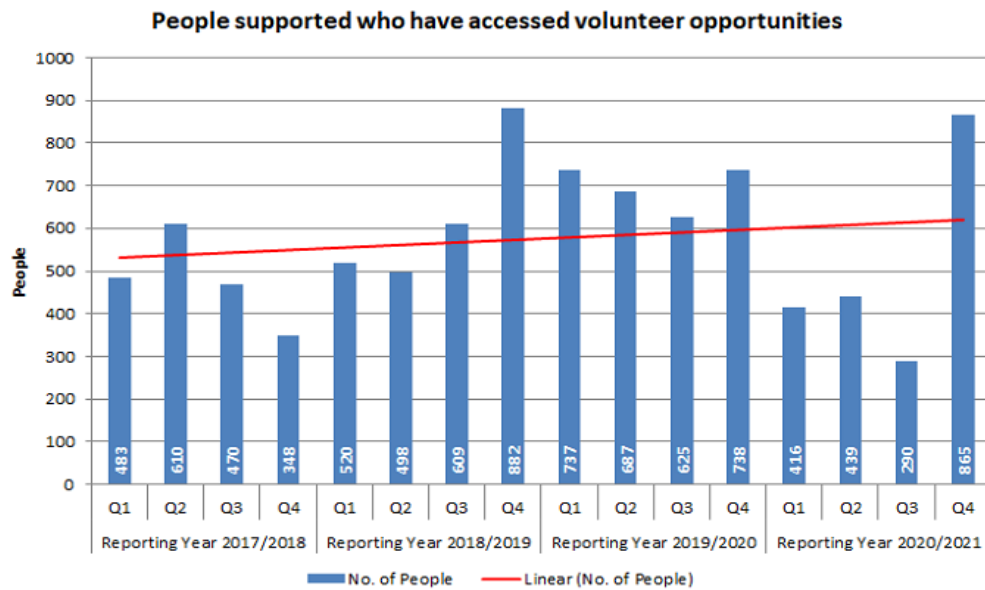
350

People
Cumulative Target for
September 2021

People supported who have accessed
volunteer opportunities



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 - Resources

Report to:	Public Protection and Scrutiny Committee
Date:	14 December 2021
Subject:	Lincolnshire Coroners Service Annual Report

Summary:

This annual report is in accordance with the requirement of HM Chief Coroner for England and Wales.

Actions Required:

The Public Protection and Communities Scrutiny Committee are requested to note the progress and performance of the service and consider timescales for further reports and actions.

1. Background

It is the role of the Coroner to investigate, and if necessary to conduct an inquest into a death, where the Coroner has reason to suspect that the deceased died a violent or unnatural death; where the cause of death is unknown; or where the person died in custody or state detention.

The Coroner may request a postmortem examination, where it is considered necessary, to enable the Coroner to determine a cause of death and whether the death is one where an investigation is required. A postmortem examination will be ordered if, for example, a registered medical practitioner is unable to give an opinion as to the medical cause of death.

An inquest is not to determine matters of civil or criminal liability, nor to seek to apportion blame for the death. The purpose is simply to answer four questions:

- Who is the person that has died?
- Where did they die?
- When did they die?
- How did they die?

“How” in coronial terms means “by what means”. This is extended only for those inquests where it is arguable that there has been a breach of Article 2 of the Human Rights Act 1998 (the right to life), to “how and in what circumstances”.

1.2 Independence

The Coroner is an independent judicial officer, responsible to the Crown, who can only be removed from office by the Lord Chancellor with the agreement of the Lord Chief Justice for incapacity or misconduct. The local authority appoints the Coroner but they do not employ them, and this is an important distinction to maintain independence. The autonomy of the office is an important safeguard for society and a key element in the investigation of death.

1.3 Statutory Duties

The key piece of legislation covering Coroners and coronial activity is the Coroners and Justice Act 2009. That was introduced on 25 July 2013. Section 24 of this Act places a duty on the local authority to secure the provision of whatever officers and other staff are needed by the Coroner for the area to carry out their functions and also to provide accommodation that is appropriate to the needs of the Coroner in carrying out their functions. In deciding how to discharge its duties under this subsection, the authority must take into account the views of the Senior Coroner for that area. The Chief Coroner has published guidance in the form of a "Model Coroner's Area". That is updated from time to time.

