



County Offices  
Newland  
Lincoln  
LN1 1YL

9 September 2022

**Public Protection and Communities Scrutiny Committee**

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 20 September 2022 at 10.00 am in the Council Chamber, County Offices, Newland, Lincoln Lincs LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink 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, 20 SEPTEMBER 2022**

<b>Item</b>	<b>Title</b>	<b>Pages</b>
1	<b>Apologies for Absence/Replacement Members</b>	
2	<b>Declarations of Members' Interests</b>	
3	<b>Minutes of the Public Protection and Communities Scrutiny Committee meeting held on 19 July 2022</b>	7 - 20
4	<b>Announcements by the Chairman, Executive Councillors and Chief Officers</b>	
5	<b>Lincolnshire Coroners Service Update Report</b> <i>(To receive a report by Paul Smith, Senior Coroner for Lincolnshire, which is in accordance with the requirement of HM Chief Coroner for England and Wales)</i>	21 - 28
6	<b>Service Level Performance Reporting against the Success Framework 2022-2023 - Quarter 1</b> <i>(To receive a report which sets out the performance of the Tier 2 Service Level Performance measures for 2022-2023 – Quarter 1 that are within the remit of the Public Protection and Communities Scrutiny Committee)</i>	29 - 70
7	<b>Lincolnshire Registration and Celebratory Services Annual Report</b> <i>(To receive a report by James Chapple, Head of Registration and Coroners Services, which updates the Committee on the service delivered by the Registration and Celebratory Service)</i>	71 - 74
8	<b>Trading Standards, Impacts and Outcomes Framework</b> <i>(To receive a report by Mark Keal, Trading Standards Manager, which provides a review of the delivery of Trading Standards Services in Lincolnshire for the financial year 2021 – 2022)</i>	75 - 86
9	<b>Public Protection and Communities Scrutiny Committee Work Programme</b> <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>	87 - 92

## **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 scrutinise decisions made, or other action taken, in connection with the discharge by the County Council of its crime and disorder functions)

- 10 Stay Safe Partnership Annual Update** 93 - 102  
*(To receive a report by Kathryn Smith, Stay Safe Co-ordinator, which provides an update on the Stay Safe Partnership project, its achievements to date and future plans)*
- 11 Serious Violence in Lincolnshire - A Partnership Response** 103 - 108  
*(To receive a report by Sara Barry, Head of Safer Communities, which provides the Committee with an opportunity to consider Serious Violence in Lincolnshire and the partnership response to the expected new statutory duty for County Councils and other public bodies to be brought in by the Police, Crime, Sentencing and Courts Act 2022)*
- 12 CONSIDERATION OF EXEMPT INFORMATION**  
In accordance with Section 100(a)(4) of the Local Government Act 1972, agenda item 13 has not been circulated to the press and public on the grounds that it is considered to contain exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended. The press and public may be excluded from the meeting for consideration of this item of business.
- 13 Grantham Fire Station Refurbishment** 109 - 128  
*(To receive an exempt report from Mark Baxter, Chief Fire Officer, which sets out details in relation to the Grantham Fire Station Refurbishment)*

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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, 20th September, 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>

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**PUBLIC PROTECTION AND COMMUNITIES  
SCRUTINY COMMITTEE  
19 JULY 2022**

**PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)**

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

Councillors: R D Butroid, L A Cawrey, D McNally and S P Roe attended the meeting as observers.

Councillor Mrs S Woolley and Diana Edmonds MBE attended the meeting remotely, via Teams.

Officers in attendance:-

Steven Batchelor (Lincolnshire Road Safety Partnership Senior Manager), Mark Baxter (Chief Fire Officer), Kiara Chatziioannou (Scrutiny Officer), Louise Egan (Library and Heritage Client Lead), Will Mason (Head of Culture), Carl Miller (Commercial and Procurement Manager - People Services), Martyn Parker (Assistant Director Public Protection), Lee Sirdifield (Assistant Director – Corporate), Ryan Stacey (Assistant Chief Fire Officer), Rachel West (Contract Manager) and Rachel Wilson (Democratic Services Officer).

**9 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS**

Apologies for absence were received from Councillors Mrs J Brockway, A Dani, J L King and E J Sneath.

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 Councillors R Wootten and L Wootten to replace Councillors Mrs J Brockway and E J Sneath respectively, for this meeting only.

**10 DECLARATIONS OF MEMBERS' INTERESTS**

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

**11 MINUTES OF THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE  
MEETING HELD ON 31 MAY 2022**

RESOLVED

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE  
19 JULY 2022**

That the minutes of the Public Protection and Communities Scrutiny Committee meeting held on 31 May 2022 be approved and signed by the Chairman as a correct record.

12 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

No announcements were received from the Chairman or Lead Officers.

The Executive Councillor for Fire and Rescue and Cultural Services advised the Committee that the Ermine Community Hub had re-opened as of today, which was great news for the local community. One member praised officers for all their hard work, but expressed concern at the time taken for the hub to re-open.

13 SERVICE LEVEL PERFORMANCE REPORTING AGAINST THE PERFORMANCE FRAMEWORK 2021-2022 - QUARTER 4

The Committee considered a report from Martyn Parker, Assistant Director – Public Protection, Nicole Hilton, Assistance Director – Communities, Lee Sirdified, Assistant Director Corporate, Mark Baxter, Chief Fire Officer and Steven Batchelor, Lincolnshire Road Safety Partnership, which set out the performance of Tier 2 Service Level Performance Measures for 2021/22 Quarter 4 that were within the remit of the Public Protection and Communities Scrutiny Committee.

Ryan Stacey, Assistant Chief Fire Officer and Will Mason, Head of Culture were also in attendance for this item.

During consideration of the report, some of the following comments were raised:

- That the number of domestic abuse reports were increasing, some concern was expressed as to whether there was a high proportion of foreign nationals subject to domestic abuse. It was reported that the actual figures were not available directly but could be shared with the Committee after the meeting. It was highlighted however it was known that it was a lower percentage than would have been expected for the demographics, in terms of reporting;
- Some concern was expressed by the electoral division Councillor for Ermine & Cathedral to the time taken to re-open the Ermine Community Hub, and that more should have been done by the Council to open the facility earlier. Confirmation was given that officers had been working very hard to get the hub open again, and that some factors delaying the re-opening were beyond the control of the Council, and as a result the timeframe had slipped;
- The positive work of trading standards officers removing counterfeit goods from a local market;
- Whether the figure for the number of domestic abuse victims receiving support on page 17 of the report pack could be split between adults and children. Confirmation was given that the figure of 1,849 was a cumulative figure, however, the figure could



be broken down to better understand any problem areas. There was recognition that children were affected by domestic abuse and that there was a children and young person working within the EDAN Lincs Outreach service. It was further noted that for future commissioning of outreach services, there would be more focus on children and young people;

- Whether speed cameras on the A52 and the A1 had been successful in reducing the number of accidents, and whether speed cameras were likely to be introduced on other roads. It was reported that average speed cameras were probably the most successful casualty reduction tool, where there was a history of speed related collisions, and that there was also a place for spot speed and mobile cameras. The Committee noted that mobile cameras provided more flexibility and spot speed cameras had an impact where there was a cluster of collisions. The average speed camera enabled the monitoring to be spread over a kilometer or more and provided a reduction in speed as well as less conflict regarding overtaking maneuvers. It was highlighted that average speed cameras had consistently demonstrated reductions of 40% in the number of people killed or seriously injured where they had been installed year on year. The Committee was advised that it was planned to introduce more, one on the A631 and a further one on the A16 near Burwell and that a further location was also planned;
- A request was made for a further breakdown concerning the overall enjoyment of services by visitors, from the visitors feedback forms at each of the visitor sites. Reassurance was given that as well as the Councils own visitor survey, close attention was also paid to TripAdvisor, as TripAdvisor was a tool used by the public to decide whether to visit a site or not. It was highlighted that each heritage site had achieved the Excellence Award from TripAdvisor;
- Deliberate primary fires – whether there was a profile that could be used to educate people not to start fires. It was reported that there was a profile which was used in arson reduction activities, which tended to be younger nuisance type fires. The Committee was advised that the fire service worked with prosecuting authorities, such as the police to take the most appropriate action depending on the age of the offenders. Also, where the fire setting behaviour was not appropriate for prosecution, the fire service worked with the individuals to help them understand the consequences of fire;
- Because of the recent hot dry weather, one member enquired whether any promotion was planned to highlight the dangers of starting fires. It was reported that media campaigns had been done through social media and traditional media methods, and that this would be continuing. The Committee noted that work was also done with schools and campsites, to highlight the importance of not causing deliberate fires;
- The increase in the number of shop fires (page 21 of the report pack). The Committee was advised that it was not known why there had been a rise in the number of cases, or whether it was just because of the increased number of vacant premises. It was reported this this was an area that was being looked into;
- Clarification of figures relating to killed or seriously injured in road traffic collisions for 2017. Officers agreed to investigate and provide the correct information for the next meeting;

- Reassurance was given that the Lincolnshire Road Safety Partnership was doing well in bring together resources and people working together in the county to improve road safety, but there was always more that could be done;
- Some concern was expressed regarding fake car brake shoes. The Committee was advised that this was a frightening thought to think that some people thought this was acceptable. It was highlighted that with the increase in this type of activity around unsafe products, that identifying them was very intelligence led, and that where officers obtained information, they were able to intervene. Assurance was given that officers would look to see if there were any trends, and if required some specific campaigning would be done to raise awareness to garages, as the standard for drivers on the roads could not be lower as a result of this;
- Whether the Food Standards Agency extended deadline for inspections (30 June 2022) had been achieved. Confirmation was given the deadline had been met;
- The effectiveness of fixed speed indicator machines in the larger rural villages; and whether anything could be done to help small parishes that were unable to afford to buy one. It was reported that the reactive signs were purchased by communities as part of the Community Speedwatch Scheme; and that these could be shared and rotated. The Committee was advised that the partnership could help with the installation of the pole, if necessary, which then allowed for them to be moved from parish to parish. Confirmation was given that there was no provision for installing them countywide; and there were no resources available to be able to provide them at this time; and
- Page 45 – Illicit alcohol and tobacco products seized. A question was asked as to the effect on officer's time, and whether officers worked across several areas of trading standards, or whether they specialized in certain areas. The Committee was advised that trading standards had three pillars of work and that this piece of work would have been picked up by the Reactive Teams, of which there were two that covered the county, operating out of Boston and Lincoln. It was noted that there was some overall competence across the specialisms, but the teams tended to stay specialists within the three pillars of work.

#### RESOLVED

That the Committee records its satisfaction with the performance achieved in Quarter 4 and that the comments raised, be taken into consideration by relevant officers and Portfolio Holders.

Note: Councillor K E Lee wished to have it recorded that she abstained from voting.

#### 14 NATIONAL FLOOD RESCUE ASSURANCE INSPECTION

Consideration was given to a report from Mark Baxter, Chief Fire Officer, which advised the Committee of the outcomes of the assurance visit on 28 January 2022 from the National Resilience Assurance Team (NRAT) to assess Lincolnshire Fire and Rescue's flood response against two national standards documents: Department for Environment, Food and Rural

Affairs Flood Rescue Concept of Operations (DEFRA FRCO); and the National Fire Chiefs Council Rescue Boat Code (NFCC RBS).

The Committee was advised that following the assessment it was identified that Lincolnshire Fire and Rescue would be able to declare 2 x 'Type C Teams' (Water & Flood Rescue Technician Team).

The report highlighted at 1.4 the areas for improvement, which mainly related to the same issue of appropriately qualified instructors. Pages 58 to 59 of the report provided the Committee with details of an action plan, to ensure that the relevant areas highlighted were addressed, for Lincolnshire Fire and Rescue to achieve 2 x 'Type B Teams' (Water and Flood Rescue Team).

In conclusion, the Committee was advised that once the outstanding actions were completed, LFR would be able to confirm its status as being Type B compliant with NRAT.

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

- Whether the long-term sickness mentioned on page 57 of the report pack related to Covid/mental health issues or whether they job related issues. The Committee was advised as this was personal information this would not be shared, but assurance was given that staff were supported through this period while they had been absent from work, and that there had been no specific trends, it was had just been unfortunate timing to have two people off on long-term absence at the same time;
- Thanks were extended to the Chief Officer for the comprehensive report and congratulations were extended to the achievements of the service; and
- The role of the national flood assets. The Committee was advised that not all fire and rescue services had national assets, but Lincolnshire did, as flooding was one of the highest risks identified in the Community Risk Management Plan and also the Councils Corporate Risk Register. It was reported that there was a central team who were hosted in Merseyside (national resilience team) and if any foreign rescue service, or any county had significant flooding incidents that went beyond their own capabilities and assets, they had the ability to call on national resilience and the central team would then co-ordinate the mobilisation of assets on the register to help with the incident. It was highlighted that to work alongside the host service, officers needed to be properly trained, and that was why the Assurance Team assessed fire and rescue services to ensure that there was a consistent level of training and a consistent level of PPE and that qualified personnel could all perform at the same level. The Committee noted that Lincolnshire FRS had provided support to Cumbria when they had received significant flooding; and support was also provided to Lancashire to help tackle wildfires.

The Chairman on behalf of the Committee extended thanks to the Chief Fire Officer for the presentation.

RESOLVED

That the report and action plan presented be received; and that the comments raised by the Committee be taken into consideration.

#### 15 INTEGRATED RISK MANAGEMENT PLAN 2020-2024 - YEARLY UPDATE

The Committee considered a report from Mark Baxter, Chief Fire Officer, which provided a progress update on the Integrated Risk Management Plan (IRMP) 2020/2024.

Ryan Stacey, Assistant Chief Fire Officer presented the report to the Committee, referring to end of performance update, which included community fire safety, community fire protection, the performance management report for 2022/23; and the Integrated Risk Management Plan – Mid-Term Review.

The Committee were advised of the proposed reporting areas for scrutiny, details of which were shown on page 91 of the report pack. Page 92 of the report pack also highlighted the proposed changes to the attendance standard, to make them clearer to communities. It was noted the measures would be going out for public consultation for the remainder of the 2020/2024 IRMP. Some comparison attendance standards data was provided on pages 92 and 93 for the Committee to consider.

The Committee was invited to comment on the report and to agree on the improvement actions required highlighted within the report. During discussion, the Committee raised some of the following comments:

- Some concern was expressed to the proposed attendance standard ‘We will respond to all other incidents within an average of 15 minutes for the first fire engine’. A question was asked as to how current response times compared to those in 2010. It was reported that the difference between the proposed other incidents and dwelling fires was dwelling fires got worse minute by minute, and that in terms of survivability there was a requirement to have that attendance standard a lot quicker (11 minutes for the first engine). In the case of a road traffic collision whilst it was very important to get there quickly, it was a static incident, and it was about getting the person to medical care, hence why there was a difference in attendance standard. With regard to response time pre-2010, it was reported that at that time there had been seven whole time stations; and that in 2013 investment from the Council had enabled this to increase to nine whole time stations, and as a result, this had improved the service attendance standards. It was highlighted that with the commitment of On-call officers getting to the station, there had not been a significant difference regarding attendance standards. A further concern was expressed as to how the proposed attendance standards would be explained to people in more rural communities so that they could be assured. The Committee was advised that what the proposed attendance standards were seeking to achieve was a reduction in deaths and injuries. It was also noted that the prevention strategy was focused on rural areas with regard to educational awareness and that there were teams working in local communities to help keep people safe in the first instance;

- Clarification was sought as to whether the workforce and the Fire Brigade Union (FBU) had been involved in the process. It was reported that the FBU were involved in the Integrated Risk Management Plan and the informal consultation process, and that the FBU would be involved in the current development of the 2024-2028 Integrated Risk Management Plan;
- Community Fire Protection information at the bottom of page 84. One member enquired whether there was a data base of at-risk properties. It was reported that there was a data base, the service used, the National Land Premises Gazette, which identified all domestic and non-domestic premises in the County. It was noted that this information was then checked to understand what the built environment looked like, and it was then developed into the IRMP and the risk-based inspections. It was noted that when visits were made, generic and specific risks were identified. This information was then made available to fire crews on their mobile data terminals. It was noted further that for specific risks, there would be a specific risk based operational risk inspection, which would then alert the operational crews. The Committee noted that an element of pre-planning could be done in advance of the attendance of crews at an incident;
- Clarification was sought as to the co-operation of the service with airfields in the County and their independent fire services. The Committee was advised that the service worked continually with the Ministry of Defence, and smaller stations, to help them mitigate risk and to train with them in aspects of fire safety; and
- The SHERMAN campaign, identifying risks that made people vulnerable to fire: S – Smoking, H – Hoarding, E – Elderly, R – Reduced Mobility, M – mental health issues, A – alcohol/drug misuse, and N – needs care or support.

On behalf of the Committee, the Chairman extended his thanks to the presenters.

#### RESOLVED

1. That the information contained in the end of year Integrated Risk Management Plan performance update be noted.
2. That the changes proposed to the reported measures be agreed.
3. That a public consultation be approved for a change in the way the attendance standard is expressed in the Integrated Risk Management Plan.

#### 16 LINCOLNSHIRE FIRE AND RESCUE SERVICE - LINCOLNSHIRE CREWING ARRANGEMENTS

The Committee considered a report from Mark Baxter, Chief Fire Officer, which advised the Committee of the proposal to enter consultation to seek to change the Lincolnshire crewing duty system.

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

In guiding the Committee through the report reference was made to the current arrangements; and reasons why the Lincolnshire crewing duty system needed to change. Appendix A to the report provided a copy of the fire cover review; changes proposed. It was highlighted that following the service review, understanding of operational fire risk, improved training, and assessment of on call firefighters and redistribution of specialist skills the service was able to change the crewing model at Sleaford fire station to a day crewing duty system as detailed on the national scheme of conditions of service. This would then provide a wholetime service with daytime cover 7 days a week and night-time cover being provided by on call personnel. It was highlighted that Sleaford fire station was the only station identified through Fire Risk Assessment Methodology (FRAM) as medium risk, with the other seven stations still requiring 24/7 wholetime cover.

A copy of the Impact Assessment was detailed at Appendix B to the report and Appendix C provided a copy of the Risk Log for Sleaford Fire Station.

The Committee was advised that the service had been involved in a joint working group to review the operational response model and efficiencies provided; and that personnel had been engaged in the process via a staff survey and face to face meetings.

The Committee were asked to comment on the proposal to seek to change the Lincolnshire crewing duty system to that detailed in paragraph 1.4 of the report, to change the Sleaford crewing model.

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

- What effect the potential change would have on the response times in the Sleaford area. The Committee was advised that minimal impact was expected regarding response times/standards. The change would however mean there would be savings with not having to pay allowances for the wholetime cover, which would enable more core personnel to be recruited that might live closer to the station, to ensure that the response standard was maintained in Sleaford;
- Whether 20 personnel, four watches of five, was adequate, as some comments received had indicated that on some occasions, the service was running on four people. The Committee was advised that this specifically referred to Lincoln Station, where there were 20 personnel and that regarding ridership, an optimum ridership of four was deemed as safe practice, but that ideally five on an appliance was better, but this was not always possible. Reassurance was given that the number would never go below the minimum crewing of four and that steps were taken to ensure that the right amount of personnel attended an incident. Some clarity was sought over the role of the fifth person as being the breathing safety person, and if that was the case if the appliance was riding four, were there safe systems in place to ensure that rapid deployment was applied. The Committee was advised that the technique had been well embedded across all fire stations, so that deployment was immediate;
- Compensatory rest. It was reported that compensatory rest was when people who had been committed to station for four or five days, were not expected to work 24/7,

as people's welfare was at the heart of the service. However, it was highlighted that there was a clear understanding, if there was a life risk incident, someone on a compensatory rest could get called in to respond. The Committee was advised that a local review had been done on this matter with every single firefighter on the Lincolnshire crewing system and that agreement had been reached which enabled them to get rest periods they required, but also ensured that there was appliance availability should it be needed. It was highlighted that where a rest was interrupted alternative flexible duty patterns would be given to address as many concerns as possible in this regard;

- Assurance was also sought that the proposed changes were not just about savings;
- Timing of the consultation being through the summer holidays when lots of people would be on their summer break. A further question was asked regarding publicity and methods of consultation. The Committee was advised that the fire and rescue service would be working with the Councils Engagement Team, and that the Engagement Plan would ensure that as many people as possible were contacted; and that the timescale for the consultation would be reviewed in light of earlier comments made, and for contact to be made with parish councils;
- How certain the service was that the proposed changes would improve recruitment opportunities. It was reported that the conversation for change had been initiated from staff, when members of the leadership team had taken time to visit stations to ask them directly how things were operating. One area that had been highlighted had been the restrictions within the Lincolnshire crewing system. As a result of this and the impact on recruitment, steps were then taken to ensure the service was to become an employer of choice for all people within local communities and to ensure that the service represented the diverse nature of Lincolnshire;
- Whether there had been any response from officers. Clarification was given that the whole process had been done in collaboration with staff and with the direct bodies that form the joint working group, who actually outlined what needed to be achieved. The proposals had then been checked to make sure that they met the needs of fire and rescue and its statutory duties, but also addressed the concerns of the work force and the direct bodies. Reassurance was given that the whole process had been conducted in a very collaborative way and was a well-supported proposal within the organisation;
- Page 97 advised that there had been challenge from the Fire Brigades Union. The Committee was advised that there was a fundamental difference as to how Lincolnshire approached the crewing duty system compared to other fire and rescue services. It was reported that Lincolnshire had been one of the first services to adopt this type of system and that this had been done through a local agreement with the FBU. Other services had not gone down this route and had imposed a duty system without a local agreement. Because of this, that was why the court ruling had challenged this regarding working time directives. It was highlighted because of the positive working relationship Lincolnshire had with the representative bodies it did not need to go down that route, as early engagement and discussions had taken place to make sure the service satisfied the Working Time Directive; and
- The definition of a close proximity crew. It was reported that these were crews that were available for 96 hours, but in that time staff were able to either go home if they

live within five minutes of the station, or if not the station provided accommodation, to ensure that the personnel were available for operational response. It was highlighted that this was in essence, the same as an on call firefighter, which in Lincolnshire was the backbone of the response model within the county.

The Chairman on behalf of the Committee extended thanks to the presenter.

#### RESOLVED

That support be given by the Committee to the report and that the comments raised be forwarded on to the Executive Councillor for Fire and Rescue and Cultural Services.

#### 17 PERFORMANCE OF THE LIBRARY SERVICE CONTRACT - SIX YEAR REVIEW REPORT

Consideration was given to a report from Louise Egan, Library and Heritage Client Lead, which provided the Committee with an update of the contract performance of the sixth year of the out-sourced library contract to Greenwich Leisure Ltd (GLL).

The Chairman invited the Library and Heritage Client Lead to present the report to the Committee. Diana Edmonds MBE, National Libraries Director for GLL was also in attendance for this item.

The Committee was advised that GLL had brought vast improvements to the library service across the region, and that the performance for year six had been no different. Page 155 of the report pack, and Appendix C to the report provided performance details for the Committee to consider. The Committee noted that despite some closure periods during year-six, the core library services had been visited over half a million times; and that over one million physical stocks had been issued. It was also reported that the service had received nearly 400,000 digital issues from customers using on-line facilities from their own homes; and that the service had also received half a million website visits.

