



County Offices
Newland
Lincoln
LN1 1YL

23 May 2022

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 31 May 2022 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, 31 MAY 2022**

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 19 April 2022	5 - 14
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Multiply Adult Numeracy Programme in Lincolnshire <i>(To receive a report from Many Ramm, Funding and Investment Manager, Infrastructure Investment and Thea Croxall, Adult Learning & Skills Manager, Economic Development, which invites the Committee to consider a report regarding the Multiple Adult Numeracy Programme in Lincolnshire, which is due to be considered by the Executive Councillor for Economic Development, Environment and Planning between 13 – 17 June 2022. The views of the Committee will be passed on to the Executive Councillor as part of their consideration of this item)</i>	15 - 26
6	Citizens Advice Annual Report <i>(To receive a report from Monica Stark, Chair Citizens Advice Lincs and Jenny Barnett, Chief Officer Citizens Advice Lindsey, which provides the Committee with an update on the performance of Citizens Advice services across Lincolnshire during 2021/22)</i>	27 - 50
7	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>	51 - 56

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

(The Crime and Disorder Scrutiny Committee is established under Section 19 of the Crime and Justice Act 2006 to review or scrutinize decisions made, or other action taken, in connection with the discharge by the County Council of its crime and disorder functions)

8 A review of work to tackle Fraud, including its impact on vulnerable individuals during the Pandemic

57 - 62

(To receive a report from Vicky Salmon, Community Safety Strategy Co-ordinator, which provides the Committee with an update on the work taking place within Lincolnshire County Council to reduce the impact of fraud, as a host and contributing partner to the Safer Lincolnshire Partnership Crime and Disorder Priority Group)

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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, 31st May, 2022, 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
19 APRIL 2022**

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, J L King, K E Lee and R Wootten.

Councillors: L A Cawrey (Executive Councillor Fire and Rescue), A P Maughan (Executive Support Councillor Fire and Rescue) and D McNally (Executive Councillor Waste and Trading Standards) attended the meeting as observers.

Councillor C Matthews (Executive Support Councillor NHS Liaison, Community Engagement, Registration and Coroners) attended the meeting as an observer remotely, via Teams.

Officers in attendance:-

Mark Baxter (Chief Fire Officer), Katrina Cope (Senior Democratic Services Officer), Simon Evans (Health Scrutiny Officer), Glen Garrod (Executive Director - Adult Care and Community Wellbeing), Mark Keal (Trading Standards Manager - Safer Communities), Lee Sirdifield (Assistant Director – Corporate), Barbara Ward (Principal Trading Standards Officer), and Ben Rollett (Chief Executive Voluntary Care Service).

The following officers joined the meeting remotely, via Teams:

Will Mason (Head of Culture), Samantha Neal (Assistant Director, Prevention and Early Intervention) and Martyn Parker (Assistant Director Public Protection).

116 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillors A Dani and A M Key.

It was noted that the Chief Executive, having received notice under Regulation 13 of the Local Government (Committee and Political Groups) Regulations 1990, had appointed Councillor R Wootten to replace Councillor A M Key for this meeting only.

117 DECLARATIONS OF MEMBERS' INTERESTS

No declarations of members' interest were made at this stage of the proceedings.

**118 MINUTES OF THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
HELD ON 8 MARCH 2022****RESOLVED**

That the minutes of the Public Protection and Communities Scrutiny Committee meeting held on 8 March 2022 be approved and signed by the Chairman as a correct record subject to a typographical error on page 3, bullet point six being amended to read specific instead of specify.

119 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

The Chairman reminded the Committee that as from 1 April 2022, leadership for Public Protection had been transferred to Glen Garrod, Executive Director for Adult Care and Community Wellbeing. On behalf of the Committee, the Chairman welcomed the Executive Director for Adult Care and Community Wellbeing and Martyn Parker the newly appointed Assistant Director of Public Protection to the meeting.

120 VOLUNTEERING IN LINCOLNSHIRE

Consideration was given to a report from Lee Sirdifield, Assistant Director – Corporate, which provided the Committee with an update from Voluntary Centre Services (VCS) and Lincolnshire Community and Voluntary Service (LCVS) about the role, impact, and future developments in volunteering across Lincolnshire.

The Chairman invited Lee Sirdifield, Assistant Director – Corporate, and Ben Rollett, Chief Executive at Voluntary Centre Services, to present the item to the Committee.

In guiding the Committee through the report, reference was made to some of the following:

- The impact of Covid-19 on volunteering. It was noted that over the last two years VCS/LCVS had supported over 3,000 people to volunteer locally in a variety of roles from the initial emergency response to the vaccination programme and traditional volunteering roles;
- The Lincolnshire legacy. It was reported that the VCS/LCVS were working alongside colleagues within the Lincolnshire Resilience Forum (LRF) and Voluntary Engagement Team (VET) to develop a long-term approach to supporting volunteers to help in emergency situations. It was highlighted that the Lincolnshire Volunteers programme would build upon and harness the momentum that had been developed around volunteering, creating a lasting legacy for Lincolnshire;
- It was highlighted that as Covid restrictions had eased the VCS/LCVS had seen an increase in the need for volunteers in the more traditional roles. It was noted that in comparison to two years previously, there were now over 300 active roles on VCS/LCVS systems;

- The findings of the Volunteering Annual Survey. The Committee was advised that the survey had been completed by 162 people, and it aimed to understand how the Covid-19 pandemic had impacted on volunteering habits across Lincolnshire and identify volunteer motivations, barriers to volunteering and any volunteer support needs. The key finding of the survey was detailed on pages 17 to 20 of the report presented; and
- The priority areas for volunteer centres during 2022/23, these were shown on page 20 of the report.

In conclusion, the Committee noted that the survey had provided a useful insight into the view of those volunteering in Lincolnshire. It was noted further that the findings of the survey would help enhance services provided by VSC/LCVS and deliver the ambitions of the community strategy in terms of supporting access to different types of volunteering activity.

During consideration of this item, the Committee raised some of the following comments:

- Personal experience of some members in their volunteering roles. Particular thanks were also extended to South Kesteven District Council and Lincolnshire County Council for setting up the volunteering groups throughout the pandemic and also to the NHS and volunteers for their continued support;
- Response from NHS responders. The Committee was advised that the role of NHS volunteers during the last two years had made a huge difference. The Committee was advised further that VCS worked closely with NHS volunteers co-ordinators to promote volunteering opportunities;
- The massive amount of support given to foodbanks by volunteers, particular reference was made to the St Giles foodbank and the stress put on some volunteers. There was recognition that there were strains and stresses with volunteering and that was why work was being done to identify what support was needed and how best to provide that support;
- Areas volunteers were most attracted to. The Committee noted that volunteers were attracted to various roles, within the different groups for various different reasons;
- The need for better promotion of volunteering opportunities and for extending thanks to those who tirelessly volunteer. There was recognition that more needed to be done to publicise volunteering roles within the community;
- How training was delivered to volunteers. The Committee was advised that over 200 volunteers had received e-learning training, such as health and safety, induction, and safeguarding. It was reported that this provision was to be widened out to existing volunteers. Confirmation was also given that there had been no problems accessing DBS checks, prior to the pandemic the checks had been paper based, but the process was now all on-line. There was recognition that the on-line facilities were not always the preferred option for all and that CVS/LCVS had supported organisations with the process;
- Whether 'Help my Street' was a useful tool to help engage volunteers. It was reported that 'Help my Street' had worked well through the pandemic, as volunteers

had been able to register and get involved. Going forward, it was felt the Young Men's Christian Association (YMCA) 'Good Neighbourhood Scheme' would provide a platform to assist traditional volunteering roles as well;

- What methods of engagement were being used to encourage volunteers to complete the survey, as only 162 volunteer out of 3,000 had completed the annual survey. The Committee was advised that the questions were now starting to be asked as part of everyday business, to build up a more effective data base of information; and
- That paragraph 1.13 first bullet point needed expanding to beyond three years, as it was felt that lots of volunteers volunteered for longer periods of time. Confirmation was given that this was the case, and that the category needed broadening.

The Chairman on behalf of the Committee extended his thanks to the presenters for an informative presentation.

RESOLVED

That the Volunteering in Lincolnshire report be received and that the comments raised by the Committee be noted.

121 AVIAN INFLUENZA OUTBREAKS IN LINCOLNSHIRE 2021-22

The Committee considered a report from Mark Keal Trading Standards Officer, which provided a review of the response to the Avian influenza outbreak in Lincolnshire during 2021/22 by the Safer Communities Trading Standards Service. Barbara Ward, Principal Trading Standards Officer, was also in attendance for this item.

The Committee also received a presentation on Trading Standards Animal Health and Welfare Enforcement in Lincolnshire, which provided the Committee with information relating to:

- Priority areas for Trading Standards which included disease control, animal by-products, high risk activities and animal welfare;
- The local authority's responsibilities in relation to the animal health and welfare framework, which included the animal health and welfare activity plan for 2021/22; details of inspections undertaken, which included 51 visits and revisits to 23 of the 25 premises identified in the activity plan and 44 visits in response to complaints or where officers were visiting for other matters;
- Some photographs were also shown of animals being kept in unsuitable/suitable conditions;
- Enforcement and Licensing. The Committee was advised for 2021/22 there had been 564 complaints, which were broken down into the following categories: 199 abattoir referrals – welfare and identification; 67 Avian influenza – loose birds and housing; 59 animal welfare; 17 animal by-products – deadstock; and 72 movement restrictions; and
- Other areas of animal health and welfare activity, which included intelligence gathering, emergency planning and working to national priorities.

During consideration of this item, the Committee raised some of the following comments:

- Training of Trading Standards officers dealing with welfare issues. The Committee was advised that training was given and that some of officers were ex-veterinary nurses;
- Avian flu, and the need for birds to be kept secure. The Committee was advised that trading standards had regularly issued communications through the media and social media promoting the requirement to keep birds inside and take measures to ensure biosecurity. It was noted that once owners were aware of the implications, measures were put into place. Officers confirmed that there had been no Avian flu prosecutions;
- Once clear of Avian flu, when could an owner introduce new stock. The Committee was advised that this matter was a matter for Animal Plant Health Agency. It was however highlighted that it was a long process, and that no-one had yet re-stocked following the Avian flu outbreak. It was reported that 1.2 million birds had been disposed of, at either rendering or incineration facilities approved for the disposal of diseased animals. Confirmation was also given that the culling of birds was overseen by the Animal Plant Health Agency;
- Confirmation was given that contingency plans were in place with partners to deal with such outbreaks;
- The implication of losing in the region of 210 officer days from frontline service delivery because of Avian flu. The Committee was advised that there had been delays to programmed inspection work and on-going investigations, which staff were working to recover;
- The potential of the Avian flu virus mutating to humans. It was reported that there were concerns as several strains had mutated and affected humans. The Committee noted that there had been one case of a transmission to a human, not in Lincolnshire. The Committee was advised that relevant controls were in place;
- Why Lincolnshire had experienced the highest number of cases of Avian flu (15 in total). It was noted that this was mainly due to poor virus biosecurity, i.e., access by wild birds, or by people transmitting the disease, as a result of biosecurity not being as robust as it could have been, causing cross contamination; and
- That further information was needed relating to animal health and welfare, to include the importing of cats and dogs from abroad, and the training and development of staff.