1.4 Lincolnshire Coronial Jurisdiction

Since 2017 there has been a single Coronial jurisdiction for the county that is coterminous with the county council and police force area. The following features within Lincolnshire all reflect the complexity of the coronial workload:

- 3 main places of state detention (HMP Lincoln, HMP North Sea Camp and IRC Morton Hall) in addition to custody suites at Police stations, Courthouses and MoD bases
- 15 sites operated by the Lincolnshire Partnership Foundation (mental health) Trust (LPFT) where people can be detained under the Mental health Act
- 3 acute hospital sites operated by ULHT
- Rural road network (the area has one of the highest numbers of road traffic deaths of all Coroner areas nationally)
- Several MOD bases
- Long coastline
- Large transient seasonal population
- High number of Treasure finds

HM Senior Coroner for Lincolnshire was Timothy Brennand supported by Paul Smith as HM Area Coroner and 3 Assistant Coroners. Following a successful appointment to the Senior Coroner's role in Manchester West, Mr Brennand left Lincolnshire at the end of August

2020. Paul Smith is now the HM Acting Senior Coroner. Following advice from the office of the Chief Coroner, the post of permanent Senior Coroner cannot be recruited until the matters of the potential merger with North and North East Lincolnshire are resolved.

The Coroner is supported by a team of 8 FTE officers and 4.18 FTE business support personnel. Service management comes as part of the Registration, Celebratory and Coroners Service.

1.5 Coroners Statistics 2020

Analysis of Lincolnshire High Level Coroner Statistics					
Coroner Service Analysis (Lincolnshire)					Coroner Service Average 2020 (England and Wales)
Coroner Service Analysis (Lincolnshire)	2019	%	2020	%	
Population of each area (thousands as per ONS):					
Lincolnshire	761.2	100%	766.3	100%	
Total (Lincolnshire Coroner Area)	761.2	100%	766.3	100%	
Deaths registered in Lincolnshire:					
Lincolnshire	7467	100%	8679	100%	
Total (Lincolnshire Coroner Area)	7467	100%	8679	100%	
Deaths reported to coroner, of which:					
Post-mortems	1292	40%	1279	39%	39%
Inquests opened	411	13%	416	13%	16%
Inquest conclusion category:					
Killed unlawfully and killed lawfully	2	1%	0	0%	0%
Suicide	45	12%	75	19%	14%
Drug/Alcohol Related	41	11%	50	12%	12%
Road Traffic Collision	34	9%	17	4%	3%
Lack of care or self-neglect	0	0%	0	0%	0%
Death from industrial diseases	29	7%	34	8%	9%
Death by accident or misadventure	56	15%	71	18%	24%
Deaths from natural causes	19	5%	17	4%	12%
Open	18	5%	12	3%	4%
All other conclusions	132	35%	129	32%	21%
Total	376		405		100%
Average time taken to process an inquest (weeks)	35		43		27

Figure 1 Coroner Service Analysis

A total of 43 Treasure finds were recorded.

1.6 Challenges and Achievements 2020

It is almost impossible to separate the demands faced by the service throughout 2020 from the pandemic, which had an impact on every aspect of service provision.

Whilst the pandemic did not drive any increase in the number of referrals received, the annual figure remaining broadly constant, it had a significant impact upon the performance of the service.

By February 2020, as the likelihood of a pandemic approached, we began to receive requests from families for hearings to be postponed. Many, particularly the elderly or

vulnerable were shielding and reluctant to expose themselves to the risk of catching Covid 19 by attendance at a public hearing.

The perennial issue of Coroner's Court accommodation became more acute in 2020. In March 2020 the first national lockdown was announced. The Cathedral Centre closed and with it our only regular Court facility. Referrals continued to accrue, and it was then that the remote working facility offered by our WPC software (introduced in late 2018) demonstrated its real worth. Despite the very great majority of staff working from home, referrals were processed in a timely manner, minimizing the impact of the pandemic, in that regard at least, upon the bereaved.

We were unable to conduct public court hearings. No hearings at all were possible for some 3 months, until June 2020. At that stage our only Court facility was at Lindum Road, which remained closed to the general public. An agreement was reached by the then Senior Coroner Timothy Brennand, which permitted that building to be used to conduct "Documentary" hearings at which no public attendance was anticipated, and very many smaller cases were concluded on that basis. Families were content to accept cases being concluded in their absence to secure early closure. Disclosure of witness statements was made, and an advance indication of the likely conclusion was given. A copy of the audio recording of the hearing was provided to families free of charge upon request. Cases involving some physical attendance, whether by families or witnesses, were delayed.

