



County Offices
Newland
Lincoln
LN1 1YL

27 April 2023

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 9 May 2023 at 10.00 am in the Council Chamber, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

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, 9 MAY 2023**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the previous meeting held on 21 March 2023	5 - 12
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Citizen's Advice Lincolnshire Annual Report <i>(To receive a report by Citizens Advice Lincolnshire which provides the Committee with an update on the performance of Citizens Advice services across Lincolnshire during 2022/23, Monica Stark and Jennie Barnett from Citizens Advice Lincolnshire will be in attendance to present the report)</i>	13 - 32
6	Resettlement Schemes and Asylum Dispersal in Lincolnshire <i>(To receive a report by Semantha Neal, Assistant Director – Prevention and Early Intervention, and Lauren Grosvenor – Resettlement Programme Manager, which provides a further update on refugee resettlement schemes and asylum dispersal)</i>	33 - 38
7	Public Protection and Communities Scrutiny Committee Work Programme <i>(To receive a report by Kiara Chatziioannou, Scrutiny Officer, which provides the Committee with the opportunity to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focussed where it can be of greatest benefit)</i>	39 - 44

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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

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, 9th May, 2023, 10.00 am \(modern.gov.co.uk\)](#)

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



**PUBLIC PROTECTION AND COMMUNITIES
SCRUTINY COMMITTEE
21 MARCH 2023**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

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

Councillors: D McNally (Executive Councillor - Waste and Trading Standards) and S P Roe (Executive Support Councillor – Children’s Services, Community Safety, Procurement and Migration) attended the meeting as observers

Councillors: L A Cawrey (Executive Councillor – Fire & Rescue and Cultural Services) and A P Maughan (Executive Support Councillor – Fire & Rescue and Cultural Services) observed the meeting virtually via Microsoft Teams

Officers in attendance:-

Mark Baxter (Chief Fire Officer), Kiara Chatziioannou (Scrutiny Officer), Lucy Gavens (Consultant - Public Health), Nicole Hilton (Assistant Director - Communities), Will Mason (Head of Culture), Ryan Stacey (Assistant Chief Fire Officer), Emily Wilcox (Democratic Services Officer), Steven Batchelor (Lincolnshire Road Safety Partnership Senior Manager) and Lee Sirdifield (Assistant Director - Corporate)

Officers in attendance via Microsoft Teams:

Jemma Clarke (Community Safety Strategy Co-ordinator)

61 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

An apology for absence was received from Councillor J L King.

It was reported that, under Regulation 13 of the Local Government (Committee and Political Groups) Regulations 1990, Councillor M Hasan had been appointed as a replacement Member for Councillor J L King, for this meeting only.

62 DECLARATIONS OF MEMBERS' INTERESTS

None were declared.

63 MINUTES OF THE PREVIOUS MEETING HELD ON 31 JANUARY 2023

RESOLVED:

That the minutes of the previous meeting held on 31 January 2023 be approved as a correct record and signed by the Chairman.

64 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

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

65 SERVICE LEVEL PERFORMANCE REPORTING AGAINST THE SUCCESS FRAMEWORK 2022-23 QUARTER 3

Consideration was given to a report which summarised the Service Level Performance against the Success Framework 2022-23 for Quarter 3, in relation to Community Safety, Volunteering, Fire Safety, Libraries and Heritage, Road Safety and Trading Standards, as detailed in the report.

Consideration was given to the report and during the discussion the following points were recorded:

Volunteering

- A volunteer drive was planned for the King's Coronation event at Lincoln Castle as part of the Big Help Out, which would encourage people to try volunteering.
- The Voluntary Centre Services provided advice on the set up and configuration of volunteer organisations, which included courses on governance, safeguarding activities, expectations, and DBS processes. A full list of support offered by the VCS in relation to governance would be circulated to the Committee.

Fire Safety

- Officers were not aware of any recent issues with appliances being unable to attend incidents due to irresponsible parking, however Members were assured that reasons for missed attendance were analysed in detail and where possible, systems were introduced to address issues.
- The new allocation and recording process had now been rolled out that would hopefully result in a decrease in the administrative burden and an increase in outputs for Home Fire Safety Visits. However, despite an increase to around 69% of planned visits, it was unlikely that the annual target would be met.
- The County experienced around 300 more wildfires than usual in 2022/23, which were mostly smaller scale agricultural fires, rather than heath land fires. Assurance was provided that the Council were linked in with the National Fire Chiefs Council on Wildfire protection and were better prepared to respond to wildfires. Important

work had also been undertaken with the farmers union in preventative issues and to equip farmers in responding quickly to such issues, particularly in high-risk areas.

- High risk premises included student accommodation, hospitals, and care homes.
- The Committee were reassured that action would be taken where examples of high risk or failings had been found. For instance, in an instance where cladding was found on a property, a risk-based approach to remediate the cladding would be undertaken based on the level of risk posed.
- The Committee acknowledged the impact that not meeting targets could have on morale and were assured that staff were congratulated for continual improvement and the importance of celebrating improvements was highlighted.
- Care homes were generally considered high risk for fire safety however, they were assessed on an individual basis. Assurance was provided, that Officers would respond to any cause of concern to ensure each care home had adequate fire safety provision as a priority for the residents.
- In some instances, fire crews were unable to identify whether the cause of a fire was deliberate or accidental, such as when almost all evidence had been consumed by the fire. The recording of such data helped carry out further trend analysis.

Libraries and Heritage

- The Committee welcomed the increase in library usage and were pleased to see community hubs being utilised for a number of valuable services as well as libraries, such as banking tools and youth markets. The Committee congratulated the service on the success of community hubs and libraries.
- It was acknowledged that an increase in the opening hours would be beneficial in some areas.
- Online engagement in libraries included the use of eBooks, music streaming service, dictionaries, ancestry, and a range of other online services, free of charge.

Road Safety

- Officers were looking to establish who had introduced the comparators for Lincolnshire's 'Statistical Neighbours' and whether they were still the most appropriate authorities to benchmark information against.

Trading Standards

- Further to the data in the report, a total of 9000 unsafe items had now been removed from the market.
- The 22 food inspections of high-risk premises referenced in the report were part of around 150 food inspections overall.
- Members were assured that the Trading Standards Team worked closely with Environmental Health teams in regular meetings and regularly shared any concerns over the standard of premises, particularly regarding allergies. It was acknowledged that formal information sharing when concerns were raised could be recorded.

- The time taken to inspect premises for bird flu was dependent on the size of the premises and whether any further guidance or visits were required.
- There had been a significant increase in the use of disposable vapes in adults and children across the County. The Committee were reassured that advice on vape compliance was provided to businesses and formal action and prosecution would be implemented should businesses fail to comply.
- The Tobacco Control Officer based within the trading standards team delivered workshops within schools to educate on the impacts on of tobacco and alcohol.
- Following an increase in mad cow disease in Brazil, assurance was provided that meat products were subject to border checks and were checked by an environmental health officer.

RESOLVED:

That the report be received and that the comments from the discussion made be taken under consideration by the relevant Lead Officers and Executive Portfolio holders as recorded.

66 ROAD SAFETY PARTNERSHIP ANNUAL REPORT

Consideration was given to a report by the Lincolnshire Road Safety Partnership Senior Manager, which invited the Committee to consider the Road Safety Partnership Annual Report, as set out at appendix A to the report.

