



County Offices
Newland
Lincoln
LN1 1YL

17 July 2023

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 25 July 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

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

Debbie Barnes OBE
Chief Executive

Membership of the Public Protection and Communities Scrutiny Committee
(11 Members of the Council)

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

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE AGENDA
TUESDAY, 25 JULY 2023**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declarations of Members' Interests	
3	Minutes of the Public Protection and Communities Scrutiny Committee meeting held on 20 June 2023	7 - 16
4	Announcements by the Chairman, Executive Councillors and Chief Officers	

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

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

5	Anti-Social Behaviour Community Trigger <i>(To receive a report from Lisa Merriman, Community Safety Strategy Co-ordinator – Safer Communities, which provides the Committee with information on the Anti-Social Behaviour (ASB) Community Trigger and the countywide process established in Lincolnshire by the Safer Lincolnshire Partnership Anti-Social Behaviour Core Priority Goup)</i>	17 - 24
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SITTING AS THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE

6	Coroners Service Annual Report <i>(To receive a report from Paul Smith, His Majesty's Senior Coroner for Lincolnshire, which invites the Committee to note the progress and performance of the Service)</i>	25 - 30
7	Service Level Reporting against the Success Framework 2022-2023 Quarter 4 <i>(To receive a report by Martyn Parker, Assistant Director – Public Protection, Mark Baxter, Chief Fire Officer, Nicole Hilton, Assistant Director – Communities, Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager and Lee Sirdifield, Assistant Director – Corporate, and which summarises the Service Level Performance against the Success Framework 2022-2023 for Quarter 4)</i>	31 - 60

- 8 Performance of the Library Service Contract - 7 Year Review Report** 61 - 76
(To receive a report from Louise Egan, Library & Heritage Client Lead, which provides the Committee with an update on the performance of the Library Service Contract – Year 7 Review. Nicola Rogers, Partnership Manager at Greenwich Leisure Limited (GLL) will also be in attendance for this item)
- 9 Trading Standards Enforcement and Education Undertaken in Respect of Vapes 2022-23** 77 - 88
(To receive a report from Mark Keal, Head of Trading Standards, which outlines to the Committee the work undertaken by Lincolnshire County Council Trading Standards during 2022-23 to tackle an increase in the availability of non-compliant disposable vapes and their sales to young people aged under 18)
- 10 Public Protection and Communities Scrutiny Committee Work Programme** 89 - 94
(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)
- 11 CONSIDERATION OF EXEMPT INFORMATION**
In accordance with Section 100 (a)94) of the Local Government Act 1972, the following agenda item 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 the consideration of this item of business
- 12 Re-Procurement of Coronial Post-Mortem and Mortuary Contracts** 95 - 108
(To receive an exempt report from David Stocking, Coroner’s Services Manager, Fiona Fielding, Senior Commercial & Procurement Officer and Leanne Fotherby, (Interim) Commercial & Procurement Manager, concerning the Re-Procurement of Coronial Post- Mortem and Mortuary Contracts)

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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, 25th July, 2023, 10.00 am \(moderngov.co.uk\)](#)

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
20 JUNE 2023**

PRESENT:

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

Councillors: L A Cawrey (Executive Councillor Fire & Rescue and Cultural Services), A P Maughan (Executive Support Councillor Fire & Rescue and Cultural Services), and Mrs S Woolley (Executive Councillor NHS Liaison, Integrated Care System, Registration and Coroners) attended the meeting as observers.

Officers in attendance:-

Mark Baxter (Chief Fire Officer), Kiara Chatziioannou (Scrutiny Officer), Katrina Cope (Senior Democratic Services Officer), Glen Garrod (Executive Director - Adult Care and Community Wellbeing), Nicole Hilton (Assistant Director - Communities), Will Mason (Head of Culture), Clare Newborn (Head of Community Safety), Ben Rollett (Chief Executive Voluntary Care Service), Lee Sirdifield (Assistant Director – Corporate), Zoe Walters (Community Strategy Co-Ordinator) and Karen Pentin (Community Safety Strategy Coordinator, Community Safety Service).

Officers in attendance via Microsoft Teams:

Nicole Hilton (Assistant Director - Communities) and Will Mason (Head of Culture).

1 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillors A M Key and N H Pepper.

2 DECLARATIONS OF MEMBERS' INTERESTS

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

3 MINUTES OF THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE MEETING HELD ON 9 MAY 2023

RESOLVED

That the minutes of the Public Protection and Communities Scrutiny Committee meeting held on 9 May 2023 be agreed and signed by the Chairman as a correct record.

4 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF OFFICERS

No announcements were received.

5 CULTURE, EQUALITY, DIVERSITY AND INCLUSION WITHIN FIRE AND RESCUE

Consideration was given to a report from Mark Baxter, Chief Fire Officer, which outlined to the Committee the work that Lincolnshire Fire and Rescue (LFR) had done and was committed to in ensuring there was continual improvement with Culture and Equality and Diversity and Inclusion (EDI) for LFR staff.

The Chairman invited Mark Baxter, Chief Fire Officer, to present the report to the Committee, which made reference to the background behind the local and national focus on culture within Fire and Rescue Services; the report released by His Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) on 'values and culture in fire and rescue services' which summarised what had been identified across the Fire Sector during round two of the inspection (2021/2022); and the work carried out by LFR.

It was highlighted that LFR had placed culture and EDI as a high priority agenda for service improvement. It was noted that commitment by the service over the last few years had shown a positive direction of travel in these areas, which had been reflected within staff engagement. Reassurance was given that culture and EDI would continue to evolve and develop to ensure that the people of Lincolnshire received the highest standards for Lincolnshire Fire and Rescue.

The Committee was advised that LFR had just completed round three inspection by HMICFRS, and that at the time of the meeting feedback was still awaited. The report presented evidenced how culture and EDI was developing within LFR.

Appendix A to the report provided a copy of the LFR Culture booklet; Appendix B provided details of the Leadership Stocktake 2023; and Appendix C provided a copy of the EDI Action Plan for the Committee to consider.

Thanks were extended from the Executive Councillor for Fire and Rescue, and Cultural Services to the Chief Fire Officer and his team for their commitment and for the report presented.

During consideration of this item, some of the following comments were noted:

- Some members of the Committee extended their thanks for a well presented report;
- Availability of staff, the Committee noted that the leadership staff survey in 2021 as detailed on page 31 highlighted that there were gaps regarding staff availability. It was noted that this had been within the Covid-19 period. The Committee noted that progress had been made in this regard and would continue to be made;

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
20 JUNE 2023

- The positive impact of having external EDI face to face training, to ensure that staff truly understood why it was important to have on EDI;
- A request was made for data to show a breakdown of the number of males and females within the service, and the diversity of ethnic groups. The Committee was advised that the data was available and could be provided to members of the Committee. It was highlighted that regarding recruitment, the service continually reviewed how it could make itself more attractive to under representative groups; why people were dropping out of the service; and why some people were not being able progress. The Committee noted that active positive engagement sessions were held in all communities, and that focus was made on under represented groups to encourage them to think of fire and rescue as a career open to all;
- Confirmation was given that background checks were made using the DBS checking system. It was highlighted that all new recruits went through the standard checks, and that any staff working with vulnerable people had an enhanced DBS check;
- It was reported that language had not caused any barriers, advertisements were produced in as many different languages as possible and were continually reviewed. The service also provided courses for staff where English was not their first language, and that courses were tailored accordingly. It was also highlighted that a successful ‘buddy system’ was in place to support people where English was not their first language; and more time was given for completion of some written and verbal examinations;
- Support was extended to the easy to read ‘Thrive’ document and to the fact that the final document had been produced following engagement and input from staff;
- Confirmation was given that Appendix C, the Action Plan had put extra workload on staff, but the benefits from the plan would actually improve the way the service preformed on a daily basis. It was highlighted that it was a long-term commitment and officers and staff would be supported to continue with the work in progress;
- Confirmation was given that a range of support was available to firefighters who were exposed to traumatic events and incidents; and
- That data relating to the number of staff who had completed the staff survey would be made available to members of the Committee after the meeting.

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

RESOLVED

1. That the Culture, Equality, Diversity, and Inclusion report presented be received.
2. That comments and suggestions made in relation to the report be taken into consideration by relevant officers and portfolio holders.
3. That the Committee’s satisfaction of the service’s overall efforts be recorded and that updates on the progression of actions against the recommendations within HMICFRS report be reported to the Committee in or after March 2024.

6 VOLUNTARY SECTOR - ANNUAL POSITION REPORT

The Committee considered a report which provided an update from Voluntary Centre Services and Lincolnshire Community Voluntary Services about the work that had been completed during the year to support the voluntary sector.

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

The report provided an insight into several ongoing initiatives and expanded on performance information previously considered by the Committee.

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

- Thanks were extended to officers for the comprehensive report;
- Some concern was expressed to employer supported volunteering. The Committee noted that lots of organisations had policies in place which allowed staff to volunteer during their work time. A question was asked as to whether this was actually volunteering, as this was not completed in the person's own time. The Committee noted that from experience, this type of volunteering had proven to provide experience to individual's and help with their personal development;
- That monthly themed volunteering bulletins had been introduced to highlight and raise awareness of volunteering opportunities. It was noted that there was a regular distribution list for the bulletin, and that steps were being taken to expand this, to include the use of social media. A suggestion was made for bulletins to be shared with elected members;
- That all volunteers in Lincolnshire needed to be congratulated for the invaluable contribution they were making within communities in Lincolnshire; and
- The importance of making sure that volunteers felt supported and valued.

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

RESOLVED

1. That the Voluntary Sector – Annual Position Report as presented be received.
2. That the Committee's personal thanks be extended to every volunteer and every local group and organisation for their valued efforts in supporting their local communities.
3. That the comments raised in relation to the report be received and be taken into consideration by officers and portfolio holders.

7 FIRE AND RESCUE STATEMENT OF ASSURANCE 2022-2023

Consideration was given to a report from Mark Baxter, Chief Fire Officer, which invited the Committee to review and comment on the contents of Lincolnshire Fire and Rescue (LFR) Authority's Statement of Assurance 2022/23.

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

The Committee was advised that Lincolnshire Fire and Rescue was satisfied that the systems and measures it had in place in respect of financial, governance and operational matters for the period 1 April 2022 to 31 March 2023 were fit for purpose and were effective.

It was reported that the service was satisfied that its business was conducted in accordance with the law and proper standards and that public money was properly accounted for and used economically, efficiently, and effectively. It was also noted that the service was satisfied that where appropriate, the National Framework requirements had been met.

Appendix A to the report provided a copy of the LFR Statement of Assurance for 2022/23 for the Committee to consider.

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

- The collaboration with LFR, the East Midlands Ambulance Service (EMAS) and Lincolnshire Integrated Voluntary Emergency Service (LIVES) to provide emergency response to cardiac and respiratory arrest and similar life-threatening emergencies via the co-responder scheme. One member enquired whether EMAS had the opportunity to get involved in LFR services. The Committee was advised that EMAS did get involved in training at the Waddington training facility i.e. road traffic collisions. It was noted that the outcome of the joint training events was quicker intervention for the person involved. The Committee noted that the service also worked with the police, as Waddington was a fantastic training environment for the police to use and practice their new skills; as well as other national and international fire and rescue services; and
- The increase in secondary fires (58% on the previous year) which had been directly attributed to the prolonged hot and dry summer of 2022. The Committee was advised that this had been the busiest period in the history of LFR over such a short period of time. It was noted that LFR teams had responded impeccably during that period.

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

RESOLVED

1. That the Annual Statement of Assurance Report for 2022/23 be endorsed for publication on the County Council's website.

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**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
20 JUNE 2023**

2. That the comments raised in relation to this item be received and taken into consideration by relevant officers and portfolio holders.

8 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to a report from Kiara Chatziioannou, Scrutiny Officer, which invited the Committee to review the work programme, as detailed on pages 86 to 89 of the report pack and to highlight any additional scrutiny activity which could be included for consideration in the work programme.

The Scrutiny Officer briefed the Committee on the items scheduled to be considered at the 25 July 2023 meeting.

The Committee noted that a request had been received for an update from trading standards on vapes, and vaping in younger people.

RESOLVED

That the Public Protection and Communities Work Programme report be received as detailed on pages 86 to 89 of the report pack, subject to the addition of an update from trading standards on vapes and vaping in younger people.

The meeting of the Public Protection and Communities Scrutiny Committee finished at 11.50 am.

9 THE WORK OF SAFER LINCOLNSHIRE PARTNERSHIP'S LINCOLNSHIRE WOMEN'S STRATEGY: PREVENTING WOMEN AND GIRLS AT RISK OF ENTERING THE CRIMINAL JUSTICE SYSTEM

SITTING AS THE CRIME AND DISORDER SCRUTNY COMMITTEE

(Note: Cllr K E Lee left the meeting at 11:53)

Consideration was given to a report from Zoe Walters, Business Manager (Interim) Safer Lincolnshire Partnership, which provided the Committee with an overview of the actions undertaken by the Safer Lincolnshire Partnership to support women and girls at risk from entering the criminal justice system.

Appendix A to the report provided details of the Women's and Girls Strategic Delivery Group for the Committee to consider.

The Committee were advised of the background to the Safer Lincolnshire Partnership; the Lincolnshire Women's Strategy; the Women and Girls Strategic Delivery Group; the Delivery Plan; Funding and Sustainability; and the key deliverables to be achieved within the next 12 months.

During consideration of this item, the following comments were noted:

- The success of the conference held entitled ‘Support that changes women’s lives’ held on 23 May 2023;
- The vital need for trauma training. The Committee noted that this was currently being scoped to see what was needed. There was recognition that everybody should be trauma informed at all points of contact. The Committee noted that the training would recognise all different elements such as housing accommodation, previous experiences, childhood trauma, and domestic abuse. It was noted that the training could be made via the Enable Platform that was also used by wider partnerships. The scoping would also consider the ability for Councilors and others to utilise the training;
- The importance that the first point of contact was a positive contact;
- The voices of women and girls and the experiences they had encountered. The committee noted that the University of Lincoln had mapped the journey of females from pre-criminal justice through to contact with the criminal justice and that the experiences received as shown on page 94 of the report seemed to mirror a national picture, in terms of accessing the support they needed. It was highlighted that women and girls only got the support that met their needs once they were in the criminal justice system, and that there was therefore a need to change this approach;
- The possibility of providing mobile support for women and young girls. The Committee noted that the training would not just be Lincoln centric and would be provided in a variety of locations owned by Lincolnshire agencies, including the council i.e. children’s centres;
- Any insight into what was causing peak age offending (15 year old girls). The Committee was advised that this was an area currently being looked at, and that the strategic delivery group would be working to make sure that the local judiciary was involved in this work stream, including mechanisms to ensure they were fully aware of the implications when they imposed a short sentence, or when someone was remained in custody. It was also highlighted that an evidence base was being generated for Lincolnshire around the pathways for 15-year-old girls, and that there would also be links with the Joint Diversionary Panel run by the Youth Offending Service; and the Serious Violence Core Priority Group; and
- A request was made for the Crime and Disorder Committee part of the meeting to be considered earlier on the agenda.

RESOLVED

1. That the report on the work of the Safe Lincolnshire Partnership’s Lincolnshire Women’s Strategy: Preventing Women and Girls at Risk of Entering the Criminal Justice System presented be received and that the Committee’s satisfaction on the activities undertaken to date to demonstrate the efforts of the Safer Lincolnshire Partnership to produce a strategy in support of women and girls that experience adverse situations and exhibit complex need be recorded.

2. That the comments made in relation to the report be received and be taken into consideration by relevant officers and Portfolio holders.

10 ANNUAL REVIEW OF PREVENT

The Committee considered a report from Clare Newborn, Head of Community Safety, which provided the Committee with a summary of Prevent activity in Lincolnshire during 2022/23, and the intentions for the coming year, to ensure that members were sighted on Prevent as a statutory duty.

The Chairman invited Richard Clare, Strategic Prevent Lead, Safer Communities and Clare Newborn, Head of Community Safety to present the item.

The report summarised the background behind the UK's continuing threat of terrorism; Lincolnshire Prevent and its effective leadership and governance and the work it was doing with its partners, to deter people away from terrorism and extremism, and meet its Prevent Duty, which included on-line resilience; community engagement and awareness raising; learning and development; communications; Channel; and national developments.

The Committee was advised that national developments were likely to result from the Independent Review of Prevent throughout 2023, and reassurance was given that the Council's strong Prevent partnership arrangements locally and regionally would ensure Lincolnshire was in a strong position to respond.

During consideration of this item, the following comments were noted:

- Clarification was given that the figures shown on page 105 of the report pack relating to Prevent courses related to individuals, who could be members of staff, parents, or members of council staff. The Committee noted that schools were offered the awareness training from the Council. It was noted that the commitment was that every secondary school in the County would have training delivered face to face to suit their diary needs.
- Confirmation was given that Lincolnshire County Council (LCC) training was only delivered to LCC staff and commissioned services. The Committee noted that Universities and Colleges did not fall into this remit. It was however highlighted that the service did work closely with them in this regard. It was noted that in the last 12 months training had been delivered twice to students at the university undertaking health and social care, as it was thought that it was important that those particular students understood Prevent;
- The importance of a development day available for all elected members in Lincolnshire. Officers agreed to take the suggestion to the Prevent Steering Group; and
- The Committee was advised that the Prevent Officer was part of the Sub-Group around the Community cohesion relating to RAF Scampton and that the sub-group were aware of some far-right groups that had already come to Lincolnshire in as a result of this.

The Chairman extended his thanks to the presenters.

RESOLVED

1. That the Annual Review of Prevent report presented be received and that the Committees satisfaction on the activities undertaken to mitigate the continuing treat from terrorism and to raise awareness across a variety of third sector organisations, schools and local communities be recorded.
2. That the comments and suggestions made during debate be taken into consideration by relevant officers and portfolio holders.

The meeting closed at 12.56 pm

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Open Report on behalf of Martyn Parker, Assistant Director Public Protection, Adult Care & Community Wellbeing

Report to:	Public Protection and Communities Scrutiny Committee Crime and Disorder Scrutiny Committee
Date:	25 July 2023
Subject:	Anti-Social Behaviour Community Trigger

Summary:

This report provides information on the Anti-Social Behaviour (ASB) Community Trigger and the countywide process established in Lincolnshire by the Safer Lincolnshire Partnership (SLP) Anti-Social Behaviour Core Priority Group (ASB CPG). This topic area comes at the specific request of Committee Members.

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to:

- (1)** Review and comment on the detail of the contents of this report;
- (2)** Endorse the report and commit their support in helping SLP raise awareness of the Community Trigger and how it can support victims of persistent ASB, throughout Lincolnshire;
- (3)** Request that a follow up report be submitted in the next year, providing updates and progress against set targets and actions, as these are set out within the SLP delivery plan.