By September, some limited physical hearings were permitted. The service then had a backlog of almost 400 cases, an increase of roughly one third above its normal caseload. The current facilities at the Myle Cross Centre were made available, comprising two separate courtrooms together with waiting facilities. Protocols were introduced to reduce the risk of infection and those courts began to operate with limits on the numbers who may attend. In keeping with the guidance received from the Chief Coroner, several cases were completed remotely, with Interested Persons attending via Microsoft Teams. Orders were placed for the equipment necessary to permit the conduct of "hybrid" hearings, within which some persons attend in person whilst others attend remotely. That equipment was finally installed in April 2021.

By the end of 2020 that backlog had largely been cleared, the caseload returning to 300 cases. That was however something of an artificial picture, as those remaining were largely the more complex cases, or those requiring a jury, many of which had time estimates in excess of one day. No Jury cases were heard after March 2020 until they resumed in October 2021. At that stage the backlog of jury cases stood at 17 cases.

The yardstick of timeliness to inquest inevitably suffered, dropping back to 43 weeks. The Chief Coroner's April 2021 annual audit of cases in excess of 12 months old disclosed a total of 66 such cases locally, a rise below the national average. On year-to-date figures, it is likely that the 2021 data will evidence a significant improvement in timeliness to inquest, marking a return to pre covid levels.

Another major consequence of the pandemic was the inability to obtain reports and statements, particularly from hospitals, as part of a Coronial investigation. As the NHS dealt

with the various pressures posed by the pandemic, the withdrawal of administration time for clinicians was keenly felt by the Coroner's Service. Deadlines for the provision of statements were missed, and formal demands utilising the provisions of the Coroners and Justice Act 2009 to compel compliance did not sit comfortably alongside the greater pressures faced by clinicians. That continues to be an issue as does the ability to secure the attendance of medical professionals to give evidence. That has caused very real delays in our ability to complete investigations and to list cases promptly. I recently met with the new Medical Director at ULHT when that was discussed. The problem was acknowledged and there are ongoing measures being taken to address that issue, although it is unlikely to be resolved within the near future.

The absence of key personnel within the service remained an issue throughout 2020. Previous reports highlighted the pressures brought about by the enforced departures of the Head of Service, the Coroners Service Manager and Senior Coroners Officer as a consequence of ill health. Adding to that list, the departure of the Senior Coroner in August 2020 imposed further demands on the service. I was asked to step up from my role as Area Coroner to that of Acting Senior Coroner with effect from 1 September 2020 for an expected term of up to 12 months. That term has recently been extended by a further 12 months. The absence of a second fulltime Coroner can be managed in the short term by additional Assistant Coroner cover but has a much greater impact over the longer term, particularly when future planning for the service is considered.

The Postmortem and Mortuary Services contract was renewed in the summer of 2020 for an additional term of 1 year. A full retendering process was undertaken in early 2021. At the time of writing agreement has been reached in relation to changes in the provision of such services, but formal agreements are awaiting ratification.

1.7 Looking Forward

Against the background of a much-reduced management team, the Coroners Service Transformation Project began in mid-2020 and concluded earlier this year. Many positive developments resulted from that and were the subject of a specific report on 27 July 2021. Those include a permanent office and Court facility for the service, improved methods of working across the County, a new electronic referral system and improved communication with other stakeholders.

Recent appointments of a new Head of Service and Coroners Service Manager have been universally welcomed within the service and there is a clear shared energy to improve and drive the service forward.

Throughout 2020, the possibility of a merger of Lincolnshire Coroners Service with North Lincolnshire and Grimsby to create a Greater Lincolnshire Coroners Service remained. There were many discussions between the three Local Authorities and an agreed business plan for that potential merger was finally submitted to the Chief Coroner's office for approval earlier this year. A decision is currently awaited although no time frame for that has been given. As the implementation of many of our local initiatives is dependent upon that decision, not least the ability to appoint a permanent Senior Coroner and to fill any vacancy that may

arise because of such an appointment, the sooner that can be determined, the sooner we shall know in which direction we are to progress.