The Committee noted that there was no doubt that the pandemic had brought about changes in how library stock was accessed and used, however, indications were that the pandemic had not resulted in a simple shift from physical to digital. Pages 144 and 145 of the report pack provided further information in this regard.

Appendix A to the report provided details of the library service – contract components and Appendix B provided information relating to the six-year review of social value.

Reference was also mentioned to IT infrastructure development and how important IT had been through the pandemic, particularly customers bringing in their own devices and using Wi-Fi provision within libraries; and the development of library hubs and the benefits that had given to communities.



In conclusion, the Committee was advised that GLL would continue to focus on the recovery of the service during year seven, which included encouraging people back to the service to make the most of the facilities within their communities.

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

- Thanks were extended to the fantastic facilities provided by library hubs and to the work being done with communities;
- The time taken to re-open the Ermine Library Hub;
- The progress being made on the Grantham library transferring to GLL. The Committee was advised that work was still ongoing with colleagues in property services to find an alternative site to transfer to, to relocate the library service;
- Support was extended to the issuing of craft and activity packs to children and that it was hoped that with more sponsorship more of this would happen in the future. It was reported that the packs were initially created out of need as customers could not get in physically. But, as a result of the take-up being so great, it was now part of the standard offer;
- The success of tea and coffee mornings and that more people were slowly coming back to have a cup of tea and a natter; and
- The importance of the social value the library service realises for communities.

The Chairman on behalf of the Committee extended thanks to the presenter.

#### RESOLVED

That the performance of the Library Service Contract – Six Year Review Report presented be received and that support be given to the development of future Actions for year seven; and that the comments raised by the Committee be noted.

Note: Councillor K E Lee wished it to have it recorded that she had abstained from voting.

#### 18 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

The Chairman invited Kiara Chatziioannou, Scrutiny Officer, to present the report, which invited the Committee to review the work programme as detailed on pages 157 to 164 of the report pack and to highlight any additional scrutiny activity to be included for consideration in the work programme.

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

- The potential of moving the flooding incident item to later in the year. The Committee noted that the current timing was to ensure that all elements of flooding were covered in the amalgamated report; and

- The Community Trigger Process. Reassurance was given that this would be covered as part of the anti-social behaviour item, which was due to be considered in the next couple of months.

RESOLVED

That the work programme presented be received.

The meeting of the Public Protection and Communities Scrutiny Committee ended at 12:19pm.

19 DOMESTIC ABUSE SUPPORT SERVICES RE-COMMISSIONING

**SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE**

Consideration was given to a report from Carl Miller, Commercial and Procurement Manager and Rachel West, Contract Manager, which invited the Committee to consider and comment on a report regarding the re-commissioning of Domestic Abuse Support Services (DASS), which was due to be considered by the Executive on 6 September 2022. It was highlighted that the views of the Committee would be passed on to the Executive as part of their consideration of this item.

The Chairman invited the Commercial and Procurement Manager and Contract Manager to present the item to the Committee.

The Committee was advised of the background to the service, the current service provision, and reasons for the proposed remodelling of the DASS. It was highlighted that the existing contract was not able to be extended further and that a new service needed to be in place for April 2023.

The Committee was also advised of the service review conducted over the last eight months, the key findings of the review were summarised on pages 173 and 174 of the report pack; the proposed changes to the current arrangements; the budget and cost implications; risks and dependencies; the commercial approach being taken; payment and performance; contract commencement and duration, it was noted that the new contract would be for a maximum period of five years, with an initial period of three years, with the opportunity to extend for a further two-year period; and the procurement implications.

In conclusion, the Committee was advised that the re-commissioning of a countywide DASS supported the priorities and delivery of the Council's Corporate Plan, the Safer Lincolnshire Partnership, Lincolnshire Preventing Domestic Abuse Strategy 2021/24; and the Councils' statutory duties under the Domestic Abuse Act 2021. It was noted that the proposed improvements and integration of the current Outreach and Independent Domestic Violence Advisor (IDVA) Services under the umbrella of DASS, through the specification and associated processes would enable the Council and partners to maximise the service impact

and outcomes for individuals, to build up resilience. To help prevent further victimisation and support victims to live safe, happy, and healthy lives.

During consideration of this item, the Committee were pleased to receive the detailed report and were supportive of the proposals set out in the report, which aimed at tightening support measures around vulnerable individuals.

Members also commented on the supportive, proactive outreach offer as described in the report and believed that this would be helpful in dealing with the increased number of cases reported and the various risk categories identified.

The Chairman on behalf of the Committee extended thanks to the presenters.

#### RESOLVED

That unanimous support be given to the recommendations to the Executive as detailed on page 168 of the report pack and that the comments raised by the Committee be recorded and passed on to the Executive to help facilitate their decision making on 6 September 2022.

The meeting closed at 12.40 pm

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

Report to:	<b>Public Protection and Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Lincolnshire Coroners Service Annual Report</b>

**Summary:**

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

**Actions Required:**

The Public Protection and Communities Scrutiny Committee is invited to:

- (1) review and comment on the contents of this report, the progress and performance of the service, and
- (2) consider timescales for further reports.

## **1.1 The Role**

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

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

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

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

“How” in coronial terms means “by what means”. This is extended only for those inquests where it is arguable that there has been a breach of Article 2 of the Human Rights Act 1998 (the right to life), to “how and in what circumstances”. The inquest does not determine whether or not a breach has occurred.

## **1.2 Independence**

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

## **1.3 Statutory Duties**

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

## **1.4 Lincolnshire Coronial Jurisdiction**

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

- 3 main places of state detention (HMP Lincoln, HMP North Sea Camp and HMP Morton Hall). The latter establishment was an Immigration Removal Centre until it returned to the Prison Estate in late 2021. In addition, there are custody suites at Police stations, Courthouses and MoD bases
- 15 sites operated by the Lincolnshire Partnership Foundation (mental health) Trust (LPFT) where people may be detained under the Mental health Act
- 3 acute hospital sites operated by ULHT
- Rural road network (the area has one of the highest numbers of road traffic deaths of all Coroner areas nationally)
- Several MOD bases

- Long coastline
- Large transient seasonal population
- High number of treasure finds

Until August 2020 HM Senior Coroner for Lincolnshire was Timothy Brennand. He was supported by Paul Smith as HM Area Coroner (fulltime) and by 3 sessional Assistant Coroners. Mr Brennand left Lincolnshire at the end of August 2020. Paul Smith was appointed HM Acting Senior Coroner. Following advice from the office of the Chief Coroner, the post of permanent Senior Coroner cannot be recruited until the issue of the potential merger with North Lincolnshire and Grimsby is resolved.

There were also changes to personnel within the service during 2021. As at December 2021 the Coroner was supported by a team of 8.2 FTE officers and 4.0 FTE business support personnel. Additional personnel have since been recruited. Service management comes as part of the Registration, Celebratory and Coroners Service.

### 1.5 Coroners Statistics 2021

Analysis of Lincolnshire High Level Coroner Statistics									
Coroner Service Analysis (Lincolnshire)								Coroner Service Average 2021 (England and Wales)	
Coroner Service Analysis (Lincolnshire)	2018	%	2019	%	2020	%	2021	%	
Population of each area (thousands as per ONS):									
Lincolnshire	755.8	100%	761.2	100%	766.3	100%	768.4	100%	
Total (Lincolnshire Coroner Area)	755.8	100%	761.2	100%	766.3	100%	768.4	100%	
Deaths registered by areas of usual residence, of which:									
Lincolnshire	8750	100%	7467	100%	8679	100%	7781	100%	
Total (Lincolnshire Coroner Area)	8750	100%	7467	100%	8679	100%	7781	100%	
Deaths reported to coroner, of which:	3217	37%	3242	43%	3275	38%	2953	38%	33%
Post-mortems	1253	39%	1292	40%	1279	39%	1374	47%	43%
Inquests opened	364	11%	411	13%	416	13%	504	17%	17%
Inquest conclusion category:									
Killed unlawfully and killed lawfully	0	0%	2	1%	0	0%	1	0%	0%
Suicide	46	12%	45	12%	75	19%	70	16%	15%
Drug/Alcohol Related	48	12%	41	11%	50	12%	68	15%	12%
Road Traffic Collision	31	8%	34	9%	17	4%	30	7%	3%
Lack of care or self-neglect	0	0%	0	0%	0	0%	1	0%	0%
Death from industrial diseases	27	7%	29	7%	34	8%	34	8%	6%
Death by accident or misadventure	89	22%	56	15%	71	18%	98	22%	24%
Deaths from natural causes	45	11%	19	5%	17	4%	40	9%	11%
Open	33	8%	18	5%	12	3%	13	3%	3%
All other conclusions	80	20%	132	35%	129	32%	91	20%	26%
Total	399		376		405		446		100%
Average time taken to process an inquest (weeks)	45		35		43		36		31

- A total of 59 Treasure finds were recorded.

### 1.6 Challenges and Achievements 2021

It remains almost impossible to separate the demands faced by the service throughout 2021 from the pandemic, which had an impact on every aspect of service provision. Whilst the pandemic did not drive any increase in the number of referrals received, the annual figure remaining broadly constant, it had a significant impact upon the performance of the service. The direct and indirect consequences of the pandemic were highlighted last year. A significant and immediate backlog of cases arose.

By the start of 2021 that backlog had largely been cleared, the caseload returning to c 300 open inquest cases. That was however something of an artificial picture, as those

remaining were largely the more complex cases, or those requiring a jury. Many of the outstanding cases had time estimates in excess of one day. No Jury cases were heard after March 2020 until they resumed in October 2021 with the creation of a designated jury court at Myle Cross. At that stage, the high-water mark of jury cases stood at 17 cases.

The Chief Coroner's annual audit of cases more than 12 months old in April 2021 disclosed a total of 66 such cases (against an "allowance" of 30), although the rise locally was below the national average. The April 2022 audit disclosed an increase to 89 cases. No national figures have yet been published to permit a comparison.

The yardstick of timeliness to inquest had inevitably suffered throughout 2020, dropping back to 43 weeks. Conversely, during 2021 despite the various delays precipitated by the various waves of the pandemic, and despite the unfilled fulltime Coroner position, our timeliness to inquest improved by 7 weeks to 36 weeks. That was achieved against a worsening picture nationally, the national average rising by 4 weeks to 31 weeks.

A major consequence of the pandemic was the inability to obtain reports and statements as part of a Coronial investigation, particularly from hospitals. As the NHS dealt with the various pressures posed by the pandemic, the withdrawal of administration time for clinicians was keenly felt by the coroner's service. Deadlines for the provision of statements were missed, and formal demands utilizing the provisions of the Coroners and Justice Act 2009 to compel compliance did not sit comfortably alongside the greater pressures faced by clinicians. That continues to be an issue. That has caused very real delays in the ability to complete investigations and to list cases promptly. Meetings have been held with the Medical Director at ULHT when that was discussed. The problem was acknowledged and there are ongoing measures being taken to address that issue, although it is unlikely to be fully resolved within the near future.

That issue however masked an underlying trend, that of the increased caseload of the Coroner service. Throughout 2021 the caseload grew steadily, despite more cases than ever before being taken to inquest. Whilst the merger of South and Central Lincolnshire in August 2017, and the absence of a fully computerized system until September 2018, each obscure the beginnings of that trend, it is evident that there has been an increase in both post-mortem examinations and also the number of cases going to inquest in recent years.

The enforced withdrawal of GPs from face-to-face consultations during Covid meant that, despite a temporary relaxation of the rules relating to the issue of Medical Certificates of the Cause of Death (MCCDs), there were more cases within which no cause of death could be given without a post-mortem examination. Furthermore, the Medical Examiner (ME) system was rolled out in secondary care. The additional layer of independent medical scrutiny in hospital deaths introduced by the ME scheme undoubtedly increased the number and complexity of Coronial investigations, and consequently the number and complexity of inquests, despite a reduction in the total number of referrals received.

That increase in inquests is not immediately obvious from the statistics given above but lies in the detail. The MOJ data collated takes a snapshot of referrals in each calendar year. The number of inquests opened in each year reflects only the referrals received



within that same calendar year. Cases from the previous year that were at investigation stage but had not progressed to inquest at the date upon which the data was collected do not feature as inquests in either the year of referral or the year in which the inquest was opened. Consequently, there is a hidden increase. The figures in the table above show a modest excess of inquests opened over inquests concluded, year on year since 2019. Additionally, in each year there are approximately 20 cases which are the subject of a criminal prosecution following which the inquest is not resumed and is permanently suspended. That figure has remained broadly constant for several years. Those cases are not included within the total of concluded inquests

Accordingly, in 2021 504 inquests were generated from referrals received in 2021, plus an additional estimated 27 inquests from referrals received the previous year, giving a grand total of 531. Against that figure 446 inquests were completed with a further 20 cases permanently suspended. The net gain was therefore 65 cases. Provisional indications are that a similar pattern continues through 2022. That is reflected in our management system, WPC. The caseload of open inquests is currently c400, down from a peak of 420, that representing an increase of 120 inquest cases since January 2021. That reduction is likely due to seasonal factors. With a 40% increase in open inquests at every level the service is under pressure.

The absence of some key personnel within the Service was addressed during 2021. Previous reports highlighted the pressures brought about by the enforced departures of the Head of Service, the Coroners Service Manager and Senior Coroners Officer as a consequence of ill health. Adding to that list, the departure of the Senior Coroner in August 2020 imposed further demands on the service. Paul Smith was asked to step up from his role as Area Coroner to that of Acting Senior Coroner with effect from 1 September 2020 for an expected term of up to 12 months. That term was extended by a further 12 months in September 2021 and has been further extended until September 2023. The absence of a second fulltime Coroner has been managed in the short term by additional Assistant Coroner cover but has a much greater impact over the longer term, particularly when future planning for the service is considered.

The outstanding issue of the merger with North Lincolnshire remains unresolved and has exacerbated that burden. The Acting Senior Coroner for North Lincolnshire retired in September 2021. They retained one single active part time Assistant Coroner. They had no one willing or able to fulfill the role of Acting Senior Coroner and approached Lincolnshire County Council for assistance. In the spirit of the proposed merger, that was agreed, Paul Smith taking that role. Likewise, one of the local Assistant Coroners agreed to sit there also. Since September 2021 Paul Smith has held the position of Acting Senior Coroner for both areas. His appointment with North Lincolnshire has also been extended to September 2023. He deals with their decisions remotely most days and physically attends Cleethorpes one day each week, reducing his physical presence in Lincoln to only 4 days each week. He remains the only fulltime Coroner in either area. By contrast, with the regular provision of two fulltime Coroners, Lincolnshire would enjoy 10 Coroner days each week, plus occasional Assistant Coroner cover. The current situation is not one which can continue indefinitely. It is likely to generate delays in the listing of more complex cases, particularly in North Lincs, and is unfair on the bereaved.

The Post-mortem and Mortuary Services contract is currently provided through a DPS framework for 1 year. This is being extended for a further year with both suppliers once pathologist provision has been secured. Discussions are taking place with a third supplier to allow for business continuity as the post-mortem requirement increases. An open tender is planned take place in the summer of 2023.

### **1.7 Looking Forward**

The Coroner Service Transformation Project began in mid-2020 and concluded last summer. Many positive developments resulted from that and were the subject of a specific report on 27 July 2021. Those included identifying a permanent office and Court facility for the service, improved methods of working across the County, a new electronic referral system and improved communication with other stakeholders. All of those are now embedded although the move to a permanent home within the Myle Cross site has stalled. The existing courtrooms, established to provide a short-term solution to the absence of court facilities as the service emerged from the pandemic are looking rather tired and the move to a permanent home is needed urgently. The uncertainty regarding the extent and timing of the necessary construction work is a concern.

Recent appointments of a new Head of Service and Coroners Service Manager have been universally welcomed within the service and there is a clear energy to improve and drive the service forward. We meet regularly and there is a shared vision to work upon the improvements already made.

The merger of Lincolnshire Coroner's Service with North Lincolnshire and Grimsby to create a Greater Lincolnshire Coroner Service remains the elephant in the room for so many decisions. There were several discussions between the three Local Authorities and an agreed business plan for the potential merger was finally submitted to the Chief Coroner's office for approval last year. Amendments to the proposal were sought from both Lincolnshire and Hull and were submitted in the Spring. A decision remains awaited but no time frame for that has been given. It was hoped that a welfare visit by the Chief Coroner to Lincoln, Cleethorpes and Hull in early June, as part of a national tour of all coroner areas may precipitate some movement, but that appears to have been a false dawn. The ongoing delay is hurting both Lincolnshire and North Lincolnshire. Unless a sensible timeframe for a decision is announced shortly there is a compelling argument that Lincolnshire should be permitted to proceed with its own recruitment and to deal with the merger separately if or when it happens. It seems unlikely that such a delay was contemplated when the issue was first aired in early 2019.

## **2. Conclusion**

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

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

During his welfare visit in June 2022 the Chief Coroner acknowledged the delay the merger decision was causing, although he was clear to stress that the decision was not his but was to be made by the Lord Chancellor. He identified the service as a work in progress, but recognised the positive efforts made by everyone within the service throughout a very challenging time.

### **3. Consultation**

#### **a) Risks and Impact Analysis**

N/A

### **4. Background Papers**

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

This report was written by Paul Smith, Senior Coroner for Lincolnshire, who can be contacted on 01522 552429 or by e-mail at [pauld.smith@lincolnshire.gov.uk](mailto:pauld.smith@lincolnshire.gov.uk).

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

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Service Level Performance Reporting against the Success Framework 2022-2023 – Quarter 1</b>

**Summary:**

This report sets out the performance of the Tier 2 Service Level Performance measures for 2022-2023 – Quarter 1 that are within the remit of the Public Protection and Communities Scrutiny Committee.

**Actions Required:**

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

## **1. Background**

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

The accompanying appendices detail the performance in Quarter 1 for the Tier 2 Service Level Performance measures in relation to Public Protection, Lincolnshire Fire and Rescue, and Libraries and Heritage Services as set out in the Performance Framework 2021/22.

## **2. Conclusion**

Members of the Public Protection and Communities Scrutiny Committee are invited to review and comment on the performance information for Quarter 1 and highlight any recommendations or further actions for consideration.

### 3. Consultation

#### a) Risks and Impact Analysis

N/A

### 4. Appendices

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

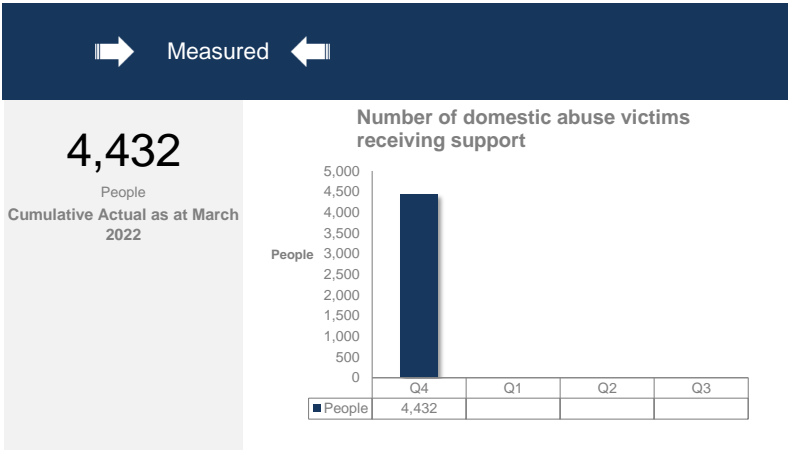
### 5. Background Papers

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

This report was written by Kiara Chatziioannou, Scrutiny Officer, who can be contacted on 0750 057 1868, or by e-mail at [kiara.chatziioannou@lincolnshire.gov.uk](mailto:kiara.chatziioannou@lincolnshire.gov.uk).

## Number of domestic abuse victims receiving support

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



### About the latest performance

We have been unable to update the previous quarterly figures until Q1 reporting due to the increase in service demand and the administration that is required to abstract the data (This has been reviewed and more efficient data extraction is being put in place). During this process, we have recognised a changed methodology and therefore the previously reported Q2 figure of 1849 has been updated and is now reported as 2240. We are now able to provide Q3 and Q4 figures. The performance as at Q4 is 4432 and reflects the increase in service demand that we have experienced over the 12 months between 2020/2021 and 2021/2022. We will be reporting Q1 and Q2 2022/23 figures at the next scrutiny meeting.

Further Details



About the target

It is not appropriate to target this measure.

About the target range

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

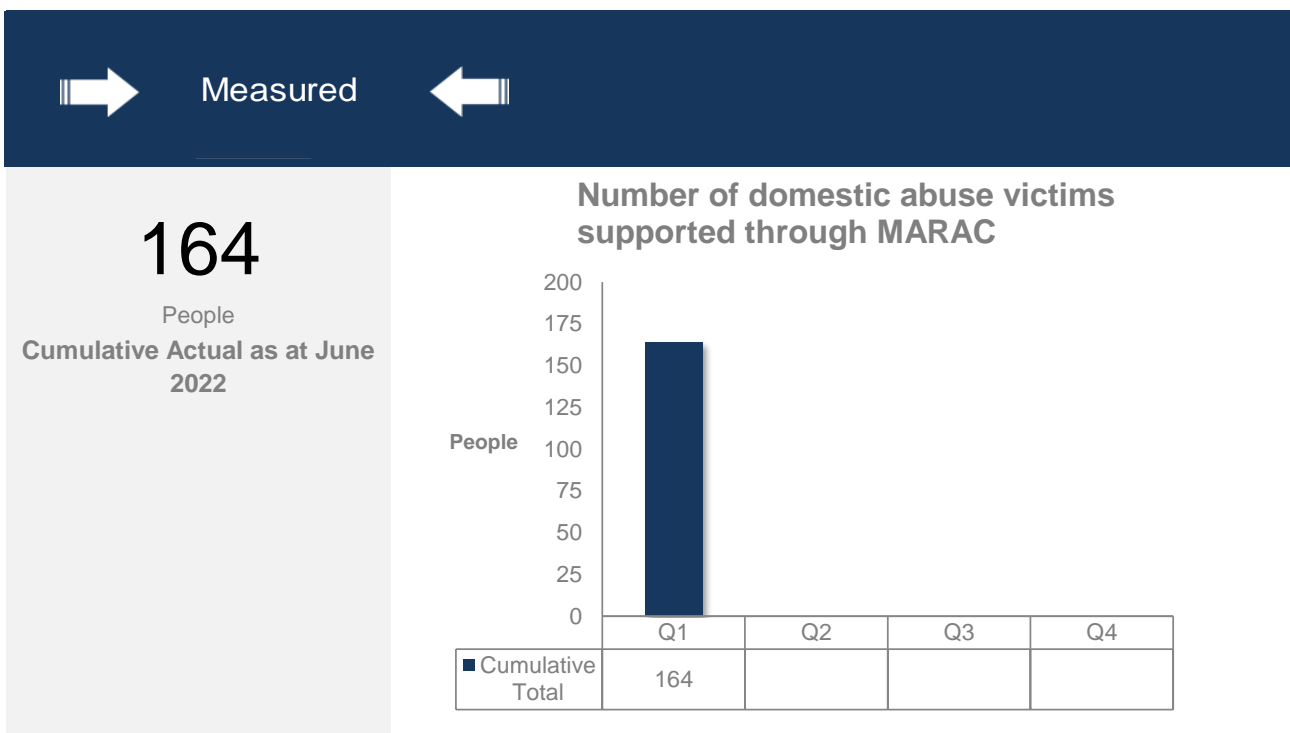
About benchmarking

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



## Number of domestic abuse victims supported through MARAC

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

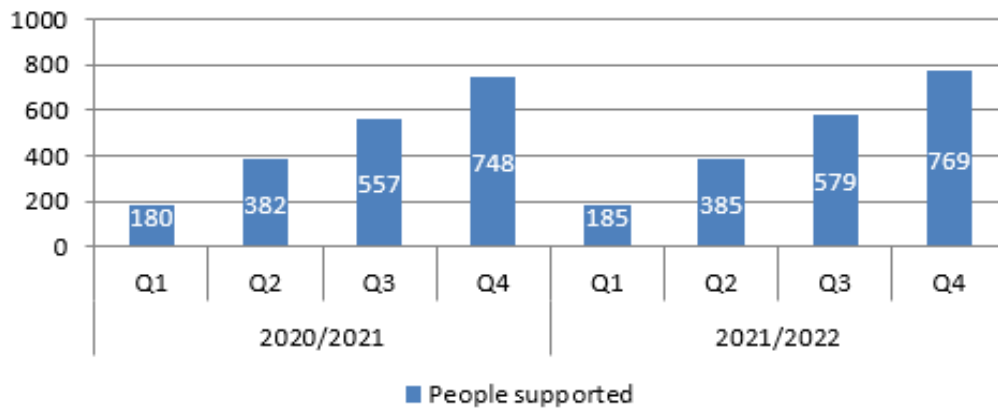


### About the latest performance

MARAC continues to operate on a weekly basis with all partners engaged in the process. The MARAC is currently operating virtually and regular monitoring of data and the process is in place. The number of clients reported here are new in the period and do not include repeats. The total number of repeat clients to MARAC in Q1 2022/23 was 66, meaning that an additional 66 clients were supported through MARAC.