The Chairman on behalf of the Committee extended thanks to officers for their presentation.

RESOLVED

1. That the report concerning Avian Influenza outbreaks in Lincolnshire 2021/22 and the presentation on Animal Health and Welfare Enforcement in Lincolnshire 2021/22 be received and that the comments raised by the Committee be noted.

2. That a further update on Animal Health and Welfare Enforcement, be received by the Committee in six months' time.

122 HER MAJESTY'S INSPECTORATE FOR CONSTABULARIES AND FIRE AND RESCUE SERVICES (HMICFRS) REPORT FOR LINCOLNSHIRE FIRE AND RESCUE (LFR)

Consideration was given to a report from Mark Baxter, Chief Fire Officer, which provided the Committee with a summary of Her Majesty's Inspectorate for Constabularies and Fire and Rescue Services (HMICFRS) report on Lincolnshire Fire and Rescue (LFR) as part of the national inspection regime for all Fire Authorities in England.

The Chairman invited Mark Baxter, Chief Fire Officer, to remotely present the report to the Committee.

The Committee were advised of the background to the inspection regime. A summary of the LFR judgements for the inspection compared to 2018 were shown on page 52 of the report. It was noted that out of the 13 services that had received their report, seven of them had received the same grading as Lincolnshire, with one service receiving inadequate in 'how they prevent fires and risks'. It was noted further that only one service gained an 'outstanding' judgement and that was Merseyside Fire and Rescue.

The Committee were advised of the main areas of interest with regard to each pillar, these were detailed on pages 53 to 55 of the report; the actions to address recommendations from the inspection report – Cause of concern with regard to Equality, Diversity and Inclusion (EDI) and Protection. It was reported that LFR had produced dedicated action plans that identified areas and actions that needed to be focussed on to address the recommendations from the report in these areas. Details of the governance arrangements for the two plans were detailed on page 56 of the report.

It was highlighted that LFR had been updating HMICFRS on a monthly basis following the inspection, the inspectorate had produced a letter that accompanied the report which outlined that they were pleased with the progress against the action plans and the governance arrangements. A copy of the said letter was attached at Appendix A to the report; and copies of the two action plans relating to Equality, Diversity and Inclusivity and Protection were detailed at Appendices B and C for the Committee to consider.

The Committee was advised that a re-inspection had taken place between 29 February and 2 March 2022, and that the outcome of the re-inspection would result in a formal letter in April 2022. It was reported that the Chief Fire Officer, Assistant Chief Officer and the Executive Councillor had attended debrief on 7 March 2022, to receive feedback from the re-inspection, at which HMI had recognised the good progress being made in both areas of concern. Details of the 17 areas for improvement across the three pillars were shown on pages 57 to 59 of the report.

In conclusion, the Committee was advised that work had been undertaken to address the recommendations stated in the report that was released in December 2021; and that LFR's

continued focus during 2022/23 as part of the services annual plan had stated that this improvement journey was a stated priority for the service and that progress would be continued to be measured across all areas and would be reported to the LFR's Performance Management Board for scrutiny and assurance.

During consideration of this item, the Committee raised the following comments:

- That sometimes the cross-cutting Inspectorate findings took away the overall excellent work carried out by the LFR service;
- Unconscious bias training. The Committee was advised unconscious bias training was very important; and that it was applied in day-to-day activities; and that it enabled people to recognise any pre-conceived thinking. It was highlighted that once recognised, it would enable better decisions to be made to ensure that LFR had the most diverse workforce it could have. The Committee noted that the training was being delivered by an external company;
- Confirmation was given that LFR monitored EDI figures in the same way as the county council. It was highlighted that LFR currently employed fewer female employees than average, and that LFR was making every effort to encourage female employees into the service. It was noted further that the service did reflect the communities within Lincolnshire;
- Fire Prevention messages in other languages. It was reported that prevention literature was available in as many different languages as possible;
- Partnership working with Lincoln University with regard to prevention work. The Chief Fire Officer was happy to share the safe and well check report with the Committee. It was highlighted that for every £1 of investment, the service saved over £36 as a result; and that the initiative was making a positive impact;
- The importance of monitoring and managing LFR to ensure that the service was the best it could be, and to recognise that inspection work was vital to ensuring an improving service;
- The exceptional work being carried out at the Horncastle Fire Station;
- Whether the judgements for the inspection, as detailed on page 52 were expected, a surprise or a disappointment. The Committee was advised that LFR were disappointed at the judgements, but it had not been a surprise following conversations with HMI and other Chief Fire Officers around the country. It was highlighted that the inspection in December 2021 had been a deeper dive than the one carried out in 2018. The Committee noted that the service was doing a lot of the work but had not provided the evidence in support of what was being done. The service just needed to be smarter in its working and provide more evidence to support the service being the best it could for the people of Lincolnshire;
- Mobile data terminals (MDT's). The report had highlighted positive comments about the investment in mobile data terminals on appliances but noted that better systems were required to keep risk information timely and accurate. It was reported this had been a challenge, as Wi-Fi connections to MDT's were sometimes causing a delay in data being received. The Committee was advised that this had now been fixed and risk information was now being sent through immediately;

- Prevention activities needed to be increased to deliver to the most vulnerable and hardest to reach communities. There was recognition that there was more to be done with partner agencies to increase intelligence in communities in this regard, particularly on the east coast. One member highlighted that in some cases the local fire fighters had local knowledge of their community;
- Some concern was expressed that some operational posts were temporary. The Committee was advised that LFR's establishment had been static for the last 2/3 years but was now seeing people moving away from the service. It was highlighted that the service was already ahead with its workforce planning being 18 months to two years ahead in its training programme, which would alleviate the situation regarding temporary positions;
- Availability of on call staff across the county. It was noted that 79% of staff were available for on call duty during the last year. There was recognition that on call was a challenge and that more emphasis would be focussed on high-risk areas. The Committee noted that the service was still recruiting on-call firefighters and that the training packages would enable them to be able to ride the appliances; and
- That a further update would be appropriate in six months' time.

The Chairman extended his thanks to the Chief Fire Officer for his report.

RESOLVED

1. That Her Majesty's Inspectorate for Constabularies and Fire and Rescue Services (HMICFRS) report for Lincolnshire Fire and Rescue be received.
2. That progress made against the areas of concerns highlighted in the report and the action plans detailed at Appendices B and C to the report be received and noted.
3. That the additional 17 areas for improvement and the scrutiny and assurance structure to address all areas be noted.
4. That a further progress report be received by the Committee in six months' time.

(Councillor A N Stokes left the meeting at 12:53)

123 LINCOLNSHIRE'S UKRAINE RESPONSE

Pursuant to minute number 114, from the meeting held on 8 March 2022, the Committee considered a report from Mark Baxter, Chief Fire Officer, which provided assurance to the Committee on the arrangements established by Lincolnshire County Council, Lincolnshire District Councils, and multi-agency partners in delivering the government requirements in relation to the Ukraine humanitarian crisis.

The Chairman invited Mark Baxter, Chief Fire Officer and Samantha Neal, Assistant Director for Prevention and Early Intervention, to remotely present the item to the Committee.

Reassurance was given that all the necessary support was in place in Lincolnshire. Details of the Ukraine refugee co-ordination structure was shown at the top of page 85 of the report pack.

The Committee was advised that Lincolnshire's existing Refugee Resettlement Partnership, convened by North Kesteven District Council would be responding to the Ukrainian refugees being settled in Lincolnshire, as it had with the arrival of Syrian families, Afghan evacuees and the set-up of asylum seeker accommodation throughout the autumn.

The Committee was advised further that as of the 14 April 2022, there had been 279 hosts identified in Lincolnshire. Of the 279, 188 properties had been checked by District Councils; 240 DBS applications had been made to which 59 applications had been received. It was also noted that 23 sponsors had received their arrivals, although it was thought that this figure was slightly higher; and that Lincolnshire Fire and Rescue would be starting to do their safe and well checks.

In conclusion, the Committee was advised that the government requirements as they currently stood were being fully met in Lincolnshire.

During consideration of this item, the Committee enquired whether advice and guidance was being provided for the Ukrainian refugees. The Committee was advised that the County Council website provide the refugees with all the necessary information required and a national and local welcome in Ukrainian.

RESOLVED

1. That the Lincolnshire's Ukraine response report presented be received.
2. That a further update report be received by the Committee at its July meeting.

124 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

The Chairman invited Simon Evans, Health Scrutiny Officer, to present the report, which invited the Committee to review the work programme as detailed on pages 88 to 89 of the report pack and to highlight any additional scrutiny activity to be included for consideration in the work programme.

Appendix A to the report provided the Committee with an extract from the Executive Forward Plan relating to the Public Protection and Communities Scrutiny Committee.

During consideration of this item, the Committee put forward the following comments/suggestions:

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PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE

19 APRIL 2022

- The inclusion of the Community Trigger Strategy from the list of items to be programme for the 19 July meeting;
- Refugee update for the May meeting;
- An update on the opening of the Ermine Hub;
- Animal welfare update; and
- HMICFRS update.

RESOLVED

That the work programme presented be received subject to the inclusion of suggestions listed above and the items brought forward from minute numbers 121(2), 122(4) and 123(2).

The meeting closed at 1.08 pm



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 May 2022
Subject:	Multiply Adult Numeracy Programme in Lincolnshire

Summary:

This item invites the Public Protection and Communities Scrutiny Committee to consider a report regarding the Multiply Adult Numeracy Programme in Lincolnshire.

This decision is due to be considered by the Executive Councillor for Economic Development, Environment and Planning between 13 – 17 June 2022. The views of the Scrutiny Committee will be reported to the Executive Councillor as part of their consideration of this item.

Actions Required:

That the Public Protection and Communities Scrutiny Committee: -

- (1) considers the attached report and determines whether the Committee supports the recommendations to the Executive Councillor for Economic Development, Environment and Planning as set out in the report.
- (2) agrees any additional comments to be passed on to the Executive Councillor for Economic Development, Environment and Planning in relation to this item.