1. Background

The Anti-Social Behaviour Core Priority Group (ASB CPG) forms part of the Safer Lincolnshire Partnership (SLP) (see Appendix 1 for Structure Chart) and is responsible for delivering a series of actions set out within the SLP delivery plan. The group comprises of a wide range of organisations, each having a role in the response to ASB, whether that be through enforcement action or providing a support service. The ASB CPG work closely with each of the CPGs across the SLP to address cross cutting themes and avoid duplication.

The current objective for the ASB CPG is to work with partners to increase awareness amongst professionals and communities on neighbourhood ASB; to have the mechanisms in place to resolve neighbourhood ASB within a timely manner and decrease the number

of severe cases, including a reduction in the number of cases that escalate. This involves exploring the contributing factors linked to neighbour disputes and potential opportunities to improve our response and prevent an escalation in such cases of ASB.

In addition to this work, the ASB CPG have a key role in ensuring statutory duties set within the ASB Crime and Policing Act 2014 are met, including the Community Trigger, which allows victims of persistent ASB to request a formal review of their case, where the local threshold is met. It is important to note, the government have recently announced a proposed change to the name of the Community Trigger, to ASB Case Review. As this has yet to be formalised, our documents continue to refer to the process as Community Trigger, with reference to it also being known as the ASB Case Review to prevent any confusion to the public.

Despite being in place for 9 years, research commissioned by Resolve UK found just 6% of people have heard of the Community Trigger and only 2% of people fully understand how it works. This is also reflected in the 2021/2022 Victim's Commissioner's Annual Report, which states "*[i]t can represent the best hope for victims to escape their nightmare but remains poorly promoted and underutilised*".

For the purpose of this report the focus will remain on the Community Trigger; with the aim to improve understanding and equip Members of the Committee with sufficient knowledge to promote the Community Trigger across Lincolnshire as a valuable tool available to victims of persistent ASB.

In 2022, the ASB CPG instigated a review of Lincolnshire's Community Trigger process. Working with ASB Help, a national charity who provide advice and support to victims of ASB, councils, police, and registered social housing providers, we have overhauled our Community Trigger Policy with the aim of providing an improved service to victims experiencing persistent ASB.

Purpose of the Community Trigger?

To give victims and communities the right to request a review of their ASB case where a local threshold is met, and to bring agencies together to take a joined up, problem-solving approach to find a solution for the victim. It is not a complaints process and will not address concerns about the service provided by a specific agency involved in the case.

The responsible authorities for this provision are police, District Councils, registered social housing providers and Integrated Care Boards. Each District Council administers the process on behalf of the responsible authorities.

The threshold for Lincolnshire is:

1. The victim has reported three separate, but related incidents to either the district council, police, or registered housing provider within the preceding 6-months to the application and the ASB persists.

OR

2. A senior manager (District Council Community Safety Manager/Police Inspector) within the authority decides that a Community Trigger is necessary to safeguard a vulnerable victim of ASB.

Who can use the Community Trigger?

A victim of ASB, or another person acting on behalf of the victim (with their consent), such as a carer or family member, Member of Parliament, local councillor or other professional.

The victim may be an individual, a business or a community group.

How to request an ASB Community Trigger?

A victim (or someone acting on their behalf) can request a review of their case by completing a 'Community Trigger Request Form' found on each district council website, or by contacting them by phone. Once submitted, it will be assigned to a specific point of contact who has had no direct involvement in the case to coordinate the request and collate the necessary information.

Where the threshold is not met the victim will be notified and informed of the reasons why. If the threshold is met the victim will be contacted and advised on the next steps.

The review will identify how partners responded to the ASB case and establish whether any further action can be taken to try to resolve the issue. Additional agencies not involved in the case might be invited to the review meeting, or asked to lead the review in order to ensure an independent view is taken. After the review the victim will be informed of the outcome.

There is a right to appeal if the victim is dissatisfied with the way in which the case review has been carried out, or with the decision on whether the threshold has been met. Further information on this can be found on the District Council website.

As part of the relaunch of the Community Trigger in Lincolnshire a short video has been produced to help explain the process. This can be found on the Lincolnshire County Council YouTube channel or via <https://youtu.be/RtPVo310HXY>.

Publishing Community Trigger data

The ASB Crime and Policing Act 2014 stipulates that the relevant bodies must share specific data in relation to the Community Trigger. In Lincolnshire this information is published on the websites of each District Council, on an annual basis. For Lincolnshire's 2022/23 figures please see the Community Trigger Annual Report in Appendix 2.

2. Conclusion

Continued monitoring of the revised Lincolnshire Community Trigger (ASB Case Review) process will be undertaken, beginning with a 6-month review, which is due to commence

imminently. This includes the use of case studies to help us to understand what works well and identify areas that require improvement. See Appendix 3 for the first case study carried out in Lincolnshire.

3. Consultation

a) Risks and Impact Analysis

Not applicable.

4. Appendices

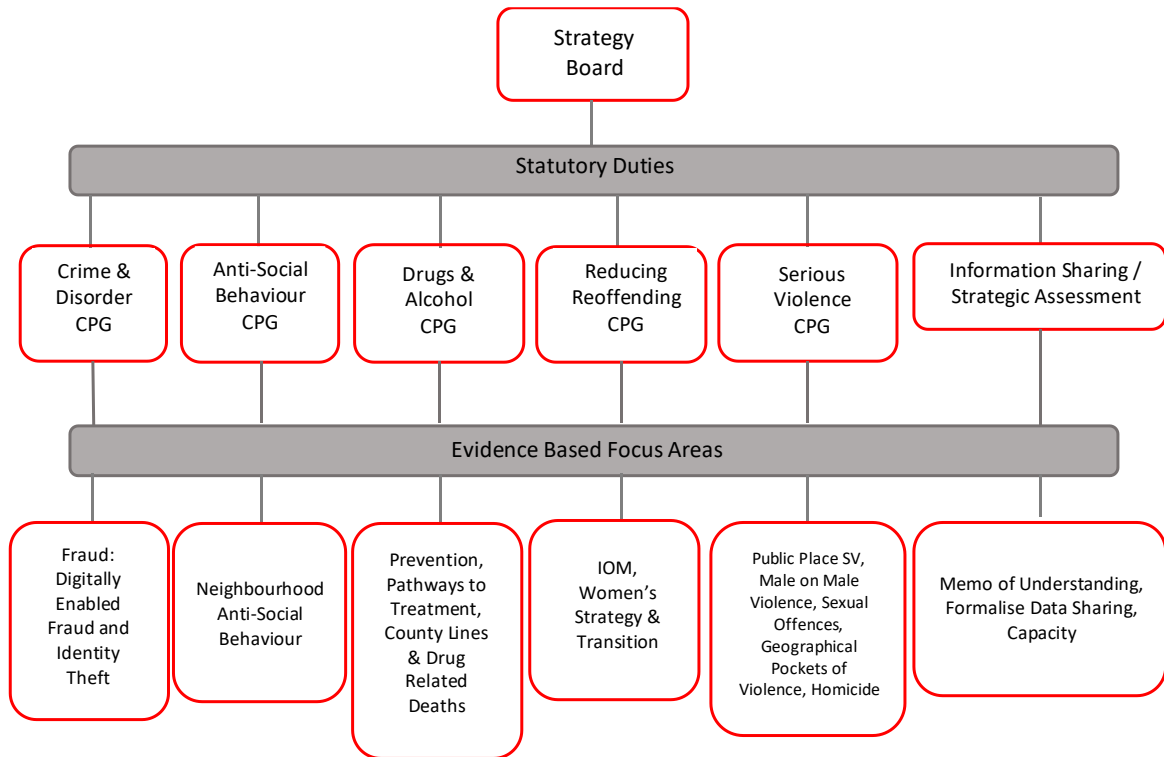
These are listed below and attached at the back of the report	
Appendix A	Safer Lincolnshire Partnership Structure Chart
Appendix B	Community Trigger 2022/23 Annual Report
Appendix C	ASB Case Review - Case Study in Lincolnshire

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 Lisa Merriman, Community Safety Strategy Co-ordinator – Safer Communities who can be contacted on 077 7070 1634 or via Lisa.Merriman@lincolnshire.gov.uk.

Safer Lincolnshire Partnership Structure Chart



Community Trigger Annual Report – 2022/23 (1st April 2022 - 31st March 2023)

The 'Community Trigger' is a key part of the Anti-social Behaviour, Crime & Policing Act 2014 that came into effect on Monday 20th October 2014.

The purpose of this report is to provide an annual update on how the Community Trigger is being used across Lincolnshire, including details on –

- the number of applications for the Community Trigger received – 12*
- the number of times the threshold for review was not met – 6.
- the number of Community Trigger case reviews carried out – 4.
- the number of Community Trigger case reviews that resulted in recommendations being made -2.

*Two applications had met the threshold for review but at the time this data was collated the reviews were scheduled but had not been carried out, which is reflected in the figures.

Anti-Social Behaviour Case Review - Case Study

An application requesting an Anti-Social Behaviour (ASB) Case Review was e-mailed to the Community Safety Team at the district council. The applicant had heard about the ASB Case Review from the Citizen's Advice Bureau. The applicant was experiencing ongoing issues relating to a noisy neighbour, this included verbal abuse from visitors to the property. The issues had been happening since September 2022, and despite reporting them to the council Environmental Health department, Lincolnshire Police and the Registered Social Landlord, the issues were ongoing.

After receiving the application, a telephone call was made to gather further details and confirm that the applicant was happy for their information to be shared with other agencies. A risk assessment was completed and a referral to support services offered.

Information was then requested from the agencies involved in the case to find out what reports they had received and what action they had taken. This information was used alongside the information provided by the applicant to assess whether the threshold for a review panel had been met. In this case the threshold was met as there had been three separate (but related) incidents of ASB reported to agencies within the preceding 6 months, and the ASB was ongoing.

A letter was sent to the applicant to inform them that their application had met the threshold for a review panel meeting. They were also advised that they could share the harm and impact of the ASB with the panel via a choice of options: in person for the initial part of the meeting, via a written summary which would be read out, or for an advocate to attend the initial part of the meeting on their behalf.

An independent chair was identified from a pool of officers trained to chair ASB Case Reviews. This provides a fresh pair of eyes and impartiality in the review. A date was then arranged for the meeting to take place and the applicant informed of the date by letter.

The panel meeting took place with a range of partners in attendance including the local authority (representatives from Community Safety, Environmental Health, and a Domestic Abuse Officer), Lincolnshire Police, the Registered Social Landlord, Children's Services, and an Independent Chair and Vice Chair. A confidentiality statement was read out and the purpose of the meeting was reiterated, more specifically it was emphasised that the meeting is focussed on finding an end to the ASB, it is not about finding fault in the way agencies responded.

The victim summary was read out at the start of the meeting. The panel heard how the ongoing ASB was affecting their mental and physical health due to lack of sleep, they were having to sleep on the sofa to get away from the noise and it was impacting their job. Their children were afraid to sleep in their own rooms and scared to go to the toilet alone during the night.

Each agency involved in the case was then given the opportunity to discuss their involvement and the action they had taken. The meeting then focussed on what additional actions could be identified to form an action plan going forward.

Several actions were identified as part of the review, including the use of a Community Protection Notice Warning (CPNW), gathering information to underpin serving a Section 21 notice, signposting the neighbour to support services, house to house enquiries to be undertaken by police, and referring the case to the Anti-Social Behaviour Risk Assessment Conference (ASBRAC) for ongoing monitoring of the action plan. It was identified that agencies had not been as joined up as they could have been in managing the case and this was taken away as a learning outcome.

Following the meeting a telephone call was made to the applicant to provide an overview of the actions agreed, followed up with a letter. The applicant was satisfied that agencies had been able to identify some actions which will aim to alleviate the problem.



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

Report to:	Public Protection & Communities Scrutiny Committee
Date:	25 July 2023
Subject:	Coroners Service Annual Report

Summary:

This annual report is in accordance with the requirement of His Majesty Chief Coroner for England and Wales. Councillors are requested to note the progress and performance of the service and consider timescales for further reports.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are 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 as required.

1. Background

It is the role of the coroner to investigate, and if necessary to conduct an inquest into any 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 to determine 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 provide the medical cause of death or where it is suspected that the cause of death may be unnatural.

An inquest is an enquiry rather than a trial. It does not determine matters of civil or criminal liability, nor does it seek to apportion blame for the death. The purpose is to answer four specific 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 a breach has occurred.

As a matter of law, other than for the purposes of making a formal report to prevent future deaths, a Coroner may not offer an opinion upon any other matter.

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 United Lincolnshire Hospital Trust (ULHT).
- Rural road network (the area has one of the highest numbers of road traffic deaths of all Coroner areas nationally).
- Several Ministry of Defence (MOD) bases.
- Long coastline.
- Large transient seasonal population.
- High number of Treasure finds.

Prior to 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 at that time, the post of permanent Senior Coroner could not be recruited until the issue of the potential merger with North Lincolnshire and Grimsby was resolved. In light of the delays within that process submissions were made regarding that recruitment in 2022. Consent to recruit was then given and Paul Smith was appointed permanently on 28 March 2023 following an open competition. The Area Coroner vacancy remains outstanding although it is anticipated that the open competition for that role will be launched later this year.

There were also changes to personnel within the service during 2022. An additional 2 Assistant Coroners were recruited, bringing the total up to 5. Each Assistant Coroner sits on approximately 20 days each year in addition to covering the Senior Coroner's leave.

As at December 2022 the Coroner was supported by a team of 9.3 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 2022

Analysis of Lincolnshire High Level Coroner Statistics							Coroner Service Average 2022 (England and Wales)
Coroner Service Analysis (Lincolnshire)			Coroner Service Analysis (Lincolnshire)			Coroner Service Analysis (Lincolnshire)	
	2020	%	2021	%	2022	%	
Population of each area (thousands as per ONS):							
Lincolnshire	766.3	100%	768.4	100%	769.5	100%	
Total (Lincolnshire Coroner Area)	766.3	100%	768.4	100%	769.5	100%	
Deaths registered by areas of usual residence, of which:							
Lincolnshire	8679	100%	7781	100%	8377	100%	
Total (Lincolnshire Coroner Area)	8679	100%	7781	100%	8377	100%	
Deaths reported to coroner, of which:							
Post-mortems	1279	39%	1374	47%	1488	46%	36%
Inquests opened	416	13%	504	17%	495	15%	43%
Inquest conclusion category:							
Killed unlawfully and killed lawfully	0	0%	1	0%	2	0%	17%
Suicide	75	19%	70	16%	82	16%	14%
Drug/Alcohol Related	50	12%	68	15%	72	14%	11%
Road Traffic Collision	17	4%	30	7%	33	7%	4%
Lack of care or self-neglect	0	0%	1	0%	1	0%	0%
Death from industrial diseases	34	8%	34	8%	27	5%	5%
Death by accident or misadventure	71	18%	98	22%	154	29%	25%
Deaths from natural causes	17	4%	40	9%	41	8%	14%
Open	12	3%	13	3%	7	1%	3%
All other conclusions	129	32%	91	20%	105	20%	24%
Total	405		446		523		100%
Average time taken to process an inquest (weeks)	43		36		39		30

- A total of 56 Treasure finds were also recorded.

1.6 Challenges and Achievements 2022

Although 2022 marked the second anniversary of the pandemic, the practical issues arising from continued to have an impact on the service. The marked decrease in the number of referrals experienced in 2021, which was presumed to result from the increased rollout of the Medical Examiner (ME) scheme, was not repeated, the volume of referrals returning to the levels experienced in previous years. Conversely, the percentage of cases requiring an inquest, which had climbed significantly following the introduction of the ME scheme, remained. As a result, the pressures on the service, especially in taking cases to inquest, persisted.

By the end of December 2022, the service had 363 open inquests, down from a high-water mark of 420 open inquests earlier in the year. The service had 99 cases older than 12 months by January 2023, although that had reduced to 85 such cases by the end of April 2023. As last year, no national figures have yet been published since November 2020 to permit a comparison to be made with other areas.

A total of 7 jury cases were heard in 2022.

The timeliness to inquest in 2022 averaged 39 weeks against a national average of 30 weeks. By way of comparison, the national spread ranged widely between 9 weeks and 72 weeks.

In June 2022 two additional Assistant Coroners were recruited although conversely one of the existing Assistant Coroners retired. The new appointees were required to attend formal induction training and then needed to be introduced gently to their new role. In January 2023 a number of additional Coroners Officers were engaged. The impact of these additional resources is now becoming evident.

Currently, the current management data to 30 June 2023 hints at a significant improvement. At that date the service held 314 open inquests, down from 414 at the same point in June 2022. Of those cases 75 were over 12 months old, down from 90+ at the same time last year. The service completed 299 cases in the first half of the year, with a further 21 cases suspended for criminal process. The current timeliness is c37 week, a modest improvement on the previous year, despite the impact of the older cases being heard. A total of 6 jury cases have already been heard in 2023. The number of outstanding jury cases has reduced to c10 cases. Progress is therefore being made on all fronts.

The particular difficulties in obtaining hospital reports highlighted last year, have been addressed and as a consequence of the changes made the number of outstanding reports has fallen sharply. That is still however one of the major drivers of delay in getting cases to inquest.

These figures reflect not only the pressures under which the service operates, but also the success of the measures taken to alleviate those pressures. Following representations made to the Lord Chancellors Department last year, consent to recruit a permanent Senior Coroner was given. Paul Smith secured that appointment following an open competition

in March 2023. He works in Lincoln only 4 days each week, the remaining day being spent in North Lincs, where he remains Acting Senior Coroner. He continues to deal with all out of hours decisions for both areas. The Area Coroner role remains vacant, although an open competition for a full time Area Coroner is expected to launch later this year, with a prospective appointment date of January 2024. That will provide much needed resilience.

Some progress has also been made in relation to the proposed merger with North Lincolnshire and Grimsby. After extensive delay an updated Business Plan was requested. That has very recently been submitted and further progress is awaited.

The Post-mortem and Mortuary Services contract is currently provided through a Dynamic Purchasing System (DPS) framework, and the service is in the process of seeking a longer contract term of 5 years. Since last year a third supplier has been recruited, providing additional resilience for these services.

1.7 Looking Forward

The Coroner Service Transformation Project began in mid-2020 and the following year. 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 increasingly tired and the move to a permanent home is needed urgently. There are ongoing discussions in relation to the separation of the site among other agencies and it is to be hoped that a final decision will be taken in relation to those plans in the very near future.

The appointment of a 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. Two internal appointments of Coroners Officer Supervisors have been made to reinforce the internal structure. There is a shared vision to work upon the improvements already made, reflected in the improved figures discussed above.

Likewise, the appointment of a permanent Senior Coroner is a positive step, and the service is looking forward to the appointment of an Area Coroner. A second fulltime Coroner will bring the service up to the complement of fulltime Coroners that it needs, and which has been without, for almost 3 years.