Consideration was given to the report and during the discussion the following points were recorded:

- The Committee expressed their thanks to the Road Safety Partnership and local police officers in supporting with Parish Councils to successfully operate Community Speed watch within their communities. The reluctance from individuals to operate speed watch within their own communities due to potential for tension was acknowledged, however the importance of communities to feel empowered to make protect the community was emphasised.
- The enforcement of double yellow lines and other parking issues around schools were not the responsibility of the Lincolnshire Road Safety Partnership.
- Members were assured that the Council were reviewing policies around 20mph speed limits and whether they needed to be supported by Traffic Regulation Orders, particularly in high-risk areas.
- Training for 60+ drivers was made up of theory work which was classroom based and usually offered centrally within communities and practical, car-based training provided a supportive environment with a trained driving instructor and would point advise on further support if needed. It was emphasised that all training offered was supportive and there was no risk associated with the driver. Although mature drivers were less likely to be involved in road traffic collisions, they were more likely to be fatally or seriously injured as a result.

- The biker down initiative was commended. Similar initiatives involving cyclists and horse-riding groups would be considered.
- A formal mechanism for in depth studies and a better understanding of the nature of collisions would be introduced in 2023 through investigative work and a need to ensure appropriate enforcement, particularly around motorcycles and tourism.
- The importance of enforcement and people taking responsibility for the treatment of others was needed to reduce the impact of dangerous cyclists and drivers affecting the safety of town centres and beyond.
- The Road Safety Partnership worked with Lincolnshire Police at regular motorcycle events where they provided support and guidance and sought to educate other road users. The introduction of a communications officer within the Road Safety Partnership was welcomed and would offer further opportunity to raise awareness of the support offer and activities both internally and externally through social media and the local press.
- The dangers of electric scooters were emphasised. Assurance was provided that the police were addressing how to manage issues going forward.
- The Committee were assured that the RSP worked closely with the NHS on providing information to mature drivers and family members to make a decision on whether they would continue to drive.
- The importance of the work of the RSP in saving lives and pain of families was emphasised. The RSP were transitioning were adopting a different way of thinking which would not accept that fatalities should be a consequence of road travel, work would be fed into the new road safety strategy.
- The new pattern of collisions in the afternoon would be analysed to see if there was any commonality in the events happening at the time of day.

RESOLVED:

1. That the report be endorsed;
2. That satisfaction with the activity and service provision be recorded;
3. That the comments and suggestions made in relation to the updates received be taken under consideration by the relevant Officers and the Executive Portfolio Holder.

67 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given a report by the Scrutiny Officer, which invited the Committee to review the work programme and highlight any additional scrutiny activity which could be included for consideration in the work programme.

Concerns were raised over the timing of the Refugee Resettlement and Asylum Dispersal Arrangements - 6 Monthly Update scheduled for 25 July 2023 given the recently announced proposals to house asylum seekers at RAF Scampton. In particular, Councillor K Lee sought assurance that asylum seekers would be properly supported and that the proposals could meet the necessary conditions for asylum seekers. Concerns were also raised over RAF

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
21 MARCH 2023**

Scampton as a heritage centre. It was proposed, seconded and agreed that a report be received at the next meeting of the Committee.

It was also requested that a report be scheduled on the location of defibrillators within Lincolnshire.

The Scrutiny Officer agreed to liaise with Officers on the proposed timelines for reporting to the length of agendas.

RESOLVED:

1. That the report be noted;
2. That the existing work programme be agreed, subject to the above amendments;
3. That the proposals to house asylum seekers at RAF Scampton be considered at the next meeting of the Committee.

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

68 DRUG AND ALCOHOL CORE PRIORITY GROUP REPORT

Consideration was given to a report by the Consultant – Public Health, which invited the Committee to consider a report summary of work related to drug and alcohol misuse carried out by the Safer Lincolnshire Partnership in Lincolnshire during 2022/23, as referenced in the report.

Consideration was given to the report and during the discussion the following points were recorded:

- The Committee recognised the challenges faced by individuals suffering from drug and alcohol addiction and their families.
- It was acknowledged that many people were secretive in their misuse of drug and alcohol and therefore may not be recorded in the overall figures. It was noted that figures were based on a well-established national programme of research which used a number of methods to estimate the number of people with drug and alcohol misuse issues and seemed to estimate local need.
- It was agreed that distinction between alcohol specific and alcohol related deaths with reference to failed breath tests be circulated.
- The availability to purchase alcohol at some premises during unsociable hours was concerning. There was good knowledge on what worked to prevent alcohol related harm which was supported by a strong evidence base. The importance of introducing a range of measures in supporting alcohol related harm was emphasised, which included addressing the availability of alcohol.

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
21 MARCH 2023

- A change in culture which moved away from advertising alcohol for celebration and as a marketing tool was emphasised. It was requested that details of the overall cost of alcohol use to society be investigated and circulated to the Committee.
- The Committee welcomed the use of a preventative approach with a focus on alcohol and substance misuse as a health issue rather than as a criminal offence. Assurance was provided that the criminal justice system had increased the number of options to reduce the criminal sentence of those misusing drugs and alcohol, such as putting them on a treatment pathway offering support for substance misuse issues and mental health support. However, it was acknowledged that issues around crime needed to be addressed appropriately.
- The Committee recognised the enormous impact of alcohol misuse as potentially more significant as drug misuse.
- Many schools were proactive in educating children around the impact of drug and alcohol abuse and 'stay safe' days were always well received within schools. The specialist drug and alcohol service within Lincolnshire also attended schools to educate children or provide a safe space for children to raise concerns. The Committee emphasised a need for proactive work within schools, particularly given the rise of County Lines groups.
- The benefits of local intelligence, through Councillors and other means, in targeting areas of support, was highlighted.
- Specialist services offered a range of support including through counselling, the prescribing of methadone, medical support and inpatient detoxification. Treatment pathways were decided by the individual and key worker. A move to community-based treatment had been adopted in recent years as this often helped individuals to overcome additional whilst within their community rather than removing them from their usual surroundings.
- The use of Naloxone within Lincolnshire was welcomed.

RESOLVED:

1. That the report be endorsed;
2. That satisfaction on the activities undertaken that demonstrates the efforts of the Safer Lincolnshire Partnership to discharge its statutory duties in combatting drug and alcohol misuse in the County;
3. That the feedback and comments made be taken under consideration by SLP Officers and Portfolio holders.

The meeting closed at 12.40 pm

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	9 May 2023
Subject:	Citizens Advice Lincolnshire Annual Report

Summary:

The report provides an update on the performance of Citizens Advice services across Lincolnshire during 2022/23. It presents information provided by Citizens Advice Lincolnshire and seeks to provide members with an understanding of demand levels across a range of services and the impact achieved from the grant funding that Lincolnshire County Council provides to Citizens Advice Lincolnshire.

Action Required:

The Public Protection and Communities Scrutiny Committee is invited to review and comment on the contents of the annual report.

1. Background

Citizens Advice Lincolnshire comprises three independently constituted organisations who work collaboratively to deliver advice services across the County. They comprise:

- CA Lincoln & Lindsey
- CA Mid Lincolnshire and
- CA South Lincolnshire.