1. Background

The Executive Councillor for Economic Development, Environment and Planning is due to consider the Multiply Adult Numeracy Programme in Lincolnshire between 13 – 17 June 2022. The full report to the Executive Councillor for Economic Development, Environment and Planning is attached at Appendix 1 to this report.

2. Conclusion

Following consideration of the attached report, the Committee is requested to consider whether it supports the recommendations in the report and whether it wishes to make any additional comments to the Executive Councillor. Comments from the Committee will be reported to the Executive Councillor.

3. Consultation

The Public Protection and Communities Scrutiny Committee is being consulted on the proposed decision of the Executive Councillor between 13 – 17 June 2022.

4. Appendices

These are listed below and attached at the back of the report	
Appendix 1	Report to the Executive Councillor for Economic Development, Environment and Planning on Multiply Adult Numeracy Programme in Lincolnshire.

5. Background Papers

No background papers within the meaning of section 100D of the Local Government Act 1972 were used in the preparation of this Report.

This report was written by Mandy Ramm, Funding and Investment Manager, who can be contacted on 077 2525 6629 or mandy.ramm@lincolnshire.gov.uk.

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

Report to:	Councillor C. Davie, Executive Councillor for Economic Development, Environment and Planning
Date:	13 – 17 June 2022
Subject:	Multiply Adult Numeracy Programme in Lincolnshire
Decision Reference:	IO26334
Key decision?	Yes

Summary:

Lincolnshire County Council has been appointed Lead Body for the Multiply Adult Numeracy Programme. This requires the submission of an Investment Plan to the Department for Education by 30th June 2022 that outlines how up to £4m will be spent in the county for new numeracy provision targeted at residents aged 19 years and over who do not have a grade C/level 4 or above in GCSE maths.

This report sets out the business and individual benefits of the investment in the context of the levelling up agenda, the types of interventions proposed and the consultation and engagement work underway to produce an inclusive, compliant and deliverable 3 year plan that will have the best chances of addressing skills gaps in key sectors as well as meeting the needs of some of the hardest to reach groups and individuals in the county.

The investment will help support those furthest from the labour market in gaining confidence and work ready skills, as well as supporting those already in work to achieve career progression. The content, location and means of engagement will vary from workplaces to informal meeting places and from functional to practical basic maths that can be applied in everyday life.

All provision will complement and not displace or duplicate the Adult Learning Programme and will align with skills and economic plans to support residents to access employment, better jobs and to improve the skills base of Lincolnshire.

Recommendation(s):

That the Executive Councillor for Economic Development, Environment and Planning:

- 1) supports the submission of the Multiply Investment Plan to the Department for Education to deliver a 3-year numeracy programme that tackles the known and emerging numeracy problems in Lincolnshire based on the general**

principles referred to in paragraphs 1.13 and 1.14 of the Report; and

- 2) delegates to the Executive Director – Place in consultation with the Executive Councillor for Economic Development, Environment and Planning authority to determine the final form of and to submit the Investment Plan.

Alternatives Considered:

To not submit a 3-year Lincolnshire Multiply Investment Plan by 30th June 2022.

This will result in the County not accessing up to £4m of skills investment that has been allocated to the county based on need. This will impact those businesses and residents who could most benefit from improved numeracy and will represent a lost opportunity to improve the skills base of the county and address levelling up and growth ambitions.

Reasons for Recommendation:

The benefits of endorsing the Multiply programme are many and reflect an important part of the government's levelling up agenda and investment in Lincolnshire. The Programme will help improve life chances and well-being for the individual participants, supported businesses will be helped to attract and retain staff and grow; and collectively the investment will improve productivity and economic growth in Lincolnshire.

1. Background

Multiply and Levelling Up

- 1.1 A key component of the Government's Levelling Up agenda is to ensure that by 2030 the number of people successfully completing high-quality skills training will have significantly increased in every area of England.
- 1.2 Accordingly, the UK Shared Prosperity Fund (UKSPF) has allocated £559m to be spent on three components of Multiply:
 - New local numeracy provision (£270,434,517 in England);
 - A national digital numeracy platform; and
 - On testing new approaches to addressing barriers to participation.
- 1.3 The programme has provided a needs-based allocation to Lincolnshire of £4,021,671 over the next 3 years to deliver adult (19 years+) numeracy provision.
- 1.4 The Multiply Prospects can be found [here](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1068822/Multiply_Investment_Prospectus.pdf):
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1068822/Multiply_Investment_Prospectus.pdf

Numeracy in Lincolnshire

- 1.5 The evidence base for adult numeracy is universally poor (outdated and not specific to numeracy) and part of the Multiply programme nationally will be used to address this to help inform future interventions.
- 1.6 The Department for Education (DfE) accepts that Multiply lead bodies will also collect quantitative, qualitative, and anecdotal evidence as part of developing the bid. Further, the consultations and engagements referenced in paragraph 1.12 will inform the position and help identify what and where the interventions will be. The County Council will also be commissioning data from the Learning and Work Institute to add further detail of need and using lessons emerging from its UK Community Renewal Fund activity.
- 1.7 However, noting the shortcomings in the numeracy data, what is known in Lincolnshire is:
- DfE rankings for upper tier authorities (16–64-year-olds with level 3 qualifications over the last three reported years to 2019) put Lincolnshire in the bottom third of performance in England
 - The last Skills for Life survey undertaken by government to measure basic skills (literacy, numeracy and Information Computer Technology - ICT) among 16–64-year-olds, showed East Lindsey, Boston and South Holland performing worst in the county
 - The GLLEP Local Industrial Strategy identified:
 - Over 30% of residents in the East from Mablethorpe to Skegness have no or low qualifications.
 - An oversupply of people with low skills and an undersupply of higher-level skills is resulting in significant unfilled vacancies (actual and forecast 2014-24).
 - The education gap between GLLEP and comparators widens after NVQ 3. GLLEP NVQ 4 attainment is lower than UK averages with over 10% difference between GLLEP and UK attainment.
 - There is a mismatch between the skills employers require and skills individuals can offer. Over 20% of hard to fill GLLEP job vacancies are due to skills shortages.
 - Progress 8 score for mathematics in Lincolnshire is lower than both the regional and the national figures, with the county's performance lower than all local authority areas in the East Midlands except for Nottingham City.

The Multiply Programme in Lincolnshire

- 1.8 Under the Multiply Programme, Lincolnshire County Council is the nominated Lead Authority charged with developing an Investment Plan by 30th June 2022 which must outline a bespoke programme of support targeted at those adults that do not have above or equal to a GCSE Grade C/4 (or equivalent) in maths.

- 1.9 Multiply is intended to provide access to free, flexible numeracy provision (up to and including level 2 or equivalent) that will:
- individually improve a recipient's confidence, life chances, access to the labour market and/or progression within jobs and careers enabled by improved numeracy skills;
 - Support individual businesses to improve profitability, attract/retain staff and grow; and
 - collectively improve productivity and economic growth in Lincolnshire.
- 1.10 Multiply provides an opportunity to engage Lincolnshire residents including hard to reach cohorts who may be in work or who are economically inactive and who have had poor experience or minimal touch points with both formal and informal learning previously.
- 1.11 The Multiply provision to improve functional numeracy skills must complement and not duplicate Adult Education Budget (AEB) provision but presents a chance to position residents to progress to that provision when without the support of Multiply, they may not do so.
- 1.12 Since the announcement of the allocation in April, work has been initiated to look at how provision might be delivered in existing locations, in new locations and groupings and in the workplace. Extensive consultations are underway with FE providers, business support intermediaries and community groups to help drive new and innovative engagement that will be tailored to local needs and not duplicate existing provision. The intent will be to help participants understand maths in everyday life and to improving certain skills at work and within key economic sectors (including agriculture/food and the visitor economy).
- 1.13 Whilst the programme is bespoke to Lincolnshire, it must largely align with a national menu of approved interventions which are outlined in the Multiply Prospectus and below. Lincolnshire will not deliver against all the interventions, but officers and partners are currently focused on developing core activity around those interventions highlighted in bold although a caveat to this is that work on the evidence of need must first be completed and no activities provided by Multiply will displace or duplicate any of the Adult Education Budget Adult Learning Programme:
- a) Courses designed to increase confidence with numbers for those needing the first steps towards formal numeracy qualifications
 - b) Courses designed to help people use numeracy to manage their money
 - c) Innovative numeracy programmes delivered together with employers – including courses designed to cover specific numeracy skills required in the workplace
 - d) Courses aimed at people who cannot apply for certain jobs because of lack of numeracy skills and/or to encourage people to upskill in numeracy order to access a certain job/career
 - e) New intensive and flexible numeracy courses targeted at people without Level 2 maths, leading to a Functional Skills Qualification

- f) Courses for parents wanting to increase their numeracy skills in order to help their children, and help with their own progression
- g) Numeracy courses aimed at prisoners, those recently released from prison or on temporary licence
- h) Numeracy courses aimed at those 19 or over that are leaving, or have just left, the care system
- i) Numeracy activities, courses or provision developed in partnership with community organisations and other partners aimed at engaging the hardest to reach learners – for example, those not in the labour market or other groups identified locally as in need
- j) Additional relevant maths modules embedded into other vocational courses.

1.14 There will be a heavy emphasis on community level delivery with community groups, innovative workplace delivery and marketing and engagement will form the backbone of the Lincolnshire programme to reach new and hard to reach individuals. Whilst some accredited learning will be provided, the main premise will be to focus on non-accredited informal learning to create an initial engagement with learners (through social settings, work and other) and to contextualise the content in ways that will practically engage and resonate with learners (as highlighted above). Other opportunities will be explored through focused sector support including ways to increase take up and completion of apprenticeships or enhanced support ahead of Level 2 provision to ensure effective learning in the accredited phase. In building confidence in numeracy, it is hoped that this will drive progression in work and progression in learning – helping people to access core AEB offers.

Lincolnshire Multiply Investment Prospectus

1.15 A standard template must be completed by the Council that achieves the maximum spend profiles in Table 1. These are maximums and must be spent in year with no opportunity for reprofiling.

Table 1				
Area	Total Funding Allocation (£)	Allocation 2022/3 (£)	Allocation 2023/4 (£)	Allocation 2024/5 (£)
England	270,434,517	81,759,273	94,337,622	94,337,622
Lincolnshire	4,021,671	1,215,854	1,402,908	1,402,908

1.16 When the Investment Plan is submitted at the end of June 2022, the Department for Education will review the programme with a view to approving spend from September 2022. It is likely that the £1.2m year 1 allocation may not be spent in full, with only 6-7 months remaining for active spend and delivery. This is the same for all areas and the financial ask of year 1 will be tailored accordingly.