The merger of Lincolnshire Coroner's Service with North Lincolnshire and Grimsby (NLG) to create a Greater Lincolnshire Coroner Service remains outstanding although it does seem that a final decision will be taken over the coming months. As described last year, NLG has suffered greatly from the prolonged uncertainty in relation to its future. If a merger with Lincolnshire is confirmed, then a great deal of hard work lies ahead.

2. Conclusion

Bereaved families and loved ones are kept at the heart of the Coronial process. As stated by HM Chief Coroner "*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 and its aftermath head on, it has received positive feedback from families supported in finding closure following the sudden death of a loved one and it is to be hoped moves forward with renewed optimism in the future.

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 email at pauld.smith@lincolnshire.gov.uk



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	25 July 2023
Subject:	Service Level Performance Reporting against the Success Framework 2022- 2023 - Quarter 4

Summary:

This report summarises the Service Level Performance against the Success Framework 2022-23 for quarter 4. All performance that can be reported in quarter 4 is included in this report.

Appendix A details the proposed key performance indicators to be reported to Public Protection and Communities Scrutiny Committee for 2023-24.

Full service level reporting to all scrutiny committees can be found here: [Corporate plan – Performance data - Lincolnshire County Council](#).




Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited:

- (1)** To consider and comment on the Public Protection and Communities Service Level Performance for 2022-23 quarter 4.
- (2)** To review and agree the 2023-24 Performance Indicators for Public Protection and Communities as shown in Appendix A.

1. Background

This report details the Service Level Performance measures for the Public Protection and Communities Scrutiny Committee that can be reported in Quarter 4.

- 2 measures that exceeded their target 
- 7 measures that achieved their target 
- 4 measures did not meet their target 
- 10 measures that do not have a target (contextual)

1.1 Community Safety

1.1.1 Measures that exceeded their target.

None in Quarter 4

1.1.2 Measures that achieved their target.

None in Quarter 4

1.1.3 Measures that did not meet their target.

None in Quarter 4

1.1.4 Measures that do not have a target (contextual).

PI 155 Number of domestic abuse victims receiving support:

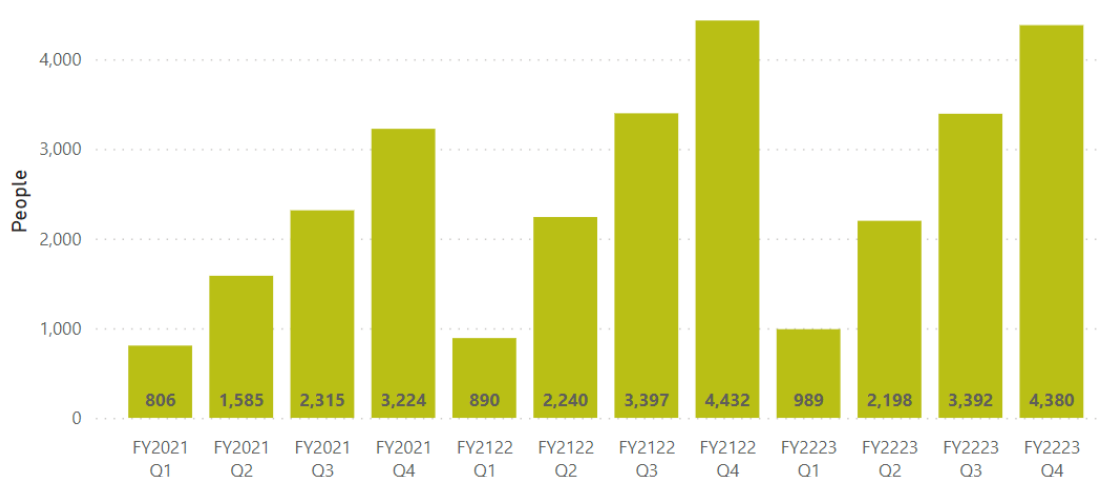
Actual 4,380

The total number of people supported during Q4 2022-23 is 988.

Of the 988 people supported, 498 are children and young people supported via the Outreach service (201 directly and 297 indirectly by working with the parent).

The remaining 490 people supported by domestic abuse services during Q4 2022-23 are adults.

The EDAN Lincs Outreach service also provided 'one off' advice and support to 4065 people during Q4 2022-23 in response to telephone and online enquiries. The number of people supported is within expected range.

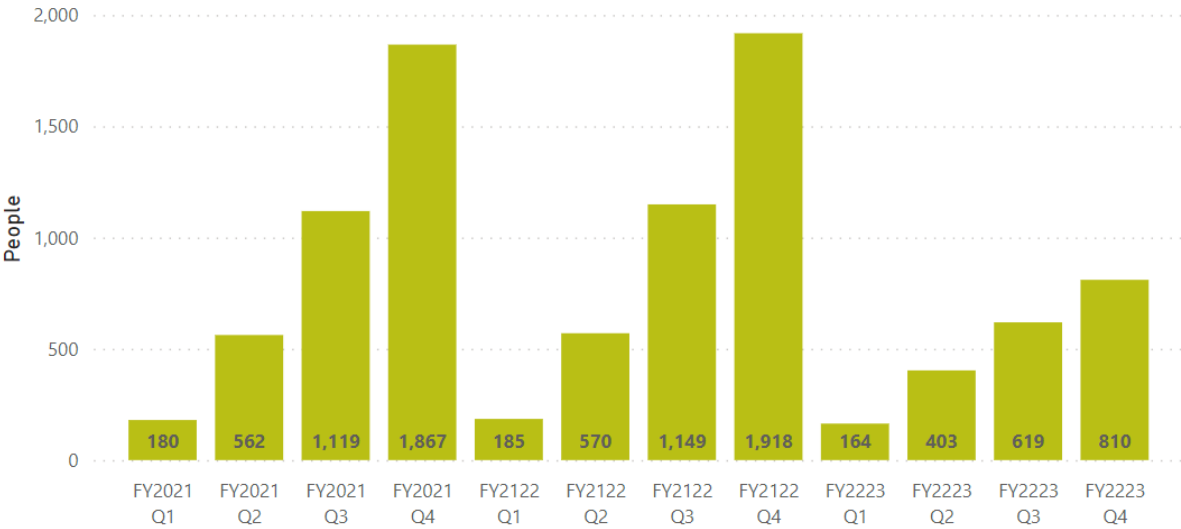


PI 156 Number of domestic abuse victims supported through MARAC:

Actual 810

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 Q4 2022/23 is 69, meaning that an additional 69 clients were supported through MARAC.

Hybrid MARACs were trialled over a 3-month period. After Hybrids were trialled, Lincolnshire Domestic Abuse Partnership (LDAP) requested a survey for partners to complete and a report was compiled where a suggestion moving forward was for there to be 2 face-to-face MARACs a year (one in Lincoln and one in Boston). We also have complex and repeat MARACs once a month with managers in attendance which is running well.



1.2 Trading Standards

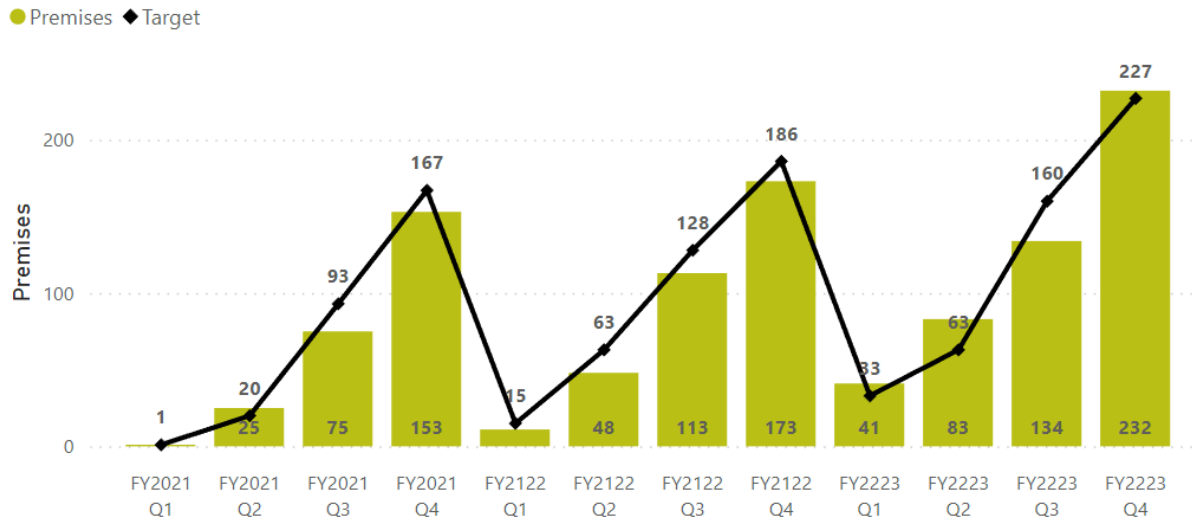
1.2.1 Measures that exceeded their target

PI 3 High risk premises inspected by Trading Standards ★

Actual 232

Target 227

In the 2022-2023 financial year, we undertook 32 animal health inspections, 26 food inspections, 134 feed inspections and 40 weights and measures inspections. 10 weighbridge inspections could not be completed this year as it was not possible to hire the equipment.



1.2.2 Measures that achieved their target.

None in Quarter 4

1.2.3 Measures that did not meet their target.

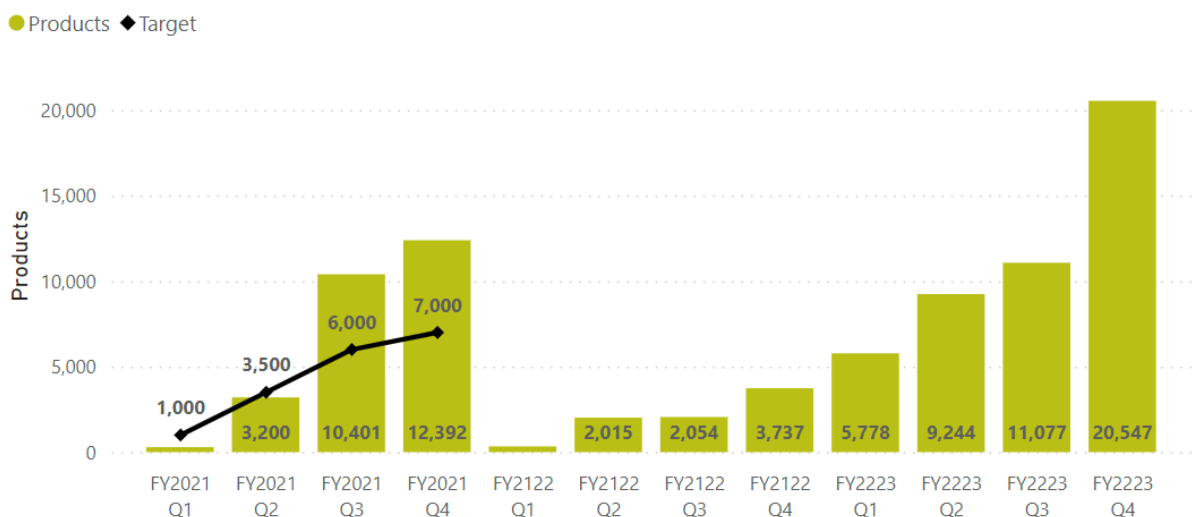
None in Quarter 4

1.2.4 Contextual Measures, does not have a target

PI 1 Illicit alcohol and tobacco products seized:

Actual 20,547

To date 20,547 illicit alcohol and tobacco products have been removed from the market. This is made up of 847 litres of alcohol, 18,730 packs of 20 cigarettes and 970 packs of 50g tobacco. Seizures were made from 51 visits to 36 premises. 19 investigations have commenced as a result of these seizures. 15 closure orders were issued including 4 premises that have been ordered to close for a second time after they continued to offend when they reopened. We continue to work with landlords of premises where we know illicit tobacco and cigarettes are being sold. This has resulted in 8 evictions, 18 premises closed and a further 11 where we are working with the landlord to address illicit tobacco sales or remove the tenant.

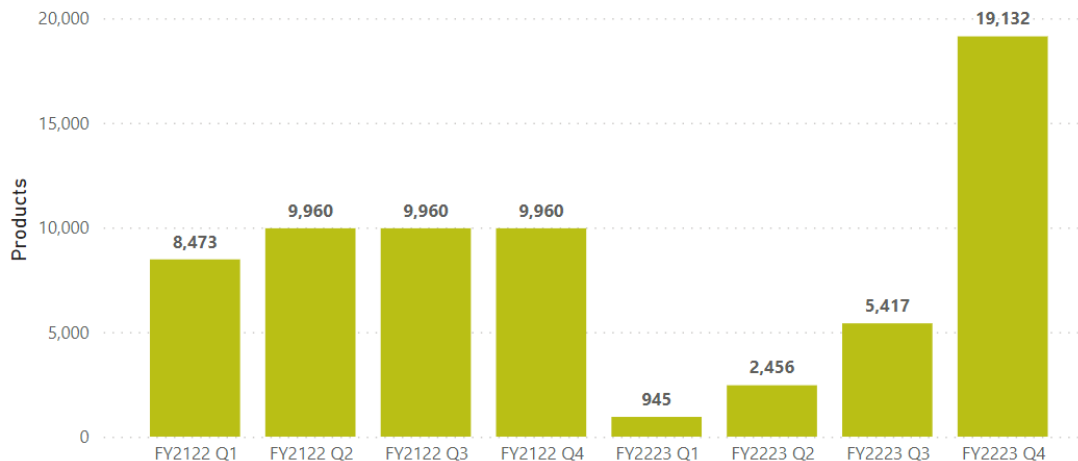


PI 2 Unsafe products removed from the market:

Actual 19,132

In the 2022-2023 financial year, 19,132 unsafe products were removed from the market. This includes 9,578 non-compliant vapes. The sale of vapes is a national issue for all Trading Standards authorities in terms of non-compliance with Tobacco and Related Products Regulations and the sale of vapes to children. The Department for Health and Social Care has pledged £3 million in funding to support Trading Standards nationally to tackle the issues of non-compliance. In 2022-2023 Trading Standards have undertaken several age restricted sales test-purchasing operations. In total there have been 12 sales of vapes from 45 attempts, a 27% failure rate. Businesses failing have been advised and have or will be retested in upcoming operations.

In addition to the 9,578 vapes Trading Standards Officers have also removed a further 9,585 unsafe products from the market. Most of these products were discovered during a series of inspections at a trader/importer premise. Suspension notices were issued in respect of 5 noncompliant electrical products initially. After testing 2 were brought into compliance and 3 removed permanently from the market and withdrawal and recall notices were issued. A further 20 products were placed under suspension notices during a follow up inspection while testing was carried out. Officers have worked with the business operator throughout. In total from the 9,230 products removed from the market 1,058 electrical products have been permanently withdrawn from sale and recalled from customers, 1,072 electrical products have been brought into compliance and can now be sold and 7,100 household furnishings have been brought into compliance with the addition of appropriate labelling and instructions.



1.3 Fire Safety

1.3.1 Measures that exceeded their target

None in Quarter 4

1.3.2 Measures that achieved their target

PI 169 Risk based inspection programme (RBIP) progress ✓

Actual 861

Target 679

High risk premises (sleeping risk) - 151.

High risk premises (non-sleeping risk/other) – 77.

Medium risk premises (sleeping risk) - 331.

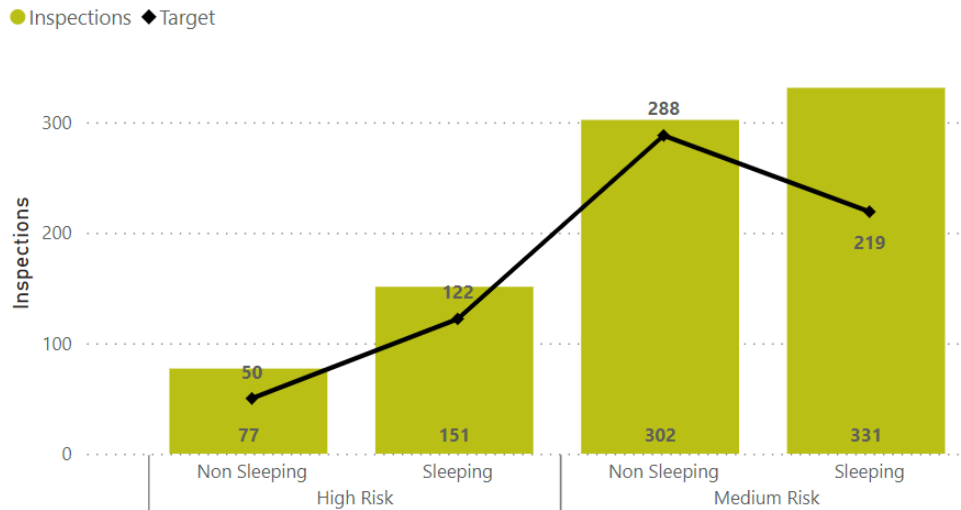
Medium risk premises (non-sleeping risk/other) – 302.

The total target number of audits for the year was 679, with the breakdown of risk category above. We have achieved 861 audits for the financial year. Local dashboards currently have a slight discrepancy in the numbers showing. This is due to the way audits were initially recorded, e.g., audits completed and having their relative risk rating reduce from high to medium, and therefore not showing when running reports. This has been remedied for 2023/24 and we are confident of a more robust recording and reporting process going forward.

Audits were prioritised with priority given to those premises that were furthest out of inspection date, followed by high-risk premises with a sleeping risk, other high-risk premises, medium risk premises with a sleeping risk, other medium risk premises - in that order. We continue to prioritise those buildings that are furthest overdue as we progress into 2023/24. This may result in priority being given to lower risk premises, but this will only be for a defined period until all overdue audits have been completed.

A number of fire safety audits completed to date have been carried out following intelligence received, e.g., a complaint from a member of the public or a post fire follow up and are captured in the overall total. These additional audits are categorised as per the risk of the building involved and contribute to the delivery of the risk-based inspection programme. Due to the nature of the risk-based inspection programme and to support the completion of the additional audits, we continue to review and re-prioritise work as required.

Work to continue to develop and enhance the RBIP methodology to ensure local risk drives activity is being carried out. Partner datasets are being explored to support further understanding and identification of risk. In addition to this we will be using the National Fire Chiefs Council 'Other Buildings' fire risk methodology to enhance our profiling process.