Citizens Advice Lincolnshire's core service offers:

- Confidential free, impartial, independent advice aiming to assist clients to find a way forward through the issues they are facing, whoever they are, and whatever their problem.
- Clients who need support with benefits, debt, housing & homelessness, energy, poverty, immigration, health and relationships are supported by highly trained staff and volunteers in a variety of settings.
- Face to face support, or via telephone, e-mail or webchat is provided in centres across Lincolnshire, which may be Citizens Advice offices, or may be community settings such as Foodbanks or Health Centres.

Our work gives us an insight into the issues our clients are facing and policies that are affecting them unfairly. This information is used to influence decision makers to change policies and practices.

The aim of the service is aligned to those of Lincolnshire County Council's corporate priorities to "Enable Everyone to Enjoy Life to the Full".

In highlighting the fact that we are three separate charities, we are demonstrating that, although the service, as described above, is one service across Lincolnshire, the models, and ways of delivering this differ to reflect the needs and profiles of the local communities.

2. Notable activities and issues 2022/23

During the year CA Lincolnshire helped more than 15,021 clients with more than 76,934 issues. This compares to last year 14,540 clients with 70,800 issues and 12,936 clients with 60,109 issues the previous year. This evidences a year-on-year increase. This includes core service and funded projects.

We know that demand nationally, and in Lincolnshire, for support far exceeds the number of clients helped. Currently, we are only able to answer a third of calls on our Advice Line telephone service. This is the demand that we know about as people are calling, but we estimate that there are many more who may need our services, but who don't have access to a telephone or computer and therefore do not have the means to seek our support.

We helped people with an average of 5.22 issues per client, compared to 4.86 in the previous year. This means that we are helping more people, with more complex issues. So, for example in the past, someone may have sought help with a debt issue. Now the debt issue is the predominant factor, but there may be a raft of challenges including tax arrears, cost-of-living, fuel poverty and mental ill health.

Throughout the year we campaigned for our clients around the cost-of-living crisis. This included raising issues on local radio (BBC Radio Lincolnshire) national radio (BBC Radio 4 Money Box) and local television (BBC Look North). It also includes raising awareness with local MPs.

We distributed £50,000 worth of fuel vouchers to people at risk of self-disconnection due to the cost-of-living crisis and delivered additional energy advice to clients living in fuel poverty.

The cost-of-living increases are presenting significant challenges to local residents. Those on lower incomes are disproportionately impacted, particularly those with a disability or long-term health issue which makes up 53% of our client base. Calls to our service around the cost-of-living crisis have increased by at least 20%.

Access to foodbanks and charitable goods has increased by at least 24% as have fuel debts.

Our clients are telling us that they are making tough decisions around heating or eating, around fuel for the car or food for the family. People are telling us that they get to the end of the month and just can't pay their bills. This resonates with what Citizens Advice are saying nationally, *"The scale of this crisis is unlike anything we've seen even in the pandemic. Strikingly we're helping more people with crisis support like food bank referrals and access to grants because they simply can't pay the bills or put food on the table"*.

Working with the Local Authority and District Councils across the county, we have supported the delivery of the Household Support Fund across Lincolnshire. As each phase of the fund has been rolled out, we have delivered support directly to the most vulnerable clients in the county.

We responded to the needs of Ukrainian guests and hosts by setting up countywide advice to help people with issues such as housing, employment and helping to settle in Lincolnshire.

3. Partnership Working - Includes, but is not limited to:

We have liaised with our District, City and Borough Councils to communicate our quarterly outcomes and discuss service updates. We have a direct web form referral pathway set up with some of the District Councils to support vulnerable clients and with others, we have close working relationships, in particular supporting those at risk of eviction, or other housing issues.

We are supporting the work of the Lincolnshire Financial Inclusion Partnership and its steering group. We presented at the recent conference to demonstrate the benefits of partnership working.

We are working with foodbanks at a local and national level to help support people in need. We staff the Help through Hardship helpline that is a partnership between Citizens Advice and the Trussell Trust. This includes direct support such as distributing food vouchers, but also signposting to local foodbanks and giving advice for clients using foodbank services.

Working in partnership, we deliver debt advice and casework to socially excluded, hard to reach, vulnerable adults. Referrals are taken from the generalist service as well as key partners in the community. The casework can be extremely complex and can include bankruptcy, debt relief orders and dealing with bailiffs. The case workers advise and support clients with complex debt issues including priority and non-priority debt.

We have worked jointly with the DWP around recruitment. This included arranging courses at Lincoln College, the sector-based work academy programme and delivering presentations to DWP.

We work within colleges to provide regular information sessions to younger students covering areas such as employment rights, housing, further education, and budgeting.

We worked with partners to deliver the Winter Grant Fund.

We are delivering much needed energy advice across the county. Many of our advisers have upskilled on energy advice undertaking NVQ Level 3 in Energy Advice

We are working with Lincolnshire County Council to provide advice and support to Ukrainian Refugee guests and hosts, delivering advice across the whole county.

We are working with the Money and Pension Service (MaPS)s and the Institute of Money Advice to support our debt provision.

To raise the issues associated with the cost-of-living crisis, we have worked in partnership with the media. This included BBC Radio Lincolnshire and BBC Radio 4 Money Box delivering live interviews and Look North News.

We are delivering advice services within a Mental Health charity, helping to address problems that impact on wellbeing.

4. Outcomes

Telephone support

We have met 34% of demand on the Advice Line telephones (subject to obtaining March data) see Table 1 below. To meet the demand on Advice Line we are, in the main, recruiting paid staff, with CA South Lincs, funding this by drawing on reserves.

In the past it has been volunteers who have traditionally answered these calls. However, the loss of volunteers following Covid, impacted our ability to meet the demand that has been increasing year on year. In addition, paid staff are able to meet the targets of the Advice Line more effectively. For two out of the three areas, volunteers complement the paid staff, but in Mid Lincs, they have made the decision to continue to share their call answering with other geographical areas as they have found this to be the most cost-effective option for them.

Whilst we don't yet have the full data for the year, increased demand for our service relates to the cost-of-living crisis.

Table 1

Advice Line	Totals (11 months*)	Totals 21/22 (12 months)
1.1 Total Calls made to Lincolnshire Adviceline	39,643	42,224
1.2 Total calls to Lincolnshire Adviceline answered	13,234	15,428
1.3 Total calls to Lincolnshire Adviceline unable to be answered	26,409	26,796

*Figures TBC for March as not yet available

Core Service

Table 2 below shows that 8,316 total clients and 7,115 unique clients were supported in the core service for 2022/23. This is a 21% increase of total clients accessing the service compared to last year and a 16% increase in unique clients. We are helping more people at the first point of contact. Needs are becoming more complex, as we are dealing with more issues.