1.17 Evidence to support interventions is currently being collected including alignment with emerging data from the Greater Lincolnshire Local Enterprise Partnership (GLLEP) as well as nationally available data. An option to commission some specific work is under consideration that will take some evidence to ward level via a

bespoke mapping tool, the costs of this are recoverable from the Multiply Programme.

- 1.18 Discussions are also underway on how the training provision will be commissioned transparently and fairly and to achieve the best value and impact. With the tight timeframes and associated costs, procuring services with new providers may not be the best option. Opportunities to allocate Multiply in Lincolnshire through grant funding via a published criteria are being reviewed but have been confirmed as being compliant with the requirements of the funder.
- 1.19 To maximise impact and comply with the published criteria, efforts will also be made wherever possible, to align the activities of the Lincolnshire Multiply Investment Plan with those of the District UKSPF Investment Plans and those of the Greater Lincolnshire area. Further lessons from activities funded under the Council's UK Community Renewal Fund will also be applied to identify what works and build on existing community driven activity where relevant.

2. Legal Issues:

Equality Act 2010

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

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

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

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

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

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

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

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

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

The Multiply programme will be available and accessible to a diverse cohort as per the Public Sector Equality Duty including those with dyscalculia or other protected characteristics. Information on how the programme will take the Equality Act duty into account is a required element of the Multiply Investment Plan.

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

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

These strategies are considered within the information provided in the main body of the report.

Crime and Disorder

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

Section 17 of the Crime and Disorder Act 1998 is not applicable to the proposals made in this report.

3. Conclusion

3.1 The £4m Multiply Programme allocation provides an excellent investment opportunity to improve adult numeracy provision within Lincolnshire and provides a variety of benefits to drive wider skills provision in the county. This accords with

the Council Plan objectives particularly around enhancing the skills of the county's communities and meeting the needs of businesses and the economy.

- 3.2 As the nominated Lead Authority, LCC must now submit an Investment Prospectus to release the funding for Year 1 and set out plans for activity for years 2 and 3. Progress in year 1 will be reviewed as a gateway to funding and activity to Years 2 and 3.
- 3.3 In the meantime, work to develop the specific nature of the interventions and where these will take place will be developed with partners and respond to evidenced need with a focus on community engagement.

4. Legal Comments:

The Council has the power to apply for and to spend the funding proposed.

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

5. Resource Comments:

Funding for the Multiply programme is expected to be provided by the Department for Education as a ring-fenced grant solely for the purpose of supporting the Government's Multiply programme.

The development and submission of the Multiply Investment Plan enables the confirmation of the funding allocation, agreement of the grant terms and release of funding for delivery of the proposed programme.

Up to 10% of the Multiply funding allocation is permitted to be used for administrative expenditure to build capacity for successful delivery. However, any administrative and preparatory costs incurred prior to DfE sign-off of the investment plan is at the Council's risk but are eligible for funding if the plan is agreed. Approval of the recommendation is therefore not expected to require any contribution from the Council's own resources beyond Officer time which is already budgeted for in the approved revenue budget.

6. Consultation

a) Has Local Member Been Consulted?

N/A

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

Views of the Public Protection and Communities Scrutiny Committee will be sought at the meeting scheduled on 31st May 2022.

d) Risks and Impact Analysis

A Risk Analysis will be undertaken as part of the submission requirement (Section H of the Investment Plan) including but not limited to any financial or fraud risks that would affect the delivery of the programme.

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 Mandy Ramm, Funding and Investment Manager, who can be contacted on 077 2525 6629 or mandy.ramm@lincolnshire.gov.uk.

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Open Report on behalf of Lee Sirdifield, Assistant Director - Corporate

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 May 2022
Subject:	Citizens Advice Annual Report

Summary:

The report provides an update on the performance of Citizens Advice services across Lincolnshire during 2021/22. It presents information provided by Citizens Advice Lincolnshire and seeks to provide members with an understanding of demand levels across a range of services and the impact achieved from the grant funding that the council provides to Citizens Advice Lincolnshire.

Actions Required:

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

1. Background

Advice Line

- 1.1 Demand has significantly increased in Q4. This is mainly due to cost-of-living enquiries and dealing with the Household Support Fund. We have answered more calls than ever before, but still unable to meet the increased demand due to a lack of resource. Although we did receive some modest funding provided via LCC Household Support Fund to answer calls, demand was so high that we were unable to meet it. The stats below speak for themselves comparing Q3 and Q4.

Waiting times currently for generalist and debt appointments can be up to three weeks, due to increased demand and limited resources.

<u>Advice Line</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Totals</u>	<u>Additional Description, Detail or actions- Citizens Advice Lincolnshire</u>	<u>Additional Description Detail - LCC</u>
1.1 Total Calls Made to Lincolnshire Adviceline	9480	10498	6,902	15,344	42,224	(Q4): 7,416 unique callers.	To be reported by Lincolnshire and non-Lincolnshire Clients and by issue type (i.e., housing)
1.2 Total Lincolnshire Adviceline Calls Answered	3,360	3,490	3,124	5,454	15,428	(Q4): 4,132 calls answered, 1,322 referred to other Citizens Advice services	
1.3 Adviceline Calls Unable To Be Answered	6,120	7,008	3,778	9,890	26,796	Some of these will be repeat callers.	
1.4 Time Between First Contact and Second Tier Advice	2	3	3	*		* Citizens Advice have confirmed that it is too complex to provide this figure as there are so many different routes to second tier advice. However, see information under ' Analysis and Trends' below.	Average in days during the reporting period

Core Service

1.2 This aligns to the increase we can see in Advice Line demand for Q4. The increase in demand, post-Christmas enquiries, the cost-of-living and the Household Support Fund, have resulted in an increase beyond what would normally be expected.

<u>Core Service</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>*Totals</u>	<u>Additional Description, Detail or actions- Citizens Advice Lincolnshire</u>	<u>Additional Description Detail - LCC</u>
2.1 Total Clients Accessing Core Service	2,439	2,548	2,641	2,892	*6,867	Only core funded clients. *Total figures could be less as Qtrs added together could include duplicate clients	Lincolnshire Clients Only
2.2 Unique Clients Accessing Core Service	1,574	1,746	1,601	1,801	6,145		
2.3 Number of Clients Re-presenting to Core Service						Difficult to get data-many parameters	Happy to discuss at review
2.4 Number of Activities Per Case	**	**	**	2.85	3.55	(Qtr 4 8,264 Activities)	
2.5 Number of Issues Per Client	**	**	**	2.36	3.26	(Qtr 4 6,851 Issues)	
						** Not previously required.	

Debt

1.3 There is a large increase in the number of clients supported with debt issues. This is mainly in relation to the demand for the Household Support Fund. Not all clients were offered a full advice needs analysis due to the way in which the Household Support Fund was administered. However, the District Councils recorded the amount of Household Support Fund offered to clients and we are in the process of obtaining the final figure.

- 1.4 We would expect the amount of debt advised on to be greater in Q4 and we are investigating this further. The Household Support Fund would not have been included as a debt figure.
- 1.5 The number of clients Supported with Financial Capability has increased, we believe due to the Household Support Fund. More clients were assisted with Help to Claim during Q4.

<u>Debt</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>*Totals</u>	<u>Additional Description, Detail or actions- Citizens Advice Lincolnshire</u>
3.1 Number of Clients Advice On Debt Issues	605	761	737	1,102	2,698	*Total figures could be less as Qtrs added together could include duplicate clients
3.2 Value of Debt Advised On (£)	£3,047,114	£4,134,595	£3,493,368	*		*Awaiting data
3.3 Income generated for clients through advice and guidance (£)	£311,835	£553,235	£220,089	*		*Awaiting data
3.4 Number of Clients Supported With Financial Capability	565	545	536	2,062	2,339	
3.5 Number of Clients Supported Through HTC	421	480	359	1,239	3,997	HTC Member Report Used

Specialist Services

- 1.6 There are some trends in Housing Benefit and Employment and Support Allowance (ESA). For example, an increase in support with Housing Benefit and ESA in East Lindsey in Q4. Number of clients supported in relation to UC has increased significantly Q4 in East Lindsey and we are currently investigating this. We would expect to see reductions in enquiries relating to legacy benefits, together with an increase in UC enquiries.

1.7 Where issues are lower for Citizens Advice Lincoln, firstly other services cover two districts and in addition, Citizens Advice Lincoln also has a lack of resources and referral to projects.

<u>Q1-Specialist Service</u>	<u>South Lincs</u>	<u>Mid Lincs</u>	<u>Lindsey</u>	<u>Lincoln</u>	<u>*Total</u>	<u>Additional Description, Detail or actions- Citizens Advice Lincolnshire</u>
4.1 Number of clients supported in relation to housing benefit	97	25	83	9	214	*Total figures could be less as Qtrs added together could include duplicate clients
4.2 Number of clients supported in relation to ESA	100	44	92	21	257	
4.3 Number of clients supported in relation to JSA	20	8	17	4	49	
4.4 Number of clients supported in relation to WTC	29	12	13	4	58	
4.5 Number of clients supported in relation to Income Support	5	2	8	1	16	
4.6 Number of clients supported in relation to UC (Not Inc H2C)	769	247	799	87	1,902	
<u>Q2</u>						
4.1 Number of clients supported in relation to housing benefit	88	33	56	7	184	

4.2 Number of clients supported in relation to ESA	90	46	74	26	236	
4.3 Number of clients supported in relation to JSA	10	8	17	2	37	
4.4 Number of clients supported in relation to WTC	20	14	16	4	54	
4.5 Number of clients supported in relation to Income Support	3	6	7	2	18	
4.6 Number of clients supported in relation to UC (Not Inc H2C)	732	237	928	161	2,058	
Q3						
4.1 Number of clients supported in relation to housing benefit	24	8	22	4	58	
4.2 Number of clients supported in relation to ESA	39	10	36	7	92	
4.3 Number of clients supported in relation to JSA	5	3	4	NA	12	
4.4 Number of clients supported in relation to WTC	3	5	15	NA	23	
4.5 Number of clients supported in relation to Income Support	1	NA	1	2	4	

4.6 Number of clients supported in relation to UC (Not Inc H2C)	690	221	861	132	1,904	
Q4						
4.1 Number of clients supported in relation to housing benefit	50	25	122	14	211	
4.2 Number of clients supported in relation to ESA	93	37	126	18	274	
4.3 Number of clients supported in relation to JSA	16	2	37	2	57	
4.4 Number of clients supported in relation to WTC	22	6	34	2	64	
4.5 Number of clients supported in relation to Income Support	6	7	11	NA	24	
4.6 Number of clients supported in relation to UC (Not Inc H2C)	566	248	1,372	210	2,396	

Client Experience

1.8 Ease of access saw a drop in the latter two quarters due to the demand from the Household Support Fund and clients trying to get through. However, overall, we align to the national average and at times we are above this.