Inspections and annual targets

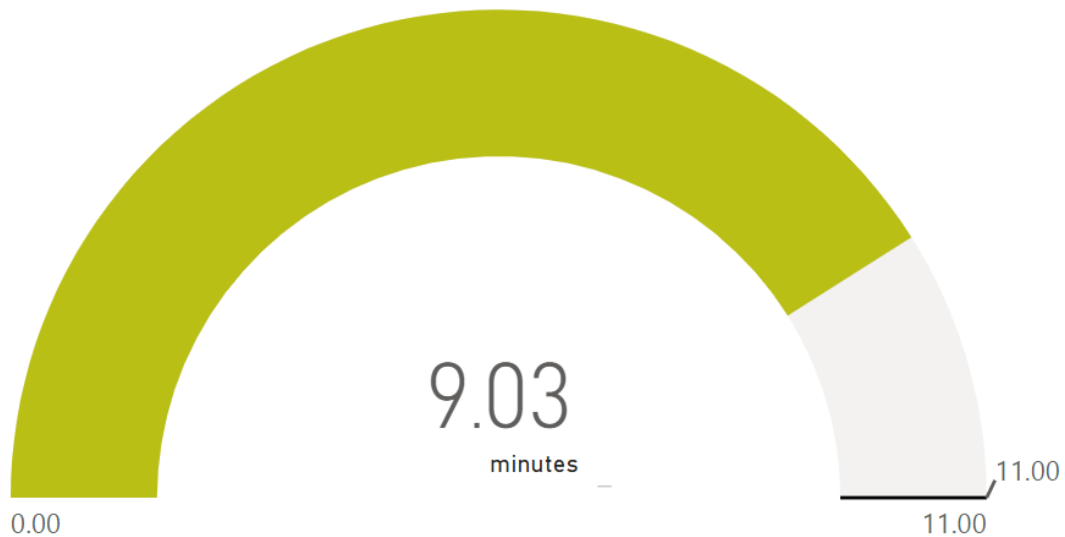
Premises	Type	Inspections	Annual Target	Inspection Frequency
High Risk	Non Sleeping	77	50	24 months
High Risk	Sleeping	151	122	12 months
Medium Risk	Non Sleeping	302	288	48 months
Medium Risk	Sleeping	331	219	36 months
Total		861	679	

PI 171 Average response to dwelling fires ✓

Actual 9.03 minutes

Target 11 minutes

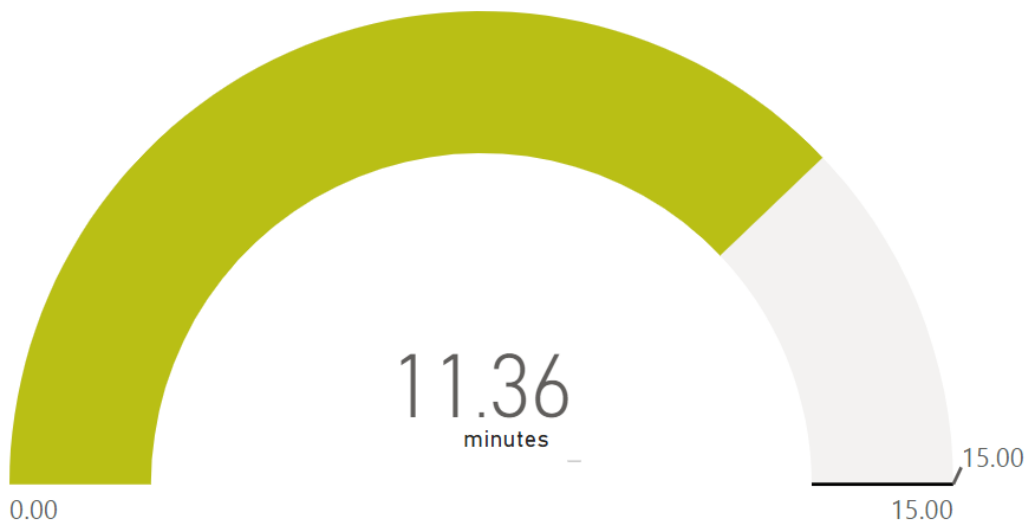
In 2022/23 Lincolnshire Fire and Rescue achieved an average response time to dwelling fires of 9 minutes and 3 seconds which is within the standard of 11 minutes. Comparing to previous years this is an improvement on the time achieved in 2021/22 (9 minutes 19 seconds), slightly slower than in 2020/2021 (8 minutes 56 seconds) but quicker than 2019/20 (9 minutes 12 seconds). In measuring the component parts of the attendance to incidents it is worth noting that our call handling time has been maintained at 61 seconds which is constant for the last 3 years. The average crew turnout time from station has improved on last year and crews turned out in an average of 1 minute 57 seconds last year, and the average drivetime is in line with previous years, which given the first full year of post covid restrictions is encouraging. Finally, it must be noted that dwelling fires have reduced over the last 4 years and this average drivetime was measured over 285 incidents, which is the only year in the last 4 there have been less than 300 incidents.



PI 172 Average response to all other incidents ✓

Actual 11.36 minutes
Target 15 minutes

In 2022/23 Lincolnshire Fire and Rescue achieved an average response time to other incidents (excluding co-responder) of 11 minutes and 36 seconds which is within the standard of 15 minutes. Comparing to previous years this is slightly slower than the time achieved in 2021/22 (10 minutes 59 seconds), in 2020/2021 (10 minutes 58 seconds) and 2019/20 (11 minutes 05 seconds). In measuring the component parts of the attendance to incidents it is worth noting that our call handling time achieved in 2022/23 (1 minute 45 seconds) there has been a slight variance of a few seconds in the past three years mainly due to the difficulty in attaining an incident location (many don't occur at an addressable location). The average crew turnout time from station took slightly longer (2 minute and 37 seconds last year), and the average drivetime is in line with previous years, which given the first full year of post covid restrictions is encouraging. Finally, it must be noted that the service experienced a very busy summer due to the heatwave which increased mobilisations significantly in July and August of which the majority of incidents were secondary fires.



1.3.3 Measures that did not meet their target:

PI 167 Home Fire Safety Visits carried out ✖

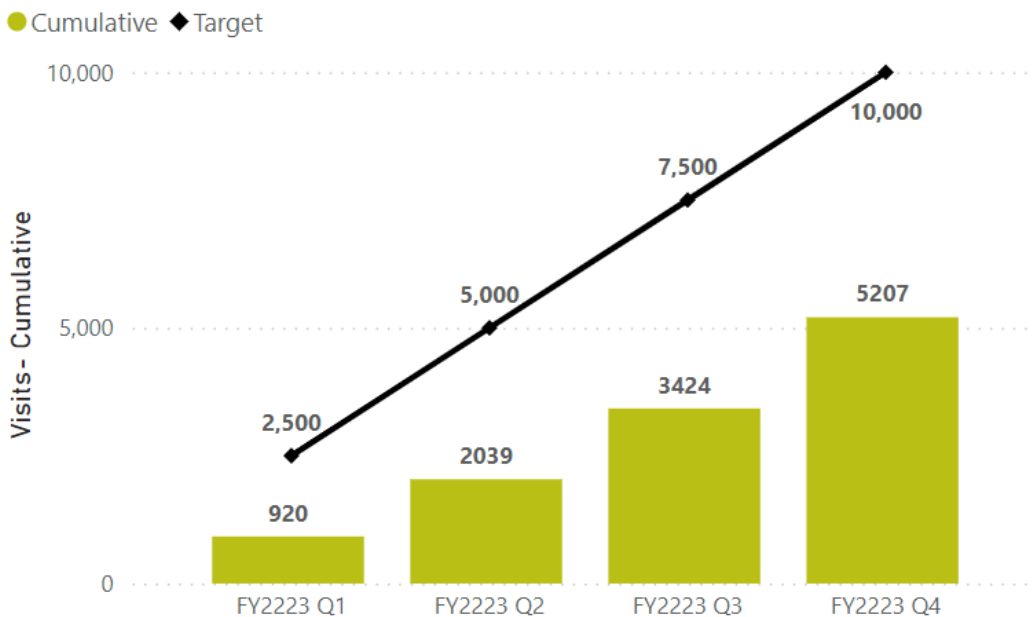
Actual 5,207

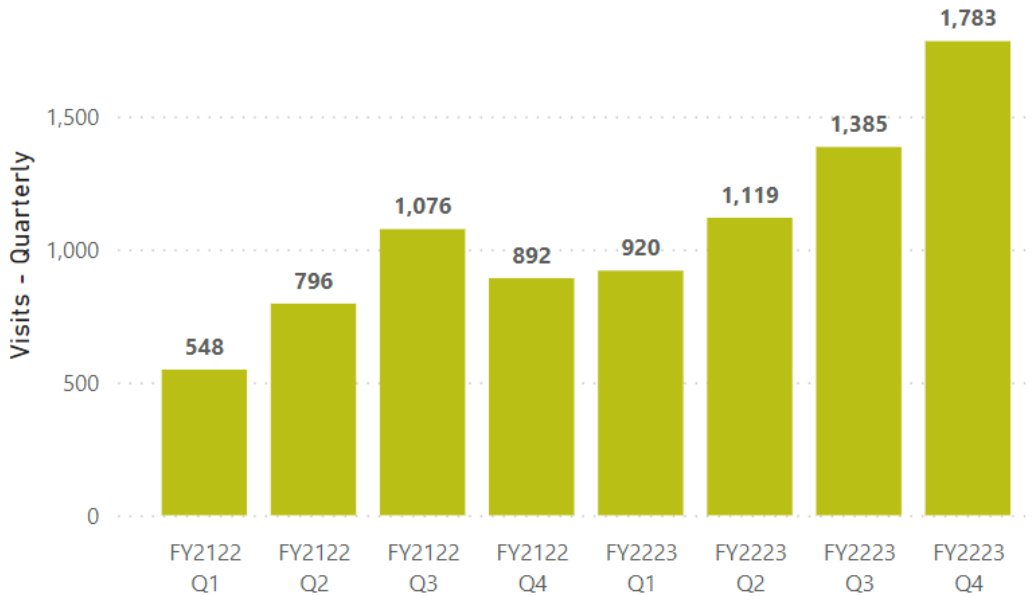
Target 10,000

We have carried out a great deal of work over the last 12 months to refine our recording and reporting processes. We are comfortable that we now have a more robust process in place to allow us to accurately report on the number of Home Fire Safety Visits carried out by both operational crews and our community safety advocates.

Our administration processes have been reviewed and we have identified some efficiencies that we believe will allow us to continue to increase the number of Home Fire Safety Visits we complete. Our proactive targeting process, (allocation and recording of visits), has been updated and being rolled out to our wholetime stations throughout May.

The number of Home Fire Safety Visits we aim to complete is linked in with our 5-year delivery plan and we will continue to monitor progress. We are able to categorise our identified risks, allowing us to focus on our 'very high' and 'high' risk communities.





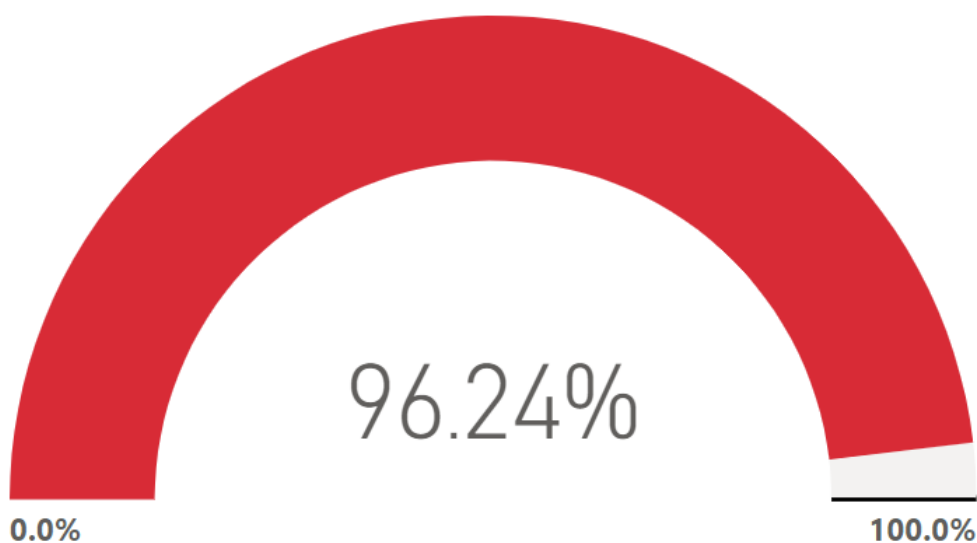
PI 168 Percentage of building regulation applications responded to within 15 working days ✘

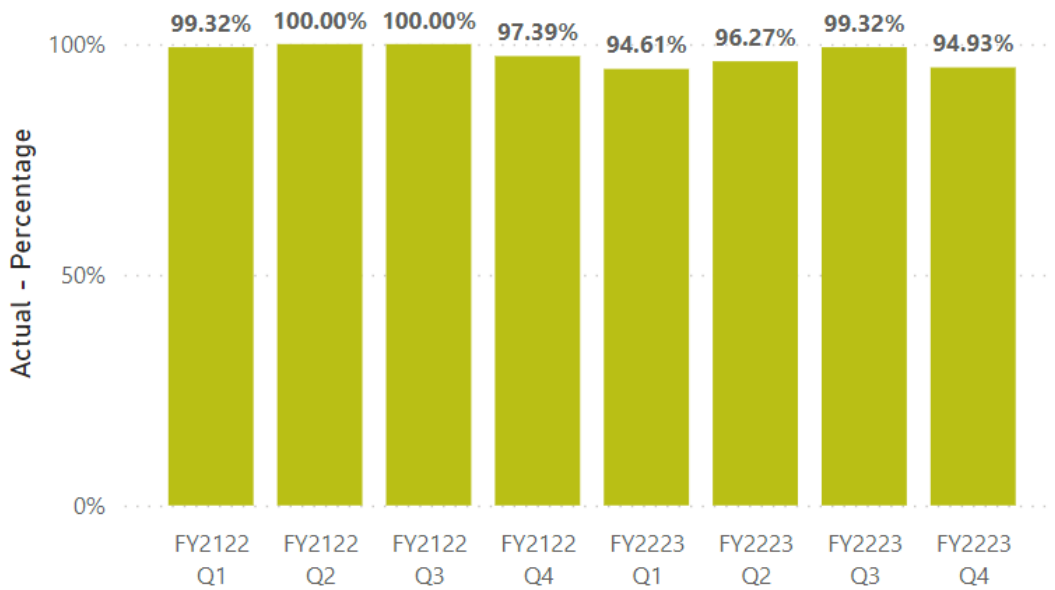
Actual 96.24%

Target 100%

We have missed the target for this indicator but have missed our tolerance range by only 14 applications. We received 585 building regulations applications throughout the year and responded within the deadline to 563 of those.

All of the 14 applications where the deadline for response was missed, were completed in a timely manner. As we continue to develop the capabilities and capacity of the team, further resilience is being added and we hope to further minimise the number of consultations where the response deadline is missed.





1.3.4 Contextual Measure, does not have a target

PI 164 Total Fires

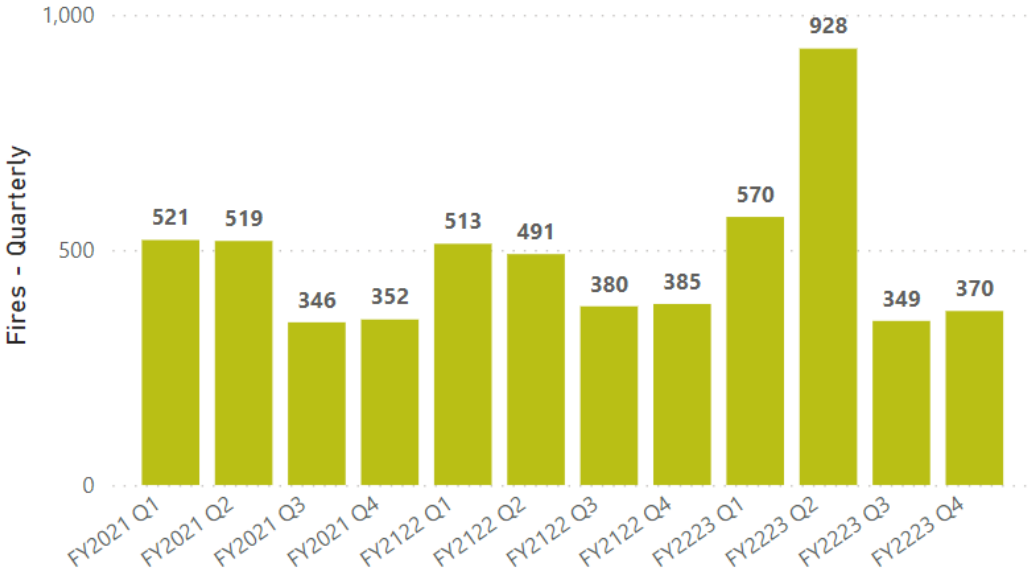
Actual 2,217

There have been 2,217 reportable fires in Lincolnshire during 2022/23, which is a 25% increase compared with 2021/22 (27% increase compared with the average of the previous 3 years). As previously reported, the increase this year occurred during the summer months where we experienced spells of very hot and dry weather. Compared with the average of the previous 3 years, June 2022 saw a 63% increase, July 177%, and August 93%. Of the remaining 9 months of the year, 7 saw the total number of fires reduce or remain the same as the 3-year average.

The increase was seen almost entirely in secondary fires (up from 758 last year to 1,198 this year – 58% increase) and analysis of the data shows the biggest increase was in fires involving grassland (up from 149 to 438 – 194% increase). This would include all types of grassland such as hedges and roadside vegetation etc but would also include stubble fields (although not crops or haystacks).

The top 3 cause of fires has been deliberate ignition (603 of the 2,217 – 27%), controlled burning (224 – 10%) and cooking appliances (176 – 8%). However, as previously reported, there has been an increase in the number of fires where the cause has been unable to be established – up from 225 of the 1,769 in the last year (13% of the total), to 359 this year (16% of the total and a 60% increase).

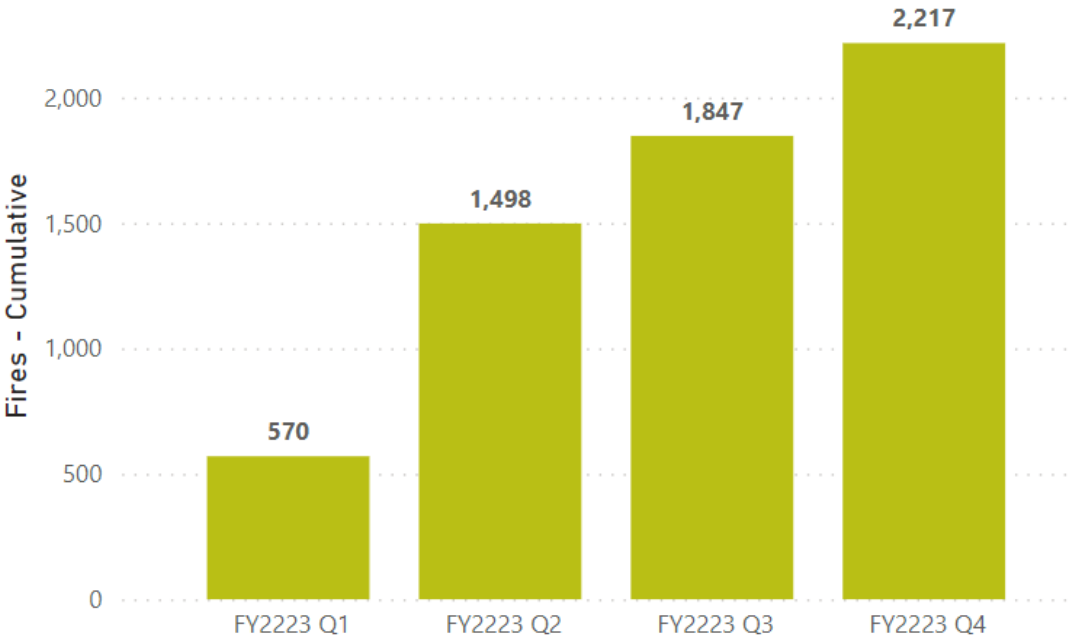
Targeted prevention work has been planned and prevention messaging and reduction work will be carried out with key partners, e.g., the National Farmers Union and the Forestry Commission. Initial meetings to discuss the plans have already taken place, with further meetings planned for the end of May/June 2023 to confirm messaging and campaign work. Lincolnshire County Council Communications Team are engaged and will look to support the campaign work.