Table 2

	Totals 2022/23	Totals 2021/2022
2.1 Total Clients Accessing the Core Service	8,316	6,867
2.2 Unique Clients Accessing Core Service	7,115	6,145
2.4 Number of Activities Per Case (unique)	3.19	Data Unavailable
2.5 Number of Issues Per Case (unique)	2.87	Data Unavailable

Debt

Table 3

3. Debt	Totals 2022/23	Totals 2021/22
3.1 Number of Clients Advised on Debt Issues	2,895	2,698
3.2 Value of Debt Advised on	10,058,090	Data Unavailable
3.3 Income generated for clients through advice and guidance	£6,232,185	£5,665,742
3.4 Number of Clients Supported with Financial Capability	2,331	2,339
3.5 Number of Clients Supported Through Help To Claim	2,439	3,997

The total increase in clients advised on debt issues this year compared to last year is 7.3%

Specialist Service

Table 4

	Total 2022/23	Total 2021/2022
4.1 Number of clients supported in relation to housing benefit	902	766
4.2 Number of clients supported in relation to ESA	940	965
4.3 Number of clients supported in relation to JSA	192	49
4.4 Number of clients supported in relation to WTC	163	185
4.5 Number of clients supported in relation to Income Support	65	73
4.6 Number of clients supported in relation to UC (Not Inc H2C)	7,731*	7,570*

*Includes data from national projects

National feedback

Table 5

	Local Citizens Advice /National Citizens Advice (%)	
Citizens Advice Lincolnshire (average)	Total Average 22/23	Total Average 21/22
5.1 Resolution Rate	73/73	75/76
5.2 Ease of Access	70/72	89/84
5.3 Positive Impact	83/83	78/73
5.4 Recommendation of the Service	84/84	88/87

Total Lincolnshire clients helped (Through all channels and local and national projects)

Table 6

6.1 Number of clients supported	Total 2022/2023	Total 2021/2022
Lincoln and District	1,867	2,100
Boston	1,828	1,541
South Kesteven	2,765	2,582
South Holland	2,143	1,999
West Lindsey	1,526	1,575
East Lindsey	3,331	3,242
North Kesteven	1,561	1,524
Total	15,021	14,563

In addition, we assisted **7,206** clients with one-off information or signposting.

Case Studies (*Names have been changed)

Case Study 1

We helped Paul* when he came to us with debt issues. Paul was on a limited benefits income and suffered a heart attack in 2022. He has memory loss and weakness down one - side and also lives in sheltered accommodation. Paul was supported by his housing manager and presented with historical and current debt. This was causing Paul considerable distress. With our assistance, we were able to help Paul write off £2000 worth of debt. This has considerably alleviated the cause of some of the stress that he had been experiencing. He was also awarded a severe mental impairment exemption for Council Tax worth £153.74.

Case Study 2

Our adviser helped Vanessa*, a vulnerable client, who had had her application for Personal Independence Payment declined. This caused Vanessa a considerable amount of stress. We helped Vanessa challenge the decision as part of a mandatory reconsideration. We also invited her back to help complete forms for other benefits. The help with completing these forms means that Vanessa has been able to access support, which she might not have been able to otherwise and increased her income, enabling her to continue to navigate the ongoing cost of living crisis and improving her overall mental health.

Case Study 3

Ricky* came to us through one of our drop-in sessions. He had experienced domestic violence from an ex-partner and had moved out of the property. However, the situation had left him with some debt that had been passed onto a debt collector, which we were able to support him to begin to deal with. Ricky's ex-wife had also sent him divorce papers. He had been informed that he did not qualify for legal aid, but we were able to refer him to a legal clinic service for 30 free minutes of legal advice. This enabled Ricky to receive some specialist legal advice, to feel that there was help and support available and alleviated some of the stress he was experiencing.

Client Comments

- *Excellent service, helped me with my enquiries, explained all my questions.*
- *Good service, extremely useful, spoke with a very understanding and compassionate person.*
- *Great experience, I am happy with the adviser who deals with my problems & help me. Thanks*
- *I am very happy with the help I received from you always get good advice when contacting u thanks for all your help.*
- *I found my contact very helpful and knowledgeable and was impressed with capacity to comprehend my problem and deliver sound advice. Well done.*
- *A very good helpful service*
- *A very helpful service. Helps with information and advice on many levels.*
- *Brilliant service Thanks*
- *Everyone was helpful & friendly.*
- *Good service, extremely useful, spoke with a very understanding and compassionate person.*
- *Just a fantastic service, greatly appreciated.*
- *Really helpful staff on both times I needed assistance.*
- *Very helpful.*
- *Yes, great service and the advisors were very friendly.*

Top Issues 2022/23

Table 7

		2022/2023
Top Issues	Benefits Tax Credits	16,485
	Benefits Universal Credit	14,117
	Debt	13,236
	Financial Services and Capability	6,579
	Housing	5,241
Top 5 Benefit Issues	Initial Claim	6,323
	PIP	5,510
	General Benefit Entitlement	2,426
	Housing Element	1,696
	Lim. Cap. For Work	1,636
Top 5 Debt Issues	Fuel Debts	1,544
	Debt Relief Order	1,449
	Council Tax Arrears	1,364
	Other Debt	1,149
	Debt Assessment	1,050

Meeting LCC Corporate Objectives

High aspirations

By supporting people to find a way forward and through their problems, Citizens Advice Lincolnshire enables residents to take up opportunities such as employment and volunteering.

Opportunities to enjoy life to the full

By helping people through advice to free themselves of their problems and have a greater sense of well-being, we enable residents to live independently and contribute to their local community.

Good Value

We enable LCC to have a greater understanding of the clients' needs through our data and feedback and represent exceptional value for money in terms of public spend (see below).

Table 8

Income received for 2022/23	
Lincoln & Lindsey	£1,757,894.00
Mid Lincolnshire	£478,310.00
South Lincolnshire	£881,002.21
Total	£3,117,206.00

The above income includes core funding and projects. The core funding has enabled Citizens Advice Lincolnshire to generate a significant amount of funding to support local needs, showing a 1:11 ratio of money generated from the LCC grant.

5. Cost Savings and Efficiencies

The following are the cost savings and efficiencies that all three CAs have worked through. This represents much hard work on behalf of the three Trustee Boards and the staff teams to look at ways to save money.

The first list shows what was possible in this last financial year, and the second, what is proposed in terms of efficiencies for the coming year. It must be stressed that after that there are no more cost cutting possibilities as we are now pared back as far as possible without compromising our service to Lincolnshire clients.

2022/2023

- Cost efficiencies through growth
- Restructuring delivery model
- Using staff and volunteers to best effect
- Multi skilling staff to ensure gaps in delivery are covered
- Focused training for staff to ensure best outcomes
- Increased hybrid/remote working for staff and volunteers to reduce travel expenses and heating costs
- Reduced premises costs
- Reduced service charges
- Fixed energy costs

2023/24

- Streamlining internal processes and staff e.g., central administrators per CA, central supervisory, per CA
- Cost efficiencies in management, central management, per CA
- Maximizing use of office space
- Exploring lower cost premises* see below.
- Reducing service contracts, e.g., printer/photocopier contracts/VoIP licences

*In seeking to consider cheaper rental options, such as using DC premises, it was found that there is a significant cost implication, as set out below:

Table 9

RENT & CHARGES 2022/2023	Total
Rent and service charges, including utility costs, to deliver all services across Lincolnshire	£180,358
Rent and service charges, including utility costs, made by DCs	£102,984

6. Conclusion

2022-23 has proved to be the most challenging year in the history of Citizens Advice nationally as their cost-of-living dashboard shows:

<https://wearecitizensadvice.org.uk/citizens-advice-cost-of-living-data-dashboard-4b844508d926>

The impacts of high inflation, especially food, running at 18.2%*, the dramatic increase in energy costs, static benefit levels and the consequent inability to make ends meet, has resulted in unprecedented levels of demand. Sadly, this is demand that we just cannot meet, either nationally or locally, as we just do not have the resources. Our national target for Advice Line calls answered is 80% and nationally and locally we are at around 35% due to capacity. As mentioned earlier, the 65% of calls that go unanswered, are the 65% that we know about and this is only during service hours (i.e., 9.00 am to 5.00 pm) as nationally and locally we are not able to offer a broader “out of hours” service, again due to capacity because of resource levels.