<u>South Lincs</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total.Avg</u>
5.1 Resolution Rate	79/77	87/74	78/73	73/71	75/76
5.2 Ease of Access	87/79	68/76	73/74	74/75	89/84
5.3 Positive Impact	90/86	92/84	86/84	90/84	78/73
5.4 Recommendation of the Service	90/89	93/88	85/87	86/86	88/87
<u>Mid Lincs</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total.Avg</u>
5.1 Resolution Rate	85/77	71/74	69/73	67/71	76/76
5.2 Ease of Access	90/79	71/76	75/74	70/75	83/84
5.3 Positive Impact	92/86	84/84	69/73	74/84	72/73
5.4 Recommendation of the Service	96/89	87/88	88/87	77/86	87/87
<u>Lindsey</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Total.Avg</u>
5.1 Resolution Rate	83/77	74/74	66/73	69/71	72/76
5.2 Ease of Access	85/79	90/76	70/74	79/75	80/84
5.3 Positive Impact	90/86	84/84	80/84	91/84	87/73
5.4 Recommendation of the Service	89/89	89/88	82/87	87/86	87/87
<u>Lincoln & District</u>					
We are currently unable to access this data for Lincoln, but this will be provided in the future					

Number of clients supported

- 1.9 The numbers of clients below are taken from the national Citizens Advice data code M3c. This only includes clients with a valid post code. It excludes simple queries such as simple information and signposting and anonymous clients.
- 1.10 Our M3c statistics include all clients helped through Citizens Advice in Lincolnshire and its connected partners; funders benefit from our national network whereby we support clients through reciprocal mechanisms with other Citizens Advice. For example, but not limited to, our group delivery of Advice Line and our national delivery of Universal Credit whereby we can highlight particular client groups, areas, referrals, projects, funders & requirements etc. We are again seeing a significant increase in Q4, which reflects trends elsewhere. This is mainly due to cost-of-living pressures and the Household Support Fund.

Number of clients supported	Q1	Q2	Q3	Q4	Total**	Additional Description, Detail or actions- Citizens Advice Lincolnshire
Lincoln and District	486	510	455	905	2,356	*Use M3C Casebook report
Boston	361	475	410	591	1,837	** Unable to provide accurate total figures when adding quarters together due to counting duplicate clients.
South Kesteven	669	718	677	1,019	3,083	
South Holland	503	503	563	803	2,372	
West Lindsey	403	363	434	610	1,810	
East Lindsey	834	885	1,005	1,143	3,867	
North Kesteven	389	416	401	485	1,691	
Total	3,645	3,870	3,945	5,556	17,016	

Client issues

- 1.11 The client issues below are self-explanatory. What is of note is the consistency of top issues across Lincolnshire, being Benefits Tax Credits, Benefits Universal Credit and Debt. The large rise in “other” in Q4 is primarily food and fuel vouchers and reflects the impact of the cost of living rises.
- 1.12 In terms of Top Benefit issues, Initial Claim and PIP are consistently the top benefit issues. Similarly, under Top 5 Debt Issues, Council Tax Arrears are consistently in evidence. It would be interesting to talk to the LCC about possible interventions to support Council Tenants.

Lincolnshire	Q1		Q2		Q3		Q4	
Top Issues	Benefits UC	2904	Debt	3322	Benefits TC	3471	Benefits TC	4835
	Benefits TC	2298	Benefits TC	3215	Debt	3278	Debt	4259
	Debt	2613	Benefits UC	2954	Benefits UC	2945	Benefits UC	4195
	Financial Services	1546	Financial Services	1395	Financial Services	1390	Other	2862
	Employment	947	Housing	1109	Housing	1343	Financial Services	2054
Top 5 Benefit Issues	Initial Claim	1471	Initial Claim	1399	PIP	1315	Initial Claim	1841
	PIP	1222	PIP	1195	Initial Claim	1283	PIP	1383
	Other Benefit Issues	391	Other Benefits Issues	421	Lim. Cap. For Work	363	Gen. Benefit Entitlement	602
	Housing Element	317	Housing Element	353	Housing Element	359	Localised Social Welfare	574
	ESA	316	Lim. Cap. For Work	322	Gen. Benefit Entitlement	356	Housing Element	525
Top 5 Debt Issues	Debt Relief Order	434	Debt Relief Order	387	Council Tax Arrears	388	Fuel Debts	576
	Other Debt	335	Fuel Debts	344	Fuel Debts	383	Council Tax Arrears	478
	Fuel Debts	277	Council Tax Arrears	344	Debt Relief Order	337	Debt Assessment	381

Lincolnshire	Q1		Q2		Q3		Q4	
	Council Tax Arrears	266	Other Debt	245	Breathing Space	322	Other Debt	340
	Unsecured Personal Loan Debts	14	Debt Assessment	229	Debt Assessment	238	Debt Relief Order	321

Lincoln	Q1		Q2		Q3		Q4	
Top Issues	Benefits Universal Credit	483	Benefits UC	463	Benefits UC	443	Other	698
	Benefits Tax Credits	483	Benefits TC	312	Benefits TC	287	Benefits UC	644
	Debt	197	Debt	301	Debt	224	Benefits TC	544
	Housing	153	Housing	186	Housing	190	Debt	342
	Immigration & asylum	152	Employment	120	Financial Services	120	Housing	176
Top 5 Benefit Issues	Initial Claim	267	Initial Claim	248	Initial Claim	204	Initial Claim	268
	PIP	136	PIP	118	PIP	126	PIP	164
	Calculation of Income	57	Housing Element	48	Housing Element	62	Housing Element	75
	Housing Element	52	Calculation of Income	44	Limited Capability For Work	54	Standard Element	73
	Other Benefits Issues	51	Standard Element	39	Standard Element	48	Localised Social Welfare	71
Top 5 Debt Issues	Fuel Debt	40	Fuel Debt	52	Fuel Debt	33	Fuel Debt	72
	Other Debt	32	Debt Assessment	36	Council Tax Arrears	24	Council Tax Arrears	43
	Rent Arrears-LAs or ALMOs	13	Other Debt	27	Other Debt	23	Debt Assessment	38
	Catalogue or Mail Order Debt	12	Council Tax Arrears	23	Debt Assessment	21	Water and Sewage Debts	23

	Credit, Store and Charge Card	10	Credit, Store and Charge Card	17	Rent Arrears-LAs or ALMOs	17	Other Debt	23
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Boston	Q1		Q2		Q3		Q4	
Top Issues	Debt	465	Debt	735	Benefits TC	690	Debt	892
	Benefits Tax Credits	432	Benefits TC	452	Debt	571	Benefits TC	652
	Benefits UC	272	Benefits UC	445	Benefits UC	387	Benefits UC	458
	Financial Services	164	Utilities and Comms	199	Utilities	245	Utilities and Comms	409
	Utilities and Comms	137	Financial Services	149	Housing	140	Financial Services	253
Top 5 Benefit Issues	PIP-168	168	Initial Claim	208	PIP	281	Initial Claim	193
	PIP-120	120	PIP	144	Initial Claim	217	PIP	184
	Other Benefits Issues	54	Other Benefits Issues	74	General Benefit Entitlement	90	Gen. Benefit Entitlement	131
	Housing Element	43	Housing Element	73	ESA	84	Council Tax Reduction	66
	Council Tax Reduction	43	Standard Element	51	Standard Element	69	Housing Element	55
Top 5 Debt Issues	Debt Relief Order	80	Council Tax Arrears	73	Council Tax Arrears	144	Council Tax Arrears	148
	Other Debt	49	Fuel Debt	67	Fuel Debts	51	Fuel Debts	112
	Council Tax Arrears	48	Credit, Store & Charge Card	63	Water Supply and Sewage	46	Credit, Store & Card Charges	80
	Fuel Debts	37	Debt Relief Order	58	Breathing Space	35	Water and Sewage Debts	77
	Credit, Store and Charge Card	33	Bank and Building Society Overdrafts	54	Credit, Store & Charge Card	34	Other Debt	48

East Lindsey	Q1		Q2		Q3		Q4	
Top Issues	Benefits-Tax Credits	837	Benefits TC	767	Benefits TC	851	Benefits TC	984
	Benefits Universal Credit	606	Debt	590	Benefits UC	661	Benefits UC	899
	Debt	531	Benefits UC	535	Debt	661	Debt	784
	Financial Services	443	Financial Services	369	Housing	375	Other	514
	Utilities and Comms	261	Housing	269	Financial Services	367	Financial Services	462
Top 5 Benefit Issues	PIP	359	PIP	320	Initial Claim	320	Initial Claim	399
	Initial Claim	283	Initial Claim	244	PIP	290	PIP	303
	Other Benefits Issues	105	Other Benefits Issues	94	Other Benefit Issues	112	Housing Element	115
	ESA	77	ESA	84	Housing Element	78	Other Benefits Issues	112
	Calculation of Income	73	Housing Element	63	Lim. Cap. For Work	73	Limited Capability For Work	102
Top 5 Debt Issues	Debt Relief Order	97	Debt Relief Order	99	Fuel Debts	93	Debt Relief Order	101
	Other Debt	72	Other Debt	69	Credit, Store & Charge Card	78	Other Debt	101
	Fuel Debts	67	Fuel Debts	62	Debt Relief Order	61	Fuel Debt	97
	Council Tax Arrears	66	Council Tax Arrears	56	Council Tax Arrears	54	Debt Assessment	77
	Water Supply & Swerage Debt	17	Debt Assessment	28	Debt Assessment	51	Breathing Space Moratorium	69