The council has supported the MARAC process, made operational changes where necessary in order to respond to COVID 19, demand levels. MARAC has been successful in operating a full response throughout the COVID 19 pandemic.

## Domestic abuse victims supported through MARAC



### About the target

It is not appropriate to target this measure.

### About the target range

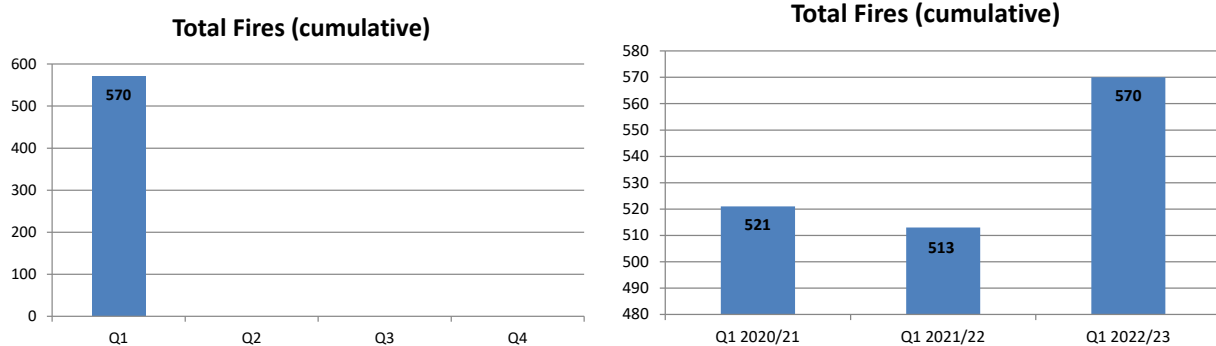
A target range is not applicable as this is a contextual measure.

### About benchmarking

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

## Total fires

Number of incidents of fires, including all types of fires (i.e. primary, secondary, and chimney fires)  
A lower rate of fires indicates a better performance



### About the latest performance

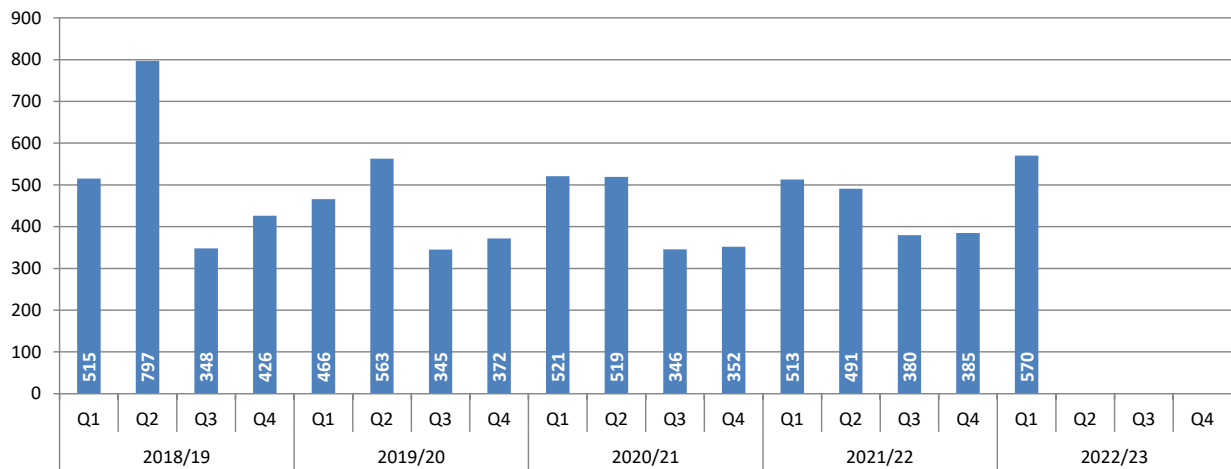
There have been 570 attended fires during the first quarter this year. Previous year's quarter 1 performance averaged at 504 incidents so performance this year is 13% higher than the previous average. In terms of the breakdown of the types of fire; chimney and primary fires have remained broadly similar numbers year-on-year. The number of secondary fires is directly attributable to the rise in numbers attended this year (323 this year in quarter 1, 258 in 2021-22 and 272 in 2020-21). It should be noted that the increase of 57 fires this year is solely attributed to a rise of deliberately started fires (an increase of 54 deliberate fires this year compared to Q1 2021-22). Analysis shows that the increases has centred on grassland and refuse related fires. Our Arson Task Force have been working closely with local Policing teams to carry out follow up prevention work in highlighted areas. Where individuals have been identified as starting fires, our specialist trained Fire Setter Intervention Scheme (FSIS) advocates have been supporting and targeting interventions. We have recently become partners in the county wide Environmental Crime Partnership, which we hope will provide intelligence and a multi-agency approach to reducing numbers.

There is no specific geographical area for this increase in isolation as all three Divisional areas have seen similar rises. It should also be noted that numbers for Q2 will be expected to be far higher than previous years due to the prolonged summer heat wave conditions. Partnership working with the National Farmers Union, (NFU), continues to develop plans to support the management and prevention of fires. Raising awareness and providing safety messages has been complemented with the project to allow LFR work closely with farmers at incidents. The project has resulted in a 'coupling' being developed that allows LFR to use water supplies provided by farmers.

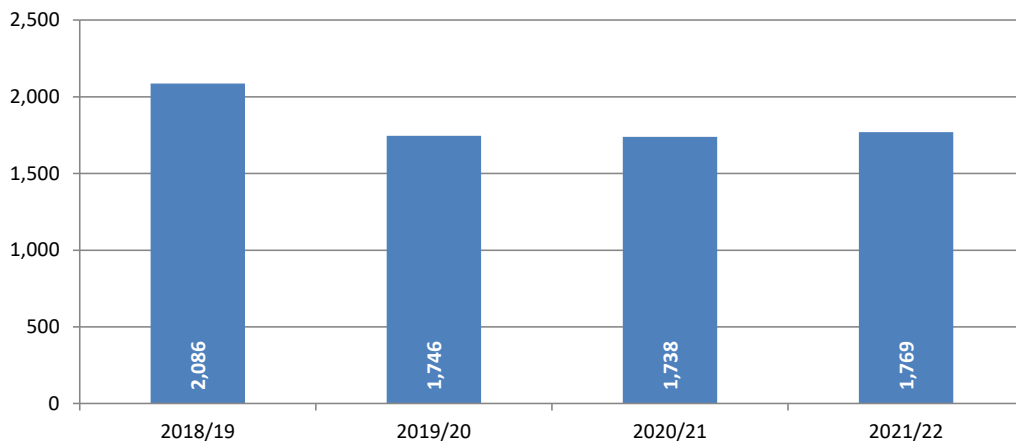
Engagement with our strategic coms officer has allowed safety messages to be developed and shared via social media and media channels, e.g. radio and television.

**Further Details**

**Total Fires (actual numbers)**



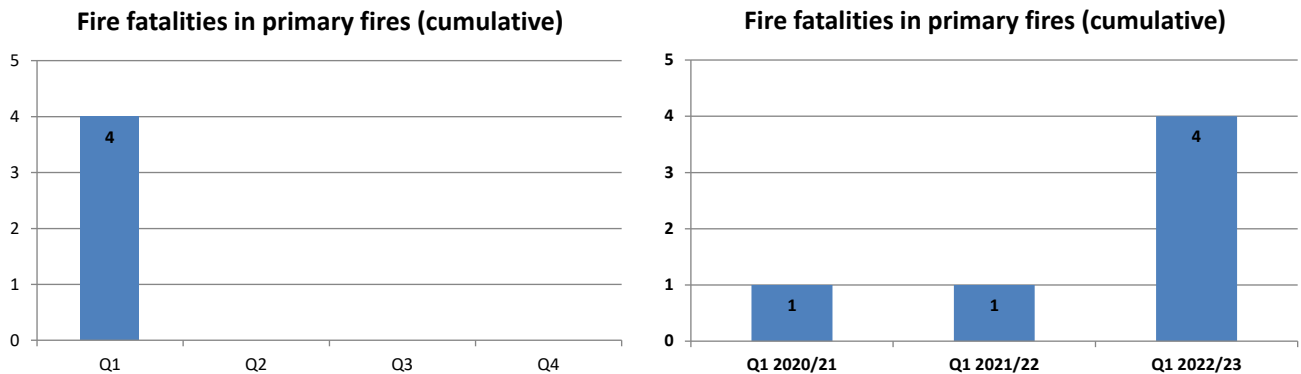
**Total Fires (actual numbers - annual)**



## Fire Fatalities

Number of fatalities from primary fires where the Fire Service have attended.

A lower rate of fatalities indicates better performance.



### About the latest performance

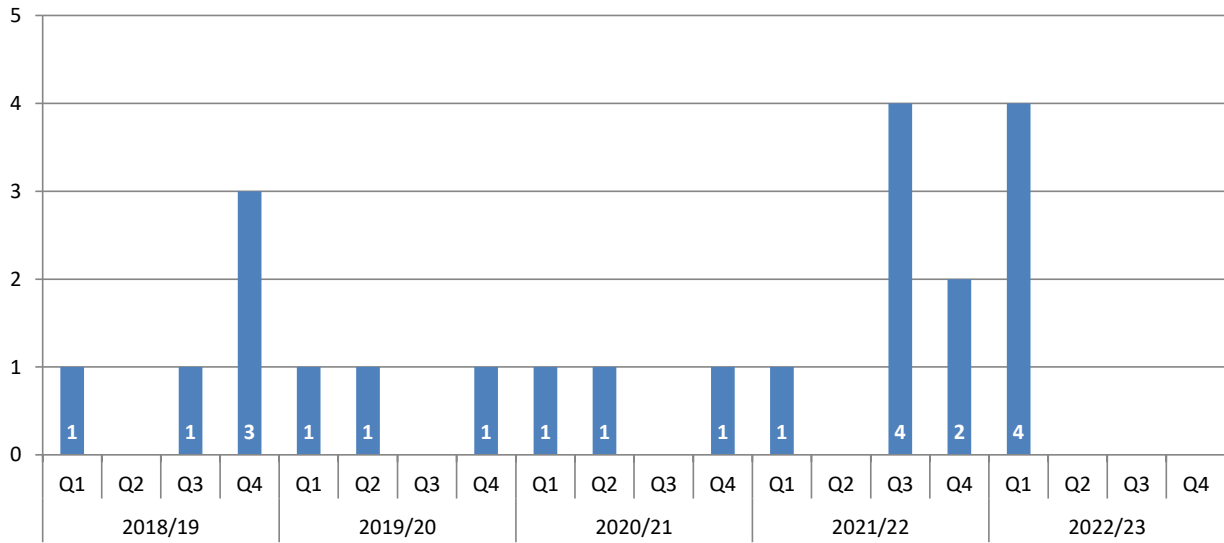
There have been 4 fatalities in fires in the first quarter of the year, resulting from 3 separate incidents. 1 was a suicide and the remaining 3 occurred at accidental dwelling fires (2 incidents, both of which are recorded with a cooking appliance as the heat source).

The Prevention Team continue to profile the associated vulnerabilities with fatalities. Partnership reviews into all fire fatalities are being led by LFR, with a view to capturing and sharing lessons learned. Over quarter 1 we have re-energised LFRs SHERMAN campaign and will continue to engage with key partners to raise the profile of identified vulnerabilities. We continue to refine our risk profiling methodology and we are engaging with the Population Health Management Team to explore the use of health datasets.

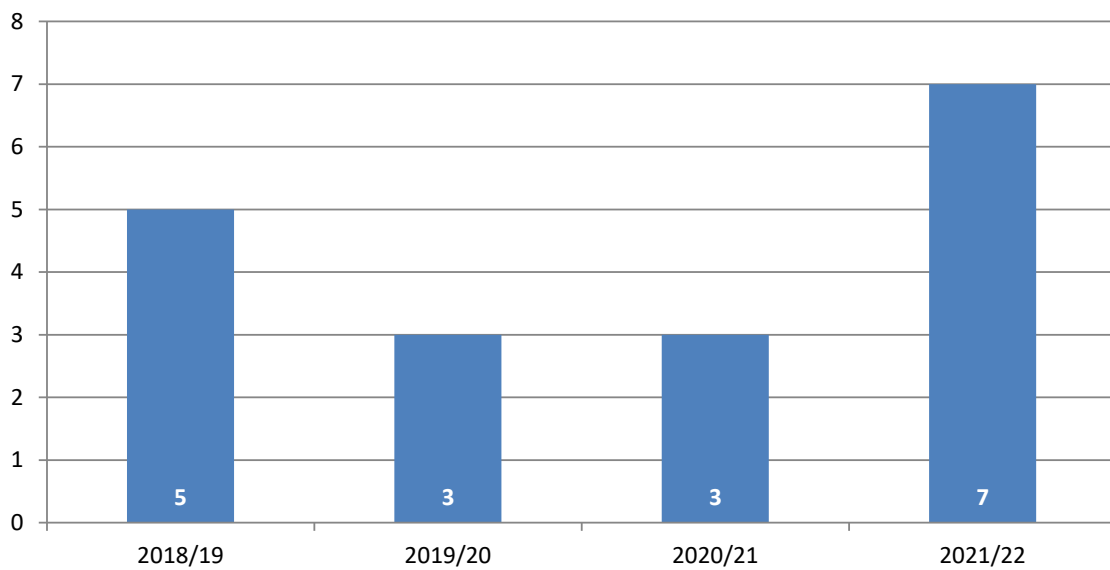
(S – Smoking, H – Hoarding, E – Elderly/Lives Alone, R- Reduced Mobility, M – Mental Health Issues, A – Alcohol/Drugs Mis-Use, N – Needs Care or Support).

### Further Details

### Fire fatalities in primary fires (actual numbers)



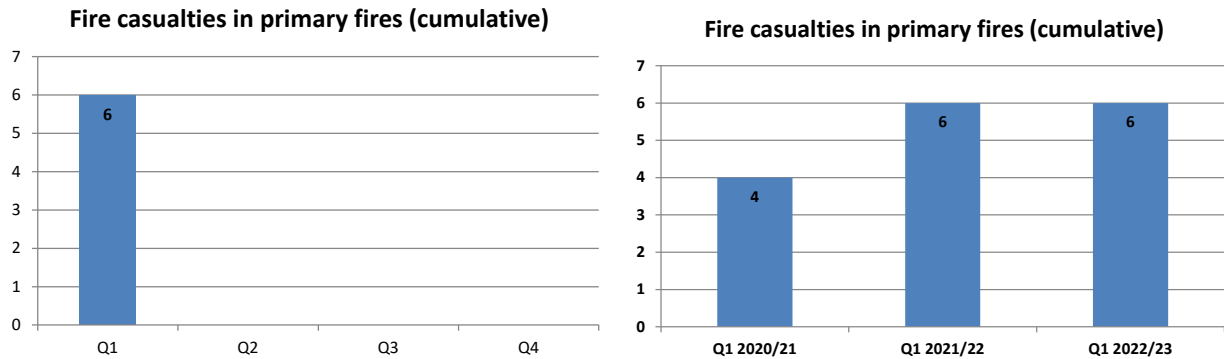
### Fire fatalities in primary fires (actual numbers - annual)



### Fire Casualties

Number of non-fatal casualties (requiring more treatment than could be given at the fire ground) from fires where the Fire Service attended.

A lower rate of casualties indicates better performance.



**About the latest performance**

There have been 6 casualties in primary fires in the first quarter of the year, resulting from 5 separate incidents. 5 of the casualties occurred at accidental dwelling fires (4 incidents, 3 of which with a cooking appliance as the heat source, the other incident was caused by smoker’s materials). The sixth casualty occurred in a farm building as a result of welding activities creating sparks causing the fire. 2 of the 6 casualties suffered from serious injuries with the remaining 4 suffering from slight injuries, but required more medical treatment than could be given at the fire-ground. It should be noted at the incident resulting in 2 casualties was the same incident in which one person sadly lost their life reported in the Fire Fatalities figure. 3 of the 6 casualties suffered from smoke inhalation, 1 suffered from severe burns, 1 suffered from a combination of burns and smoke inhalation and the remaining casualty suffered from lacerations whilst escaping the fire. 1 of the casualties was reported as being disabled/bedridden and therefore unable to escape with an additional casualty being reported as being under the influence of alcohol.

After analysis of the data, there appears to be no trends in the source of ignition or the cause/defect of these incidents. There are also no trends in the circumstances leading to the injury, but this in part is due to there being limited data available. We will continue to analyse data to allow identification of trends, which in turn will allow prevention campaigns to be developed. The importance of recording casualty information will be re-iterated with operational crews to allow the analysis to be more meaningful.

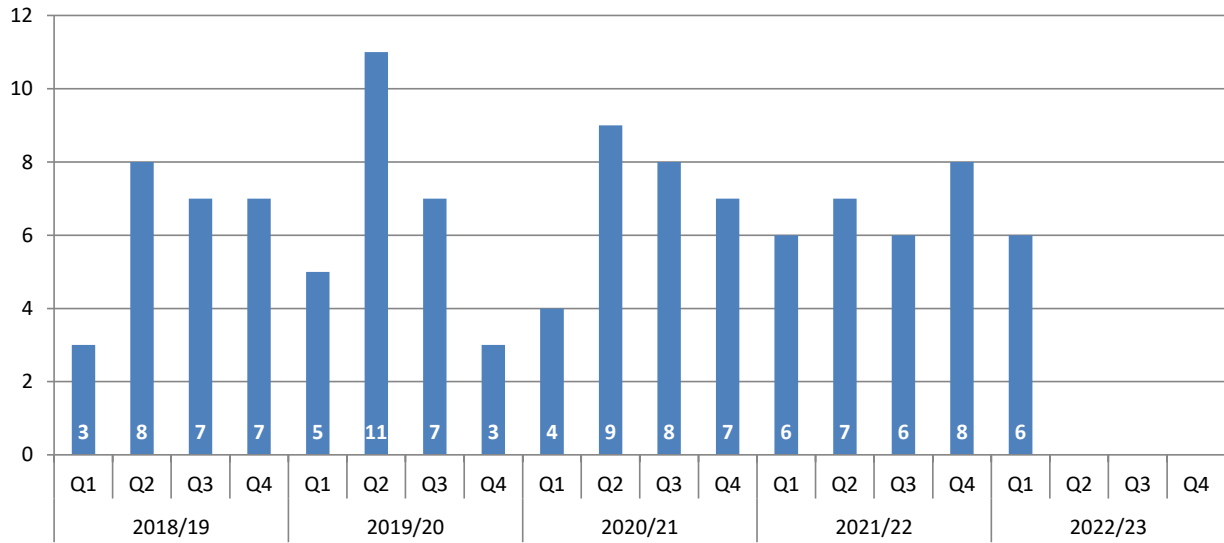
1. We continue to profile the individuals who are involved with fires and sustain injuries. This process allows us to identify and review the associated vulnerabilities of the individuals. Whilst we remain confident that ‘SHERMAN’ (Smoking/Hoarding/Elderly or Lives Alone/Reduced Mobility/Mental Health/Alcohol or Drug Misuse/Needs Care or Support) captures the key contributors to making individuals more susceptible to having fires and sustaining injuries, it is important that we review details on a case by case basis. The profiling exercise has been reviewed against the work carried out by the National Fire Chiefs Council (NFCC), as they develop mitigation methods of the 8 core components, (Home Fire Detection and Assistive Technology / General Fire Safety (candles, cooking and escape planning) / Electrical Safety / Fire and Heaters (safer heating) / Clutter and Hoarding / Deliberate Fires / Smoking-related fires / Medicines and Medical Devices) of the new Home Fire Safety Visit, (HFSV). LFR are transitioning from our current Safe & Well visits to the HFSV and will be fully aligned to the national direction.