**“The annual inflation rate in this category was 18.2%, up from 16.8% in the year to January 2023. Indicative modelled estimates suggest that the rate would have last been higher in August 1977, when it was estimated to be 21.9%”. 6 Apr 2023 ONS*

However, we know that those people who are able to receive our support and advice, are extremely grateful and feel that they have been helped to find a way forward, with 84% of clients happy to recommend the service.

It has been extremely challenging for our advisers who have normally been able to find benefits that a client may not have been able to access, or help them with prioritising debt, or consider their budgeting options. Advisers are now faced with the unprecedented situation where the number of clients who come to us with “negative budgets” (i.e., their essential outgoings are higher than their incomes) is beyond anything that we have seen. For these advisers it can be a harrowing experience to be on the end of a phone or to see someone in person and explain that there is nothing that we can do. As a result of this, the LCC has helped us to access suicide training for staff and volunteers as the number of suicidal calls has, anecdotally, increased exponentially.

What we must not lose sight of is the fact that we supported 15,021 Lincolnshire residents to find a way forward, 8,316 of whom used our core service. Moreover, a further 7,206 people benefitted from our core service with one-off information or signposting.

This is excellent for the clients helped, but also means savings for the Council as for every £ spent, @£1 is saved for the Council. The exact amounts of fiscal and public benefit were not yet available at the time of writing but will form part of the presentation to the scrutiny committee.

Simply put, Citizens Advice Lincolnshire is providing an essential service to some of the most vulnerable of all residents in the county as our Appendices show, with 53% of our clients having a disability or long-term health condition. This means not only savings to the NHS in terms of preventing ill health as problems are addressed, but as poverty is a key determinant of good health, helping to increase good health across the county by tackling the poverty itself.

We remain extremely grateful for the on-going core funding both from the County Council and that of the District Councils.

7. Consultation

a) Risks and Impact Analysis

See body of report.

8. Appendices

These are listed below and attached at the back of the report	
Appendix A	CAL Health Presentation
Appendix B	CAL Lincs 2022-23 dashboard

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 Monica Stark, Chair CA Lincs, who can be contacted on 07858354626 or Monica.Stark@citizensadvicesouthlincs.org.uk

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Health, wellbeing and advice

Whether it's tackling problems with debt or housing, or helping with benefits and employment advice, Citizens Advice solves practical problems that improve health and wellbeing.

Advice services take practical action to address the social and economic determinants of health that can reduce both the health inequality gap and demand on health and social care services.



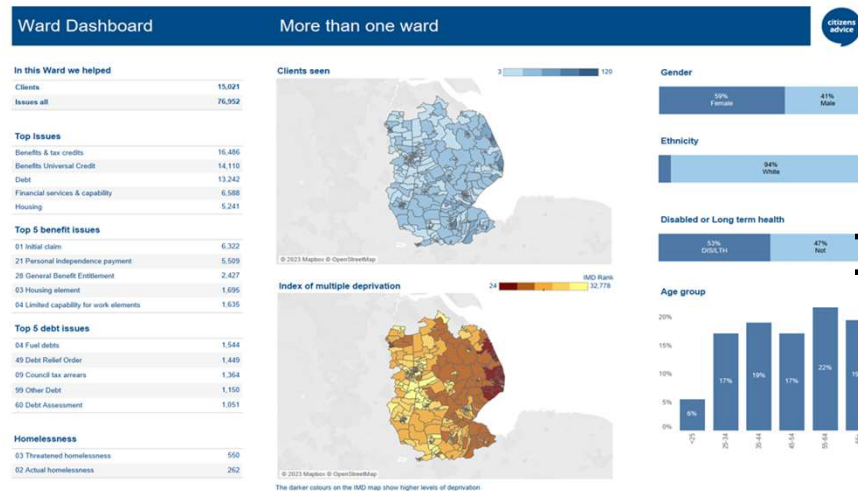
Last year a total of **15,021** people living in Lincolnshire turned to Citizens Advice for help. **53%** of these experienced a disability and/ or a long-term health condition.

Our clients experience low income, debt, fuel poverty, homelessness, domestic abuse, child poverty, disability and long-term health conditions, all key Marmot indicators. The most common health and social care related issues for 2022/23 in Lincolnshire were:

- Benefits & tax credits
- Debt
- Financial Services & Capability
- Housing

Who do we reach?

The maps show where Citizens Advice clients live mapped against levels of deprivation.



What the research tells us

Advice is a key part of a patient's journey because solving practical problems improves people's health.

National research conducted by Citizens Advice found that practical advice improves people's health and reduces the burden on local health services.

Practical problems experienced by patients place a significant burden on GP time.



Integrated advice saves GP time and improves patient health and wellbeing

Research conducted with 1,000 GPs showed **the most common non-clinical issues presenting in GP appointments are:**

- Relationship breakdown,
- Work-related issues,
- Welfare benefits,
- Housing problems,
- Debt problems and
- Social isolation.

The research found that integrated advice delivers positive benefits to both GPs and patients.



19%
of consultation
time spent on
non-clinical
issues



75%
GPs identified
positive effects
on patients'
health and
wellbeing



2 in 3
patients would
not have
accessed
support
otherwise

Mental health and practical problems

A third of adults report worsening mental health problems since the start of the pandemic and socio-economic issues have become harder to solve.

Royal College of Psychiatrists report:

- **One in four** adults will have a mental health problem at some point in their life
- **One in two** adults with debts have a mental health problem
- **One in four** people with a mental health problem are also in debt

Getting the right advice, at the right time can play an important part in supporting people with mental health problems to build their personal resilience and improve patient outcomes.



We see first-hand how people's mental health problems interlink with practical problems.

Last year **15,021** clients in Lincolnshire sought help from Citizens Advice. The issue clients come to us about has a significant impact on their mental health. Mental health was a top health conditions affecting our clients.

On average, Citizens Advice clients experiencing a mental health problem will have 5 separate advice problems, from unmanageable debts to employment, housing and access to welfare benefits.

In 2022/23 the top advice issues for clients with mental health problems in England and Wales were:

- **Universal Credit**
- **Personal Independence Payment**
- **Food Poverty**

Citizens Advice gives people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

What the research tells us

Research shows practical problems are putting **pressure on mental health Services**.

Mental health **recovery rates are significantly lower** for people who have problem debt.

Money advice is extraordinarily effective in resolving problem debt.

80% of people who receive money advice feel **more in control** of their finances - likely to **reduce psychological distress** and move the individual back towards recovery with treatment.

citizens
advice

Academic research shows clients with a mental health problem are:

- **Significantly less likely to recover** from mental health problems if they have money worries
- **4.2 times more likely to be still experiencing depression** 18 months later, as a result of money worries
- **1.8 times more likely to be still experiencing anxiety** as a result of problem debt

Integrating money advice into mental health services could **help more people with mental health problems** engage with money advice, and ensure that fewer people miss out on this valuable support.