PI 165 Fire fatalities in primary fires

Actual 8

There have been 8 fatalities resulting from fire, occurring in 7 incidents. 5 occurred in accidental dwelling fires (4 incidents – 2 of which were cooking related, 2 caused by smoking materials), 2 occurred in vehicle fires caused by collisions and the remaining 1 was a suicide.

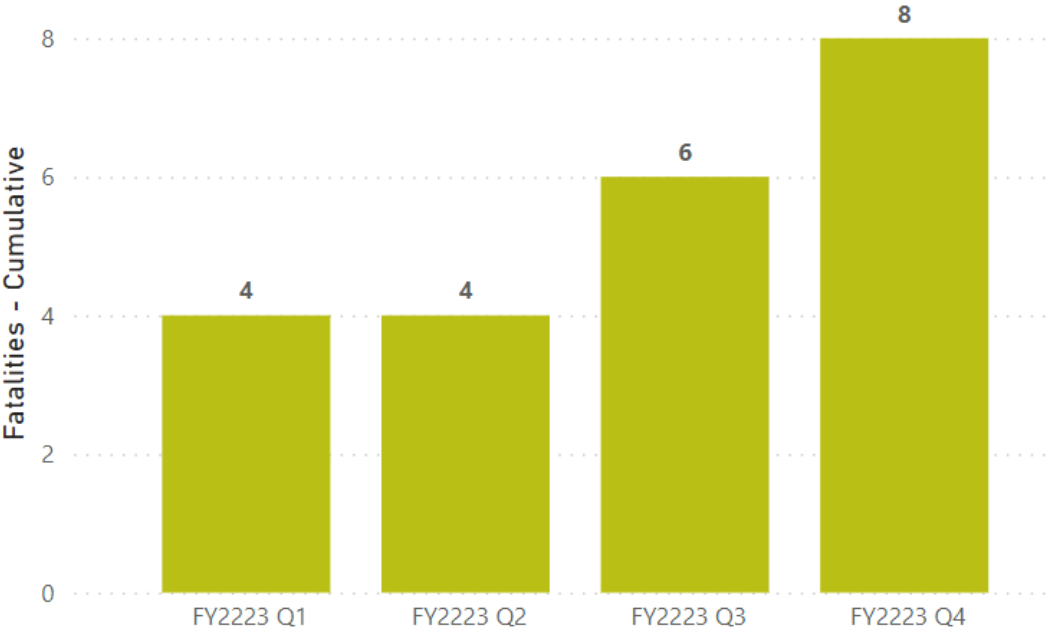


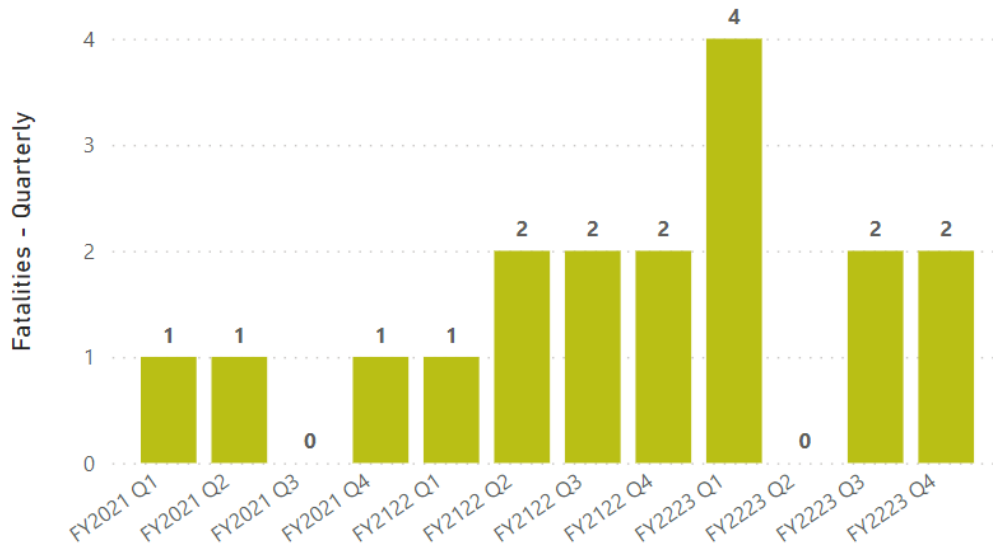
Please note that we have had confirmation from the Coroners' Office that a fatality from earlier in the year was not a result of the fire and as such the previously reported figures have been amended to take account of this. Earlier in the year, we reported a cumulative figure of 5 in Q2 which has now been amended to 4 and similarly the previously reported Q3 figure of 7 has now been changed to 6.

Recognising the increased number of fatalities for the year, we are awaiting updated national statistics to allow us to carry out a national comparison. We have carried out initial analysis of the details of the incidents, including behavioural factors, person factors and home factors. Whilst the results show that our 'SHERMAN' campaign remains relevant, a meeting is planned, (4th May), with the Integrated Risk Team to carry out a deep dive into all of the incidents. This will allow specific details, (against the three areas outlined above), to be identified and direct any future prevention work.

All fatalities are reviewed in support of our partner agencies with key learning captured and shared.

(SHERMAN: 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).





PI 166 Fire casualties in primary fires

Actual 21

There have been 21 fire related casualties during 2022/23, occurring in 19 incidents. This is a reduction compared to last year and is the lowest we have seen for the previous 6 years.

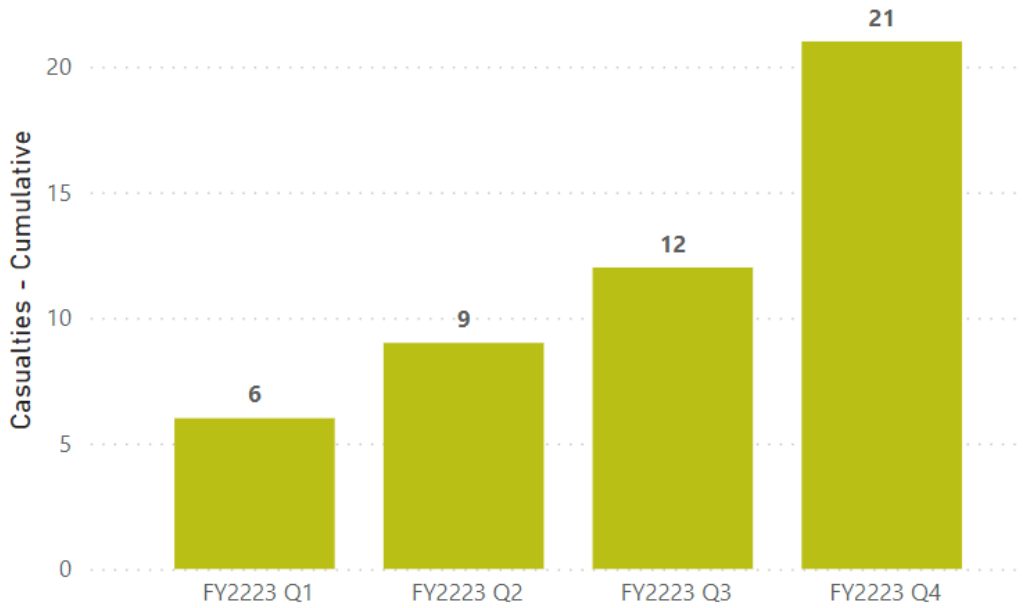
Analysis of the data shows that 13 of the 21 occurred in accidental dwelling fires (12 incidents – 6 of which were cooking related). Only 4 of the 21 casualties suffered serious injuries (requiring at least an overnight stay in hospital) with the remaining 17 suffering slight injuries (although still requiring more treatment than could be given at the fire ground).

9 casualties suffered burns, 7 suffered smoke inhalation, 3 a combination of burns and smoke inhalation, 1 shock and 1 who suffered a number of different injuries.

9 of the 19 incidents had specific factors recorded as contributing to the start of the fire, these include distraction (4 of the 9), falling asleep (1), medical conditions (1), excessive and dangerous storage (1), disabilities (1) and alcohol involvement (1).

13 of the 21 casualties had information recorded relating to the circumstances leading to them suffering the injuries. These included fighting the fire/attempting to (3 of the 13), suspected under the influence of alcohol or drugs (3), injured escaping (2), returned to the fire (2), trapped by the fire – unaware e.g., asleep (1), injured rescuing person (1), being bedridden (1).

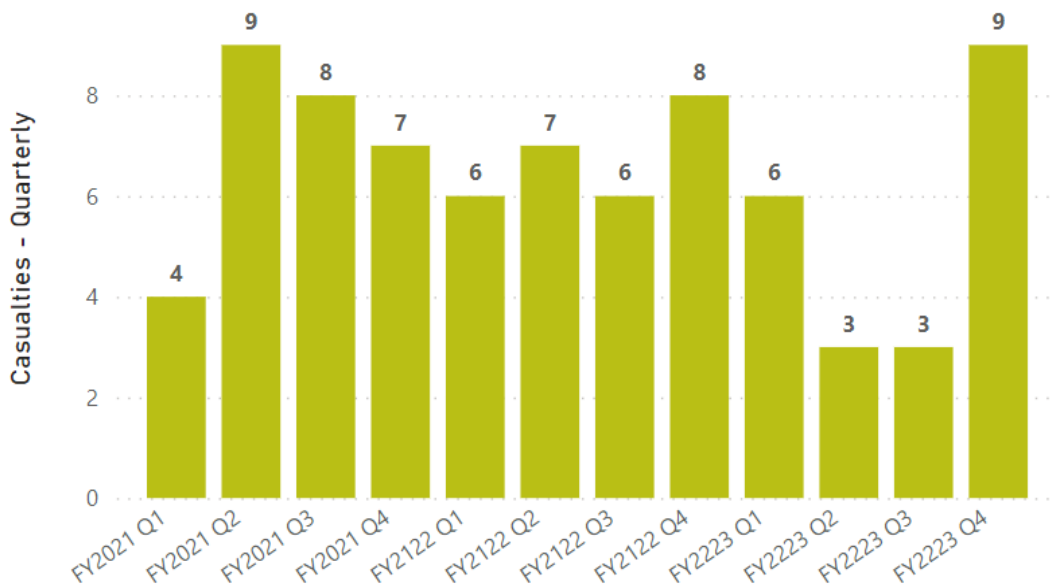
We continue to utilise the National Fire Chiefs Council 'Fire Kills' campaign, which focuses on a number of key areas, e.g., cooking and smoking safety. Our campaigns calendar identifies areas/themes to target at a local level and focus on specific areas of concern in Lincolnshire.

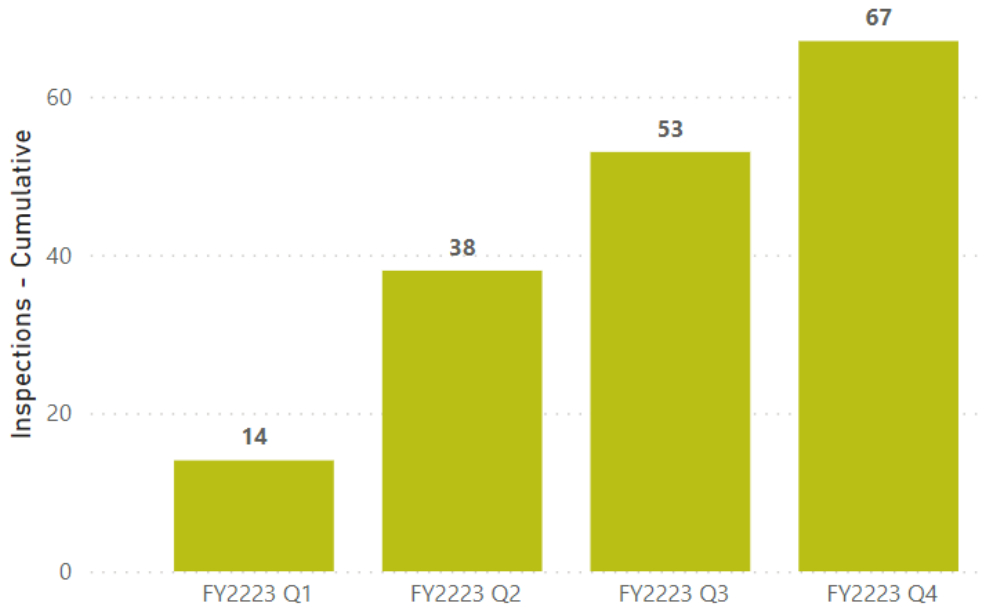


PI 170 Petroleum licensing inspections

Actual 67

We have completed 67 petroleum audits this year and have achieved the set target. Capacity and resilience within the team has been developed throughout the year and we are confident that we have a robust audit process in place.





1.4 Libraries and Heritage

1.4.1 Measures that exceeded their target

PI 129 Overall enjoyment of the services as measured by the visitor feedback forms ★

Actual 100%

Target 88%

We are proud that 100% of visitors to our cultural venues rated their overall experience as Good or Very Good between January and March, exceeding the 88% target, and demonstrating the importance of our dedicated and hardworking staff, who consistently go above and beyond to provide a high-quality experience for all our visitors. This brings our annual visitor enjoyment rating to 99.06%, and whilst we use our onsite feedback forms to collate and report visitor experience, it is important to ensure that visitor experience is captured across comparable feedback platforms. As such, we can report that on average, visitors rated their experience across our heritage sites 4.8 out of 5 across both Trip Advisor and Google Reviews. We have increased our target for next year, ensuring we continue to strive for excellent visitor satisfaction across our heritage offer.

● Percentage ◆ Target



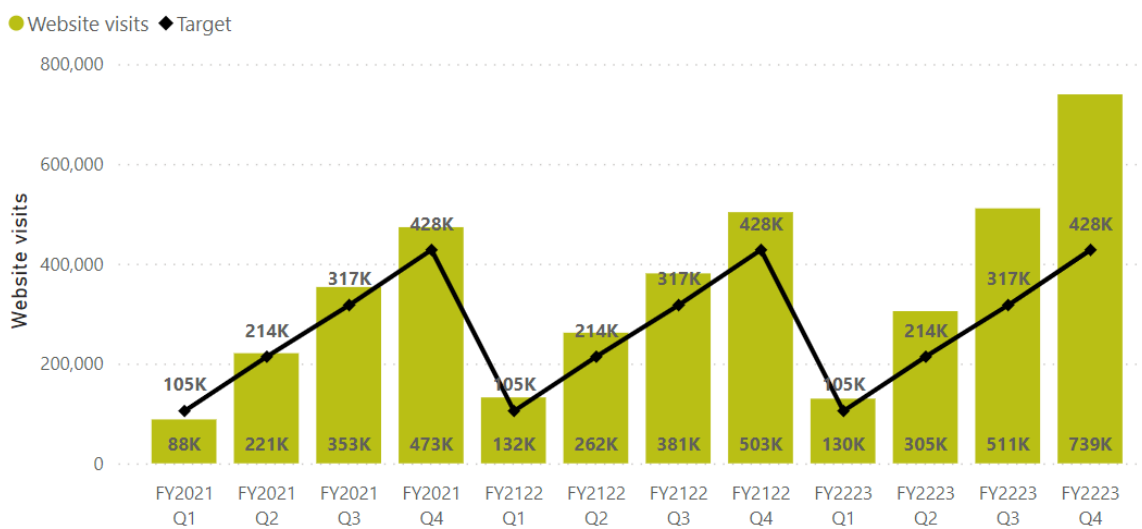
1.4.2 Measures that achieved their target

PI 37 Visits to library website ✓

Actual 739,362

Target 427,637

228,439 visits have been recorded for quarter 4, bringing the cumulative total to 739,362, and exceeding the target by 311,725 views. As online engagement continues to increase, the service is keen to ensure that online presence maintains this level of engagement throughout the next year.

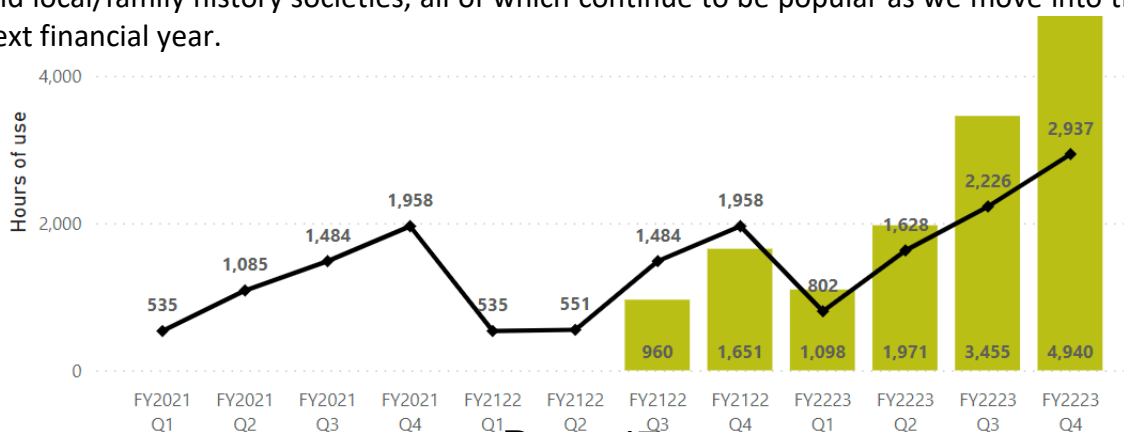


PI 38 Community use of libraries ✓

Actual 4,940

Target 2,937

Community use has been hugely successful across Lincolnshire Libraries, with a total of 4,940.30 hours recorded for this financial year, achieving over 50% above the target. This success is largely down to the wide variety of community events and groups offered across the libraries, including room hire by various community organisations, provision of short courses covering basic IT skills, home budgeting and CV writing, drop-in welfare sessions, and an exhibition by learners from HMP Morton Hall's Education Department. Community use across the libraries continues to include the independent readers and writers' group and local/family history societies, all of which continue to be popular as we move into the next financial year.