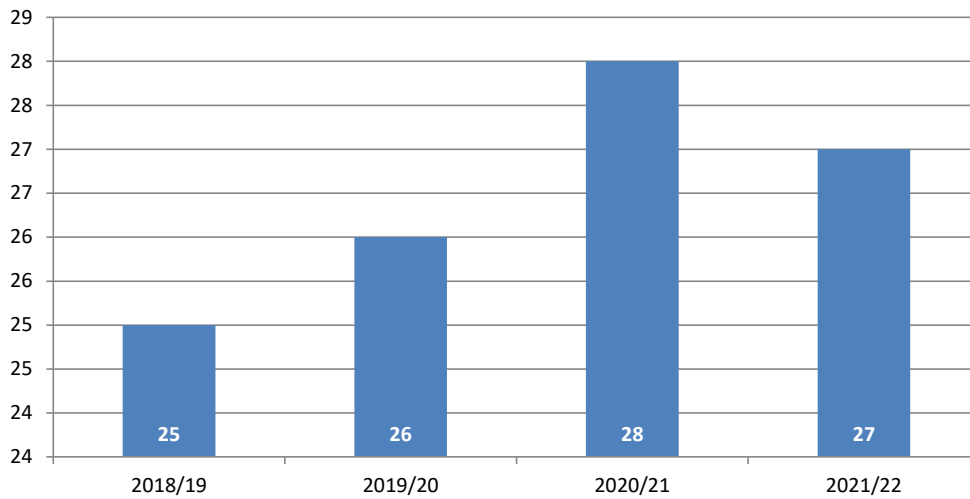


**Further Details**

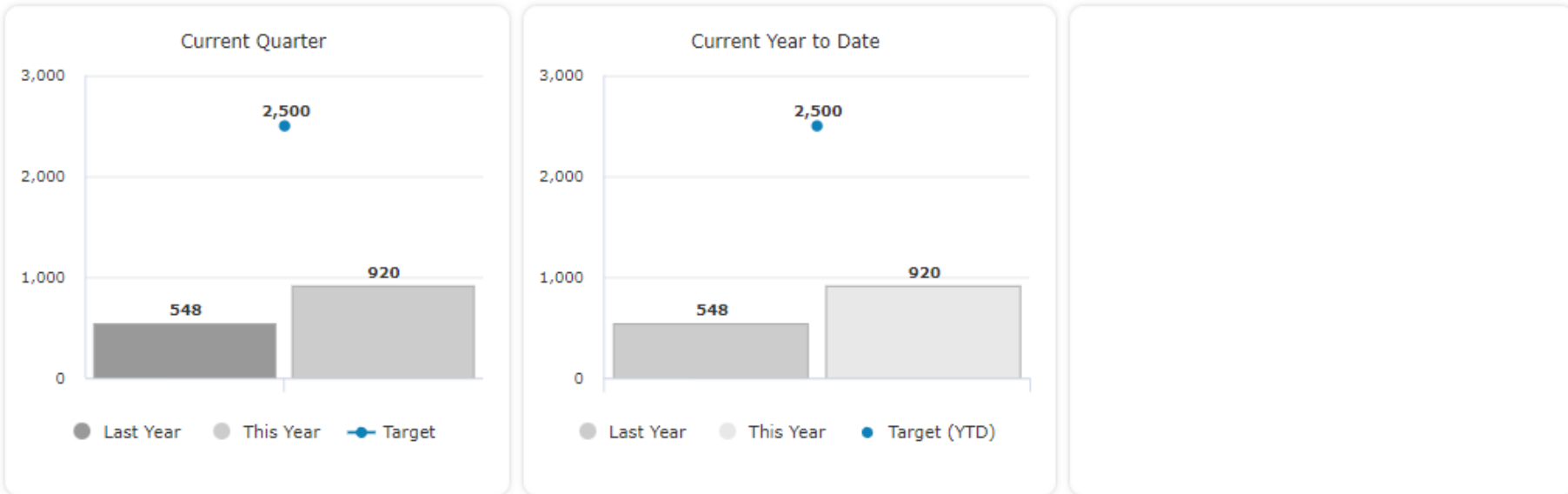
**Fire casualties in primary fires (actual numbers)**



**Fire casualties in primary fires (actual numbers - annual)**



## Total no. of Safe and Well visits carried out



## Safe &amp; Wells:

Operational Crews – 354 (critical - 34, high - 202)

Advocates – 566 (critical - 121, high - 386)

The Advocates numbers are slightly below target due to the recruitment of 2 new Advocates following individuals leaving the team. They are now up to full capacity and confident the numbers will be caught up as we go through Qtr 2 and into Qt3.

There have been some discrepancies with ops crews figures due to issues with recording and reporting mechanisms. We have the breakdown of figures per station and the numbers vary significantly. There have been a number of jobs completed without questionnaires, and therefore cannot be counted as S&W's. These additional activities include door knocking, leaflet dropping and general engagement. Support has been given around recording and the CFS Manager has been working with Kelly to develop the recording process in FloSuite.

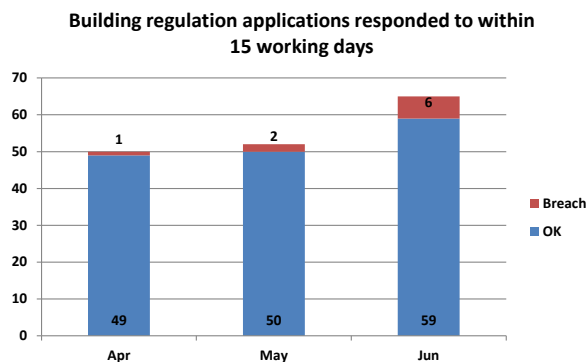
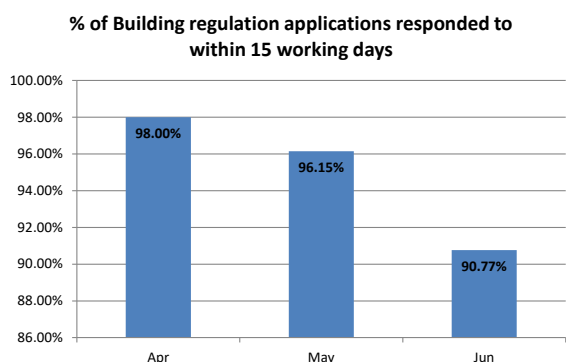
## Gazateer:

Work to progress the single gazetteer is progressing with the initial stages of data cleansing almost complete. Once this work has been finished InfoGraphics will remove duplicate records and we will be in a position to align FloSuite to Addressbase which will support the use of the single gazetteer. A process to periodically update and ensure premises information is current and accurate has been agreed.

An updated Risk Scoring Index (RSI) has been developed by the Prevention and Integrated Risk, which will allow profiling of risk to a household level to be carried out. We have engaged with LCC PH to explore available datasets and also looking to purchase additional Experian Modules (datasets) to ensure we consider identified health related issues.

We are working towards the end of September as a deadline to have a process in place that will allow us to target household risk rather than areas of risk.

## Building regulation applications responded to within 15 working days



### About the latest performance

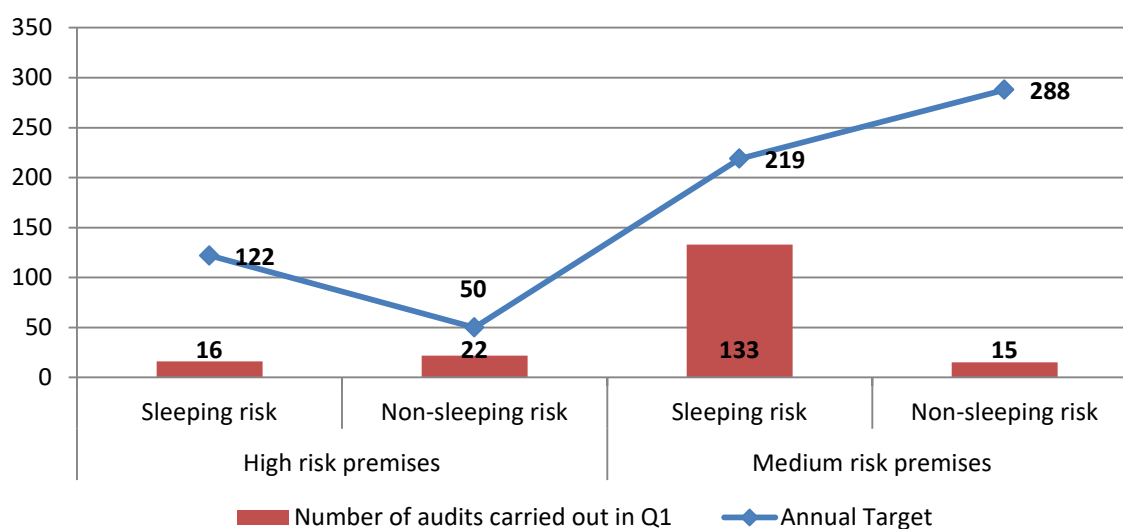
Response to building regulation consultations is an important part of the fire safety inspector role. As we are developing 5 new members of the team, work has been prioritised which has resulted in a small number of consultations breaching the 15 days response. All consultations have been completed with minimal delay, and this is now being monitored by the team managers to ensure that compliance rates improve throughout Quarter 2.

As the team capacity increases we are looking to introduce a third delivery team and align to the Divisional structure. This will support each team manager taking responsibility for their respective teams performance and to closely monitor compliance rates of consultations.

## Risk Based Inspection Programme Progress

		Annual target	Audits carried out in Q1	Inspection frequency
High risk premises	Sleeping risk	122	16	12 months
	Non-sleeping risk	50	22	24 months
Medium risk premises	Sleeping risk	219	133	36 months
	Non-sleeping risk	288	15	48 months

### Audits carried out against RBIP high and medium risk premises



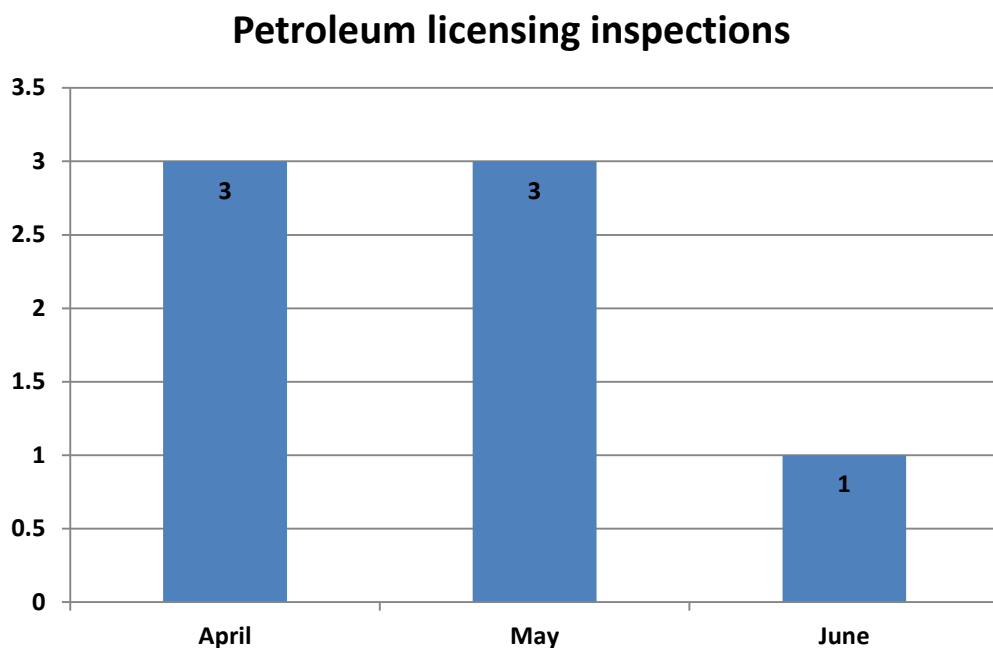
#### About the latest performance

The total number of audits for the year is 679, with the breakdown of risk category above. Audits are being booked with priority given to those premises that are furthest out of inspection date, (which is why it appears that some of the categories may be behind with the number of audits required for the month). This will continue to be monitored on a monthly basis.

With the number of audits completed in the first quarter we are on track to complete the total number of audits for the first year of the RBIP.

It is also important to recognise that we continue to increase the number of fire safety inspectors which will support additional capacity as we progress through the year. We have 5 individuals currently training and gaining the required fire safety qualifications to allow them to carry out regulatory fire safety activities.

## Petroleum Licensing Inspections



### About the latest performance

We continue to meet our statutory obligations in relation to enforcement of the legislation, e.g. licensing/inspecting of new installations and decommissioning and enforcement where required. Our central fire safety team are leading on training and development of our new fire safety inspectors. It has been confirmed that a number of the team have now been trained and have audits booked from July on-wards. The remaining Inspectors are being trained and will support petroleum inspections in Qtr 3.

We have 195 known petroleum installations within the county and a 3 year inspection programme in place. We are confident that we will reach the required target of 65 inspections by the end of March 2023.

The number of inspections carried out during quarter 1 was initially reported as being 6, however, as a result of data recording after the data being provided (at the beginning of July 2022) this figure has been revised up to 7 inspections during quarter 1.

## **Attendance Standards**

Full definition and calculation methods are still to be defined, but an indicative indication of the first quarters performance is as follows:

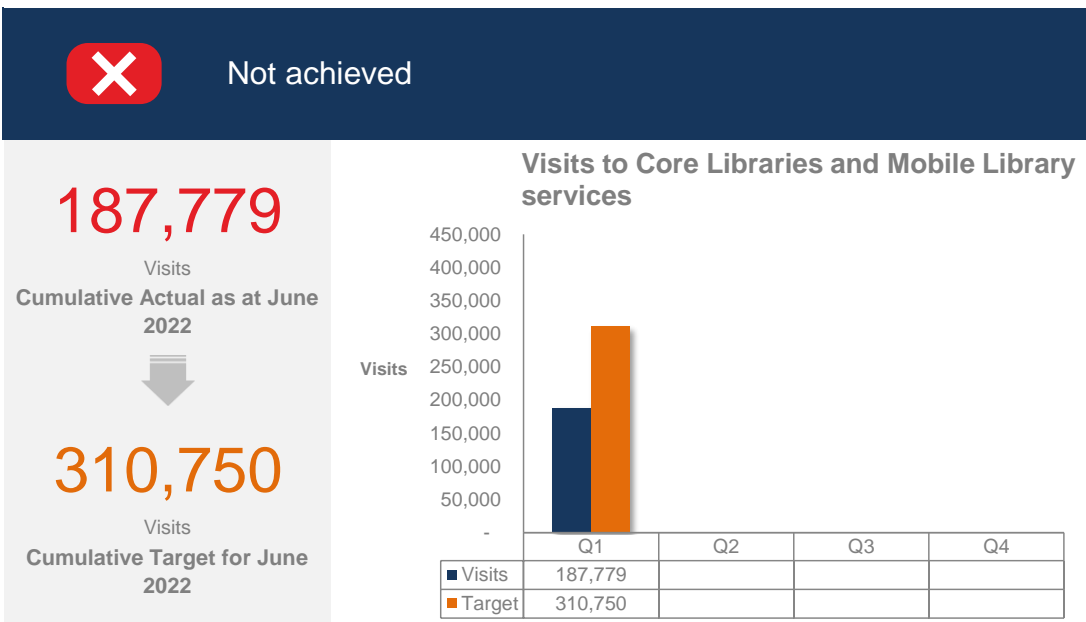
- We will respond to dwelling fires within an average of 11 minutes for the first fire engine – 9m 18s
- We will respond to all other incidents within an average of 15 minutes for the first fire engine – 11m 28s

## Visits to Core Libraries and Mobile Library services

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

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

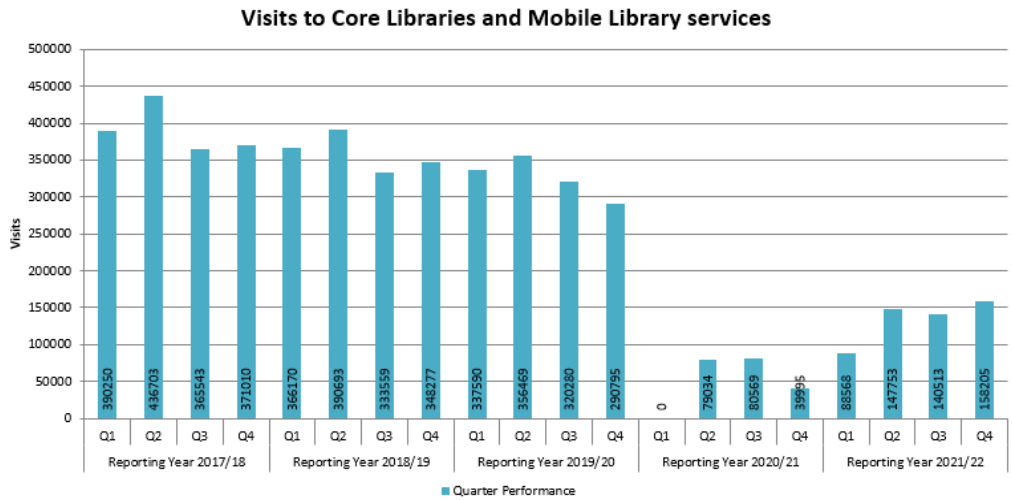
A higher number of visits to core libraries and Mobile Library services indicates a better performance.



### About the latest performance

We are still experiencing a reduced number of visitors at sites, due to the Covid pandemic; customers are attending less frequently and are stocking up on items so they don't have to attend sites as often as pre-covid. This is a national trend. Alongside this, we have experienced some reduced hours at sites which has compounded the change in trend, which has resulted in reduced visits; Bourne has been operating on reduced hours due to an operational change made by SKDC. Stamford Library main site also closed from 13th Sept due to roof works, with a business continuity Click and Collect offer at local Day Centre also on reduced hours. Stamford has had a significant impact on visitor figures as it is one of the busiest sites. Boston library had a closure period also due to works at site during this period.

Further details



About the target

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

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

About the target range

No target range has been set for this measure.

About benchmarking

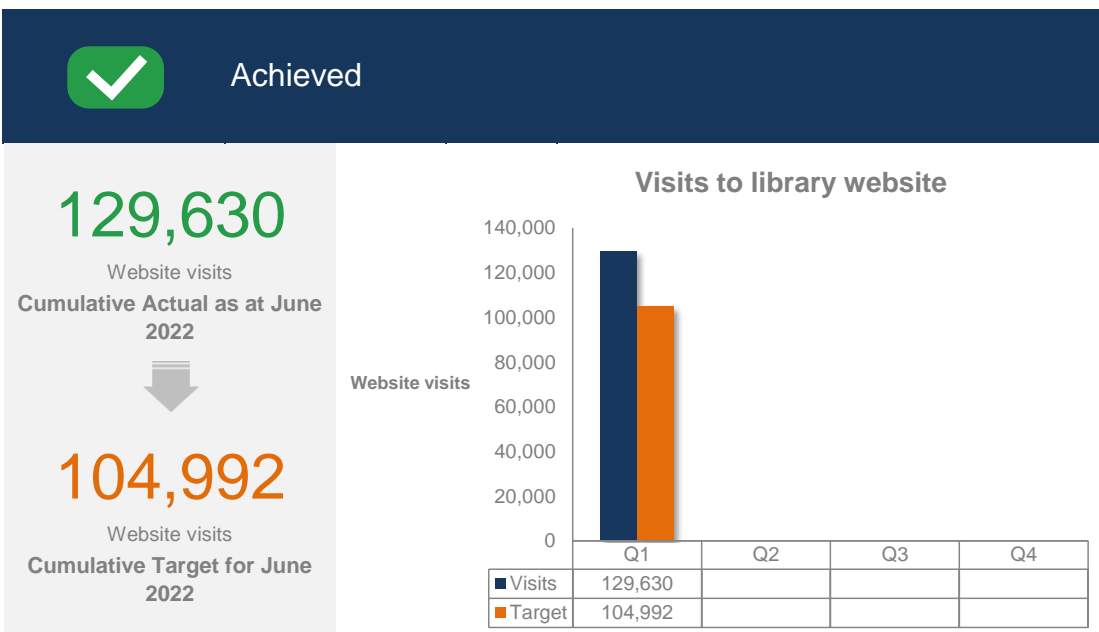
This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



## Visits to library website

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

Greenwich Leisure Limited (GLL) no longer count Lincolnshire County Council library web-page visits, the data is captured solely from GLL library web-page visits. Library web-pages include library information and catalogue pages such as books, e-books etc. A higher number of visits to library websites indicates a better performance.



Further details



About the target

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

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

About the target range

No target range has been set for this measure.

About benchmarking

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

## Community use of libraries

Use or hire of library rooms or premises for meetings, events or exhibitions in or outside of library opening hours by community groups, organisations, public drop in sessions or information stands i.e. Open University, Phoenix Stop Smoking scheme, Health Watch, Police Surgeries, Macmillan Surgeries.

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



Achieved

1,098

Hours of use

Cumulative Actual as at June  
2022

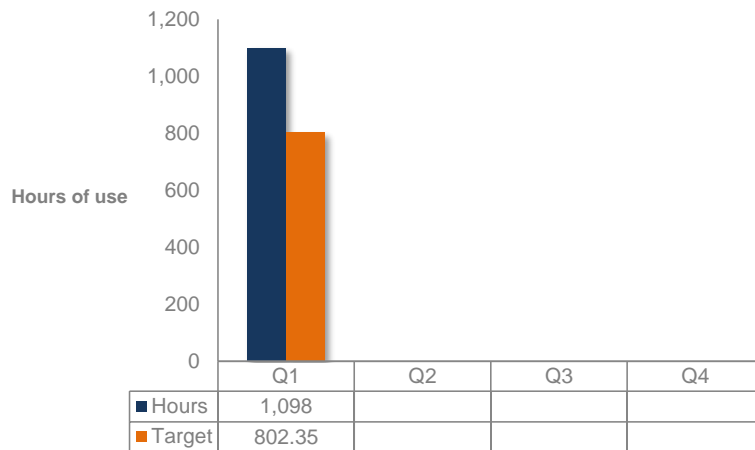


802.35

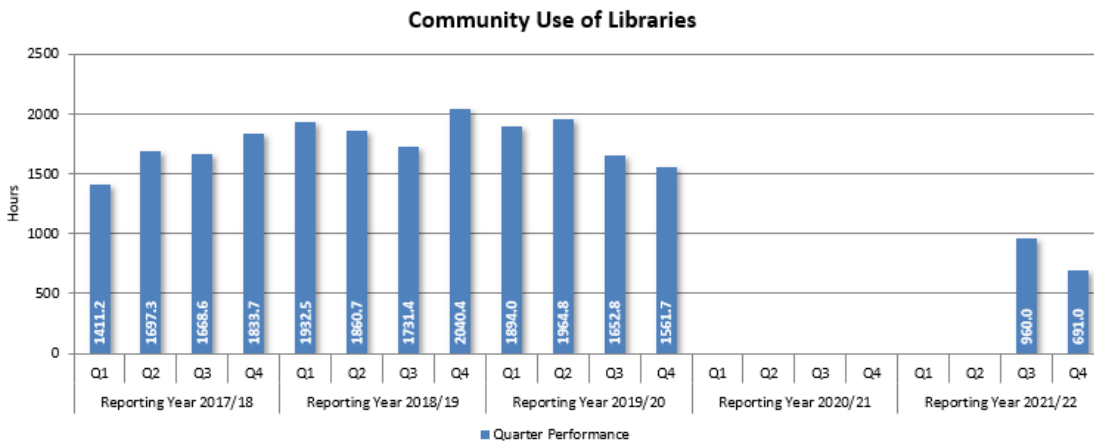
Hours of use

Cumulative Target for June  
2022

Community use of libraries



Further details



About the target

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

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

About the target range

No target range has been set for this measure.