Case Study

Peter came to us for debt advice. During the appointment, we discovered that he was not on the Priority Services Register (PSR). Peter had suffered a serious injury which resulted in extremely low mental health and he had previously tried to take his life.

Our adviser is currently working with Peter and his energy supplier to deal with the debt and to try and ensure that he is placed on the PSR. This will alleviate some of the stress that he has been experiencing and ensure that he has additional support when he is dealing with future bills

Cold Homes, fuel poverty and health

Across the UK many people suffer ill-health or are at risk of becoming ill due to living in cold, damp homes and living in fuel poverty.

There were 63,000 excess winter deaths in 2020/21 in England and Wales. It is estimated that 30% of excess winter deaths are due to health problems associated with cold homes.

Low income, poorly insulated housing, and expensive, inadequate heating systems contribute to fuel poverty. This will be exacerbated by rising energy prices and the cost of living crisis.

According to 2022 figures, around 13% of households in England were classed as fuel poor, and 12% in Wales.

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advice**

In Lincolnshire, people frequently seek help from Citizens Advice on cold home related issues.

In 2022/23 in Lincolnshire we have seen an increase in people seeking help around fuel and fuel poverty. As an example we distributed 50,000 fuel vouchers to people at risk of self disconnection and we delivered additional energy advice to clients living in fuel poverty'

What's the impact in Lincolnshire?

For people in Lincolnshire, living in a cold home causes health problems, the most vulnerable groups being:

- the elderly
- Pregnant women and young children
- People with respiratory health conditions
- People with cardiovascular health conditions
- People with disabilities
- People in fuel poverty, unable to pay their energy bills

Nationally available data shows that a significant number of households in Lincolnshire live in fuel poverty.

What the research tells us

The National Institute of Health and Clinical Care Excellence (NICE) has recommended every Health and Wellbeing Board in England commission a 'single point of contact health and housing referral service' to help vulnerable people who live in cold homes.

The aim of the guidance is to ensure there is a practical solution to help people heat their homes more affordably and stay healthy at home.

citizens
advice

Energy bills are soaring. Citizens Advice found that despite the government's support measures, 14.5 million will be unable to afford their energy bills.

One in five people have already cut back on their food shop (19%) or used less heating (20%).

Case Study

Darren lives with his wife and two young children. He works full time, however his wife is unemployed due to mental health difficulties. Other than child benefit, the family were not claiming any benefits. The family were struggling financially due to increases in their household bills and had fallen behind with some of the payments. Darren's main reason for contacting Citizens Advice Lincolnshire was that he had no heating oil and didn't have the £420 to fill up the tank. He had tried to find cheaper options for filling up the tank but without success. Penny (the adviser) began by completing a benefits check for Darren. This showed that the family could apply for Universal Credit which would increase their household income by £220 per month. Penny then went on to complete an application to the Fuel Bank Foundation for assistance with the heating oil. This application was accepted and Darren received a grant to cover the entire cost of 500 litres of oil. Finally, Penny referred Darren to the money advice caseworker to look at his budget and assist with his debts.



In this Ward we helped

Clients	15,021
Issues all	76,952

Top Issues

Benefits & tax credits	16,486
Benefits Universal Credit	14,110
Debt	13,242
Financial services & capability	6,589
Housing	5,241

Top 5 benefit issues

01 Initial claim	6,322
21 Personal independence payment	5,509
28 General Benefit Entitlement	2,427
03 Housing element	1,695
04 Limited capability for work elements	1,635

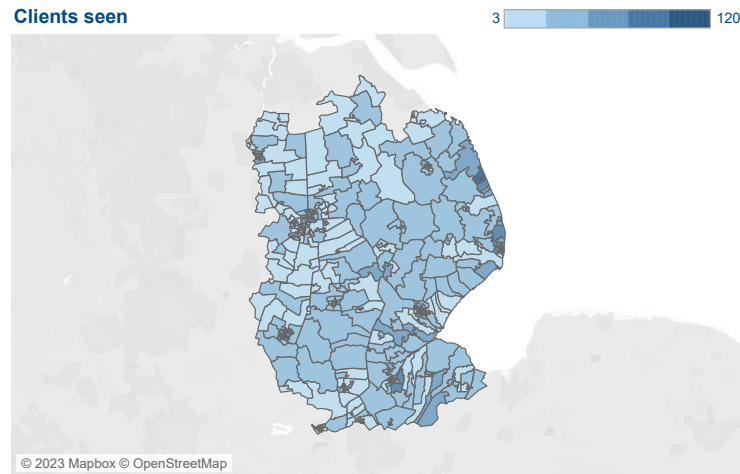
Top 5 debt issues

04 Fuel debts	1,544
49 Debt Relief Order	1,449
09 Council tax arrears	1,364
99 Other Debt	1,150
60 Debt Assessment	1,051

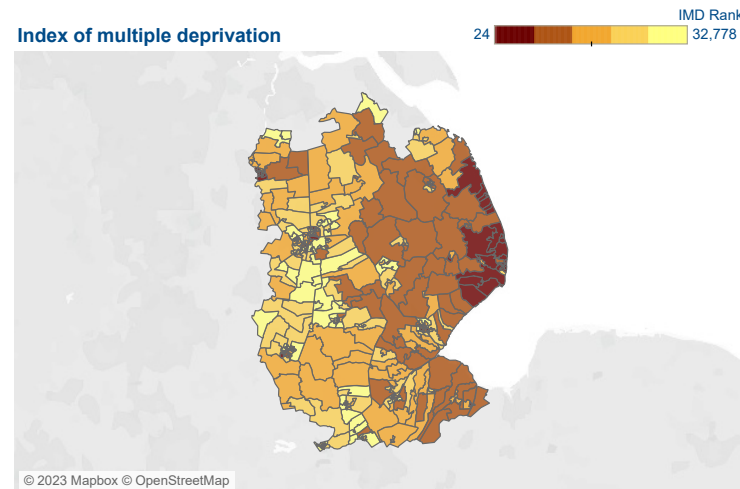
Homelessness

03 Threatened homelessness	550
02 Actual homelessness	262

Clients seen



Index of multiple deprivation

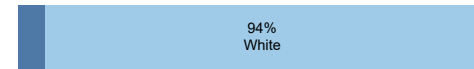


The darker colours on the IMD map show higher levels of deprivation

Gender



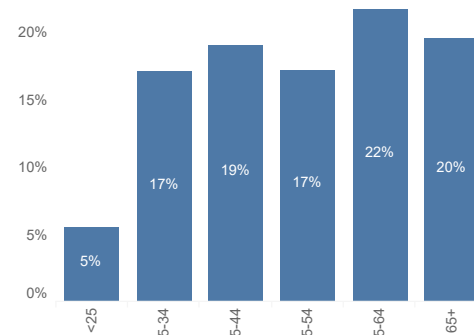
Ethnicity



Disabled or Long term health



Age group



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	9 May 2023
Subject:	Resettlement Schemes and Asylum Dispersal in Lincolnshire

Summary:

This report provides a further update on refugee resettlement schemes and asylum dispersal, the national position, and the response by Lincolnshire organisations to national policy decisions. It builds on the briefing paper considered by this Committee on 23 January 2023.