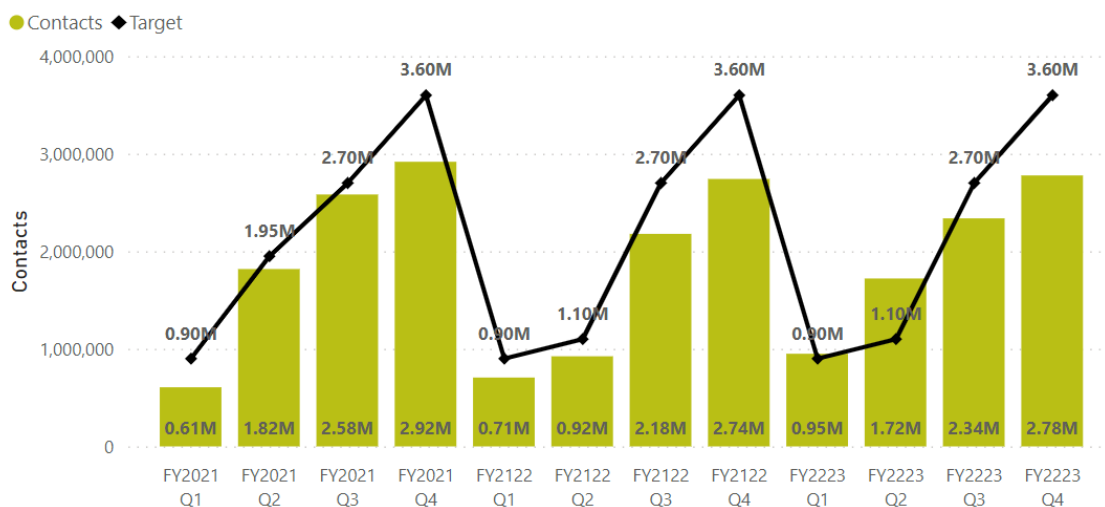
1.3.3 Measures that did not meet their target:

PI 35 Contact with the heritage service either in person, on the phone, by email or via the website ✘

Actual 2,777,739

Target 3,600,000

Q4 continued to see a steady level of interactions across the heritage service, with a cumulative total of 2,777,739 interactions, including in person, via phone, email or via the website and social media. The decommissioning of our Lincs to the Past website has impacted on our level of interactions, and whilst the new Lincolnshire Archives Online Catalogue replaces this service, we continue to work to further increase engagement and appeal to bring interactions up to previous Lincs to the Past levels. Our increase in social media presence continues to provide a connection between the community and our heritage sites, for which the public respond with huge positivity across our different social media platforms. The Castle, Archives, Collection & Usher Gallery, and the Museum of Lincolnshire Life all have a regular online presence, and the introduction of our new Battle of Britain Visitor Centre Facebook page is proving popular, enabling visitors to keep up to date with the latest news and events, and engaging the public with the stories of the Battle of Britain Memorial Flight.



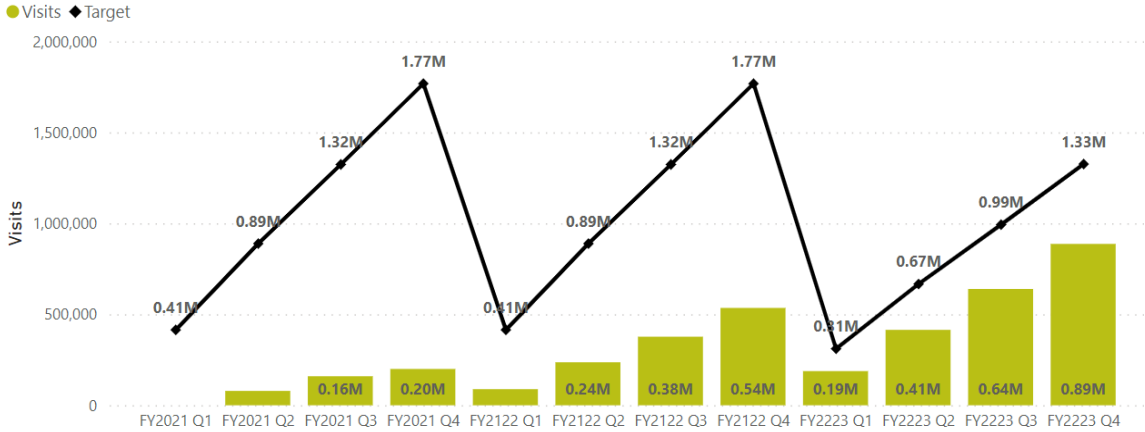
PI 36 Visits to Core Libraries and Mobile Library services ✘

Actual 886,974

Target 1,325,809

This quarter has welcomed 247,661 visits across our core libraries and mobile services, our busiest quarter for this year, with March reporting our highest month for both visits and issues post-pandemic. Our warm welcome initiative and the provision of accessible facilities and activities all contributed to the increase in visits, including a busy half term and increased general use of libraries, with families in particular spending considerable time in their local library. Whilst average physical visits remain below those recorded pre-

covid across the service, it is important to note that our e-visits have increased, with website views increasing month by month, and digital issues continuing to represent almost a quarter of all issues. In summary, covid has altered the way in which our customers engage with the library service, evidenced by a positive increase in issues per visit, and increased usage of our digital platforms and additional activities on offer.



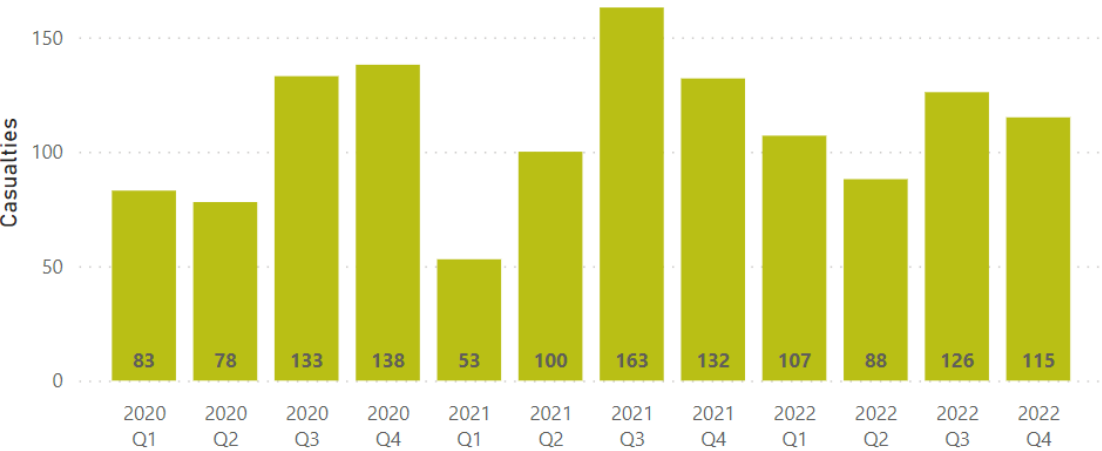
1.5 Road Safety

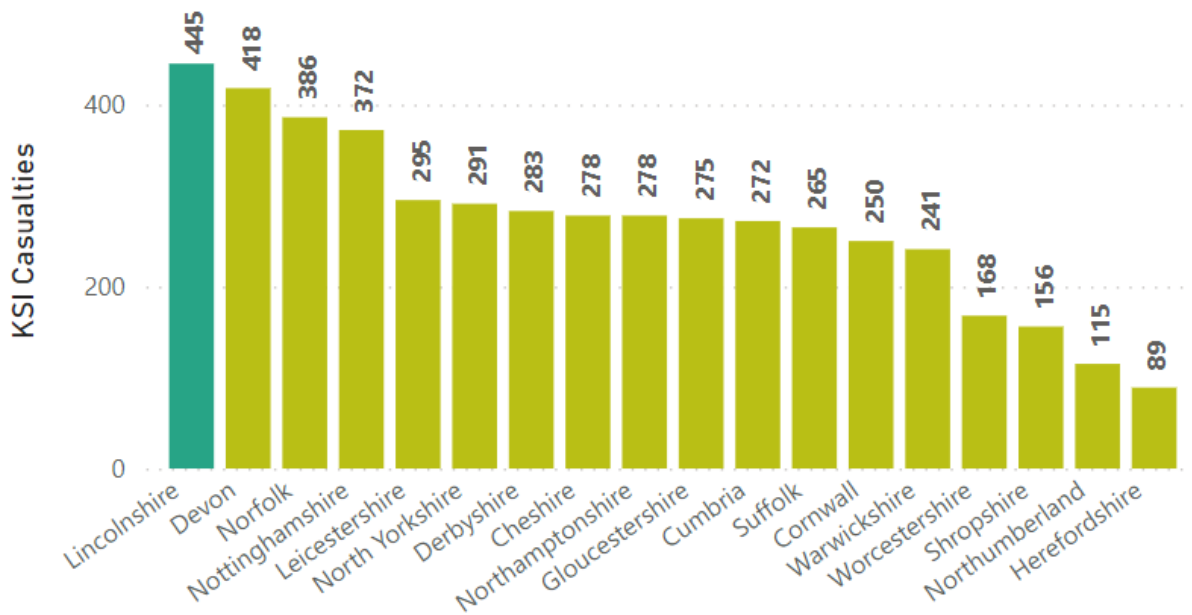
1.5.1 All PIs within Road Safety are reported as contextual (do not have targets)

PI 11 People killed or seriously injured in road traffic collisions.

Actual 115

This figure is lower than the Quarter 3 figure of 2022, and also lower than the Quarter 4 figure of 2021 and 2020. Analysis of the collision and casualty data does not indicate any clear commonality or pattern. The overall Killed or Seriously Injured (KSIs) are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.



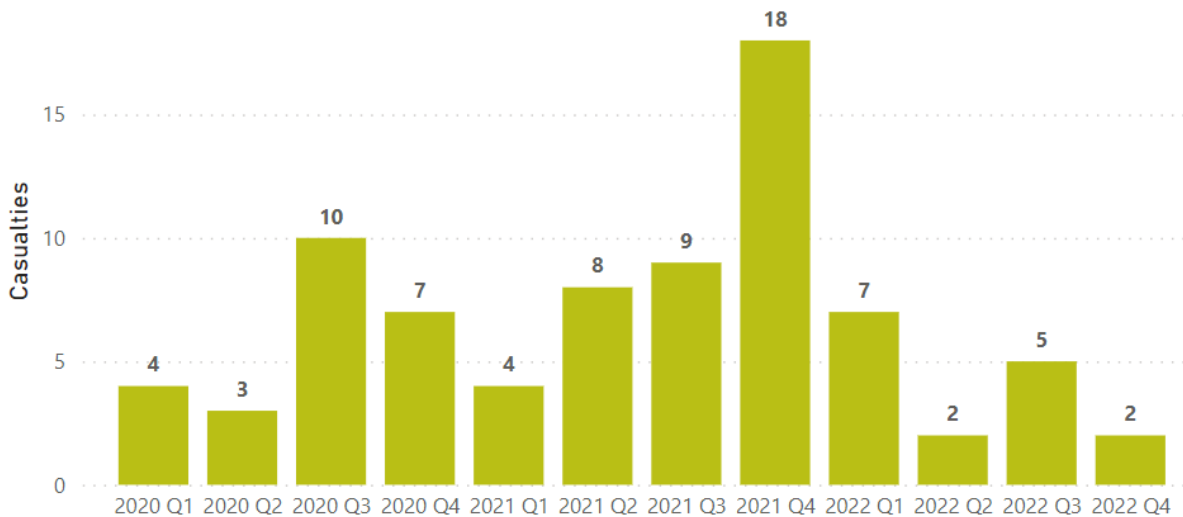


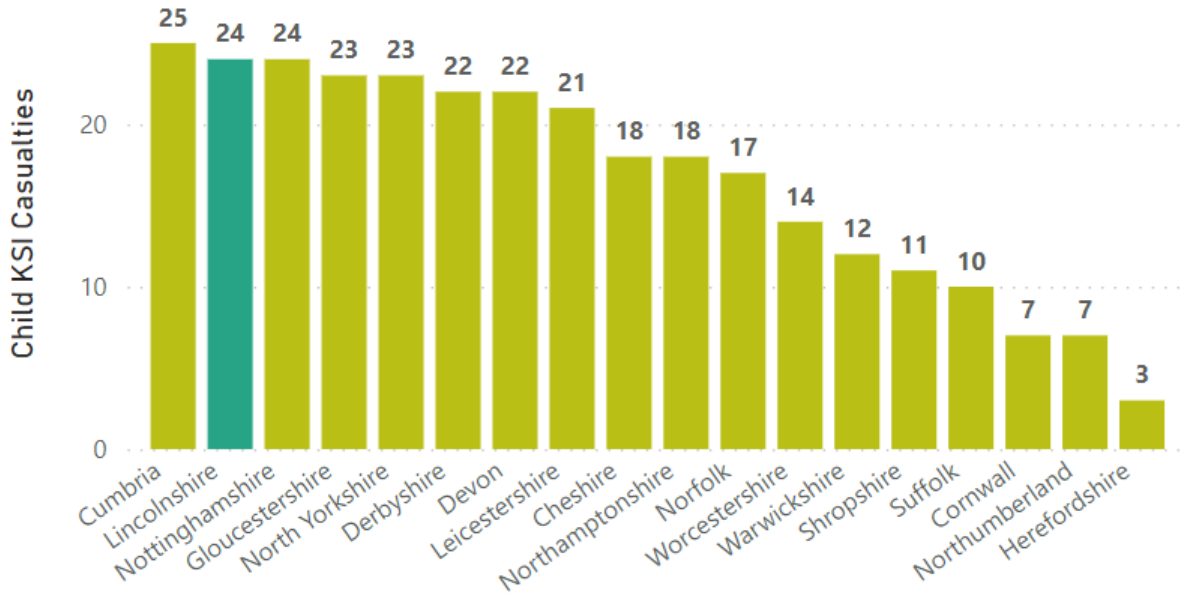
Benchmarking as at Dec 2020.

PI 12 Children killed or seriously injured in road traffic collisions:

Actual 2

This figure is lower than the Quarter 3 figure of 2022, and also lower than the Quarter 4 figure of 2021 and 2020. Analysis of collision and casualty data does not indicate any clear commonality or pattern regarding child killed or seriously injured (KSI) figures.





Benchmarking as at December 2020

1.6 Volunteering

1.6.1 Measures that exceeded their target.

None in Quarter 4

1.6.2 Measures that achieved their target

PI 39 Voluntary and community groups actively supported in Lincolnshire ✓

Actual 829

Target 800

The Volunteer Centres continue to support local groups and organisations with advice, information and resources to help in delivering their vital services during these challenging times and providing support to their volunteers. During the quarter they have supported 437 (219 new) organisations across Lincolnshire with:

- practical advice and resources
- online forums and regular networking opportunities
- funding advice
- funding readiness online training and support
- support to develop new roles and recruit volunteers
- advice and support with DBS checks
- online training platform for their volunteers

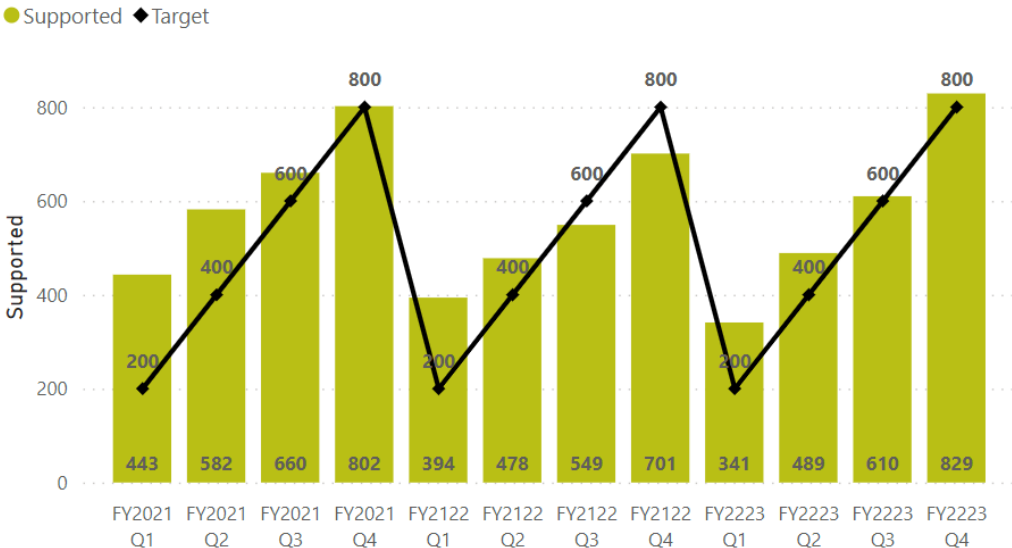
Their websites, social media presence and weekly newsletters remain key mechanisms for current awareness and information sharing. Social media posts and interactions have over 2,000 subscribers to their e-bulletins across Lincolnshire.

Voluntary sector forums continue to be very popular with a mix of area-based forums and topic-based forums facilitated during the quarter which were attended by over 100 groups and organisations.

Delivered 6 forums during quarter 4 which included presentations from The Centre for Reconciliation, Join Dementia Research, Lincolnshire Action Trust, Hearing Voices, Wellness Network Community Interest Company (CIC), Midlands Railway and Connect2Support.

Funding advice and support continues to be most popular, and the Funding Ready training programme supported 36 organisations through workshops and one-to-one support. Organisations have also been offered follow-up support to assist them in applying for grants, develop project plans etc.

The Lincolnshire Funding Portal remains popular and is being continuously improved and developed <https://lincolnshirevolunteering.org.uk/find-funding/>



PI 105 People supported who have accessed volunteer opportunities ✓

Actual 1,385
Target 1,400

Supported 1,385 volunteers during the year to access a broad range of volunteering opportunities in Lincolnshire. There has been an increase in volunteers accessing face to face volunteer brokerage service and the online training platform as volunteering starts to return to settle following the Covid-19 pandemic.

There is huge demand for volunteers with over 450 live opportunities advertised across Lincolnshire. Volunteer befrienders and community transport volunteers remain sought after alongside the need for volunteers to support with warm spaces and night light cafes.

Volunteering outreach and promotion continues to be a priority area and it is anticipated that that volunteer numbers will increase further in the coming months.

The Volunteer Centres are keen to understand the ongoing needs of volunteer involving organisations across Lincolnshire and have therefore distributed an annual survey to explore this further. Initial planning has also commenced for a Lincolnshire Volunteering conference in 2024. As part of their commitment to continuous improvement, Voluntary Centre Services (VCS) and Lincolnshire Community and Voluntary Service (LCVS) are currently undertaking the renewal of the Volunteer Centre Quality Award (VCQA) through the National Association for Voluntary & Community Action (NAVCA).