West Lindsey	Q1		Q2		Q3		Q4	
Top Issues	Benefits Universal Credit	482	Benefits TC	320	Debt	385	Debt	534
	Benefits Tax Credits	275	Debt	285	Benefits TC	365	Benefits TC	514
	Debt	238	Benefits UC	267	Benefits UC	313	Benefits UC	498
	Financial Services	139	Financial Services	171	Housing	139	Other	354
	Housing	100	Employment	87	Financial Services	131	Financial Services	292
Top 5 Benefit Issues	Initial Claim	252	PIP	139	Initial Claim	155	Initial Claim	225
	PIP	89	Initial Claim	126	PIP	124	PIP	136
	Lim. Cap. For Work	53	Other Benefits Issues	51	Other Benefit Issues	52	Other Benefits Issues	120
	Housing Element	43	Standard Element	32	ESA	44	Housing Element	63
	Other Benefits Issues	41	Lim. Cap. For Work	31	Calculation of Income	41	Gen. Benefit Entitlement	54
Top 5 Debt Issues	Debt Relief Order	33	Debt Relief Order	39	Fuel Debts	55	Fuel Debt	76
	Other Debt	30	Fuel Debts	33	Debt Relief Order	47	Council Tax Arrears	74
	Fuel Debts	28	Council Tax Arrears	25	Breathing Space	43	Other Debt	53
	Council Tax Arrears	28	Other Debt	22	Water Supply & Sewerage	33	Water Supply & Sewerage	49
	Credit, Store & Card Charges	15	Mobile Phone Debt-18	18	Other Debt	24	Debt Relief Order	30

South Holland	Q1		Q2		Q3		Q4	
Top Issues	Debt	365	Benefits TC	454	Debt	535	Benefits TC	922
	Benefits Tax Credits	351	Debt	442	Benefits TC	448	Benefits UC	599
	Benefits UC	298	Benefits UC	301	Benefits UC	305	Debt	544
	Financial Services	190	Financial Services	177	Financial Services	254	Other	473
	Housing	120	Employment	124	Other	200	Financial Services	450
Top 5 Benefit Issues	PIP	166	PIP	160	PIP	173	Initial Claim	264
	Initial Claim	162	Initial Claim	137	Initial Claim	150	PIP	258
	Other Benefits Issues	45	Other Benefits Issues	52	Gen. Benefit Entitlement	50	Localised Social Welfare	202
	Standard Element	36	Lim. Cap. For Work	48	Lim. Cap. For Work	41	Gen. Benefit Entitlement	93
	ESA	32	Attendance Allowance	46	Housing Element	38	Housing Element	81
Top 5 Debt Issues	Debt Relief Order	67	Breathing Space	70	Breathing Space	43	Debt Assessment	82
	Other Debt	54	Debt Relief Order	54	Debt Relief Order	74	Fuel Debts	74
	Credit, Store & Card Charges	32	Debt Assessment	45	Debt Assessment	71	Council Tax Arrears	62
	Unsecured Personal Loans	32	Council Tax Arrears	42	Council Tax Arrears	61	Debt Relief Order	43
	Council Tax Arrears	27	Fuel Debts	34	Fuel Debts	48	Other Debt	42

South Kesteven	Q1		Q2		Q3		Q4	
Top Issues	Debt	640	Debt	655	Debt	561	Benefits TC	865
	Benefits UC	511	Benefits UC	549	Benefits TC	443	Debt	799
	Benefits Tax Credits	443	Benefits TC	514	Benefits UC	442	Benefits UC	586
	Financial Services	353	Financial Services	303	Financial Services	223	Other	519
	Housing	156	Housing	185	Other	174	Financial Services	253
Top 5 Benefit Issues	Initial Claim	247	Initial Claim	253	PIP	164	Initial Claim	263
	PIP	170	PIP	175	Initial Claim	163	PIP	236
	Lim. Cap. For Work	64	Lim. Cap. For Work	72	Lim. Cap. For Work	56	Localised Social Welfare	182
	ESA	62	Other Benefits Issues	64	Calculation of Income	56	Gen. Benefit Entitlement	84
	Other Benefit Issues	58	Calculation of Income	61	Housing Element	53	Housing Element	84
Top 5 Debt Issues	Debt Relief Order	133	Debt Relief Order	121	Debt Relief Order	100	Debt Assessment	106
	Council Tax Arrears	80	Council Tax Arrears	74	Breathing Space	88	Debt Relief Order	104
	Fuel Debts	64	Fuel Debts	55	Fuel Debts	77	Fuel Debts	83
	Other Debt	62	Debt Assessment	47	Debt Assessment	40	Breathing Space	81
	Rent-Arrears LA's or ALMOs	58	Rent Arrears-LAs or ALMOs	40	Council Tax Arrears	39	Council Tax Arrears	53

North Kesteven	Q1		Q2		Q3		Q4	
Top Issues	Benefits TC	335	Benefits TC	396	Benefits UC	394	Benefits UC	511
	Benefits UC	252	Benefits UC	394	Benefits TC	387	Debt	364
	Debt	186	Debt	314	Debt	341	Benefits TC	354
	Financial Services	152	Housing	149	Financial Services	157	Financial Services	216
	Employment	104	Employment	141	Housing	146	Utilities & Communication	181
Top 5 Benefit Issues	Initial Claim	140	Initial Claim	183	Initial Claim	174	Initial Claim	229
	PIP	134	PIP	139	PIP	157	PIP	102
	ESA	37	Housing Element	58	Gen. Benefit Entitlement	54	Gen. Benefit Entitlement	82
	Other Benefit Issues	37	Other Benefits Issues	49	Housing Element	53	Calculation of Income	64
	Housing Element	34	Lim. Cap. For Work	46	Lim. Cap. For Work	48	Standard Element	60
Top 5 Debt Issues	Other Debt	31	Council Tax Arrears	51	Council Tax Arrears	47	Fuel Debts	62
	Debt Relief Order	21	Fuel Debts	41	Breathing Space	32	Council Tax Arrears	46
	Fuel Debts	16	Fuel Debts	29	Debt Relief Order	28	Water Supply & Sewerage	29
	Bank and Building Society Overdraft	14	Debt Assessment	25	Fuel Debts	26	Unsecured Personal Loan	25
	Unsecured Personal Loan Debts	14	Catalogue and Mail Order Debt	15	Unsecured Personal Loan Debts	26	Credit, Store & Card Charges	22

Impact feedback

1.13 All the quotes below are taken from client feedback from the last year.

- *Answered phone immediately. Such a relief after having to wait hours for other organizations.*
- *For someone that suffers with depression I find myself comfortable talking to them (Citizens Advice) they make me feel relaxed.*
- *I received a very helpful and timely response and would really value more investment in such services.*
- *I found the advisor I spoke to helped me fill my attendance allowance form which I would've struggled with on my own.*
- *I found the lady I spoke to very helpful when putting into words about my disability for filling in my PIP form.*
- *Talking through with someone helped to clarify how to answer the questions on the forms.*
- *Citizens Advice was very helpful with my Will. The information sent was very helpful. Thank you.*
- *A lovely lady handled my problem clearly and efficiently. Made me feel relaxed and her attitude took away my anxiety.*
- *She is certainly a great asset to the CAB. Many thanks.*
- *A million thanks for your help and support that is both reassuring, efficient and effective to the highest levels. So much so that despite my reliance on disability benefit, I have been able to present my case in professional manner, to the satisfaction of my bank. As a result my bank has agreed to represent my case for a section 75 chargeback also claiming consequential damages. God bless you all*
- *All staff were fantastic and very helpful. Nice to have people there to help in such a way*
- *Call back was great.*

Partnership working

1.14 We worked well with our local DWP this year to deliver the Universal Credit Help to Claim Service. We are, however, extremely concerned at the move to the newly commissioned telephone-only service, which we do not feel will adequately meet the needs of many clients, particularly the most vulnerable.

1.15 We have liaised with our District Councils to communicate our quarterly outcomes and discuss service updates. We have also worked with our District Councils to

distribute the Government's Household Support Fund Grant. This was not without its problems in terms of very short lead times and large demand volumes, with an expectation that clients could be referred to Citizens Advice without really arranging this in advance. We hope that going forward, payment, referral routes and times will be improved on the first round.

- 1.16 We are supporting the work of the Lincolnshire County Council Financial Inclusion Partnership and Steering Group and hope that this will prove an important network to improve things for clients long-term who are facing financial hardship.
- 1.17 Citizens Advice South Lincolnshire completed a six-month pilot project delivering advice in two GP surgeries in South Kesteven. The report and analysis will be made available shortly.
- 1.18 The project was set up as there are numerous examples of excellent healthcare-based projects across the country where Citizens Advice advisers in health settings address inequalities in health relating to poverty and deprivation which can cause mental and physical ill-health. This saves GP time where the patient really needs advice rather than medicine. We are actively seeking funding through the CCG to roll out this project across Lincolnshire, in order, eventually, to have a situation similar to Liverpool where Citizens Advice is in every healthcare setting, primary and secondary. They have achieved this through the Enhanced Social Prescribing model.
- 1.19 We have worked with all our Foodbanks at a local level, but at national level too through our partnership with The Trussell Trust which is a national initiative with Citizens Advice.
- 1.20 We are working with partners to deliver debt advice to vulnerable clients. Funded by East Midlands Money Advice through the Money and Pensions Advice Service, the project aims to deliver debt advice and casework to socially excluded, hard to reach, vulnerable adults. Referrals are taken from the generalist service as well as key partners in the community. The casework can be extremely complex and can include bankruptcy, debt relief orders and dealing with bailiffs. The caseworkers advise and support clients with complex debt issues including priority and non-priority debt. This quarter we were invited to work through the new service agreement for April 2022.

Case Studies - (Please note names have been changed)

- 1.21 Case study 1
Jo was homeless living in her car with no one to turn to for help. Following an appointment with Citizens Advice this resulted in Jo obtaining a new home. Jo had previously felt suicidal and had nearly ended her own life because of her situation.
- 1.22 Case study 2
Tom had numerous debts approaching £30,000.

Previous advice and threat of eviction had stopped, however Tom remained in serious debt, hiding from creditors for a number of years. Anxiety issues stopped Tom from pursuing debt advice. However, when able to seek support, debt investigation by the adviser finally persuaded Tom to continue with the DRO process where otherwise Tom would not have been able to provide the required documentation. With hefty attachments to earnings, this was the definitive moment that Tom accepted assistance. Tom is waiting for the DRO outcome, debts now established to be under the maximum level of £30,000. Tom's anxiety level is reducing, but not yet totally eased until the DRO has been confirmed.

1.23 Case Study 3

Erik had arrived in the UK from Latvia, two years ago. He was applying for the EUSS. He has since received a new passport and is waiting to hear about a claim for Universal Credit and has temporary accommodation.

1.24 Case Study 4

Felicity was in financial hardship and wanted to apply for the Household Support Fund. She had 3 dependent children and was in arrears with their energy bills due to the high cost of living. With our assistance, Felicity was able to apply for £200 worth of supermarket vouchers and a £100 energy voucher, which she felt really changed her ability to cope.