Actions Required:

Members of the Public Protection & Community Scrutiny Committee are invited to review and comment on the contents of this report.

1. Background & Context

This report highlights changes that have occurred since the previous paper was presented in January 2023. This includes an overview of the Home Office proposal to use RAF Scampton to accommodate asylum seekers.

2. Home Office Proposal for RAF Scampton

On 29 March, the Immigration Minister announced proposals to use two surplus military sites in Lincolnshire and Essex and a Residential and Training Establishment in East Sussex to provide basic and functional accommodation for asylum seekers, subject to the sites being legally compliant and ready for use.

The Government have produced factsheets for each of the sites in scope as part of this national infrastructure programme. The Scampton factsheet can be found [here](#). At this point, no detailed plans have been shared beyond this.

West Lindsey District Council is pursuing legal action seeking to prevent the use of the site without planning permission. They, with partners, have secured development proposals for the site which could be jeopardised by its use by the Home Office.

The Home Office have asked the East Midlands Strategic Migration Partnership (SMP) to convene and chair a weekly Multi-Agency Forum (MAF). Home Office officials have said the site must be safe, legal, and compliant before it can be used. This strategic group of chief officers is seeking to assure themselves that all identified risks have been considered and mitigated appropriately by the Home Office and its contractors before the site is mobilised. The MAF will be underpinned by six thematic sub-groups led by the Home Office, to consider infrastructure & operations, health services, children's services, finance, site security / policing and communications. Local agencies have identified appropriate officers to attend to check and challenge arrangements as these develop.

The three Council Leaders have requested a meeting with the Immigration Minister to seek government's response to actions expected of the Home Office to ensure the safety and wellbeing of the local community, those accommodated and working on site. They are also seeking recognition that a major national infrastructure project requires significant resource commitment, should it go ahead.

Lincolnshire partners are also pressing the Home Office to produce a formal Assurance Framework to be used as the project develops. Concurrently, Lincolnshire partners are developing a multi-agency risk register to capture all organisational risks and mitigations (if applicable) as they are identified.

As with all refugee resettlement and asylum dispersal workstreams, Lincolnshire County Council (LCC) officers are working with Lincolnshire partners to understand the Home Office proposals, and their potential impact on our communities and services. In addition, Lincolnshire senior officers and members are working closely with colleagues in Essex, East Sussex, and North Yorkshire, and collectively with the Local Government Association, to share information.

3 Lincolnshire Resettlement Overview by Scheme / Cohort

3.1 Afghan Resettlement (ARAP/ACRS)

Since the last report, a further two-family groups have been resettled under the Afghan Relocations and Assistance Policy (ARAP) in Lincolnshire.

Nationally some 8,000 Afghan refugees are still living in Home Office bridging hotels including one in South Kesteven. On 28 March 2023 the government announced plans to increase support to help Afghan individuals and families to access settled accommodation and end the use of hotels. The Home Office will write to individuals and families setting out when their access to hotel accommodation will end and the support available to enter settled accommodation. Those in hotels will be provided with at least three months' notice through a staggered notification process. If an offer of accommodation is made and is turned down, another will not be forthcoming. The government expects families to find their own accommodation in this circumstance.

Government plans to provide £35 million of new funding to enable local housing authorities to increase support for Afghan households to secure settled accommodation.

Government plan to provide further detailed information about how the funding will be delivered via updated funding instructions in the coming weeks. All further information will be considered by the Lincolnshire Resettlement Partnership chaired by North Kesteven District Council.

Government have also announced that future Afghan arrivals will go directly into suitable accommodation (as opposed to hotels) and further detail is awaited on plans for supporting those yet to arrive at suitable accommodation in the UK.

3.2 Homes for Ukraine Resettlement Scheme

Updates on Lincolnshire's Homes for Ukraine (HfU) Scheme were provided in November 2022 and January 2023. At the time of writing this report, 1,255 Ukrainian guests have arrived in Lincolnshire. Of these, we are currently aware of 966 guests still living in Lincolnshire approximately a third of whom are children. Of these, 697 are living with hosts and 269 are either living independently, temporarily abroad or in emergency temporary accommodation. LCC is not informed if guests move into independent accommodation in Lincolnshire from elsewhere so the actual number of HfU guests in Lincolnshire is likely to be higher than this.

The week of 20 February saw many events across Lincolnshire marking the first anniversary of the Russian invasion including Lincolnshire hosts and guests featuring on Songs of Praise, ITV Calendar and Look North. A co-ordinated local media campaign expressed solidarity with Ukraine and reminded residents of how to express an interest in becoming a host.

We continue to call hosts at the four month point in their hosting arrangement to pre-empt any problems at the six-month point. We are still finding more than 80% of hosts are willing to continue beyond six months. We will shortly be contacting all guest groups living with Lincolnshire hosts who have reached their 12-month arrival anniversary in the UK to proactively check that they are accessing the support available if required.

The host / guest newsletter continues to be emailed out fortnightly, containing useful links and advice. Connect to Support Lincolnshire remains the digital information hub that is updated regularly with important information that will assist guests and their hosts with adjusting to life in the UK. Information can be found [here](#).

Lincolnshire has received a small number of unaccompanied minors on the HfU scheme. These are under 18-year-olds who apply to come to the UK without their parent or legal guardian. Additional safeguarding procedures are in place with assessments undertaken by Children's Services before any placement is approved, and guests are routinely visited after arrival.

As the conflict in Ukraine continues, Ukrainian refugees may decide to stay in the UK longer than they originally anticipated. We continue to listen to feedback from guests and their hosts, community groups and voluntary sector organisations supporting

communities and adapt our support / response where required whilst remaining in line with government guidance.

4 Full Asylum Dispersal

Asylum Dispersal and Contingency Accommodation in the East Midlands continues to be sourced and managed by Serco on behalf of the Home Office. As well as procuring hotels, Serco continue to seek properties to lease from a wide network of landlords, investors, and agents.

The East Midlands full dispersal model, developed by East Midlands Councils currently sees Lincolnshire expect to receive approx. 525 individuals by December 23 (NB instead of and not in addition to those already housed in hotels in the county). The various regional models are considered as 'live' by the Home Office so could be subject to review and change. Lincolnshire's numbers may require review if a large site is mobilised at RAF Scampton due to the additional pressures placed upon local services. At the time of writing this report, Serco have yet to secure any dispersed accommodation in Lincolnshire.

As part of the Immigration Minister's parliamentary announcement on 29 March 2023, government confirmed the current £3,500 provided to local housing authorities for new and occupied dispersal beds and announced a new pilot to offer local authorities an additional one-off payment of up to £3,000 for new dispersal beds which are brought on and occupied quickly. To support the rapid provision of accommodation, on Thursday 30 March 2023, the government laid a statutory instrument that, subject to agreement of Parliament, will temporarily exempt asylum accommodation from House in Multiple Occupation (HMO) licensing requirements. The exemption will apply to properties which begin use as asylum accommodation until the 30 June 2024 and last for a two-year period.