About benchmarking

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

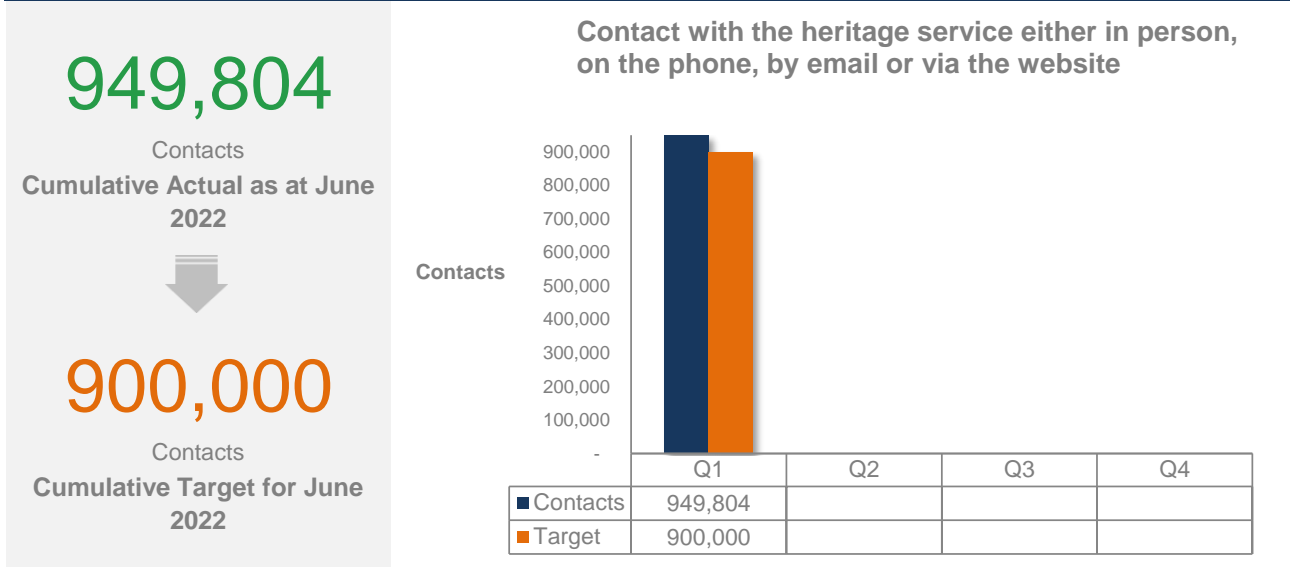
## Contact with the heritage service either in person, on the phone, by email or via the website

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

A higher number of contacts with the heritage service indicates a better performance.



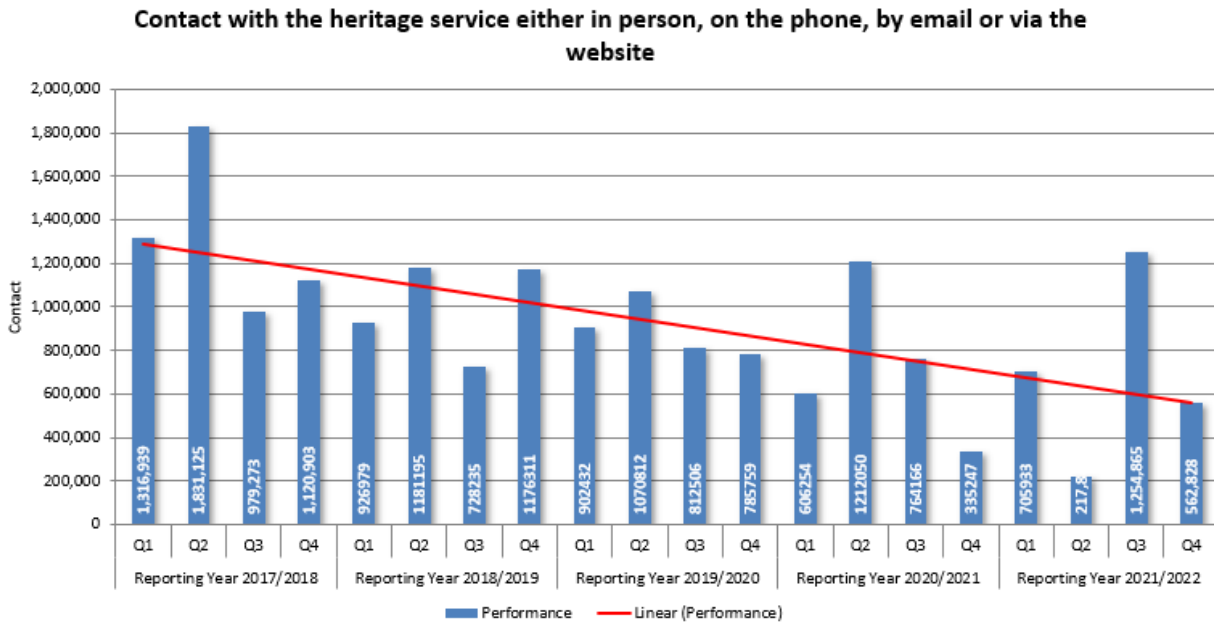
### Exceeds



### About the latest performance

Q1 has seen a significant increase in interactions with the Culture service, with 949,804 interactions, including in person, via phone, email or via the website and social media. Our increase in social media presence throughout lockdown provided a connection with our heritage sites at a time when physical presence on site was limited. The public responded with huge positivity to the increase in our online presence and the use of different social media platforms, and although physical visits can now take place, the service will continue online engagement and hope to see sustained audience reach as a result. The Castle, Archives, Collection & Usher Gallery, and the Museum of Lincolnshire Life all have a regular online presence, but the introduction of our new Battle of Britain Visitor Centre Facebook page in Q2 will see more interactions with this particular part of the cultural offer, increasing online visibility, enhancing collaboration across our sites and bringing in more visitors to our sites.

## Further details



## About the target

Quarterly targets will be profiled throughout the year to account for anticipated fluctuations in performance such as school and bank holidays; weather; scheduled events etc. With effect from 2021/22, the heritage sites included within this count has changed and no longer includes figures from Gainsborough Old Hall but Free Castle Grounds Visitor numbers have been added within the calculations.

## About the target range

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

## About benchmarking

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

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

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

Exceeds

98.8

%

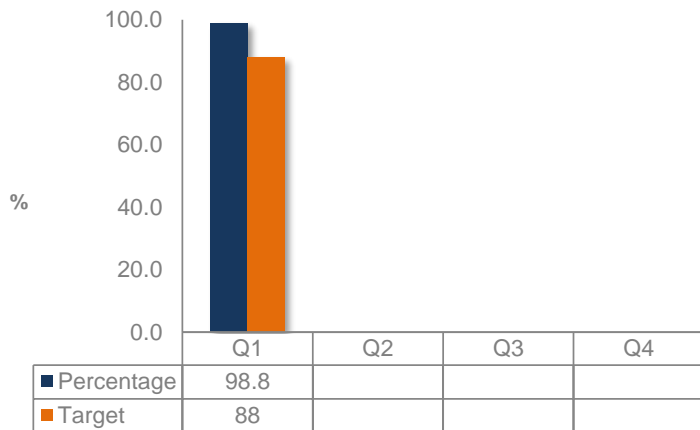
Cumulative Actual as at June 2022

88

%

Cumulative Target for June 2022

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

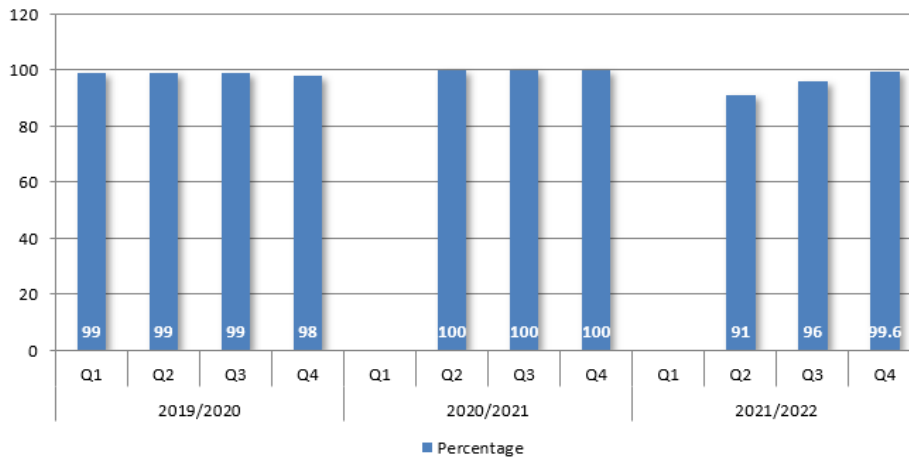


### About the latest performance

The increase in visits across our sites for Q1 has resulted in the highest volume of feedback forms received since before the pandemic began. Of these feedback forms, 98.8% of visitors rated their overall enjoyment across our sites as Good or Very Good, exceeding our recently increased target of 88%, and highlighting the consistently high-quality visitor experience across our cultural offer. With a full summer events programme, we hope to build on this excellent feedback, providing the highest quality visitor experience for all who engage with our services and events.

Further details

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



About the target

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

About the target range

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

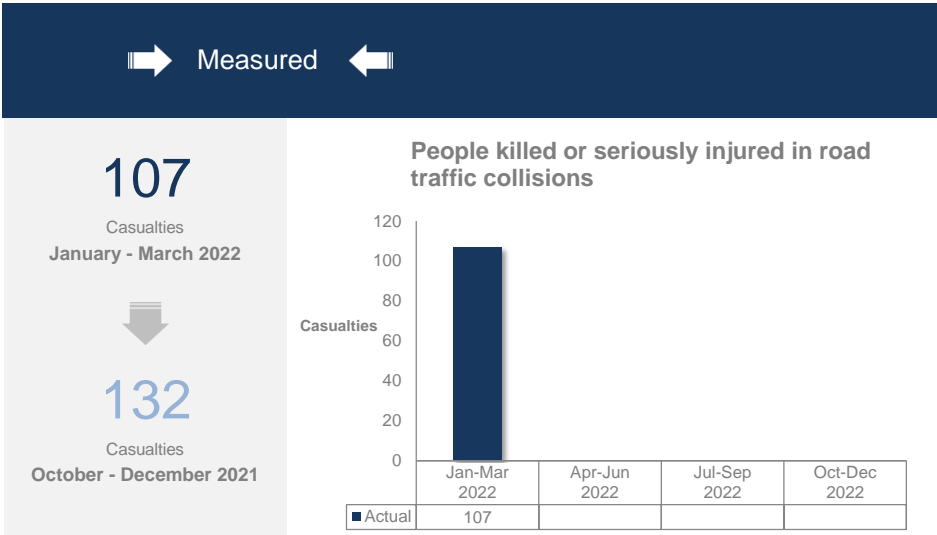
About benchmarking

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



## People killed or seriously injured in road traffic collisions

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

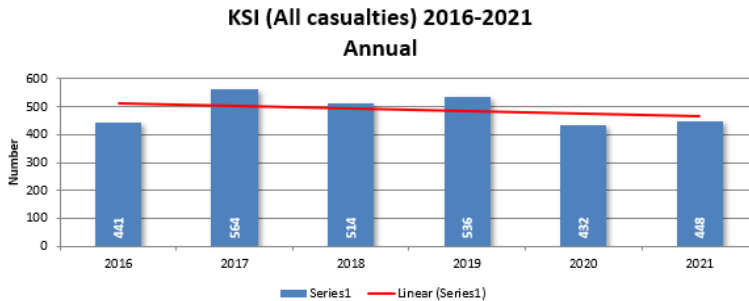
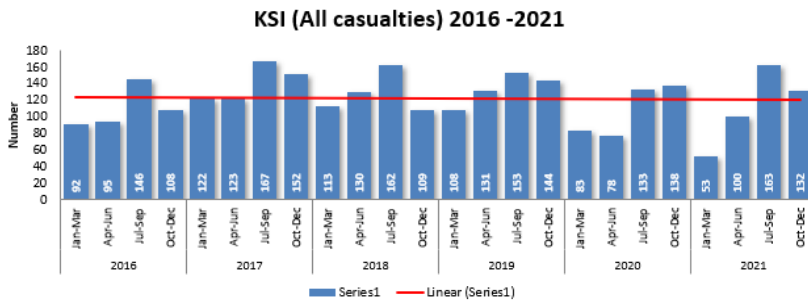


### About the latest performance

This figure is lower than the Q4 figure of 2021. It appears that traffic flow figures seem to be returning to normal following the Covid restrictions. However, analysis of the collision & casualty data does not indicate any clear commonality or pattern. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc

**Further details**

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



**About the target**

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

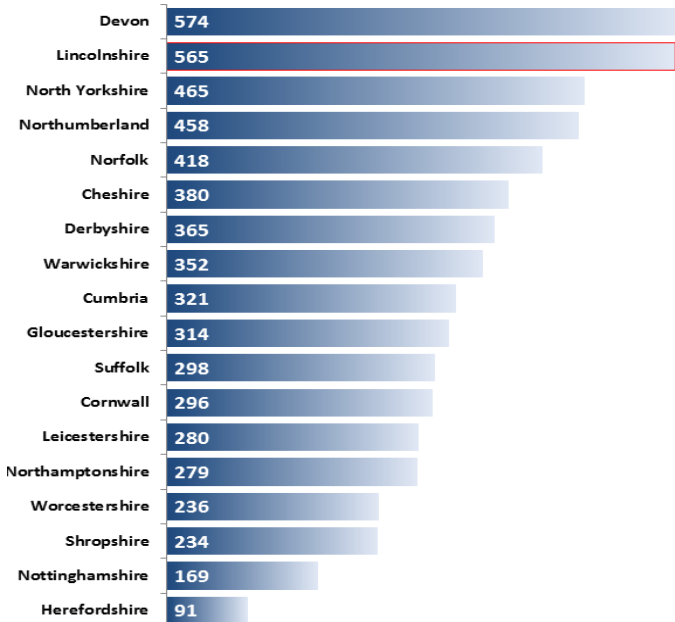
**About the target range**

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

**About benchmarking**

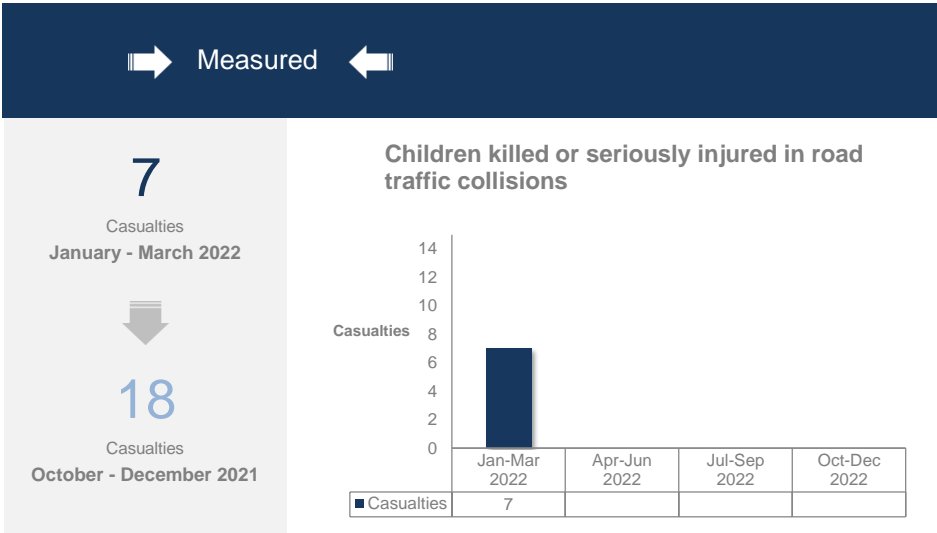
The Department for Transport publish data which allow comparisons to be made with other Councils. Comparison has been made against the CIPFA group of local authorities. The Chartered Institute of Public Finance and Accountancy (CIPFA) facilitates benchmarking services to enable Local Authority performance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

**KSI Casualties Comparison 2017**



## Children killed or seriously injured in road traffic collisions

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

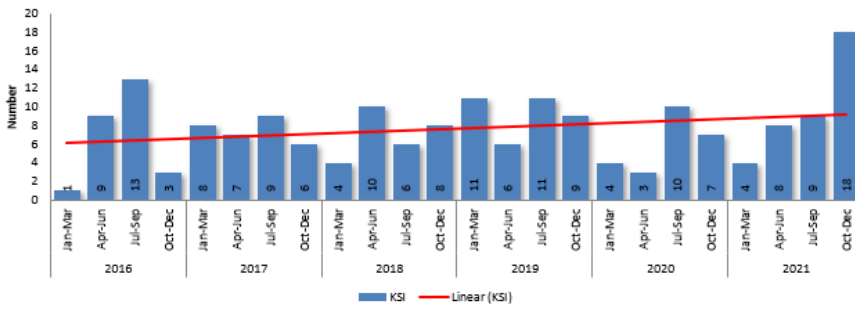


### About the latest performance

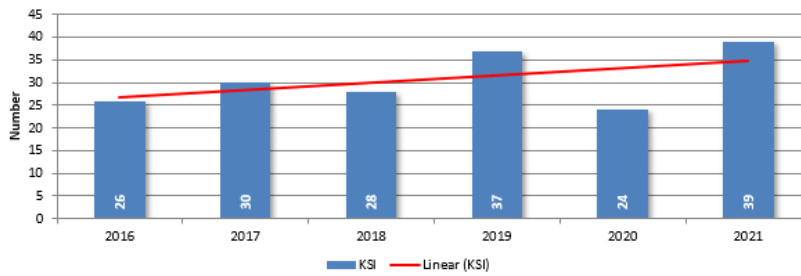
This figure is lower than the Q4 figure of 2021. It appears that traffic flow figures seem to be returning to normal following the Covid restrictions. However, analysis of collision & casualty data does not indicate any clear commonality or pattern regarding child KSI's.

Further details

KSI (Child casualties) 2016 -2021



KSI (Child casualties) 2016-2021 Annual



About the target

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

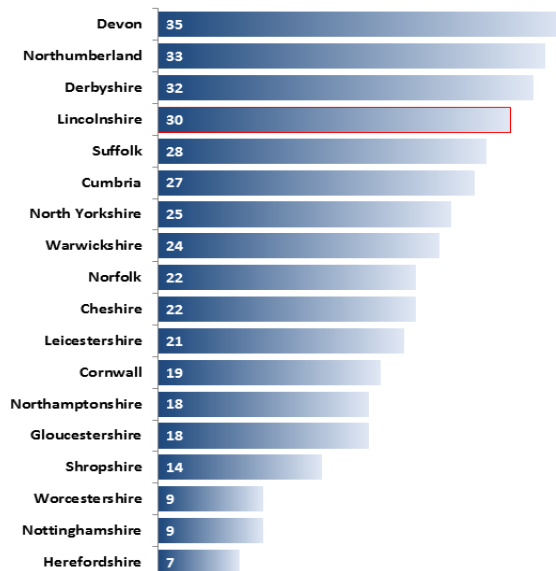
About the target range

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

About benchmarking

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

Child KSI Casualties Comparison 2017



## Illicit alcohol and tobacco products seized

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

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

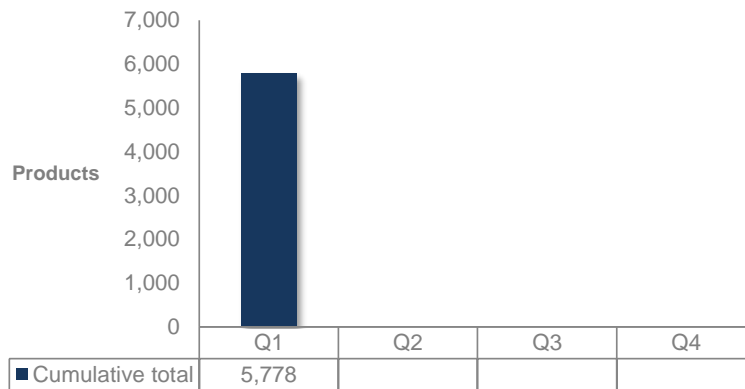
Measured

**5,778**

Products

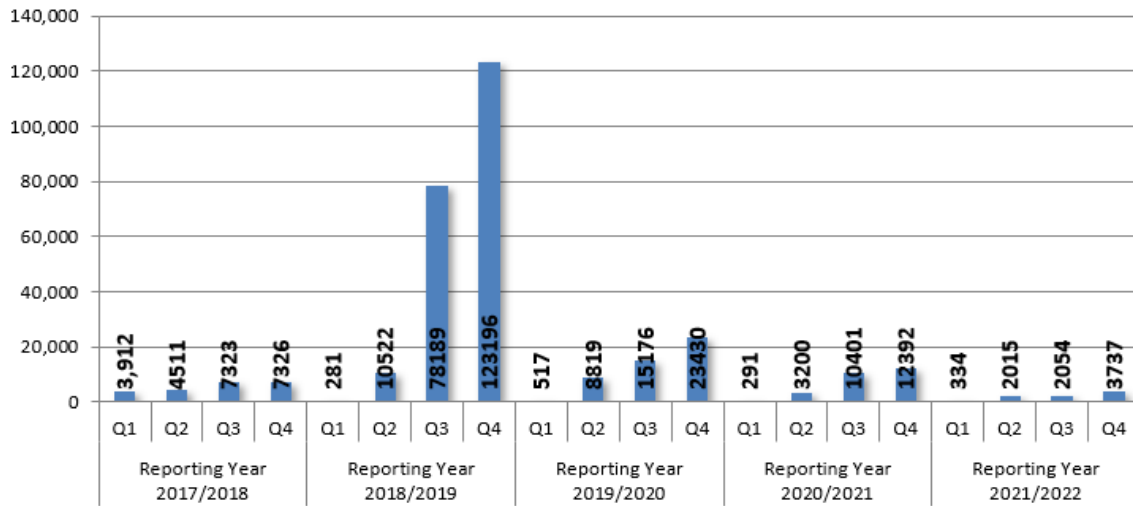
Cumulative Actual as at June 2022

Illicit alcohol and tobacco products seized



Further details

### Illicit Alcohol and Tobacco Products Seized 2017-2022 (cumulative)



About the target

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

About the target range

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

About benchmarking

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

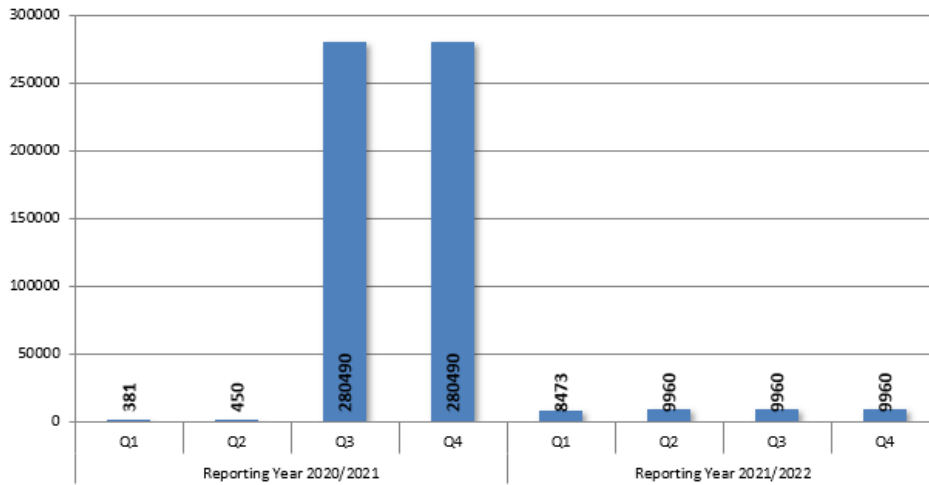
## Unsafe products removed from the market

This measure is a count of the number of unsafe goods removed from the market in Lincolnshire, reducing the risk of any of these products causing harm to the end-user. This includes counterfeit goods where they are unsafe but does not include alcohol and tobacco, or products removed that are purely counterfeit. Unsafe goods are any products that do not conform to European and/or UK safety standards and regulations or do not meet the definition of a safe product in the General Product Safety Regulations 2005. The measure is a count of the product as sold to the consumer. E.g. a pack of 2 walkie talkies would count as 1. There are many different types of products that could be unsafe and would be within the remit of Trading Standards. This includes electrical items, cosmetics, clothing, furniture and toys. These figures are dependent on successful legal processes, meaning suspension, recall, forfeiture or surrendering of the products or complying with an improvement notice to bring the product into compliance before it is placed on the market. A higher number of unsafe goods removed from the market indicates a better performance. Trading Standards is intelligence led and the number of products seized does not reflect on the level of activity by the service. Therefore this is indicator is measured.