Continue to work with partners through the Lincolnshire Community Strategy to undertake a volunteering review and progress a range of actions to develop volunteer pathways and ensure synergy between statutory and voluntary sector partners.

Trends & emerging needs:

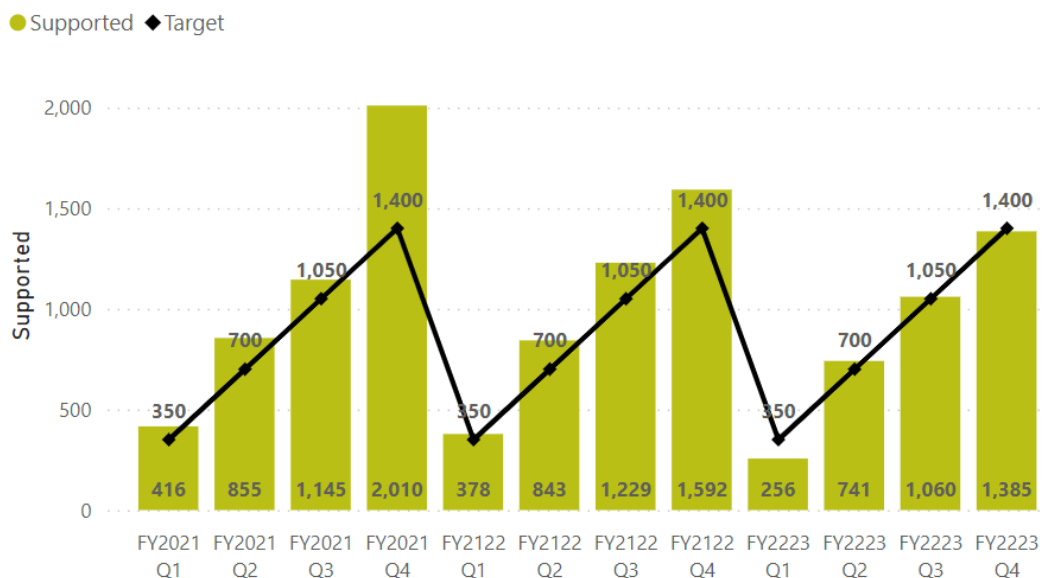
- an increase in referrals for volunteers with additional support needs such as language, disability and transport issues but are also seeing broader issues affecting volunteers such as the cost-of-living.
- developing 'Step into Volunteering course' to provide the tools to become 'Volunteer Ready' (including confidence and communication skills).
- further developed relationships with DWP and now hold volunteer appointment sessions fortnightly in Louth, Skegness, Boston, Spalding, Grantham & Sleaford, alongside Volunteers Centre co-locations in Lincoln and Gainsborough.

The online training platform continues to be popular with 54 volunteers utilising the platform during the quarter:

- 438 courses were completed during the year and the most popular courses were Health & Safety, GDPR, Equality & Diversity & Safeguarding.

A breakdown of the volunteering demographics continues to demonstrate a relatively broad split split of volunteers across Lincolnshire:

- peaks in Lincoln, West Lindsey and South Holland.
- a large proportion of volunteers between the ages of 19 and 25.
- this quarter has seen a slight increase in people volunteering to improve skills and knowledge and improve chances of paid work.
- the largest proportion of volunteers being either unemployed or unable to work through ill health.
- almost 50% of volunteers classified themselves as having a disability.



1.6.3 Measures that did not meet their target.

None in Quarter 4

2. Conclusion

The Public Protection and Communities Scrutiny Committee is requested to consider and comment on the contents of this report.

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	2023-24 Service Level Performance Indicators
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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 Martyn Parker, Assistant Director, Public Protection, who can be contacted on Martyn.Parker@lincolnshire.gov.uk; Mark Baxter, Chief Fire Officer, who can be contacted on Mark.Baxter@lincolnshire.gov.uk or 07799 110463; Nicole Hilton, Assistant Director, Communities, who can be contacted on Nicole.Hilton@lincolnshire.gov.uk; Steven Batchelor, Senior Manager, Lincolnshire Road Safety Partnership, who can be contacted on Steven.Batchelor@lincolnshire.gov.uk; Lee Sirdifield, Assistant Director, Corporate, who can be contacted on Lee.Sirdifield@lincolnshire.gov.uk or 07500 813650.

Appendix A
2023-24 Service Level Performance Indicators

Scrutiny Committee: Public Protection and Communities (27)					
PI Number	Performance Indicator	Directorate	If this PI is reported in Corporate Plan, PI number is given	Targets	
				2022-23 Q4 Outturn Trajectory is 'Bigger is better' unless stated otherwise	2023-24 target Targets have been approved unless stated otherwise
Service Area: Community Safety					
PI 153	Secondary schools in receipt of a stay safe day (Targeted)	ACCW	no	94% Annually in Q2 (Target 80%)	80%
PI 154	Year 6 primary school children in receipt of an E-safety workshop (Contextual)	ACCW	no	6,670 Annually in Q2	Contextual
PI 156	Number of domestic abuse victims supported through MARAC (Contextual)	ACCW	no	810 people	Contextual
New! PI 175	Volume of Fraud interventions (Contextual)	ACCW	no	n/a	Contextual
New! PI 176	Time to inquest taking place (Targeted)	ACCW	no	n/a	32 weeks

Scrutiny Committee: Public Protection and Communities (27)					
New! PI 177	Number of registration events within, births, deaths and marriages (Targeted)	ACCW	no	n/a	15,048 registration events
Service Area: Trading Standards					
PI 1	Illicit alcohol and tobacco products seized (Contextual)	ACCW	no	20,547 products	Contextual
PI 2	Unsafe products removed from the market (Contextual)	ACCW	no	19,132 products	Contextual
New! PI 178	Number of business compliance checks completed including high risks premises (Contextual)	ACCW	no	n/a	Contextual
Service Area: Volunteering					
PI 39	Voluntary and community groups actively supported in Lincolnshire (Contextual)	Corporate	PI 70	829 supported (Target 800)	Changed to Contextual for 2023-24
PI 105	People supported who have accessed volunteer opportunities (Contextual)	Corporate	PI 71	1,385 supported (Target 1,400)	Changed to Contextual for 2023-24
Service Area: Fire Safety					
PI 164	Total Fires (Contextual)	Fire & Rescue	no	2, 217 fires Smaller is better	Contextual

Scrutiny Committee: Public Protection and Communities (27)

PI 165	Fire fatalities in primary fires (Contextual)	Fire & Rescue	no	8 fatalities Smaller is better	Contextual
PI 166	Fire casualties in primary fires (Contextual)	Fire & Rescue	no	21 casualties Smaller is better	Contextual
PI 167	Home Fire Safety Visits carried out (Targeted)	Fire & Rescue	no	5,207 visits (Target 10,000 visits)	10,000 visits
PI 168	Percentage of building regulation applications responded to within 15 working days (Targeted)	Fire & Rescue	no	96.24% (Target 100%)	100%
PI 169	Risk based inspection programme (RBIP) progress (Targeted)	Fire & Rescue	no	861 inspections (Target 679 inspections)	679 inspections
PI 170	Petroleum licensing inspections (Contextual until Q4, then Targeted)	Fire & Rescue	no	67 inspections	74 inspections
PI 171	Average response to dwelling fires (Targeted)	Fire & Rescue	no	9.03 minutes (Target 11 minutes) Smaller is better	11 minutes
PI 172	Average response to all other incidents (Targeted)	Fire & Rescue	no	11.36 minutes (Target 15 minutes) Smaller is better	15 minutes

Service Area: Libraries & Heritage

Scrutiny Committee: Public Protection and Communities (27)

PI 36	Visits to Core Libraries and Mobile Library services (Targeted)	Place	no	886,974 visits (Target 1,325,809 visits)	874,780 visits
PI 37	Visits to library website (Targeted)	Place	no	739,362 website visits (Target 427, 637)	427,637 website visits
PI 38	Community use of libraries (Targeted)	Place	no	4,940 hours (Target 2,937.1)	2937.1 hours
PI 35	Contact with the heritage service either in person, on the phone, by email or via the website (Targeted)	Place	no	2,777,739 contacts (Target 3.6m)	2.76m contacts
PI 129	Overall enjoyment of the services as measured by the visitor feedback forms (Targeted)	Place	no	100% (Target 88%)	95%

Service Area: Road Safety

PI 11	People killed or seriously injured in road traffic collisions (Contextual)	Place	no	115 Casualties Smaller is better	Contextual
PI 12	Children killed or seriously injured in road traffic collisions (Contextual)	Place	no	2 Casualties Smaller is better	Contextual

PI number	Service Area	PI name	Reason for removal
PI 3	Trading Standards	High risk premises inspected by Trading Standards (Targeted)	Will be incorporated into PI 178 Number of business compliance checks completed including high risks premises.
PI 155	Community Safety	Number of domestic abuse victims receiving support (Contextual)	No longer to be included in 23-24 reporting due to commissioning changes.

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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:	25 July 2023
Subject:	Performance of Library Service Contract - Year 7

Summary:

This report is to provide an update of the contract performance information to enable the Public Protection and Communities Scrutiny committee to fulfil its role in scrutinising performance of the seventh year of the out-sourced Library contract to Greenwich Leisure Ltd (GLL).

Actions Required:

Members of the Public Protection and Communities Scrutiny committee are invited to:

- (1) consider and comment on the performance information included in the report;
- (2) consider and support the ongoing development and proposed Year 8 developments highlighted in the report; and,
- (3) highlight any additional priorities for consideration.

1. Background

The decision to outsource Lincolnshire County Council's (LCC) statutory library service was taken to enable the delivery of a cost effective, high quality, library service in an on-going environment of financial constraint.

Key aims of this outsourcing:

- Increase levels of service performance
- Improved customer's experience
- Service transformation.

The Library Service contract with GLL commenced April 2016 for an initial 5-year period with an option to extend for a further 5-year period. This extension has been granted, taking the contract to 31 March 2026.

Appendix A illustrates the elements GLL have been contracted to deliver.

2. Review of Year 7

2.1 Review of Year 7

Year seven saw the service continue to recover from the impact of the pandemic with significant year on year increases in visits (65%) and Public Network (PN) use (95%). While issues had already recovered strongly in Year six, Year seven saw a further year on year increase of 15% with a total of 1,930,279 items borrowed. In person events and activity attendance grew significantly also, with over 67,000 people attending 5,550 sessions across the 15 core libraries.

These included story and rhyme times, Lego clubs, half term crafting, and the summer reading challenge for children. For adults, craft clubs, IT taster and support sessions, local and family history sessions, and reading and writing groups were delivered. Library staff also run weekly Connect over a Cuppa community coffee mornings, giving local residents the opportunity to meet others in a warm and welcoming community location.

Most Core Libraries across the county also held a packed programme of Jubilee related activities and events during the May half term. Activities included Jubilee Tea Parties, Right Royal story times, children's crafting and biscuit bunting decorating workshops and were attended by just under 1,500 people.

In addition to staff run activity, by working with local organisations a further 1,474 activities were held at core libraries by community groups in Year seven, totalling over 4,500 hours of community use and exceeding the KPI¹ by 133%.

June saw the launch of the service's new Library Star Challenge across core and mobile libraries. Aimed at pre-school children and their families, the scheme encouraged regular library use to develop an early love of books and reading. Children were given a colourful star sticker to put in their Challenge booklet at each visit. Once all the stars were collected the child received a small prize and a certificate to prove what at Super Shiny Library Star they are! From June to March nearly 2,500 pre-school children signed up to the Challenge.

StoryTrails, the UK's largest immersive storytelling experience, was at Lincoln Central Library on Saturday 30th and Sunday 31st July 2022 celebrating the city's well-known heritage alongside the lesser-known stories of local people. At the event visitors explored stories across virtual and augmented reality and through a series of installations, bringing the physical and digital together and helping them experience Lincoln like never before. Event activity included, augmented reality app, an immersive cinema experience, AR iPad experiences, Virtual Reality experiences using VR headsets and BBC archives footage and 'Big Me, Little Me' 3D scanning, with the opportunity for visitor to be scanned and create and manipulate an avatar of themselves. Library staff also provided a range of craft activities including moulding your own pottery imp. Over 1,600 people attended the weekend's event, with many stopping for the best part of the day so that they could experience all that was on offer. Feedback was overwhelmingly positive with many

¹ Key Performance Indicator.

emerging from the immersive cinema experience with a tear in their eye, having been touched by the stories told.

The annual Summer Reading Challenge took place in all core libraries and mobiles between July and September, with a STEM²/science-based theme. As part of a local 'Read to Swim' initiative with colleagues from the GLL North Kesteven Leisure Partnership, children completing the Challenge at Lincoln and Sleaford Library's received a voucher for a free swim at the One NK or Sleaford leisure centres. In total over 3,000 children participated, giving an increase of 57% compared to 2021 and 6% on 2019. Given 2019 was the highest participation figure since the core libraries model was introduced, this 6% increase is not insignificant.

National Libraries Week (an annual celebration of how libraries contribute to and support communities), focused on how libraries can inspire learning for all, and help unlock and fulfil potential at every stage of life. Over 100 activities were held and ranged from visits by adult education providers to chair based yoga and learning to knit to basic sign language.

High levels of customer satisfaction were evidenced in the 200 compliments received by the Service and the impressive Annual User Survey results, which saw Lincolnshire Libraries record the highest Net Promoter Score (+90%) of all GLL Leisure and Library Partnerships. The Net Promoter Score is a measure of customer satisfaction and loyalty focussing on whether customers would recommend the service to others, with ratings being between -100% and +100%. The 2022/23 score of +90% is an 8% increase from 2019 (the survey was not undertaken in 2020 or 2021 due to covid).

Scores for other aspects of the service were equally high, as outlined in the table below:

Net Promoter	Stock Condition	Stock Choice	Staff	PC's, Wi-Fi & Study Space	Range of Activities	Customer Experience
+90%	4.74 out of 5 (95%)	4.69 out of 5 (94%)	4.93 out of 5 (99%)	4.78 out of 5 (96%)	4.65 out of 5 (93%)	4.89 out of 5 (98%)

By putting customers and communities at the heart of service provision, core and mobile libraries have in Year seven been able to further develop the role libraries have to help local residents find out about and access the wide variety of opportunities, facilities and support available to them. Working with the local community, for example through links developed with the LCC Holiday Activities and Food Project, provider Imagination Gaming delivered sessions for eligible children in the large community rooms at Lincoln and Louth Libraries during the winter and spring school holidays. Imagination Gaming's sessions provided activities that stimulated the imagination through game playing and provided an opportunity to promote library membership and resources to the children attending along with their families.

² Science, Technology, Engineering, and Mathematics.

Building on work in Year six, GLL undertook further work developing the social value calculator for libraries in Year seven. The findings reveal that in 2022/23 the core and mobile libraries generated £24,360,928 in social value for their local Lincolnshire communities.

Lastly, we were pleased to facilitate a visit to Lincolnshire by Baroness Sanderson and Sheila Bennett, Department for Digital, Culture, Media, and Sport (DCMS). The visit was linked to the Baroness' research into library provision across the country, following her appointment by the Government to serve as the independent chair of an advisory panel to help develop a new national strategy for public libraries. Since the visit, the Baroness stated her favourite library from all seen across the Country was one of our Community Hubs.

2.2 Performance Review, KPI's

In order to monitor the progression of the contract, 11 KPI's were devised, alongside baselines for performance and monthly targets. This was completed in conjunction with GLL as per the contractual agreement. Appendix C illustrates the performance for 2022/23.

The demand for stock continued throughout year seven, with 1,930,279 issues across core, mobiles, and digital platforms. This is a 4% increase on the annual target and 15% increase compared to the previous year.

There is no doubt that the pandemic brought about changes in how library stock is accessed and used, and that the digital library has in essence become the 16th core library. However, the strong return of physical issues, alongside digital issues, and active use of ePlatforms remaining at higher levels than pre-pandemic, seemed to indicate that the pandemic had not resulted in a simple shift from physical to digital.

While visits and PN use did not meet the KPI targets, compared to 2021/22 (Year 6) visits were up 65% and PN use increased by 95%. This is a national trend and has formed the new 'norm'.

Visits have grown year on year, the trend of visiting less often but borrowing the same amount of stock has continued. We are still seeing more visits in the morning and middle of the day than later in the afternoon. The lunch time rush in larger libraries from office workers 'popping in' to change books over lunch has not fully returned due to the rise in home working. Instead, we are tending to see these users on Saturday when they often visit with their family, or on a specific weekday every couple of weeks in line with their new working habits.

Customers using PN facilities now tend to fall into one of two camps, either those who still have no access to IT at home or those that have just a smart phone or tablet and so still need to use the PN for printing or completing online forms that are not compatible with mobile devices. As a result, the average PN session is 37 minutes in duration, which is significantly lower than April 2016, when the targets were established. This is due to

advancements in the IT provided and actions being completed quicker. We are reviewing this KPI to ensure moving forwards targets are realistic to the new environment GLL are working within; Wi-Fi hours of use increased by 221% between Year six and Year seven with individual sessions of use averaging just under 4 hours. There is a real demand for study space for people to use their own devices rather than the PN's.

Nationally, Libraries Connected (sector lead body) have been monitoring recovery trends by collecting usage data from library services across the country and also comparing to high street footfall data. The national picture of visits being at 70%, issues at 90% and PN use at 50% of pre-pandemic levels is mirrored in Lincolnshire, with core and mobile libraries being slightly ahead in terms of issues with rates being close to, if not at, 100% of pre pandemic levels most months.

2.3 Service Transformation/ Innovation

During 2022/23, Louth Library worked with local organisation, the East Lindsey Area of Sanctuary (ELAS), to welcome a group of Ukrainian refugees and their host families to weekly coffee mornings. To support the group further, the library also hosted the Grimsby Institute during these weekly sessions who provided free ESOL classes to the group. This initiative was featured in a Libraries Connected national briefing note regarding the vital role libraries have in welcoming, settling and integrating Ukrainian refugees in Britain. Ukrainian language stock is being provided at Louth and a number of other larger core libraries where there is demand.

Following the closure of bank branches in Louth, Gainsborough and Horncastle, Barclays now deliver community banking support at the town libraries three times a week so that local residents can receive specialist support on financial matters and use the library's secure IT provision if they are without access at home. To launch their new community banking offer at Horncastle Library, Barclays arranged for the Premier and Women's League cups to visit the site. The daylong event proved extremely popular with nearly a weeks' worth of visits in one day and many new joiners to the library.

Following the successful LCC and GLL bid to the DCMS/Arts Council National Libraries Improvement Fund in 2021, securing £211k of capital investment funding, work took place in Year seven to deliver the Business Bubbles project. The works involved physical alterations at Lincoln Central and Spalding libraries to create small confidential working spaces that are available for hire by small and start-up businesses. Additionally, at Lincoln Central Library, redevelopment of the study booths area has allowed for the creation of an open plan business lounge area for working and meetings. Alongside the physical works, the Service has also expanded its digital offer through the introduction of COBRA, an online information resource for small and start-up businesses.