Annual Grant Statement: Notable activities and issues

1.25 During the year Citizens Advice Lincolnshire helped more than 14,540 clients with more than 70,800 issues. This compares to the previous year of 12,936 clients with 60,109 issues. This includes core service and funded projects. We know that demand nationally and in Lincolnshire for help and advice far exceeds the number of clients helped. We helped people with an average of 4.86 issues per client in 2021-22, compared to 4.65 in the previous year. We are helping more people, with more complex issues.

1.26 Through the year we campaigned for our clients. This included advocating for clients who were affected by the removal of the £20 a week Universal Credit uplift. For every house in the East Midlands the loss of £20 per week was equivalent to two days food costs. The cost-of-living increases have already presented significant challenges to local residents, a recent analysis has shown how those on lower incomes are disproportionately impacted. The analysis looked at the price increase of low-cost products that low-income families rely upon and found:

- The cheapest rice available in a supermarket has gone up 344% in a year (for 45p for a KG bag to £1 for a 500g bag)
- Canned spaghetti by 169% (from 13p a tin to 35p a tin)
- Bread by 29% (from 45p a loaf to 58p a loaf)

- 1.27 These significant increases are not reflected in ‘higher end’ products. These are just a few examples that demonstrate how much harder things are now getting for people with income failing to match the increasing cost of necessary items.
- 1.28 National Citizens Advice research, which recently analysed average income data against household spend on essentials (rent, bills, food etc) and found that, even when living on a minimal budget (based on the financial plan debt advisers use), more than 3 million households, across the country, will be unable to cover basic essentials.
- 1.29 On April 1st, 2022, the energy price cap increased by a predicted 57% to £2,000, bringing annual energy bills to a level not experienced in our lifetime. On top of the broader cost of living increases highlighted above, many residents could be facing a financial crisis moving forwards. Citizens Advice, along with other charities and organisations, are calling on the Government to act before the situation escalates further.
- 1.30 Q3 the demand for the Household Support Fund evidenced the impact of the inflationary pressures on clients. Citizens Advice in Lincolnshire was a key partner for the fund and saw an influx of clients from December 2021 through to March 2022. Many clients were eligible for the full amount of £400 as financial pressures hit including the increase to the energy price cap increase. For example, evidence showed that telephone lines were so busy during Q3 that there were double the number of calls per client on Advice Line e.g calls - 15,344 Unique callers 7416

Meeting LCC Corporate Objectives

- 1.31 We believe that Citizens Advice Lincolnshire plays a significant role in delivering on LCC’s corporate objectives:

High aspirations

- 1.32 We help by supporting people to find a way forward and through their problems enabling them to take up opportunities such as employment.

Opportunities to enjoy life to the full

- 1.33 We help people through advice to free themselves from their problems and have a greater sense of wellbeing to live independently and contribute to their local community.

Good Value

- 1.34 We enable LCC to have a greater understanding of their clients’ needs through our data and feedback. We represent exceptional value for money in terms of public spend as explained below:

Lindsey	£1,333,932
Mid Lincolnshire	£435,231

South Lincolnshire	£768,359
Lincoln & District	£302,948
Total	£2,840,470

1.35 The above income includes core funding and projects. The core funding has enabled Citizens Advice Lincolnshire to generate a significant amount of funding to support local needs, showing a 1.10 ratio of money leveraged by the LCC grant.

Overall financial value to society in 2020/21

1.36 Below is a statement of last year's data regarding the overall financial value to society of the work of Citizens Advice Lincolnshire. Unfortunately, we await daily, this year's figures which we hope to be able to make available to the Scrutiny Committee meeting.

Overall value (advice and volunteering)	
Fiscal benefit total	£9,494,567
Public value total	£74,474,037
Value to the people we help (financial outcomes) total	£45,540,014
For every £1 invested:	
For every £1, £x in fiscal benefits	£4.04
For every £1, £x in public value	£31.66
For every £1, £x in value to the people we help (financial outcomes)	£19.36

Local authority- by preventing homelessness and housing evictions & mental health services	
Savings to local authority total (fiscal benefits)	£729,338
For every £1 of LA funding, £x in fiscal benefit to local authority	£0.91
Value of fiscal benefit providing debt advice	
Total of Value of Advice	£2,894,429
Wider economic and social benefits	
Public value of improving clients' wellbeing (emotional wellbeing, family relationships and positive functioning)	£55,890,548
Public value of volunteering (part of public value total)	£1,194,470

3. Conclusion

The report provides an update on the performance of Citizens Advice services across Lincolnshire during 2021/22. Members of the Public Protection and Communities Scrutiny Committee are invited to review and comment on the information contained in this report and highlight any recommendations or further actions for consideration.

4. Consultation

a) Risks and Impact Analysis

N/A

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 Ben Rollett (Voluntary Centre Services) who can be contacted on 01522 551683 or by e-mail at ben@voluntarycentreservices.org.uk.

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 May 2022
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.

The Committee is encouraged to highlight items that could be included for consideration in the work programme.

2. Work Programme

31 MAY 2022		
Item	Contributor	
1	Multiply Adult Numeracy Programme in Lincolnshire <i>(Pre-Decision Scrutiny- Executive Councillor decision between 13-17 June 2022)</i>	Mandy Ramm, Funding and Investment Manager, Infrastructure Investment Thea Croxall, Adult Learning & Skills Manager, Economic Development
2	Citizens Advice - Update Report	Monica Stark, Chair Citizens Advice Lincs Jenny Barnett, Chief Officer Citizens Advice Lindsey
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
3	Fraud – General Update	Vicky Salmon, Community Safety Strategy Co-ordinator

19 JULY 2022		
Item	Contributor	
1	Service Level Performance Reporting against the Performance Framework 2021-2022 – Quarter 4	Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
2	Integrated Risk Management Plan 2020-2024 – Yearly Update	Mark Baxter, Chief Fire Officer
4	FRS Attendance at Flooding Incidents – Annual Report on Performance	Mark Baxter, Chief Fire Officer
5	Libraries Year 6 Update (2021-22)- Progress and Developments (including Ermine Library Hub)	Louise Egan, Library & Heritage Client Lead
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
6	Re-Commissioning of Domestic Abuse Services <i>(Pre-decision Scrutiny- Executive Decision on 6 September 2022)</i>	Carl Miller, Commercial and Procurement Manager

20 SEPTEMBER 2022	
Item	Contributor
1	Service Level Performance Reporting against the Performance Framework 2022-2023 – Quarter 1
	Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
2	Celebratory Services Annual Report
	James Chapple, Head of Registration and Coroners Services
3	Coroners Service Update Report
	Paul Smith, Senior Coroner for Lincolnshire
4	Trading Standards Annual Report
	Mark Keal, Trading Standards Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
5	Stay Safe
	Clare Newborn, Community Safety Manager
6	Serious and Organised Crime – Fraud and Modern-Day Slavery
	Vicky Salmon, Community Safety Strategy Co-ordinator

8 NOVEMBER 2022	
Item	Contributor
1	Community Hub Year 6 Update (2021-22)
	Louise Egan, Library and Heritage Client Lead
2	Lincs Fire and Rescue – Progress on Response to Inspection Outcomes from Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services
	Mark Baxter, Chief Fire Officer
3	Update on Lincolnshire’s Response to Ukraine Humanitarian Crisis
	Semantha Neal, Assistant Director of Prevention and Early Intervention

13 DECEMBER 2022	
Item	Contributor
1	Service Level Performance Reporting against the Performance Framework 2022-2023 – Quarter 2
	Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
2	Fire and Rescue Statement of Assurance 2021-22
	Mark Baxter, Chief Fire Officer
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
3	Reducing Offending – The Work of the Safer Lincolnshire Partnership
	Zoe Walters, Community Safety Strategy Co-ordinator

24 JANUARY 2023	
Item	Contributor
1	Trading Standards Food Update
	Mark Keal, Trading Standards Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
2	Safer Lincolnshire Partnership Update
	Zoe Walters, Community Safety Strategy Co-ordinator

14 MARCH 2023	
Item	Contributor
1	Service Level Performance Reporting against the Performance Framework 2022-2023 – Quarter 3
	Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager

14 MARCH 2023	
Item	Contributor
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
2	Prevent Annual Report Clare Newborn, Interim Head of Service - Community Safety Sara Barry, Head of Safer Communities
3	Substance Misuse TBC

3. To be programmed

This section covers areas of work that have been highlighted previously in Committee Meetings and by Officers as future items to be programmed.

- Safer Together Update
- Community Trigger Strategy
- Anti-social Behaviour
- Sources of intelligence used by Trading Standards
- Citizen’s Advice- Annual Report (2023)

4. Conclusion

The Committee is 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
Multiply Adult Numeracy Programme in Lincolnshire	13 – 17 June 2022	Executive Councillor for Economic Development, Environment and Planning	Public Protection and Communities Scrutiny Committee	Funding and Investment Manager, Infrastructure Investment E-mail: mandy.ramm@lincolnshire.gov.uk	Yes	All Divisions
Re-Commissioning of Domestic Abuse Services I025685	6 Sep 2022	Executive	Public Protection and Communities Scrutiny Committee	Commercial and Procurement Manager E-mail: carl.miller@lincolnshire.gov.uk	Yes	All Divisions



Open Report on behalf of Glen Garrod, Executive Director of Adult Care and Community Wellbeing

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 May 2022
Subject:	A review of work to tackle Fraud, including its impact on vulnerable individuals during the Pandemic

Summary:

This paper provides an update on the work taking place within Lincolnshire County Council to reduce the impact of fraud, as a host and contributing partner to the Safer Lincolnshire Partnership Crime and Disorder Fraud Priority Group. The update provides information relating to the impact of fraud on vulnerable individuals during the COVID pandemic.

Actions Required:

Members of the Committee are invited to consider and comment on the contents of this report.

1. Background

Strategically Lincolnshire County Council and the Safer Lincolnshire Partnership recognises that fraud warrants particular attention and investment in resources to enhance community safety. Both hold an ambition to reduce the impact of fraud on the people of Lincolnshire.

Fraud occurs when trickery is used to gain a dishonest advantage, which is often financial, over another person. There are several words used to describe fraud: scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, confidence trick. There are many different types of fraud: those most commonly seen in Lincolnshire are romance fraud, investment fraud and courier fraud, but there are countless others.

Fraud is enabled in four ways: by telephone including text messaging, by digital means including emails, copycat websites, by post and finally on the doorstep. In Lincolnshire we see frequent reports of fraud enabled in all these methods. Since the Covid Pandemic, however, and with advancements in technology there has been an increase in digitally enabled fraud that has seen a transformation in the scale and form of fraud.