2. Conclusion

Bereaved families and loved ones are kept at the heart of the Coronial process. As stated by HM Chief Coroner in his latest report *"death and life are part of one continuum and we should aim for the quality of care in death as we would in life"*.

Despite the challenges stated in the report the Coroners Service has faced the unprecedented challenges presented by the pandemic head on, has received positive feedback from families they have supported in finding closure of the sudden death of a loved one and it is to be hoped moves forward with renewed optimism in the future.

3. Consultation

No consultation was used to inform on this report.

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 Paul Smith who can be contacted on 01522 552429 or by e-mail at pauld.smith@lincolnshire.gov.uk.



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	14 December 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

14 DECEMBER 2021		
Item		Contributor
1.	Fire and Rescue Statement of Assurance 2020-21	Mark Baxter, Chief Fire Officer
2.	Service Level Performance Reporting against the Performance Framework 2021-2022 – Quarter 2	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.	Coroners Service Annual Report	Paul Smith, Acting Senior Coroner James Chapple, Head of Registration and Coroners Services
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
4.	Domestic Abuse Strategy <i>[Pre-decision Scrutiny]</i> <i>[Executive Councillor: Children's Services, Community Safety and Procurement decision between 16 - 23 December 2021]</i>	Jade Thursby, Domestic Abuse Business Manager

25 JANUARY 2022		
Item		Contributor
1	Revenue and Capital Budget Proposals 2022/23 <i>Budget Scrutiny</i>	Keith Noyland, Head of Finance - Communities
2	Trading Standards - Annual Update	Sara Barry, Head of Safer Communities
3	Registration Ceremony Fees	James Chapple, Head of Registration & Coroners Services
4	Safer Lincolnshire Partnership Review and Annual Update	Sara Barry, Head of Safer Communities Diane Coulson, Assistant Director - Public Protection
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
5	Serious and Organised Crime – Fraud and Modern-Day Slavery	Vicky Salmon, Community Safety Strategy Coordinator - Lead for Serious &

25 JANUARY 2022	
Item	Contributor
	Organised Crime Clare Newborn, Community Safety Manager

8 MARCH 2022	
Item	Contributor
1 Service Level Performance Reporting against the Performance Framework 2021-2022 – 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
2 Road Safety Partnership Annual Report	Steven Batchelor, LRSP Senior Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
3 Prevent Annual Update	Paul Drury, Prevent Officer Clare Newborn, Community Safety Manager

19 APRIL 2022	
Item	Contributor
1 TBC	

31 MAY 2022	
Item	Contributor
1 Celebratory Services -Annual Report	James Chapple, Head of Registration and Coroners Services

19 JULY 2022	
Item	Contributor
1 Service Level Performance Reporting against the Performance Framework 2021-2022 – Quarter 4	Diane Coulson, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities

19 JULY 2022		
Item		Contributor
		Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, LRSP Senior Manager
2	Integrated Risk Management Plan 2020-2024 – Yearly Update	Mark Baxter, Chief Fire Officer
3	FRS Attendance at Flooding Incidents – Annual Report on Performance	Mark Baxter, Chief Fire Officer
4	Libraries Year 6 Update (2021-22)- Progress and Developments	Louise Egan, Library & Heritage Client Lead

3. To be programmed

Areas of work that have been highlighted previously in Committee Meetings and by Officers as future items to be programmed include:

- Cyber fraud and other cyber-crimes- Risk analysis
- Animal Welfare

4. 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.

5. Consultation

a) Risks and Impact Analysis

N/A

6. Appendices

These are listed below and attached at the back of the report	
Appendix A	Forward Plan of Decisions relating to the Public Protection and Communities Scrutiny Committee

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 Kiara Chatziioannou, Scrutiny Officer, who can be contacted on

07500 571868 or by e-mail at kiara.chatziioannou@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
Adoption and publication of the Domestic Abuse Strategy [1023050]	16 - 23 December 2021	Executive Councillor: Children's Services, Community Safety and Procurement	Public Protection and Communities Scrutiny Committee; TBC	E-mail: Diane Coulson, Assistant Director - Public Protection diane.coulson@lincolnshire.gov.uk Jade Sullivan, Community Safety Strategy Co-Ordinator (DA Lead) jade.sullivan@lincolnshire.gov.uk	Yes	All Divisions