5 Asylum Contingency Accommodation (Hotels)

The position remains largely the same as before, except that one of the 'spot booked' hotels in East Lindsey has been decommissioned by Serco. At the time of writing this report, in Lincolnshire there are currently:

- 4 hotels in East Lindsey housing single, adult males; 1 of these on a very temporary basis known as 'spot booking'.
- 1 hotel in South Kesteven housing women, children, and family groups.
- 1 hotel in Boston Borough housing single, adult males.

The total number of service users housed fluctuates but the total maximum occupancy is approximately 470 individuals.

Again, as part of the Immigration Minister's parliamentary announcement on 29 March 2023, government announced a one-off £750 payment to local housing authorities for each asylum seeker in Home Office accommodation on 1 April 2023. The payment will be made during quarter 1 of 2023/24. Lincolnshire councils will consider how this funding is

used given the different services and providers supporting individuals residing in the hotels.

6 Unaccompanied Asylum-Seeking Children (UASC)

Referrals to LCC's Children's Services for age assessments have accelerated due to the asylum contingency hotels in the county resulting in 13 children (an increase of 8 since the last report) coming into care from around 153 age assessments undertaken (an increase of 68 since the last report) since April 2022. Age assessments continue to take significant amounts of social worker time for which no additional funding is provided.

As at 17 April 2023, 65 young people were in the care of LCC under UASC responsibilities, with 108 UASC 18-25 year old care leavers also supported.

7. Conclusion

Refuge and asylum policy continues to be determined at national and indeed international level with new situations arising at short-notice. The Home Office proposals in relation to RAF Scampton and other large-scale sites in East Sussex and Essex are a very recent demonstration of this. Lincolnshire agencies continue to work together through robust governance and operational arrangements in place to respond to national policy requirements as these emerge.

8. Consultation

a) Risks and Impact Analysis

A Resettlement risk register is being maintained by the Resettlement Partnership.

Lincolnshire partners are also developing a multi-agency risk register to capture all organisational risks and mitigations (if applicable) as they are identified in relation to the government proposals to utilise the RAF Scampton site.

Lincolnshire partners are also pressing the Home Office to produce a formal Assurance Framework to be used as their national infrastructure project develops.

9. Background Papers

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

This report was written by Samantha Neal, Assistant Director, Prevention & Early Intervention, who can be contacted by e-mail at Samantha.Neal@lincolnshire.gov.uk and Lauren Grosvenor, Resettlement Programme Manager, who can be contacted by email at Lauren.Grosvenor@lincolnshire.gov.uk

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	9 May 2023
Subject:	Public Protection and Communities Scrutiny Committee Work Programme

Summary:

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

Actions Required:

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

1. Background

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

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

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

2. Work Programme

9 MAY 2023	
Item	Contributor
1	Citizen's Advice Lincolnshire Annual Report Monica Stark, Chair CA Lincs Jenny Barnett, CEO CA Lincs
2	Resettlement Schemes and Asylum Dispersal in Lincolnshire Semantha Neal Assistant Director, Prevention & Early Intervention

20 JUNE 2023	
Item	Contributor
1	Lincolnshire Fire and Rescue Service- Equality Diversity and Inclusivity – Feedback & Key Findings from Staff Survey Mark Baxter, Chief Fire Officer Ryan Stacey, Assistant Chief Fire Officer
2	Fire and Rescue Statement of Assurance 2021-22 Mark Baxter, Chief Fire Officer
3	Voluntary Sector – Annual Position Report Lee Sirdifield, Assistant Director – Corporate Ben Rollett, Chief Executive, Voluntary Centre Services

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

4	Preventing Women and Girls from Entering the Criminal Justice Strategy Zoe Walters, Community Safety Strategy Co-Ordinator (Reducing Offending)
5	Annual Review of Prevent Clare Newborn, Head of Community Safety Service Richard Clare, Strategic Prevent Lead, Safer Communities

25 JULY 2023	
Item	Contributor
1	Integrated Risk Management Plan 2020-2024 – Yearly Update Mark Baxter, Chief Fire Officer

25 JULY 2023	
Item	Contributor
2	Service Level Performance Reporting against the Success Framework 2022-2023 – Quarter 4 Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
3	Performance of the Library Service Contract - 7 Year Review Report [Libraries Year 7 Update (2022-23)- Progress and Developments] Louise Egan, Library & Heritage Client Lead
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
4	Anti-Social Behaviour (including Community Trigger Strategy) Lisa Duckworth, Community Safety Strategy Co-ordinator (Anti-Social Behaviour)
Briefing Reports / Information Only	
5	Refugee Resettlement and Asylum Dispersal Arrangements - 6 Monthly Update Lauren Grosvenor, Programme Manager, Public Health

19 SEPTEMBER 2023	
Item	Contributor
1	Service Level Performance Reporting against the Success Framework 2023-2024 – Quarter 1 Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
2	Celebratory Services Annual Report James Chapple, Head of Registration and Coroners Services
3	Coroners Service Annual Update Report Paul Smith, Senior Coroner for Lincolnshire

19 SEPTEMBER 2023		
Item	Contributor	
4	Outcomes of His Majesty's Inspectorate of Constabulary and Fire & Rescue Services Inspection of Lincolnshire Fire and Rescue Service	Mark Baxter, Chief Fire Officer
5	Community Risk Management Plan 2024-28 - Pre-consultation	Mark Baxter, Chief Fire Officer
6	Trading Standards, Impacts and Outcomes Framework – Annual Report	Mark Keal, Head of Trading Standards
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
7	Stay Safe Partnership Annual Update Report	Clare Newborn, Community Safety Manager Kathryn Smith, Community Safety Strategy Coordinator (Preventative Education)

31 OCTOBER 2023		
Item	Contributor	
1	Citizens Advice Lincolnshire Grant Funding Agreement	Semantha Neal Assistant Director, Prevention & Early Intervention
2	Fire and Rescue Service Attendance at Flooding Incidents - Annual Report on Performance	Mark Baxter, Chief Fire Officer
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
3	Safer Lincolnshire Partnership – Fraud Update Report	Vicky Salmon, Community Safety Strategy Co-ordinator
4	Safer Together Partnership – Update Report	Clare Newborn, Community Safety Manager

12 DECEMBER 2023		
Item	Contributor	
1	Multiply - Numeracy Programme Update – Year 2	Thea Croxall, Adult Learning & Skills Manager – Economic Development

12 DECEMBER 2023	
Item	Contributor
2	Service Level Performance Reporting against the Success Framework 2023-2024 – Quarter 2 Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
3	Domestic Abuse Strategy – Update Report 2023 Jade Thursby, Domestic Abuse Business Manager
4	Serious Violence in Lincolnshire - A Partnership Response – Position Report Jade Thursby, Domestic Abuse Business Manager Angela Nauth, Community Safety Strategy Coordinator (Serious Violence)

3. To be programmed

Future items to be programmed include:

- Community Safety and Public Trust in Police – TBC 2023-2024
- Revenue and Capital Budget Proposals 2024-25 (*Pre-Decision Scrutiny- Executive TBC*) - Jan 2024
- SLP Annual Report Update - Jan 2024

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. Members are encouraged to make suggestions and recommendations pertinent to specific topics and themes that should be included in the future workstreams of the Committee.

5. Background Papers

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

This report was written by Kiara Chatziioannou, Scrutiny Officer, who can be contacted on 07500 571868 or by e-mail at kiara.chatziioannou@lincolnshire.gov.uk.

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