Further details

**Unsafe goods removed from the market 2020/22  
(cumulative)**



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

About the target

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

About the target range

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

About benchmarking

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



## High risk premises inspected by Trading Standards

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

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



Exceeds

41

Premises

Cumulative Actual as at June 2022

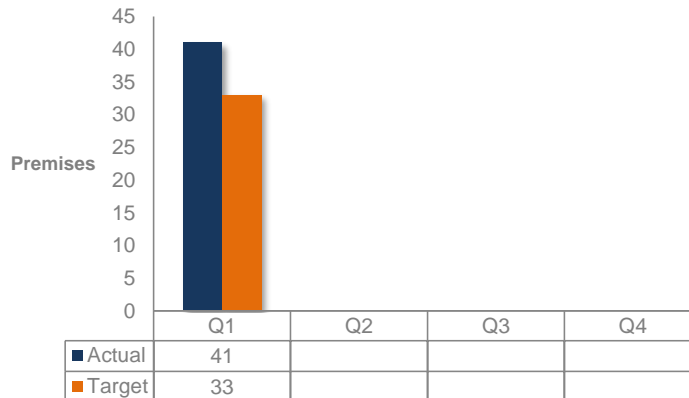


33

Premises

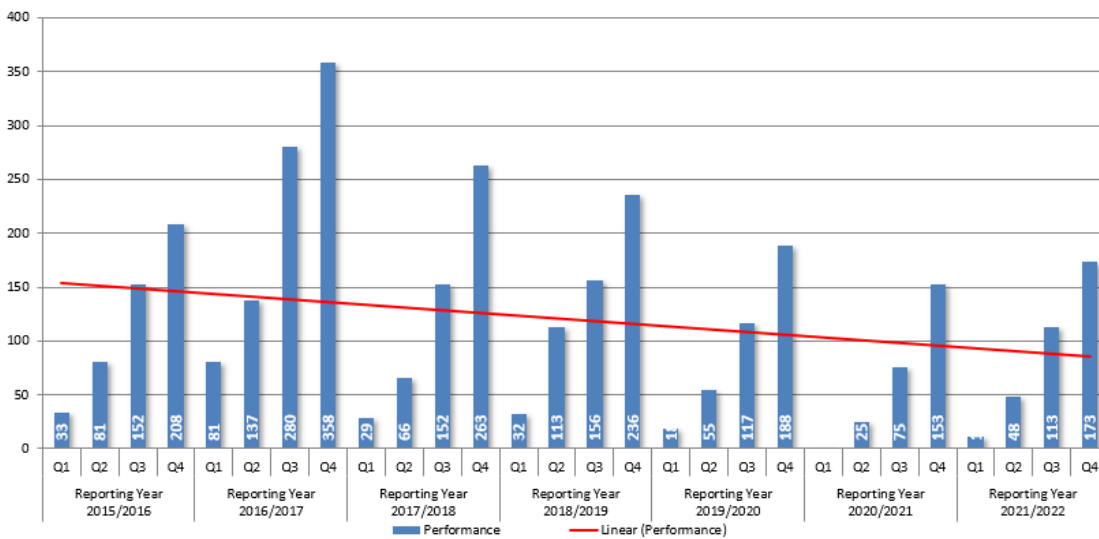
Cumulative Target for June 2022

High risk premises inspected by Trading Standards



## Further details

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



## About the target

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

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

## About the target range

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

## About benchmarking

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

## Voluntary and community groups actively supported in Lincolnshire

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

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

A higher number of community groups actively supported indicates a better performance. Performance is generally higher in Quarter 1 as this starts a fresh year of counting and groups supported for the first time in Quarter 1 will not be counted again in the same financial year.



Exceeds

341

Advised/supported

Cumulative Actual as at June 2022

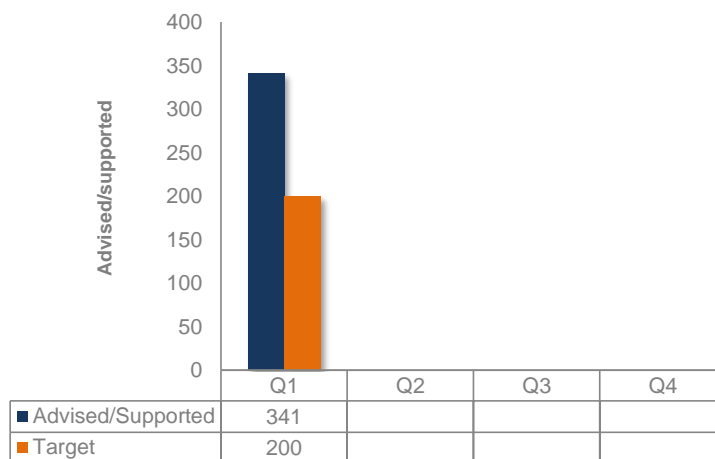


200

Advised/supported

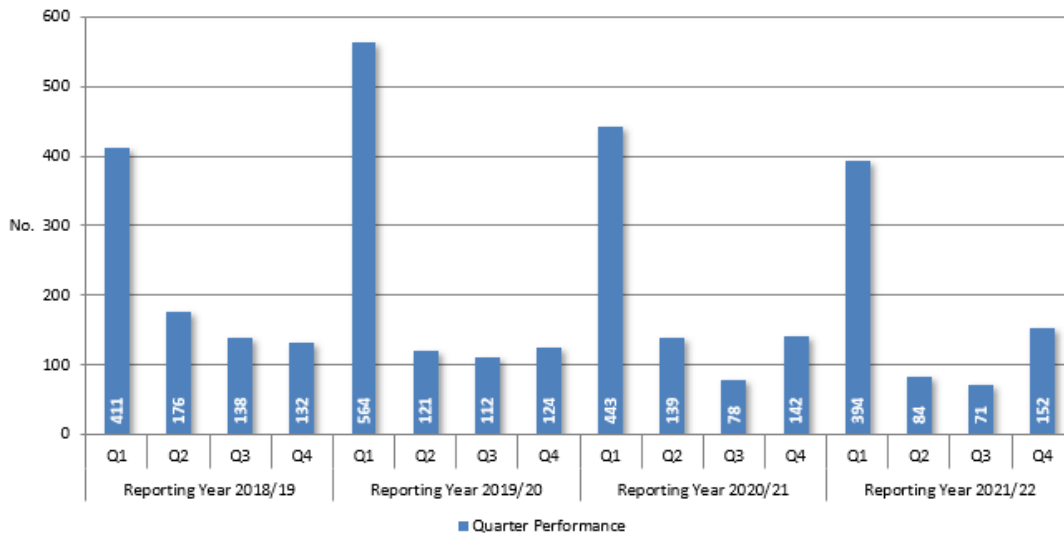
Cumulative Target for June 2022

Voluntary and community groups actively supported in Lincolnshire

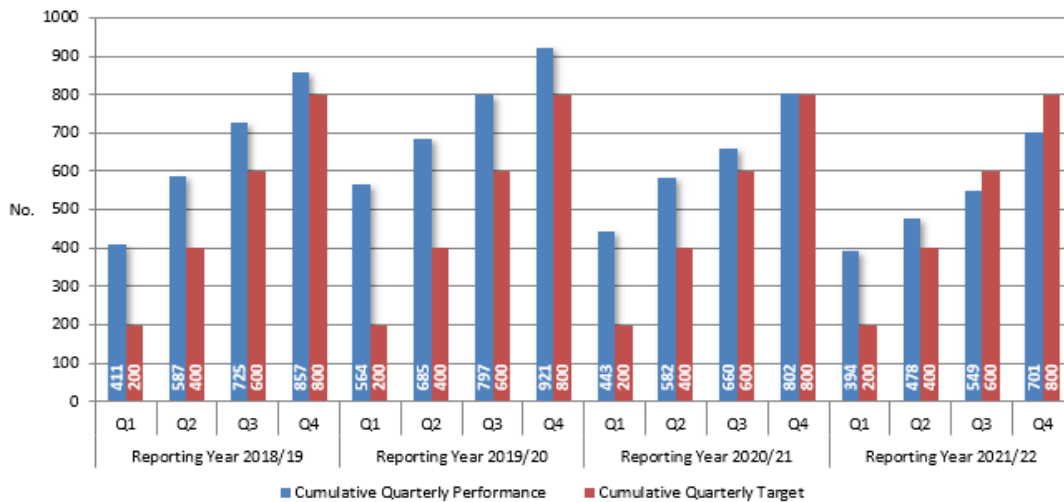


Further details

**Voluntary and community groups actively supported in Lincolnshire**



**Voluntary and community groups actively supported in Lincolnshire (cumulative)**



About the target

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

About the target range

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

About benchmarking

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

## People supported who have accessed volunteer opportunities

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

This measure aims to track the number of people supported to access volunteer opportunities throughout Lincolnshire. There are 7 nationally accredited VCS centres throughout Lincolnshire, based in each district to provide a countywide service. The VCS centres provide volunteer brokerage/matching opportunities, volunteer opportunity development, training, best practice development, marketing & campaigning. The VCS provides volunteer opportunities to those individuals who may not otherwise be able to access them; this could include reasons such as the need for training requirements, support due to a learning disability or a general assistance approach.



Not achieved

256

People

Cumulative Actual as at June 2022

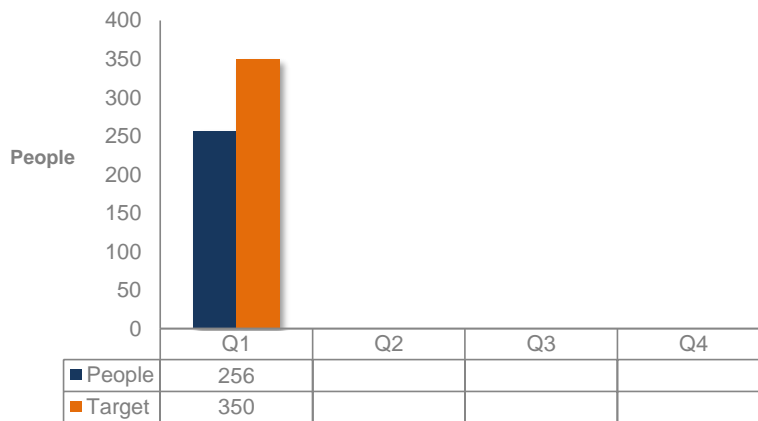


350

People

Cumulative Target for June 2022

People supported who have accessed volunteer opportunities



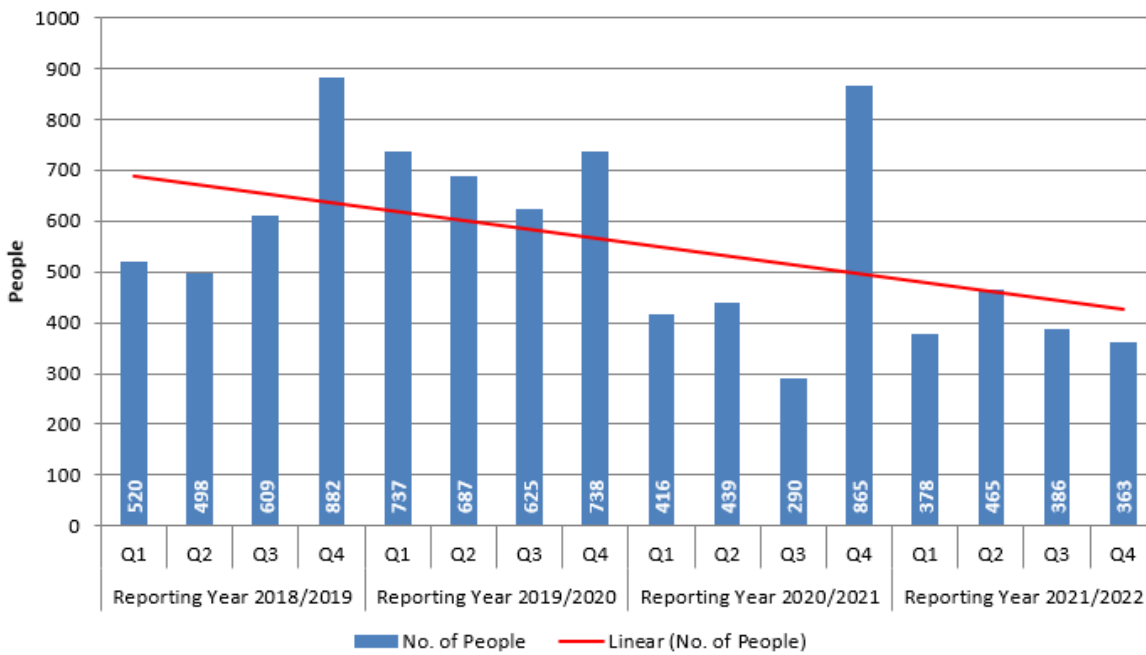
### About the latest performance

Overall numbers of volunteers are lower than expected this quarter due to significantly reduced numbers of volunteers accessing volunteer services through digital routes. Large volunteering programmes such as the Covid-19 Vaccination Programme no longer require volunteers. Anecdotal feedback from volunteers also indicates a level of volunteering fatigue following the demands of the Covid-19 response.

A range of outreach and digital activity is planned for the coming months to increase the volume and diversity of volunteers.

Further details

People supported who have accessed volunteer opportunities



About the target

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

About the target range

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

About benchmarking

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



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

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Lincolnshire Registration and Celebratory Service Annual Report</b>

**Summary:**

This report is to update on the service delivered by the Registration and Celebratory Service.

The report also highlights the introduction of a new registrars IT system, the continued work of registration staff and future legislative change.

**Actions Required:**

The Public Protection and Communities Scrutiny Committee are invited to review the contents of the report and comment on the level of service achieved.

**1. Background**

The Registration and Celebratory Service has faced another busy and challenging year. The lifting of pandemic restrictions during 2021 and the removal of Covid legislation in March 2022 has seen the service return to pre-pandemic delivery with all registration events conducted face to face.

The service has remained open to the public undertaking birth, death and notice of marriage or civil partnership appointments at all 12 service points across the county and undertaking weddings and civil partnerships at over 90 approved premises.

Throughout the year the service has had to rapidly respond to each government announcement of legislative change, impacting on the delivery of births, deaths and marriages and civil partnerships. Registration staff have exercised their duty professionally and have gone above and beyond to help customers throughout the year. Staffing levels have been addressed through a number of recruitment campaigns and adequate resource is in place to meet the demands on the service.

## Death Registrations

Death registrations continue to be a vital part of the death management process. The service continues to prioritise deaths registration appointments ensuring there is enough capacity to meet demand. Over the last year the service has seen large change in how deaths are registered. The removal of telephone death registrations resulted in the service reverting back to face-to-face appointments, requiring changes not only in registration but also at bereavement offices and GP surgeries. The ability for medical practitioners to send paperwork electronically to the registrar has however been retained.

Death registration volumes fell in 2021/22 compared to 2020/21. This was due to two main factors. The high Covid related deaths experienced in the initial wave of the pandemic during April and May of 2020 was not replicated in 2021. Secondly, a less severe winter peak was experienced during the months of December 2021 to February 2022 compared with December 2020 to February 2021. It should be noted that death registrations have climbed by 14% during April to July 2022 compared with April to July 2021.

Total deaths registered 2020/21	Total deaths registered 2021/2022
8,996	7,781

Total deaths registered April – July 2021	Total deaths registered April – July 2022
2,313	2,691

The service worked closely with bereavement services and funeral directors during the winter period to ensure winter deaths were managed effectively. The service also planned for an increase in Covid deaths related to the Omicron variant to ensure no delays in the death management process were caused.

## Birth Registrations

Covid easements around child benefit and the relaxation of the statutory 42-day timescale resulted in an increase in unregistered and late birth registrations. The service has worked hard to get these births registered during 2022. The current position regarding birth registrations is inline with pre pandemic levels, all backlogs have been cleared and registrations are taking place in a timely fashion.

Total births registered 2020/21	Total births registered 21/22
4,464	4,549

Total births registered April 21 - July 21	Total births registered April 22 - July 22
1,307	1,742

## Marriages, Civil Partnerships & Citizenship Ceremonies

The demand for marriage, civil partnership and citizenship ceremonies remains high. All restrictions on ceremonies were lifted in July 2021 resulting in unprecedented demand for



these services. The national restrictions during the pandemic resulted in a large number of couples moving their ceremony date in to 2022 and beyond.

Between April 2021 and March 2022 over 2,000 ceremonies were undertaken. High demand continues for these services and since April 2022 over 1,500 ceremonies have already been undertaken this year. The service continues to receive booking requests daily for ceremonies and requests are now being received as far ahead as summer 2025.

The service continues to expand its offering with new venues being approved. In April 2022 the Ministry of Justice changed its legislation to permanently allow outdoor marriages and civil partnerships to take place. The service has undertaken two successful recruitment campaigns for Ceremonies Officers during 2022 to help meet the growing demand for ceremonies.

### IT System

During 2022 the service has been working with Stopford Information Systems to introduce a new IT system within registration. The system provides registrars with a modern digital solution and changes the way residents can access registration services.

The system allows residents to book their birth, death or notice of marriage or civil partnership appointments online via the council's website on a computer, tablet or mobile device 24/7.

In addition to online bookings the system has self-service features which allows residents to manage their appointment bookings online with the ability to rearrange and cancel should they need to.

The ability to book birth, death and notice appointments has seen excellent take up since go live on 15<sup>th</sup> August (births/notices) and 25<sup>th</sup> August (Deaths) with 79% of birth appointments, 74% of notice appointments and 36% of death appointments being booked online.

A number of other functions within the system are due to be launched later in the year including online pre-payment, online bookings of ceremonies and an online ceremony planner.

### Legislative Change

Following the national removal of the Coronavirus Act which saw the withdrawal of telephone death registrations, the General Register Office has announced that in collaboration with Department for Culture, Media & Sport a government backed bill is due to be passed in 2023 which will permanently allow customers the option to undertake birth or death registration appointments either face to face or via the telephone. As we await further information of timescales the service is looking at how this can be implemented following the success for telephone death registrations over the last two years.

In July 2022, the Law Commission published its findings and recommendations following their review of marriage. If taken forward by government, the recommendations would see national change to how marriages and civil partnerships are undertaken. We await the government's response within the next 12 months.

### Next Steps

The immediate focus for the service is to manage the continued high demand for births, death and notice of marriage and civil partnership appointments and marriage and civil partnership ceremonies.

The service is committed to delivering digital improvements and improving accessibility for residents. Online pre-payment, online bookings of ceremonies and an online ceremony planner are all priorities for introduction.

The service continues to plan for the future legislative changes. The proposals outlined by government will bring about the largest changes to Civil Registration since it began in 1837.

## **2. Conclusion**

Despite the challenges faced the Registration and Celebratory Service has continued to deliver registration appointments throughout the year, meeting the new levels of demand and clearing pandemic backlogs.

The Registration and Celebratory Service gives the commitment to present its annual report following the end of the financial year. Additionally, the service would welcome the opportunity provide updates throughout the year on progress made during the service review.

## **3. Consultation**

### **a) Risks and Impact Analysis**

The following risks have been identified.

- Projected increase in death volumes over the winter period.
- Legislative change during 2023 and the impact on service delivery

## **4. Background Papers**

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

This report was written by James Chapple, Head of Registration and Coroners Services, who can be contacted on 01522 554052 or [james.chapple@lincolnshire.gov.uk](mailto:james.chapple@lincolnshire.gov.uk).



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

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Trading Standards Impacts and Outcomes Framework</b>

**Summary:**

This report provides a review of the delivery of Trading Standards Services in Lincolnshire for the financial year 2021-2022.

**Actions Required:**

Members of the Committee are invited to consider and comment on the contents of this report and the delivery of Trading Standards Services for the financial year 2021-2022.

## **1. Background**

- 1.1 The Trading Standards Service plays a key role in enhancing the economy for legitimate businesses and safeguarding the financial interests of the residents of Lincolnshire. The Service is particularly focussed on protecting the vulnerable who are at greatest risk from unfair trading methods employed by organised criminals and unscrupulous businesses. By using resources effectively, the Service endeavours to ensure that businesses based and operating in the County are legally compliant and deliver quality goods and services. Trading Standards seek to achieve a level playing field for businesses based on fair competition and customer confidence both of which are crucial to promoting economic growth in our local economy.
- 1.2 The Trading Standards Service undertakes the Authority's statutory responsibilities to deliver consumer protection for the residents of Lincolnshire. It has duties and powers in over 124 Acts of parliament and over 1000 regulations. The service aims to deliver those responsibilities in a manner that is responsive to the needs of local consumers, communities, and businesses.

- 1.3 The Trading Standards Service was delivered by 33.0 FTE, 28.24 FTE of whom are operational staff.
- 1.4 Trading Standards Officers work closely with partner agencies and stakeholders to add value to services provided and support corporate aims and values where there is benefit for local communities.
- 1.5 The impact of the Coronavirus pandemic on service delivery reduced significantly in 2021/22. Covid related complaints fell by 886 equating to an 80% reduction compared with 2020/21. However, some restrictions on inspection activities remained in place at the request of the Food Standards Agency early in the year with only urgent visits undertaken.
- 1.6 Service delivery was greatly impacted by the Avian Influenza outbreak that affected 15 premises in the County. We estimate that around 210 Officer days were lost over December and January as all Officers were engaged in the response either directly or covering essential reactive services. Most routine work was suspended so that the Service could respond quickly and efficiently to the outbreak.
- 1.7 Trading Standards Service had 9 Officers studying for their professional qualifications or undertaking studies in additional technical areas in 2021/22. This represents a little under a third of our operational staff. The Service relies on input from our experienced Officers to support their training and development and this inevitably has some impact on their time. To minimise this, we reviewed our work programs to ensure that as far as possible projects undertaken, particularly those involving inspections and sampling, would provide training and development opportunities for these Officers.

## **2. Strategic Priorities 2020/21**

- 2.1 **Tackle Detriment and Reduce Harm:** We will develop our use of intelligence to scan and test the marketplace and tackle those organised criminal networks and unscrupulous businesses who deliberately, repeatedly, or recklessly engage in fraudulent trading practices that harm the interests of consumers and legitimate businesses.
- 2.2 **Support the Local Economy:** We will support economic growth by helping businesses to comply with their legal responsibilities and enhancing public protection through delivery of our chargeable business advice services and through increasing the number of our business partnerships.