Anyone can be a victim of fraud, but our vulnerable residents are most at risk. Individuals can be vulnerable for various reasons, this can include age, locality, digital skills and social connections. Fraud has been shown to have a significant impact on vulnerable victims, not only financially but on their health and wellbeing. Lincolnshire County Council's responsibilities extend into the Care Act 2014 and place a duty on us to protect adults from financial abuse.

Lincolnshire Trading Standards enforces legislation relating to fraud. The Consumer Protection from Unfair Trading Regulations 2008 prohibits businesses from misleading consumers by falsely describing goods and services or by hiding information about them when deciding whether to buy. In addition, businesses making false and dishonest statements to consumers made with a view for gain, may commit offences covered by the Fraud Act 2006. It may be possible to use this legislation to seek justice where consumers become victims of fraudulent activity in the criminal courts, but it cannot get people their money back or restore their wellbeing.

2. Prevalence

Analysis undertaken by Lincolnshire County Council Safer Communities Service as part of a Strategic Review in 2021 highlighted digitally enabled fraud and ID theft as a growing threat for those living and working in Lincolnshire. The Office for National Statistics (ONS) 2021 National Crime Survey [Crime in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/crime-in-england-and-wales) states that "Fraud estimates do not follow the trend of falling victimisation seen in other crime types over the lockdown periods". Furthermore, they found 'large increases in "advance fee fraud", "consumer and retail fraud" and "other fraud" and may indicate fraudsters taking advantage of behaviour changes related to the coronavirus (COVID-19) pandemic, such as increased online shopping and increased savings". [Action Fraud](#) (the public-facing national fraud and cybercrime reporting centre) 'reported a 27% rise in fraud offences (to 413,417 offences) compared with the year ending September 2020'.

Additionally, through the Lincolnshire Office of the Police and Crime Commissioner survey in 2021 [PCC Annual Survey Results \(lincolnshire-pcc.gov.uk\)](https://www.lincolnshire-pcc.gov.uk) 13% of respondents reported being a victim of online crime or identity theft and 13% reported being a victim of a telephone scam within the previous 12 months. Concerningly 64% of adults surveyed were 'very or fairly worried' about being a victim of online identity fraud.

It is for these reasons that, from April of this year, the Safer Lincolnshire Partnership (SLP) Fraud Core Priority Group has been tasked to focus on prevention activity around digitally enabled fraud and ID Theft, to ensure our residents are informed and better able to protect themselves from being a victim or repeat victim of fraud.

3. Tackling the impact of fraud

In 2021, Lincolnshire County Council Trading Standards Service committed a Coordinator resource to support the work of the SLP Fraud Core Priority Group, this post has proved instrumental in driving work forward across the partnership.

The Trading Standards Service also developed and introduced the role of a Scams Prevention and Intervention Officer, this Officer is currently co-located within the Crime Prevention Team in Lincolnshire Police as part of the 'Safer Together' working arrangement between Lincolnshire County Council and Lincolnshire Police. The Officer supports victims of fraud who are considered most vulnerable to prevent further victimisation and participates in prevention activity. There has been an increase in requests for this service since the pandemic. Referrals stem mainly from Lincolnshire Police (via Op Signature), from Lincolnshire Trading Standards (via Citizens Advice or the National Trading Standards Scams Team (NTSST) and from Adult Social Care (ASC). Many of these referrals reflect the increase seen in digitally enabled fraud, from romance scams where grooming takes place on social media sites and dating sites, to investment fraud committed on a fake website. In the year, April 2021 to March 2022 the officer engaged with 70 individuals.

4. Collaboration with partners

The Service is engaged with several local and national partners to further our ability to support vulnerable individuals. Lincolnshire was a founding partner in the pilot for the now Home Office Multi-Agency Approach to Fraud supported by the NTSST. This pilot led to the establishment of the SLP Fraud Core Priority Group as we know it today. It has a wide membership with representation from a range of organisations including County and Districts Councils, Lincolnshire Police, voluntary sector agencies, the Office of the Police and Crime Commissioner, Victim Lincs, Victim Support and the banking industry.

A key partnership, as mentioned earlier, is the Safer Together Partnership between Lincolnshire County Council and Lincolnshire Police where the Operation Signature project provides support, advice, and information to victims of fraud. A Lincolnshire Police Fraud Prevention Officer is also operational within this team, offering awareness sessions to frontline workers and volunteers, community groups, charities and businesses. They also engaged with postal workers serving PE postcodes at the end of 2021, following a request for awareness training made by a union representing communications workers in that geographic area. In addition, a fraud prevention booklet has been designed and it is regularly updated to reflect developments in fraudulent activity. This booklet is shared widely with both victims and those receiving preventative information.

Utility companies operating within Lincolnshire have taken a proactive approach to scams and fraud. Anglian Water and Cadent, along with the NTSST have undertaken a pilot project in Lincolnshire with the support of Lincolnshire Trading Standards, whereby engineers have received scams and fraud awareness training. Aided by a dedicated leaflet, engineers are engaging customers in conversation. The two companies have committed to giving out 5000 leaflets with a focus on customers on the priority service register.

5. Success in the face of COVID

The conditions over the last two years have significantly impacted on the way in which officers can interact with potential victims of fraud in our communities. Social media and traditional media have been utilised to pass crime prevention messages to the public. An article in County News [Helping you scupper the scammers – Lincolnshire County Council](#) told the story of a victim of romance fraud. Regular posts are shared on social media pages to continue to share preventative messages to individuals, their families, and friends.

Lincolnshire Trading Standards receives intelligence from the National Trading Standards Scams Team - [National Trading Standards Scams Team - National Trading Standards](#). Part of the work this team undertakes involves disrupting those perpetrating mass marketing and telephone scams. When they do this work, they can gain access to the data that the perpetrators use to contact potential victims. This data is collated and then directed to local Trading Standards teams where scams prevention information can be shared with potential victims. Due to covid restrictions and ongoing concerns around those with immunity concerns only those individuals who were known victims were visited when restrictions relaxed. These visits were only undertaken following a risk assessment and when the victim was comfortable with such a visit. For the remaining data received by the Service in the year 2021-2022, contact was made with others after an assessment process, 278 people received scam prevention material and the offer of further support.

Our Scam Prevention and Intervention Officer has successfully engaged with teams from Adult Social Care to raise their awareness of fraud and scams during online team meetings. Further to this we have received confirmation that colleagues within NHS services across the county have mandatory training on scams and fraud as part of their safeguarding training. Most recently it has been confirmed that Fraud and Scams e-learning is now mandatory training for all LCC staff – this will be monitored and reported back on at the end of the financial year. To date the total of completions of the e-learning is 1793 since it was launched in February 2019.

The use of call blockers has proven highly successful not only in reducing the financial impact of fraud but also in improving feelings of wellbeing amongst those who have one installed. True call units have been purchased by Lincolnshire Trading Standards and Lincolnshire OPCC to support vulnerable victims. This was added to by a successful bid to the National Trading Standards Team for further units. As an example, one of our users had a device fitted in May 2021 and by the end of March 2022 the device had blocked 100% of scam calls totalling 1279 unwanted calls.

There are over 750 no cold calling zones (NCCZ) across all districts of Lincolnshire. Zones work in two ways, as a deterrent to rogues but also as an empowerment tool to residents. A sample survey of 116 local residents living in NCCZs in Holbeach was carried out in August 2021. This helped to understand what elements of the scheme have been successful. It was interesting to see that 21% of those living in a NCCZ were concerned about the number of uninvited callers. And anecdotally, those who felt safest described a sense of community spirit in their street or locality.

Rogue traders are part of organised criminal networks who target the most vulnerable and isolated residents which significantly impacts on their health and wellbeing. As we have seen in other areas of fraud, rogue traders have adapted their tactics and moved towards online spaces to perpetrate their activity. To educate our community, we continue to raise awareness about doorstep crime, in the coming months this will include a campaign on digitally enabled doorstep crime supported by Lincolnshire Libraries.

To protect our communities Lincolnshire Trading Standards works closely with Lincolnshire Police. Lincolnshire Trading Standards are currently working on 3 investigations and 9 prosecutions are under consideration. The service is also engaged with a regional project to connect with and raise awareness within printing firms to ensure they are aware of the legal requirements for business adverts to reduce advertisement by rogues.

A joint operation in June 2021 saw officers from Lincolnshire Trading Standards and Lincolnshire Police visit five areas in the county where residents have raised concerns about rogue traders. Residents reported being 'cold called', and the businesses then deliberately overcharged for unsatisfactory goods and/or services. This included charging for unnecessary work, damaging property deliberately to obtain money, leaving work unfinished and intimidating behaviour in order to extort money. The purpose of the visits was to make sure any businesses operating in the area are aware of what paperwork they legally need to provide to their customers, and the customers' rights. Teams visited Spilsby, North Hykeham, Spalding, Grantham, Gainsborough and their surrounding villages and spoke to 30 businesses. Twenty-two of those were not fully aware of their responsibilities and were advised.

Community events have been few and far between for the last couple of years, however, our wider partnership has been involved in preventative activity within communities, at local shops, churches, and markets. This action will continue to grow now that our work is unrestricted.

It has been noted that isolation and loneliness are considerable factors for many of the individuals. Whether this is social isolation because of covid restrictions, because the person has a limited social group or because the person lives in a rural setting. Connections have been made with LCC Public Health teams as further joined up working is recognised as being beneficial. Since a relaxation in restrictions voluntary agencies services have re-opened and referrals can be made to befriending groups and so on.

6. The future

Our most effective tool to tackle fraud is prevention. Lincolnshire Safer Communities Service and the wider SLP Fraud Core Priority Group are currently planning effective and targeted prevention activity. Technology has a key role to play in supporting the work we do. Developments in software procured by Lincolnshire County Council, such as ECINS, will play a key role in making recording cases and analysing outcomes more effective than it has ever been.

7. Conclusion

It is hoped this report demonstrates the contribution Lincolnshire County Council is making to the fraud agenda within the County and the efforts being taken to keep vulnerable people safe. Fraud prevention work in Lincolnshire is well developed, with further opportunities for success through continued partnership working. Reflecting on the Corporate Plan, the activities discussed demonstrate the steps being taken to enable everyone to live life to the full.

For additional information on fraud and scams please go to [Become a Friend Against Scams by completing the Online Learning course, then "Take a Stand Against Scams" \(friendsagainstscams.org.uk\)](#).

8. Consultation

a) Risks and Impact Analysis

N/A

5. Background Papers

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

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