- 2.3 **Promote Health and Wellbeing:** We will engage with the public, communities, businesses, and partners to increase resilience and safeguard the vulnerable against scams, rogue trading, and unfair business practices.
- 2.4 **Develop our Officers:** We will develop our Officers to maximise resilience and flexibility in delivering services.
- 2.5 **Manage our Intelligence and Data:** We will ensure we are legally compliant and making best use of the information we hold.
- 2.6 To meet these objectives the Service prioritised work in these areas. Other trading standards functions are considered low priority and were resourced only in exceptional circumstances. These include:
- 2.6.1 The provision of civil law advice to resolve a breach of contract unless the customer is considered vulnerable when our response will be limited to assistance writing a letter before action. All Lincolnshire consumers can access free and impartial advice from the national Consumer Helpline operated by Citizens Advice by professionally staffed call centres.
  - 2.6.2 Responding to individual complaints alleging a breach of criminal law unless there is evidence of serious safety or animal welfare concerns, high value fraud or there is an immediate need to secure evidence.
  - 2.6.3 Programmed inspection at medium and low risk premises unless in response to a serious complaint, they are identified through analysis of intelligence as presenting an immediate risk or they are included in a market surveillance project.
  - 2.6.4 Programmed inspection at high-risk premises only if identified through intelligence and included in the annual inspection plan, in response to a serious complaint, they are identified through intelligence as presenting an immediate risk or they are included in a market surveillance project.
  - 2.6.5 Minimal, feed sampling to confirm compliance with legislation or standards.
  - 2.6.6 Inspection of weighing and measuring equipment in use for trade unless in response to a serious complaint, a risk is identified through intelligence, or it is included in a market surveillance project.
  - 2.6.7 Business advice beyond that which can be provided in one hour unless under the chargeable services pay as you go or primary authority.

### **3. Outcomes and activity against the Strategic Priorities in 2021/22**

#### **3.1 Tackling Detriment and Preventing Harm - Stopping Fraudulent, Illegal and Unfair Trading**

3.2 Several prosecutions brought by Trading Standards for offences relating to the supply of illicit tobacco were concluded in 2021/22. In total 9 defendants were sentenced resulting in combined penalties totalling 32.5 months imprisonment suspended, £484 fines and community punishment orders for 960 hours of unpaid work. The courts also required them to contribute £26,159.32 towards prosecution costs.

3.3 A prosecution was brought against an individual who sold cigarettes to an underage volunteer. The investigation was undertaken by Trading Standards following intelligence that cigarettes were being sold to school children from a domestic premise. Illicit tobacco products were recovered by Officers when a warrant to enter the premises was executed after the sale was made. The Seller entered guilty pleas and was fined £166 and ordered to pay £100 costs.

3.4 A further Trading Standards investigation also reached its conclusion when 2 Defendants admitted offences relating to the sale of counterfeit clothing and money laundering. They were both sentenced to 12 months imprisonment suspended and ordered to pay £200 towards prosecution costs. Both were also subject to curfew 8pm and 7am lasting 3 months with electronic monitoring.

3.5 The Trading Standards Service participated in Operation Rogue Trader Week in June 2021. Trading Standards Officers and Lincolnshire Police visited cold calling hotspots around the County where residents had raised concerns about doorstep crime. The incidents reported included allegations where rogue traders attempted to charge for unnecessary work, damaged property deliberately to obtain money, left work unfinished and used intimidating behaviour.

3.6 The purpose of the visits is to make sure any businesses operating in these areas were aware of the paperwork they needed to legally provide their customers, and the customers' rights including the 14 day 'cooling-off' period. 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 provided with advice and guidance.

3.7 Trading Standards conducted a review of all incidents of non-compliance with Bovine Tuberculosis testing. In the year to September 2021 the service received 83 referrals relating to 28 holdings. Working in partnership with the Animal and Plant Health Agency, action plan was developed including joint inspections to the 10 premises causing the greatest concern. 5 premises were inspected and there has been a significant reduction in referrals in respect of those premises. Further work in this area has been included in 2022/23 plans.

3.8 The Trading Standards Service supports local businesses trading in legitimate products by removing counterfeit goods from the market. Counterfeiting harms their interests, denies the Treasury revenue in taxation and damages investment by companies whose brands are being copied. The Trading Standards Service removed 21,312 counterfeit items from the marketplace in 2021/22.

3.9 Partnership work was undertaken with Lincolnshire Police to support Operation Vigilance. The operation aims to tackle child sexual and criminal exploitation in the County and the sale of illegal cigarettes had been directly linked to organised crime in our area. As well as undertaking joint enforcement visits to shops identified as selling illicit tobacco, the Trading Standards Service also successfully applied for a closure order from the Magistrates Court to support a landlord in his efforts to evict tenants using his property. The order makes it a criminal offence to enter the premises within the period of the notice. The landlord had successfully evicted the tenants after Trading Standards had notified him that they were engaging in criminal activity from his premises. They had forced entry after the eviction and were continuing to trade in illicit tobacco products.

### **3.10 Tackling Detriment and Preventing Harm – Supporting Victims of Scams and Fraud.**

3.11 The Trading Standards Service supported 388 victims of scams and fraud during 2020/21.

3.12 The Trading Standards Service Scams Prevention and Intervention 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 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.

3.13 Lincolnshire Trading Standards are working with colleagues in North and North East Lincolnshire to introduce Buy With Confidence across the Greater Lincolnshire area. Buy With Confidence provides consumers with a list of local businesses which have given their commitment to trading fairly. Every business listed will have undergone a series of detailed checks before being approved as a member of the scheme. To become a Buy With Confidence member, a business must first apply or be recommended to join the scheme and must then pass a set of tailored background checks. Membership of the scheme is not given lightly – amongst other checks, each applicant will have their complaints history reviewed and will be audited by a Trading Standards qualified person. Good references are required from previous customers and applicants must agree to abide by the scheme's code of conduct, which requires them to follow the letter and spirit of the law. The performance of members of the

scheme is continuously monitored via the Citizen's Advice Consumer Service and through customer feedback submitted directly to Buy With Confidence. In the unlikely event that concerns are raised about a member they take appropriate action and if necessary, will remove them from the scheme.

#### **4. Objective 2: Supporting the Local Economy**

- 4.1 The Trading Standards Service responded to 576 requests for business advice. Basic advice is provided free of charge, usually through signposting or the provision of guidance. More detailed advice is provided on a cost recovery basis and is bespoke to the business.
- 4.2 Businesses wanting regular assured advice are offered the option of entering into a Primary Authority partnership agreement. The Trading Standards Service entered into 14 such agreements and provided 164 hours of advice in 2021/22. Again, the Service charges for advice on a cost recovery basis and ensures that a named contact officer is assigned to the business.
- 4.3 Primary Authority is a means for businesses to receive assured and tailored advice on meeting environmental health, trading standards or fire safety regulations through a single point of contact. This ensures start-ups get it right at the outset and enables all businesses to invest with confidence in products, practices, and procedures, knowing that the resources they devote to compliance are well spent. Over the summer Trading Standards entered into a partnership agreement with Korbond providing a comprehensive assessment of a wide selection of their product inventory.
- 4.4 The Service has also provided advice to Chestnut Fireworks, a large manufacturer/distributor of fireworks based within Lincolnshire, who took over retail concessions to sell fireworks in over 400 Morrison's supermarkets across the country.
- 4.5 The work we undertake with our Primary Authority partnership businesses has been recognised by the Office for Product Safety and Standards (OPSS) who exercise the statutory responsibility for the operation of Primary Authority. They have highlighted the work we undertake with two of our businesses as case studies to promote the benefit to them as a business and as an example of a Primary Authority partnership with a BAME business.
- 4.6 A Senior Trading Standards Officer has been seconded to the Business Lincolnshire Sustainable Business Growth program. Initially a 3-year project funded by the EU running until June 2022 it has now been extended until June 2023 after further funding was agreed. The officer works up to 4 days per week with the Business Lincolnshire Growth hub taking referrals for Trading Standards business advice and undertaking project work including a Visitor Economy Toolkit with masterclasses covering food and drink, business practices and safety, and training for businesses covering EU Exit and Natasha's Law.



4.7 The Trading Standards Service also completed a program of inspections. In total 453 premises were inspected and found to be compliant or were brought into compliance during the visit. More serious noncompliance was identified at a further 73 premises inspected, of which 16 were deemed to be compliant within the year. In total 89% of businesses visited were found to be compliant or were brought into compliance during 2021/22.

## **5. Promote Health and Wellbeing:**

5.1 Over the summer the Trading Standard's Service actively promoted the changes to the law in respect of the labelling of allergens for food that is prepacked for direct sale. These changes are also known as "Natasha's Law". following the death of teenager Natasha Ednan-Laperouse in 2016 from an allergic reaction caused by a prepacked baguette which, at the time, did not require allergen labelling.

5.2 The service used social media and issued press releases to raise awareness of the new requirements and promote the Food Standards Agency Prepacked for Direct Sale toolkit. In addition, Trading Standards wrote directly to businesses providing advice and guidance and delivered a presentation to school cooks to explain how the changes will impact school meals and to caterers providing meals as part of the LCC Holiday Activities and Food Programme (HAF).

5.3 The Service took 174 programmed food samples of which 39 have been found to be unsatisfactory. Samples were taken to check for the presence of allergens, foods met compositional requirements and to ensure the food was accurately described. 53 food businesses were found to be operating in breach of food standards legislation supplying misdescribed food, not declaring allergens or food fraud that required further intervention.

5.4 In 2021/22 70,299 illicit cigarettes and 22400g of hand rolling tobacco were seized from 14 premises.

5.5 Trading Standards Officers also removed 9960 unsafe or non-compliant products from the marketplace including electrical items, cosmetics, and fireworks.

5.6 The Service undertook a program of safety related market surveillance projects that included sampling of smoke alarms, carbon monoxide alarms, flame retardant sprays. 2 of the 13 samples obtained failed labelling requirements and required further advice. 11 products containing button batteries were sampled with 2 failing labelling requirements. Both matters were referred to the local Trading Standards Service. 27 Electrical products were also submitted for testing in the 4<sup>th</sup> quarter of which 4 have failed to date. Follow up work is being undertaken currently. We await results for 13 of those products which are still with the accredited test house.

5.7 The Trading Standards Service resumed its annual program of age restricted sales test purchasing inspections. These were not undertaken in 2020/21 due to Covid 19 restrictions. 10 premises were assessed for alcohol with sales made at 2 and 44

premises were tested for tobacco with sales obtained from 5. 9 other attempts to purchase other age restricted product including nicotine inhaling products resulted in no sales.

- 5.8 During December and January, the Trading Standards Service was focused on responding to the avian influenza outbreak. The scale of the outbreak was unprecedented at both Local and National level with Lincolnshire being the worst affected Local Authority nationally with 15 confirmed cases.
- 5.9 Whilst the Animal and Plant Health Agency lead the response, the Trading Standards Service provide support at a local level and conduct any enforcement of the regulatory framework should the need arise. Primarily this involves providing advice and guidance to both the farming community and to members of the public regarding the control measures are in place. Enforcement action is usually limited to responding to complaints about birds that have not been housed or poor biosecurity. The Service responded to 63 complaints and enquiries relating to the housing of birds.

## **6. Developing Our Officers**

- 6.1 During 2021/22 4 Officers successfully completed their studies and coursework achieving Stage 1 of the professional qualification the Trading Standards Practitioner Certificate. All commenced studying for Stage 2 of the qualification collectively committing to undertake 8 examinations and 12 portfolios. 2 qualified officers each also undertook studies for additional examination and portfolio.
- 6.2 To support the officers the Service trained an additional 5 portfolio assessors to support their learning and development.
- 6.3 Two recently recruited Officers began studying for the Regulatory Compliance Officer apprenticeship and stage 1 of the professional qualification.
- 6.4 The Trading Standards Service developed an Intelligence and Information Officer role with the Intelligence Team. An Officer was recruited to this position and began an Intelligence Analyst apprenticeship.
- 6.5 Most of our Trading Standards Officers are accredited as Trading Standards Practitioners (TSP) by the Chartered Trading Standards Institute (CTSI). To retain Practitioner status Officers must complete a minimum of 20 hours CPD training annually. Those not eligible for TSP accreditation are enrolled on the CTSI Continuous Personal and Professional Development Scheme.
- 6.6 To support Officers in training and to ensure that Officers working in technical areas such as food safety, feed hygiene and weights and measures were able to develop or maintain their competency the Service developed inspection programs to ensure that they had the opportunity to undertake work in those areas.

6.7 The Trading Standards Service committed £36,631 to ensuring that officers had access to appropriate training to support their studies and CPPD submissions.

## **7. Managing Our Intelligence and Data**

7.1 The Trading Standards Service received 6750 notifications and referrals from the Citizens Advice Consumer Service Helpline in 2021/22. Notifications contain details of all contacts where contractual advice was given to a consumer or business in Lincolnshire. Referrals contain details of all contacts where there is an alleged criminal offence involving a consumer or business in Lincolnshire. In addition, Trading Standards received a further 975 referrals from the Police or other service partners and local businesses.

7.2 All notifications, referrals and contacts were reviewed by the Service on receipt and assessed in line with Service objectives and the National Trading Standards Intelligence Operating Model (IOM). The IOM was developed by the National Trading Standards Board to support national and regional enforcement needs and local Trading Standards Services in their day-to-day work by:

- Identifying and understanding threats or problems.
- Increasing expertise in dealing with problems effectively.
- Providing clear and consistent tasking.
- Taking evidence-based decisions, and
- Adopting a problem-solving approach.

7.3 The Trading Standards Service has a dedicated intelligence team that produce a range of intelligence products. All staff are trained to use and had access to an intelligence recording system. In 2021/22 the team produced 14 problem profiles that were submitted to tasking for consideration 13 of which were accepted for further investigation. Problems identified included several traders taking money for work that was not completed, food safety, product safety and counterfeiting. The trader in the matter not tasked was already under investigation and facing prosecution in another authority.

7.4 The Service has utilised intelligence to inform and warn consumers and businesses of Trading Standards related matters. The Service posts regularly on Facebook and content was viewed 106,500 times. 15,000 people have liked, shared, or commented on the information. Our Twitter account reached 360,400 people. The content has been picked up by other media sources generating further press enquiries.

## **8. Balancing the Budget**

8.1 The Trading Standards Service revenue budget for 2021/22 was £1,387,642. The Service generated an additional £317,075 income equating to 23% of revenue budget. This income was derived from the following:

- Metrology Services £ 3,214.50

• Licensing activities	£ 6,906.00
• Primary Authority & Business Advice	£ 16,309.61
• National Trading Standards Grants	£ 152,499.50
• Tobacco Control Board	£ 30,000.00
• Other Sources	£ 138,144.88

8.2 National Trading Standards grants were provided in respect of feed hygiene inspections commissioned by the Food Standards Agency and for regional coordination of the feed hygiene inspection program. National trading Standards grant funding also supported an ongoing fraud prosecution.

8.3 The Tobacco Control Board commissioned the Trading Standards Service to undertake enforcement activities to reduce the availability of illicit tobacco to adults and to deter any tobacco sales to children and young children.

8.4 Other sources of income included:

8.4.1 EU funding in respect of the Trading Standards Officer seconded to Business Lincolnshire who provides advice and guidance to new small businesses.

8.4.2 New burdens funding from the Food Standards Agency for additional activity promoting and enforcing of changes to regulations in respect of allergen labelling of food that is prepacked for direct sale. (Natasha's Law)

8.4.3 The Food Standards Agency reimbursed costs the Trading Standards Service had incurred in responding in an animal feed hygiene incident.

8.4.4 New burdens funding from the Department of Health for additional activity following the introduction of age restrictions in the supply of certain cosmetic procedures.

8.4.5 Funding from HMRC to undertake enforcement activity in respect of illicit tobacco at local retail outlets.

## 9. Conclusion

The Trading Standards Service has implemented measures to ensure that resources are deployed effectively to meet the demands of Lincolnshire residents and businesses, our partners and to meet the training and development needs of the service.

## 10. Consultation

### a) Risks and Impact Analysis

Not Applicable

## **11. 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 Mark Keal, Trading Standards Manager, who can be contacted on 01522 550820 or [mark.keal@lincolnshire.gov.uk](mailto:mark.keal@lincolnshire.gov.uk).

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**Open Report on behalf of Glen Garrod,  
Executive Director – Adult Care & Community Wellbeing**

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Public Protection and Communities Scrutiny Committee Work Programme</b>

**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

20 SEPTEMBER 2022		
Item		Contributor
1.	Coroners Service Update Report	Paul Smith, Senior Coroner for Lincolnshire
2.	Service Level Performance Reporting against the Success 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
3.	Registration & Celebratory Services Annual Report	James Chapple, Head of Registration and Coroners Services
4.	Trading Standards Annual Report	Mark Keal, Trading Standards Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
5.	Stay Safe Partnership 2022	Clare Newborn, Community Safety Manager
6.	Serious Violence in Lincolnshire - A Partnership Response	Martyn Parker, Assistant Director - Public Protection
CONSIDERATION OF EXEMPT INFORMATION		
7.	Grantham Fire Station Refurbishment <b>EXEMPT</b> <i>(Pre-decision Scrutiny- Executive Cllr Decision between 26 -29 September 2022)</i>	Mark Baxter, Chief Fire Officer

8 NOVEMBER 2022		
Item		Contributor
1	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
2	FRS Attendance at Flooding Incidents – Annual Report on Performance	Mark Baxter, Chief Fire Officer
3	Lincolnshire Fire and Rescue Service-	Mark Baxter, Chief Fire Officer



<b>8 NOVEMBER 2022</b>	
<b>Item</b>	<b>Contributor</b>
	<b>Proposed changes of duty arrangements- Follow up Report</b>
<b>4</b>	<b>Update on Lincolnshire's Response to Ukraine Humanitarian Crisis</b> Semantha Neal, Assistant Director of Prevention and Early Intervention

<b>13 DECEMBER 2022</b>	
<b>Item</b>	<b>Contributor</b>
<b>1</b>	<b>Service Level Performance Reporting against the Success Framework 2022-2023 – Quarter 2</b> 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
<b>2</b>	<b>Fire and Rescue Statement of Assurance 2021-22</b> Mark Baxter, Chief Fire Officer
<b>3</b>	<b>Multiply – numeracy programme update</b> Thea Croxall Adult Learning & Skills Manager - Economic Development
<b>SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE</b>	
<b>4</b>	<b>Reducing Offending – The Work of the Safer Lincolnshire Partnership</b> Zoe Walters, Community Safety Strategy Co-ordinator

<b>24 JANUARY 2023</b>	
<b>Item</b>	<b>Contributor</b>
<b>1</b>	<b>Trading Standards Food Update (Inc. Sources of intelligence used by Trading Standards)</b> Mark Keal, Trading Standards Manager
<b>SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE</b>	
<b>2</b>	<b>Safer Lincolnshire Partnership Update</b> Claire Seabourn, Safer Lincolnshire Partnership Business Manager

<b>14 MARCH 2023</b>	
<b>Item</b>	<b>Contributor</b>

<b>14 MARCH 2023</b>	
<b>Item</b>	<b>Contributor</b>
<b>1</b>	<b>Service Level Performance Reporting against the Success Framework 2022-2023 – Quarter 3</b>  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
<b>SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE</b>	
<b>2</b>	<b>Prevent Annual Report</b>  Clare Newborn, Interim Head of Service - Community Safety Manager
<b>3</b>	<b>Substance Misuse</b>  Jemma Clarke, Community Safety Strategy Coordinator

### **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.

- Anti-social Behaviour (Inc. Community Trigger Strategy)
- Citizen’s Advice- Annual Report (May 2023)
- Community Safety and Public Trust in Police
- Domestic Abuse Strategy – Update Report 2023
- Safer Together Update
- Service Level Performance Reporting against the Success Framework ‘22-23 – Q4 (July 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](mailto: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
<b>Grantham Fire Station Refurbishment I026328 EXEMPT</b>	26 -30 September 2022	Leader of the Council (Executive Councillor: Resources, Communications and Commissioning)  Executive Councillor: Fire & Rescue and Cultural Services	Public Protection and Communities Scrutiny Committee	Head of Property Development E-mail: <a href="mailto:dave.pennington@lincolnshire.gov.uk">dave.pennington@lincolnshire.gov.uk</a>	Yes	Grantham Barrowby



**Open Report on behalf of Glen Garrod,  
Executive Director – Adult Care & Community Wellbeing**

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Stay Safe Partnership Annual Update</b>

**Summary:**

This paper provides an update on the Stay Safe Partnership project, its achievements to date and future plans. The project is aimed at ensuring every secondary school age child in Lincolnshire receives preventative education to enable them to make informed decisions and keep themselves safe.

**Actions Required:**

Members of the Public Protection and Communities Scrutiny Committee are invited to consider the content of this report and offer comment on the continued delivery of the Stay Safe Partnership project in the proposed format.

## **1. Background**

The Stay Safe Partnership (SSP) began in 2015, with the aim of delivering preventative education in Lincolnshire secondary schools and academies in a more coordinated way. The partnership sought to bring together a number of organisations and voluntary agencies to deliver age-appropriate safety workshops, staff training, e-learning and online resources for secondary school pupils, in one convenient place. Since its inception, the need to engage with a younger audience on relevant safety issues has become increasingly apparent, and as a result age-appropriate online resources and workshops for primary school children and teachers have been developed as well.

All courses and trainers are quality checked and assured so education providers can be sure they are getting the best quality and most effective workshops and training for their young people and staff.

The key objectives for the project are:

- To make the most effective and efficient use of public resources currently utilised in delivering preventative education to children and young people in a school setting.
- Tackle existing and developing priorities effecting young people.
- Consider the engagement and education of children, teachers, other professionals and parents.

**2. Stay Safe Offer to Schools**

The Stay Safe Partnership comprises of staff within Lincolnshire County Council's Community Safety 'Stay Safe' team, Lincolnshire Police Crime Prevention Team, Lincolnshire Fire and Rescue, Lincolnshire Road Safety Partnership, Lincolnshire Domestic Abuse Partnership, We Are with You (provider of the county’s Substance Misuse services) and South of Lincolnshire Domestic Abuse Service. Collectively, these partners offer schools 'Stay Safe' Days; multi agency workshops delivered on the same day in five key safety areas. The workshop sessions differ between year groups, as shown below:

Workshops	Year 7 & 8	Year 9 & 10
Online safety	✓	✓
Anti-social behaviour	✓	
Healthy relationships	✓	✓
Alcohol and Drug awareness	✓	
Drug awareness		✓
Fire safety	✓	
Road safety		✓
County Lines and Knife Crime		✓

Every secondary school in Lincolnshire is offered two 'Stay Safe' Days in every academic year, at no cost. Schools are able to request additional days, but these are chargeable.

The partnership has worked to ensure 'Stay Safe' Days are accessible to all, including those pupils with behavioural or additional learning needs. For establishments such as special schools and Pupil Referral Units, the partnership offers a deconstructed 'Stay Safe' Day. The team works with the school prior to delivery, to establish student need. Presenters adapt sessions to ensure best engagement; often shortening sessions and making them more practical in content. The 5 sessions are offered as stand-alone sessions, so that the topics can be delivered over the course of a month rather than a day, so as not to overload students. De-Constructed 'Stay Safe' Days are also offered to Further Education

Colleges within the county as this allows for messages to reach the most students without impacting on their vocational studies.

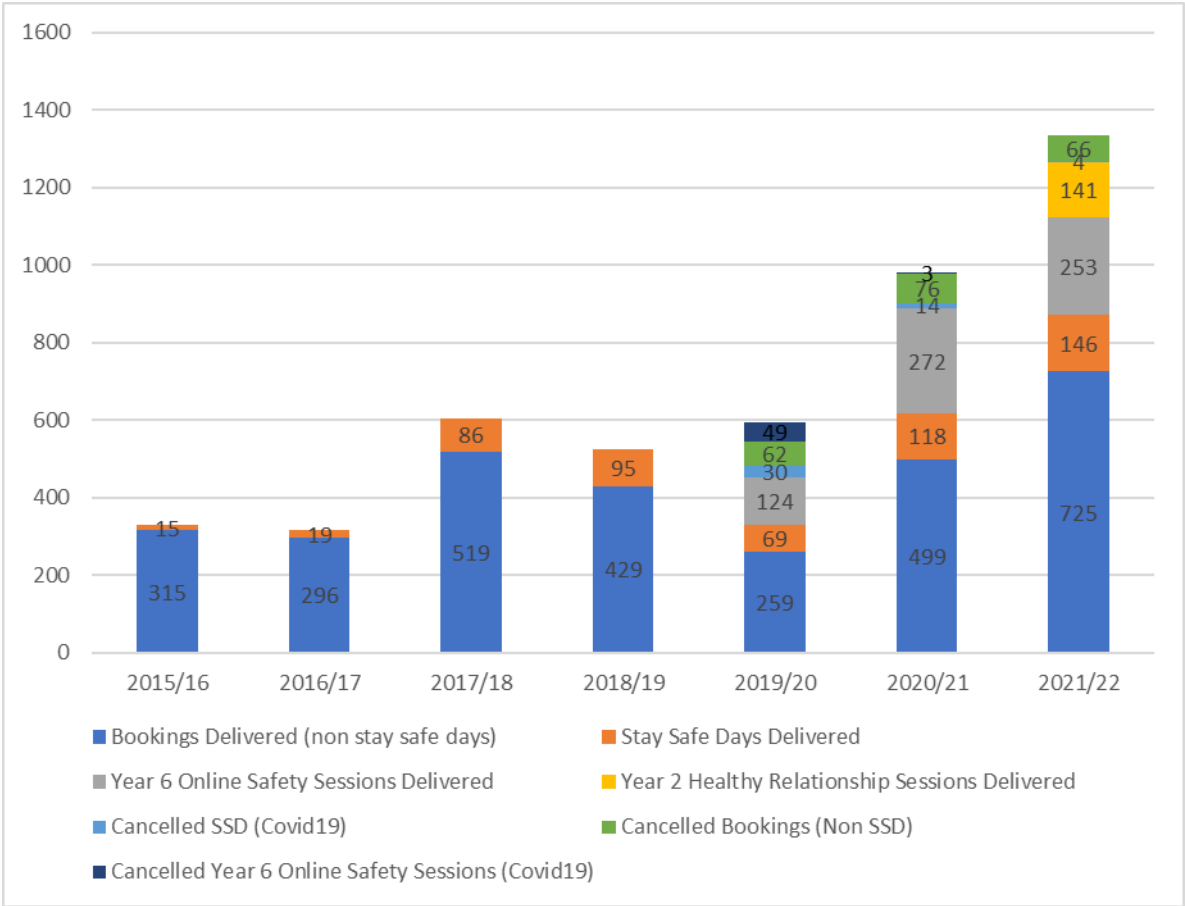
In addition to 'Stay Safe' Days, primary and secondary schools can book from a range of individual sessions offered by agencies through the LCC Stay Safe Directory. Many of these sessions are free to schools, a small number charge or ask for donations. There are currently 66 resource packages available to primary schools and 86 available for secondary schools and colleges, ranging from e-safety for primary school pupils to Prevent awareness, modern slavery, mental health, knife crime, sexual health and hate crime. A full list of resource packages can be viewed at:

<https://www.lincolnshire.gov.uk/schools-and-education/stay-safe-partnership/>

The Stay Safe Directory serves as a 'one-stop shop' resource for schools on prevention education, as well as serving as a single booking system for agencies.

**3. Reach of Stay Safe Preventative Education**

Since its inception in September 2015, the Stay Safe Partnership has delivered staff training and student workshops to all mainstream secondary schools and 99% of primary schools across Lincolnshire, equating to over 276,000 students and staff. This does not include those schools or pupils who have accessed the free online resources.



The delivery of 'Stay Safe' Days and Year 6 Online Safety sessions were impacted by CoVID restrictions and school closures during the latter part of 2019/20, and for all the 2020/2021 academic year. In response, the Stay Safe Partnership created a blended learning approach to delivery. Stay Safe Days were offered as online independent learning modules for students during school closures and online teacher led modules for class delivery during strict CoVID restrictions. Along with face-to-face delivery when possible, the team managed to deliver at least one 'Stay Safe' Day to 89% of mainstream secondary schools in Lincolnshire during the 2020/21 academic year; ensuring safety messages continued to be delivered to children and young people, at a time when some of the risks have been more pronounced.

The demand for interventions offered by the partnership increases year on year; bookings in the academic year 2020/2021 increased by 39.6% compared to the previous year and by 26.4% in 2021/2022 compared to 2020/2021. 'Stay Safe' Day bookings increased by 25% in 2020/2021 and a further 12% in 2021/2022.

In terms of pupil numbers, the partnership delivered sessions (either face-to-face or virtual) to 19,141 secondary and 10,265 primary school pupils by the end of the 2021/2022 academic year. Whilst not wishing to underplay this achievement, this equates to just 27% of Lincolnshire's school children (according to May 2022 Lincolnshire Observatory Students on Roll data). Improving this % figure will prove particularly challenging given the demographic projections for Lincolnshire, which show a 9% increase in 10-14 year olds and an 11% increase in 15-19 year olds during 2020/2024.

#### **4. Programme Development**

For impactful prevention to occur, evidence shows this should be offered at the earliest age, when children are forming their core values and beliefs. A key ambition of the Stay Safe Partnership then, is to extend its reach to all primary age children, and the partnership has made some progress in realising this ambition this year.

Healthy Relationships: one of the key priorities for Lincolnshire's Domestic Abuse Partnership ('Preventing Domestic Abuse Strategy 2021-2024), is to develop the early intervention response to domestic abuse through school and early years engagement. This has resulted in the investment in additional staff resource to deliver a 'Friendship and Emotions' workshop to Year 2 pupils. The workshop has been designed to educate pupils on healthy relationships and how to process and address emotions in a positive way. This workshop has been offered since January 2022 and has already been delivered 141 times to date to 3,481 students. With further investment, this curriculum could be extended to Year 2 – Year 11 pupils (6-17 years). With this in mind, Lincolnshire County Councils Stay



Safe Team in partnership with Lincolnshire Police and Lincolnshire Domestic Abuse Partnership, submitted a bid for Home Office 'Children Affected by Domestic Abuse' funding. If successful, this bid will equate to £1,515,399 over 3 years. This funding would be used to expand delivery of education programmes in relation to Domestic Abuse and Violence Against Women and Girls from Year 2 through to Year 6, as well as expand intervention programmes to bolster current service provision. The outcome of that bid is expected on 2<sup>nd</sup> September 2022.

Online Safety: intervention in this area is particularly important given what we know about online trends:

- Time spent online varies by age, peaking at age 15-16 years when nearly 5 hours are spent online every day.
- Despite most platforms setting their minimum user age at 13, by the age of 11 the majority (59%) of UK children use social media. By the age of 15, this rises to 95%
- A third (32%) of video sharing site/app UK users uploaded content in 2020, rising to half (47%) of all 13-17 year old female users.

Source: Ofcom, [Online Nation 2021](#)

Given the routine use of online technology by the county's children and young people, the partnership is currently in the process of creating an online safety curriculum for year 2 to year 11. This will add extra workshops to the Online Safety catalogue, but the extent of delivery will be dependent on capacity within the team.

To reach large volumes of young people, and in a manner that is most familiar to them, Lincolnshire County Councils Online Safety Officer has held YouTube livestream events for primary and secondary pupils, which have received over 4000 views. Topics such as group chats, gaming, fake news, online bullying, inappropriate image sharing and malicious communications have all been covered; to encourage pupils to reflect on how they behave in the digital world. Two live Online Safety livestream events have also been held for parents, which have received 831 views to date. This was followed up with a parent Q&A session held through Microsoft Teams, to which 225 parents joined, and a professionals Q&A session; attended by 67 teachers, Early Help workers, Children's Home staff and police officers. Given the success of these events, they are now scheduled to be held bi-annually.

## **5. Impact and effectiveness**

The partnership is not complacent, and continually strives to better its offer to schools if possible. Qualitative and quantitative data is collated and used to monitor the impact of

Stay Safe interventions on pupils thinking and decision-making. Students and teachers are provided with a feedback form to complete at the end of each session. The form includes questions on how helpful they found the session, the delivery and presentation style and if it will inform their future decision/actions.

Student feedback from 2020/21 academic year:

- "I think the day is a good idea because it gives good advice to us and is very helpful and different from a normal school day"
- "I liked how it talked about how the topics play out in real life."
- "It was very interesting and I loved it - it will help me in the future and I can take some of the things with me"
- "The sessions were very fun and I learnt a lot throughout the day."
- "This was very fun and the information will definitely stick to me and make me think about my safety"

Student feedback from 2021/22 academic year:

- "These sessions should happen for all years"
- "Liked how they really explained each topic - they answered everyone's questions"
- "All the sessions were fun - the visitors tried to make it as fun as possible"
- "They were really honest about what goes on and did not try to hide anything from us because of how horrible it is."

Teacher feedback from 2020/21 academic year:

- "Each time we have a Stay Safe Day it gets better.....topics covered are relevant. We have had a significant reduction in the amount of sexting".
- "I think the main value we get from the day is creating awareness of safety from different perspectives and encourage conversations both at home and in school.
- "Our students are definitely more proactive in caring for each other and coming forwards with their own worries and disclosures, most recently around sexting. They are more aware of what constitutes a healthy relationship and what is right from wrong. One year group - significant incident - handled very maturely by students."

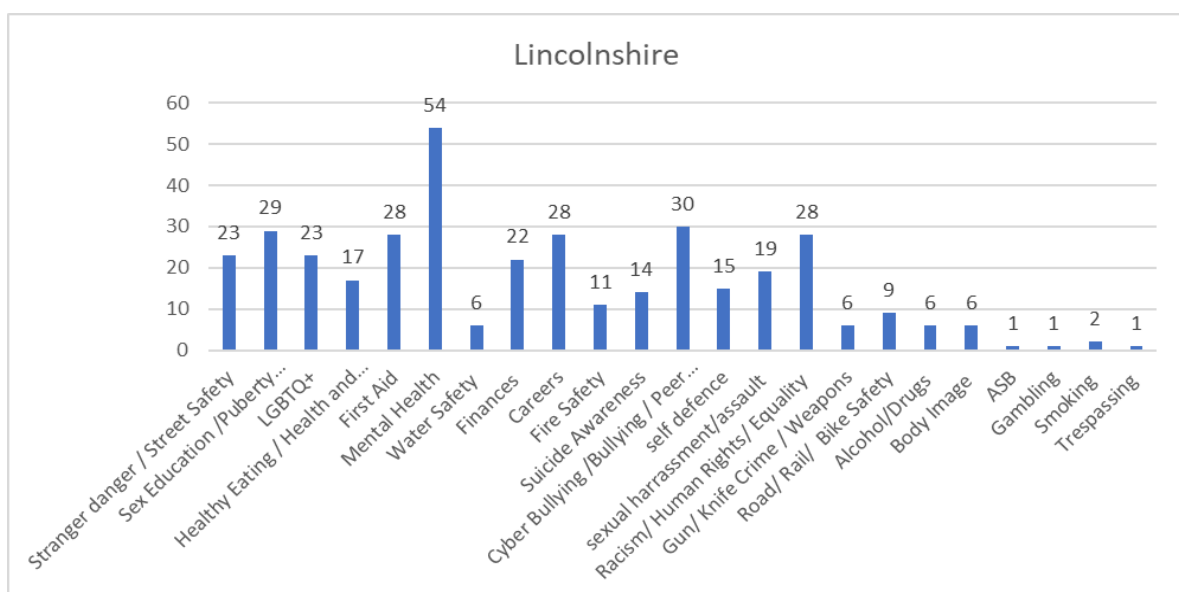
Teacher feedback from 2021/22 academic year:

- "On the day and for a few days/weeks immediately following the event - we saw a surge in disclosures and students being more open with staff as a direct result

of the event. This highlighted to us the need for these events to be held at the start of each academic turn and repeated throughout the year.”

- “Issues/disclosures are raised following some of these sessions. In particular with regard to healthy relationships, students come away and have regularly commented about the consent and appropriate contact between peers”
- “Pupils have been open with regard to their behaviours online and reflecting what makes for a healthy relationship”

Pupils are also asked about their greatest areas of concern, to ensure the partnership are offering interventions or resources on subject matter that pupils are most concerned about. Responses from the 2021/2022 academic year can be seen below:



The primary concerns for pupils relate to mental health and include eating disorders, anxiety, depression and self-harm. Financial issues, including managing money and careers, was also high on young people’s worries. In response, the partnership are currently working with HSBC to develop a suite of Money Management packages which will be included on the Stay Safe Directory from September for schools to access.

Due to the personal nature of the topics discussed in the 'Stay Safe' Day sessions, disclosures are sometimes made by students, and these are managed in the appropriate way with the relevant school. The number of disclosures has been recorded since 2018/2019, and up to and including the 2020/2021 academic year there had been 116 disclosures made during 'Stay Safe' Days. Of note, is that in the 2021/2022 academic year alone the team have had 117 disclosures, 101% more than the 3 previous years combined. These disclosures related to domestic abuse, abusive peer relationships and stalking, alcohol and drug misuse, knife crime, county lines, online exploitation, and road and fire safety concerns. It is possible that without this intervention having taken place, these

children and young people may have remained hidden victims and never been able to access any form of support.

## **6. Future Development Opportunities**

The Stay Safe Partnership continues to evolve, particularly in terms of its reach and the nature of the interventions offered. The demand from primary schools for preventative education/ safety messaging is particularly significant. To impact on future generations the partnership is aware of the need to offer preventative messaging at an earlier age. Expanding the curriculum within primary schools will ensure there is a programme of prevention interventions that follows students from Year 2 through to college.

The Stay Safe Partnerships 'universal offer' to schools is impressive, but for the partnership to have the greatest impact, there is also a need for a targeted and reactive response to safety concerns. By interpreting crime data and intelligence, and layering that with information from schools, pupils and other professionals, the partnership can respond to concerns 'real time'. As an example, monitoring of Operation Encompass data (early information sharing regarding school children experiencing domestic abuse) could highlight schools/localities where there are peaks of child victims, and prevention/intervention work could then be offered. Likewise, monitoring trends amongst young people's crime rates and crime types, and those areas particularly effected by such, could inform a more reactive preventative programme to be delivered.

## **7. Conclusion**

The Stay Safe Partnership has established itself as a primary deliverer of safety messages to children and young people, and a trusted source of preventative education for schools and academies in the county. The Stay Safe Partnership has responded well to emerging safety concerns for children and young people, as well as the challenges presented by the pandemic over the last few years.

Future investment and growth within the partnership will ensure it is able to expand its general preventative offer to primary school children, as well as develop an evidence led targeted response to safety concerns; imperative if we wish to positively impact on our future generations and communities.

## **8. Consultation**

### **a) Risks and Impact Analysis**

N/A

## **9. Background Papers**

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

This report was written by Kathryn Smith, who can be contacted at [kathryn.smith@lincolnshire.gov.uk](mailto:kathryn.smith@lincolnshire.gov.uk).

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

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>20 September 2022</b>
Subject:	<b>Serious Violence in Lincolnshire - A Partnership Response</b>

**Summary:**

This report looks at Serious Violence in Lincolnshire and the partnership response to the expected new statutory duty for county councils and other public bodies to be brought in by the Police, Crime, Sentencing and Courts Act 2022.

**Actions Required:**

The Public Protection and Communities Scrutiny Committee is invited to:

- (1)** Review and comments on the contents of this report; and,
- (2)** review and comment on the proposal to respond to the expected statutory duty by addressing it through an expanded Safer Lincolnshire Partnership framework.

## **1. Background**

Following public consultation in July 2019, the Government announced that it would bring forward legislation introducing a new serious violence duty (the Duty) on public bodies which will ensure relevant services work together to share data and knowledge and allow them to target their interventions to prevent serious violence altogether. This new duty has been legislated for in the Police, Crime, Sentencing, and Courts Act 2022 (the PCSC Act), statutory guidance is expected to be published later in 2022 and the duty come into force in early 2023.

### **The Serious Violence Duty**

The Duty requires specified authorities to identify the kinds of serious violence that occur in their area, the causes of that violence (so far as it is possible to do so), and to prepare and implement a strategy for preventing and reducing serious violence in the area.

The Duty requires the following specified authorities to work together, and to consult educational, prison and youth custody authorities for the area in the preparation of their strategy.

- Police
- Probation Services
- Youth Offending Teams
- Fire and Rescue Services
- Clinical Commissioning Groups
- District councils
- County Councils

The PCSC Act does not specify the partnership model through which specified authorities must fulfil their obligations to collaborate. Rather it states that representatives from the specified statutory organisations should collectively decide on the appropriate partnership in which they will work together to undertake the requirements of the duty.

Alongside the duty, the PCSC Act also amends the Crime and Disorder Act 1998 to include a requirement for Community Safety Partnerships to formulate and implement a strategy to prevent people from becoming involved in serious violence, both as victims and perpetrators, and to reduce instances of serious violence in the area. Should specified authorities consider the CSP to be the most appropriate local multi-agency structure through which they intend to fulfil the requirements of the duty, then the strategic needs assessment and strategy produced by the CSP may account for both the Serious Violence Duty and Crime and Disorder Act requirements.

### **Defining Serious Violence**

Section 12 of the PCSC Act provides that, for the purposes of this duty, violence includes violence against property and threats of violence but does not include terrorism. Section 12 also provides that in considering what amounts to serious violence in any given area, account must be taken of the following factors:

- a. the maximum penalty which could be imposed for any offence involved in the violence
- b. the impact of the violence on any victim;
- c. the prevalence of the violence in the area, and
- d. the impact of the violence on the community in the area.

This approach allows the response to take account of new and emerging forms of serious violence as they develop and are identified and recognises the geographical difference in the prevalence of different types of serious violent crimes.

In considering how to define serious violence within their area, specified authorities should encompass serious violence as defined for the purposes of the Serious Violence Strategy and include a focus on issues such as public space youth violence.



The Serious Violence Strategy should set out specific types of crime of particular concern, including homicide, violence against the person which may include both knife crime and gun crime, and areas of criminality where serious violence or its threat is inherent, such as in county lines drug dealing. These crimes should be at the core of any definition of serious violence for the purpose of its reduction and prevention.

However, there is flexibility for specified authorities in local areas to take account of their evidence-based strategic needs assessment and include in their strategy actions which focus on other related types of serious violence, this could include (but is not limited to) domestic violence, alcohol related violence, sexual abuse, modern slavery or gender-based violence.

### **The Lincolnshire Response**

The Police and Crime Commissioner for Lincolnshire has set out a priority to establish a Violence Reduction Programme, with a £3m commitment.

In September 2021, the Police and Crime Commissioner approached Lincolnshire County Council's Public Health Service for support to develop a Public Health Approach to violence reduction in Lincolnshire. To date, this work has involved a needs assessment and evidence review. The next step will be to develop a strategy based upon local intelligence and evidence of 'what works' to prevent and tackle serious violence.

The Safer Lincolnshire Partnership have agreed to establish a Serious Violence Core Priority Group to develop a Violence Reduction Strategy for Lincolnshire that is informed by the needs assessment and evidence review and that will put Lincolnshire in a strong position to respond to the Serious Violence Duty anticipated early next year. This group as part of the current Safer Lincolnshire Partnership will be led by the OPCC but will necessarily work closely with other Partnerships and Core Priority Groups where activity must align such as the Lincolnshire Domestic Abuse Partnership, the Reducing Reoffending, Substance Misuse Core Priority Subgroups and Youth Offending Management Board.

### **A Public Health Approach**

A public health, place-based, whole system approach for violence prevention involves:

- Defining the problem: Using local data that shows the types of violence that are most prevalent and impactful in Lincolnshire, who commits and is a victim of it, and where it occurs, a violence reduction partnership must agree the definition and scope of violence for the purposes of a Violence Reduction Programme for Lincolnshire.
- Reviewing risk and protective factors: The goal of violence prevention is to decrease risk factors and increase protective factors.
- Developing and evaluating a strategy: A needs assessment based on data and an evidence review of what works will inform a strategy with evaluation built in from the start. The strategy should be developed based on a review of the evidence of

what works to tackle the priorities identified by the data, with interventions addressing primary, secondary and tertiary prevention.

- Disseminating and implementing the strategy: As the strategy and its interventions demonstrate their effectiveness, this supports commissioning and implementation efforts to broaden its reach.

## **Strategic Needs Assessment-April 2022**

Key Findings of the Needs Assessment and Evidence Review:

- There were 2209 serious violence offences in Lincolnshire in 2021. This is up 13% over the previous 12 months (January to December 2020). Lincolnshire is ranked 25th in the country in terms of the lowest amount of violence against the person (VATP) offences per 1000 residents. Lincolnshire residents have a 3% chance of being a victim of violent crime.
- Violence has long-lasting, damaging impacts on physical and emotional health. Exposure to violence, especially as a child, makes individuals more likely to be involved in violence in later life.
- Violence shows one of the strongest inequalities gradients, with emergency hospital admission rates for violence being around five times higher in the most deprived communities than in the most affluent.
- Violence prevention is a critical element in tackling other public health issues. Violence impacts on mental wellbeing and quality of life, prevents people using outdoor space and public transport, and undermines community cohesion.
- Taking a multi-agency partnership approach across the county can prevent and reduce violence.  
Building on community partnership structures, with multi-agency input into them, is essential for successful violence prevention.
- Targeting appropriate interventions throughout the life course can reduce individuals' likelihood of being involved in violence, lower the chances of repeat violence, and ensure that those affected by violence get effective support.
- A wide range of evidence-based interventions are available. Programmes that support parents and families, develop life and emotional management skills in children, work with high-risk youth, and reduce the availability and misuse of alcohol are some proven effective interventions for reducing violence.
- Data on violence have become increasingly available from health services, police, other routine sources, and a variety of surveys, but improvements in data sharing are needed. Data identify individual and community level risk and protective factors. This data can be used to target interventions at those most at risk, as well as monitor progress. Better use of data sharing agreements means more effective, targeted use of resources.

## **Next Steps**

Following the publication of the Strategic Needs assessment in April and the adoption of Serious Violence as part of the Safer Lincolnshire Partnership a Core Priority Group has formed and had an initial meeting. It is to be chaired by the Deputy Police and Crime

Commissioner, Phil Clarke. The PCC has agreed to fund the appointment of a coordinator for this group. The coordinator will be employed by Lincolnshire County Council on a fixed 2-year contract. Recruitment is complete and they are expected to commence this role in September 2022. The PCC has recommissioned the author of the Needs Assessment to begin work on developing a strategy.

## **2. Conclusion**

Working jointly with the PCC, Lincolnshire partners have been able to analyse the picture of serious violence in Lincolnshire and have already set up a partnership to address the issues ahead of the expected statutory duty. The next phase will be to focus on the development of a strategy to address any issues currently not addressed elsewhere in the partnership landscape. Lincolnshire remains one of the safest places in the country, to live work and visit.

## **3. Consultation**

### **a) Risks and Impact Analysis**

N/A

## **4. Background Papers**

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

This report was written by Sara Barry, Head of Safer Communities, who can be contacted on 01522552499 or [sara.barry@lincolnshire.gov.uk](mailto:sara.barry@lincolnshire.gov.uk).

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# Agenda Item 13

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

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of the Local Government Act 1972.

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