The project supports the Council's strategic objective of developing services and facilities offered by the library service to extend the benefits of libraries to small business. It also complements the Council's economic infrastructure offer to small businesses, which provides lettable office space, as the library-based Business Bubbles take this offer to another level by offering space rentable by the day or hour. Through working with

colleagues in Business Lincolnshire and the Growth Hub Advisors network GLL looks forward to developing this new offer in Year eight of the contract.

During the year all GLL library partnerships moved to working with an organisation called We Buy Books for the collection and recycling of withdrawn stock. We Buy Books works with one of Europe's largest paper and cardboard recycling firms to ensure that 100% of the withdrawn items we send are made into something useful once more. Additionally, following the sourcing of a new supplier, all library membership cards are now made of 100% recycled material; and are fully recycle-able once they reach their end of life.

In January 2023, GLL became an official gifting partner for The Good Things Foundation, who working with Virgin Media, O2, Vodafone and Three established the 'National Databank' scheme to gift data. Most core libraries were provided with a supply of data vouchers for gifting to individuals experiencing data hardship. Weekly Databank Surgeries were introduced in March 2023 in all sites to gift the data vouchers to those that meet the criteria or who were referred from local partners such as Food Banks and Job Centres. The scheme runs until 31st December 2023 and the initial supply of vouchers for gifting have a monetary value of over £30,000.

Finally, Year seven saw development work take place on a new library app which links into the Library Management System offering a more customisable and user-friendly experience through users own mobile device. Through the app, which is available on IOS and Android devices, users can search the catalogue, reserve and renew items and manage their account just as they would via desktop PC. The app also contains links to information such as site's What's On listings, opening hours, links to the service's digital library and social media platforms. There is a scan barcode function where users can scan a book's ISBN when out shopping to see if the library has a copy and if so, reserve it then and there. The basic app build took place in November and early December 2022 with testing by staff taking place in early 2023. A soft launch of the app took place in late March 2023 so that library staff and the 500+ hub volunteers could be trained in its use, ready for supporting customers when it was launched the following month.

2.4 Community Hubs

2.4.1 Community Hub Background

The development of community hubs was driven by the desire to give communities more control and a bigger role in delivering services, whilst ensuring services remained affordable within the Council's reduced budget.

GLL provide on-going professional support in the form of Library Development Officers (LDOs), including operational management of book stock, volunteer training and development, support of volunteers as well as supporting hubs to be professional and safe places for the members of the public to utilise; ensuring that the national picture in libraries performance and innovation is reflected locally.

LCC provide the provision of computers for public use, volunteer use and access to GLL IT helpdesk. For those hubs that have chosen to remain in Council-owned premises preferable rates of a peppercorn rent for the initial years of their lease between the Community Hub and the Council were applied.

All Community Hubs have been supported financially with the allocation of £15,000 a one-off capital payment to assist with set-up/improvement works and an annual revenue payment of £5,167 whilst they remain operating as a Community Hub for a minimum of 6 hours per week for 50 weeks per year.

During the period 1st April 2022 and 31st March 2023, GLL provided support to 36 Community Hubs. Of these 36, 34 are community group run. Library provision is also provided at Belton Lane Children's Centre and all three Lincolnshire Hospitals; these are managed by the staff at each location but again supported by GLL. See Table 1 below:

Table 1: Community Hubs – for the period 01.04.22 – 31.03.23

Ref	Hub Name	Ref	Hub Name	Ref	Hub Name
1	Alford	13	Donington	25	Pinchbeck
2	Belton Lane (Children's Centre)*	14	Ermine	26	Ruskington
3	Birchwood	15	Heckington	27	Saxilby
4	Boultham	16	Holbeach (Co-op)	28	Scotter
5	Bracebridge (Bridge Church)	17	Hospital Hub* (Lincoln, Boston and Grantham)	29	Spilsby (Co-op)
6	Bracebridge Heath	18	Ingoldmells	30	Sutton Bridge
7	Branston	19	Keelby	31	Sutton on Sea
8	Burgh le Marsh	20	Kirton	32	Swineshead
9	Caistor	21	Metheringham	33	Waddington (Co-op)
10	Cherry Willingham	22	Navenby	34	Wainfleet
11	Crowland	23	Nettleham	35	Welton
12	Deepings	24	North Hykeham	36	Wragby

** These 'hubs' do not receive the £5,167 annual revenue grant nor £15,000 capital grant. They are classified as a hub for the purpose of the GLL support to community hubs contractual payment clause.*

Community Hubs are independent and so have autonomy around opening hours, activities available and other potential utilisation of the site. All income received is retained by the hub, for reinvestment into the site.

As part of the contract with LCC, GLL has a small team of Library Development Officers (LDOs) whose job is to support and advise the 36 Community Hubs and the 700+ volunteers that help run these independent organisations.

2.4.2 Hub Performance

KPIs are not measured for Community Hubs due to the agreement held between LCC and each site. This decision was made to intentionally minimise the emphasis on traditional performance management to best enable these hubs to achieve independence and reflect community need. Regular discussions are held with the groups and are further monitored via the LDOs.

During 2022/23, the LDO team provided nearly 300 hours of training to over 250 new and existing Hub volunteers. LDOs also attend volunteer meetings, often outside of their scheduled working hours, to ensure groups are fully supported.

3. Conclusion

Building on Year seven, GLL will focus attention on ensuring the business bubbles project is successful and will concentrate on the development of a new entrance at Boston Library, working with the Landlord.

Partnership working with Serco and the CSC will be undertaken over the new natural language and AI initiatives that are to be implemented during 2023/24.

4. Consultation

a) Risks and Impact Analysis

N/A

5. Appendices

These are listed below and attached at the back of the report	
Appendix A	Components of Year 7
Appendix B	Social Value
Appendix C	Library Service Year 7 – KPI Data

6. Background Papers

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

This report was written by Louise Egan, Library & Heritage Client Lead who can be contacted on 01522 554503 or Louise.egan@lincolnshire.gov.uk.

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Performance of the Library Service Contract – year seven review report

Appendix A: Library Service – contract components

GLL are commissioned to deliver the following elements:

- **Universal Services:** including
 - (a) a website providing an online public access catalogue, e-books, e-audio, e-magazines
 - (b) telephone access to a range of library services via liaison and co-operation with the Council's Customer Service Centre

- **15 Core Libraries in the following locations:**

Boston, Bourne, Gainsborough, Grantham, Horncastle, Lincoln, Long Sutton, Louth, Mablethorpe, Market Rasen, Skegness, Sleaford, Spalding, Stamford and Woodhall Spa

Bourne Library is in shared accommodation and members of staff at the Bourne site remain employees of SKDC, as they were before the contract with GLL. GLL supplies books and other resources, together with professional advice and guidance to support the provision and development of library services.

- **Targeted provision:**

- (a) the provision of Home Library Services to Eligible Users
- (b) services to people who are blind or partially sighted through Listening Lincs
- (c) reading development activities with the aim of promoting an increase in the love of books and reading (including the Bookstart Services)

- **Support for Community Hubs:**

- (a) provide, maintain rotate and renew at least 4,000 books to each Community Library
- (b) undertake stock maintenance which requires checking of stock for items to be discarded
- (c) undertake stock cataloguing and processing
- (d) ensure that Community Library users will be able to access the services through the Library Management System (LMS)
- (e) ensure that Community Library users will be able to reserve, collect and return stock at other Community Libraries, the Core Libraries and Mobile Library Vehicles
- (f) deliver a range of free training, advice and support to community organisations. This will include day to day operations, including use of the computerised Library Management System (LMS)

- **A mobile library service**
- 1 x Rural and 2 x Click and Pick Mobiles which take library resources to over 200 Lincolnshire communities which do not have easy access to a core library or community hub
- 2 x Access Mobiles which take library material to housebound residents who cannot travel to a core library, a community hub or a mobile stop
- 2 x Community Mobiles which deliver collections of books to care homes, sheltered housing complexes and day centres

- **The delivery of other paid for services:**

Such as reading, music and drama groups and services to schools

Following completion of the IT transfer project in year 5, GLL also provide and manage public and staff library IT provision in all core, mobile and hub service points.

Performance of the Library Service Contract – year seven review report

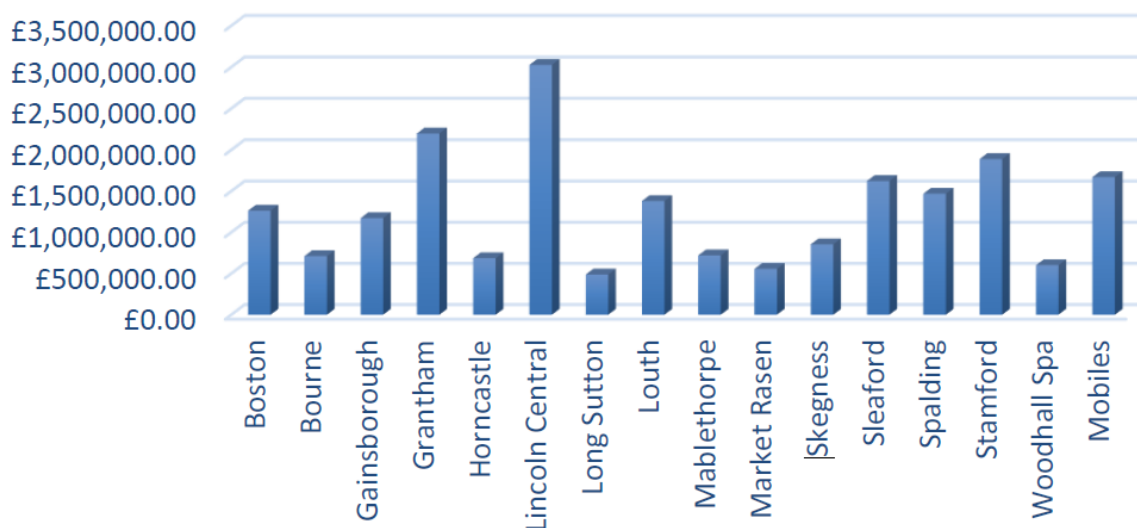
Appendix B: Social Value

Social Value is an umbrella term for the monetised net value an organisation provides to society. It can be seen as either the service generating £X in social value for society or, because the service exists/operates, saving of £X in spending on health and wellbeing services and services to improve people’s quality of life were made locally.

In 2022/23 the GLL Business Analysis team continued to work with partners including 4global to further develop the library social value calculator reported on in last year’s annual report. This work has refined the analysis methods used to calculate the social value generated by library use through looking at physical issue locations rather than borrowers registered/home sites. This has allowed for a more accurate calculation for sites/service points (as of course borrowers can historically have registered at one site but now use another) and anomalies around web registering to be addressed. Following completion of this complex work, runs of data are now being carried out using the new methodology.

Between April 2022 and March 2023 the total social value generated by the core and mobile libraries was £24,360,928. Within this figure PN use generated £2,700,545 and physical stock borrowing £21,660,388. The SV generated by the fifteen core libraries is detailed in the graph below with site totals ranging from £3,027,202 for Lincoln Central Library to £487,881 for Long Sutton Library. The SV generated by Rural, Click and Pick and Access Mobile services combined was £1,670,709.

Core and Mobile Library Social Value Generated 2022/23



Graph one: depiction of SV generated at each of the 15 core libraries

The five core Impact Indicators identified as generating SV in community savings, after participants engaged with a library are identified in the table below:

• Improved individual quality of life / subjective wellbeing	£20,720,311
• Quality of life	£3,491,025
• Increased educational attainment	£26,300
• Reduced medical usage (i.e. GP visits)	£59,396
• Reduced medical service usage (i.e. Psychotherapy usage)	£63,896

Table one: Social value generated against the five impact indicators

A one off Social Value calculation for the Community Hubs, showed for issues and PN use from April 2022 and March 2023, £1,166,539 and £88,430 respectively.

The data needed to calculate SV is taken from the Library Management System (LMS) for issues/renewals and iCAM (Computer software) for PN logons (barcode cross-referenced with LMS). It is worth noting that GLL do not have this data for all visitors to site, as not everyone using the library borrows stock or uses the computers. The anonymised data from the reports generated was sent to the GLL Business Analysis team who liaise with 4global so that the data can be fed into the SVC to calculate the SV that the Service, and individual sites have generated in a twelve month period.

Performance of the Library Service Contract –year seven review report

Appendix C: Library Service Year 7 KPI data

In order to monitor the progression of the contract, 11 Key Performance Indicators (KPI's) were devised, alongside baselines for performance and monthly targets. This was completed in conjunction with GLL as per the contractual agreement.

The below table shows the actual performance against the 11 KPI's for 2022/23:

KPI	Detail	2022/23 KPI Target	2022/23 Actual	KPI Actual compared to Target	2021/22 Actual	2022/23 compared to 2021/22
1	Number of visits to Core Libraries and Mobile Library Services in a contract year	1,767,746	887,244	-49%	535,039	+65%
2	Percentage of scheduled events at Core Libraries in a Contract Year which are delivered	100%	100%	0%	100%	0%
3	Number of hours of use of access to the internet from public access computers in Core Libraries and Mobile Library vehicles in a Contract year	182,664	62,976	-65%	32,286	+95%
4	Number of hours of Wi-Fi Use in a Contract Year	N/a	126,624	n/a	39,421	+221%
5	Number of visits to the library website in a Contract Year	427,637	676,988	+58%	504,388	+34%
6	Total number of Stock Issues across Core Libraries, Mobile Libraries and E services	1,855,976	1,930,279	+4%	1,669,165	+15%
7	Percentage of books Requested delivered within 7 days	65%	65.31%	+0.4%	n/a	n/a
8	Percentage of books Requested delivered within 15 days	75%	83.82%	+11.7%	n/a	n/a
9	Percentage of books Requested delivered within 30 days	85%	92.57%	+8.9%	n/a	n/a
10	Percentage of mobile library stops scheduled in any Contract Year which are delivered	100%	100%	0%	100%	0%
11	Aggregate number of hours of Community Use at all Core Libraries	1957.8	4,576.95	+133.7%	2,208	+107%

Table One: Performance against the 2022/23 KPI targets.

Year 7 saw continued recovery post pandemic and while visits and PN use did not meet the KPI targets set at the beginning of the contract, compared to 2021/22 (Year 6) visits were up 65% and PN use increased by 95%.

Emerging trends in Year 6 around frequency of visits and use of the PN continue into Year 7 to form new 'norms'. Customers using PN facilities now tend to fall into one of two camps, either those who

still have no access to IT at home or those that have just a smart phone or tablet and so still need to use the PN for printing or completing online forms that are not compatible with mobile devices. As a result, the average PN session is 37 minutes in duration.

The digital divide for those without access is still very apparent, with library staff needing to offer significant support to many users. The converse side of this is that demand for study space for those using their own devices but needing WiFi access has grown significantly. WiFi hours of use increased by 221% between Year 6 and Year 7 with individual sessions of use averaging just under 4 hours.

While visits have grown year on year, the trend of visiting less often but borrowing the same amount of stock has continued. We are also still seeing more visits in the morning and middle of the day than later in the afternoon. The lunch time rush in larger libraries from office workers 'popping in' to change books over lunch has not fully returned due to the rise in home working. Instead, we are tending to see these users on Saturday when they often visit with their family, or on a specific weekday every couple of weeks in line with their new working habits.

Nationally, Libraries Connected (sector lead body) have been monitoring recovery trends by collecting usage data from library services across the country and also comparing to high street footfall data. The national picture of visits being at 70%, issues at 90% and PN use at 50% of pre-pandemic levels is mirrored in Lincolnshire, with core and mobile libraries being slightly ahead in terms of issues with rates being close to, if not at, 100% of pre pandemic levels most months.

Habits developed during the pandemic of reserving items online via the service's website have also continued and at any one time there can now be between 12,000 and 13,000 live reservations in our system; a 30% increase on pre-pandemic reservation levels. This increase has made reaching the 7 day reservation fulfilment KPI a challenge, especially combined with changes to Bourne and some Hub's opening sessions post pandemic.

Feedback:

- The whole family love our local library - we enjoy reading and taking out books and also the craft events that run during the school holidays. The children enjoy the reading challenge every summer too. All the staff are friendly and helpful.
- I would be lost without it. So many groups to join and staff are so helpful. I love my knit and natter morn and the book ordering service for my book club.
- Computer services and printing are invaluable
- I came here when I was a child and now I come here with my daughter, it is such a great place and also very comforting and a relaxed atmosphere, the staff are what make this library so amazing in my opinion as well as the books, they are so incredibly friendly, very helpful and I have seen them take their time to help others and not judge, amazing staff and amazing library.
- A great local resource - for book lending, reading, researching, studying. Thank you.



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	25 July 2023
Subject:	Trading Standards Enforcement and Education Undertaken in Respect of Vapes 2022-23

Summary:
This report outlines the work undertaken by Lincolnshire County Council Trading Standards during 2022-23 to tackle an increase in the availability of non-compliant disposable vapes and their sales to young people aged under 18.

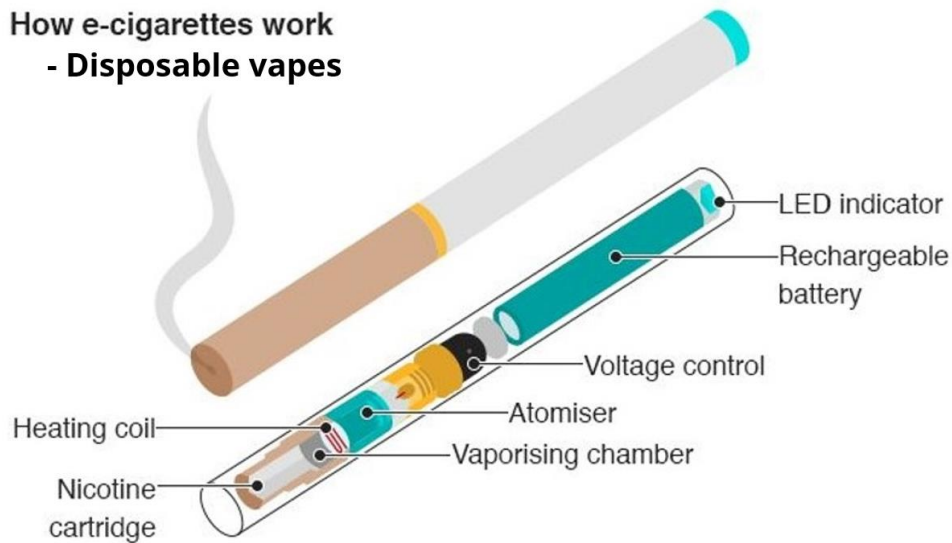
Actions Required:
Members of the Committee are invited to consider and comment on the contents of this report and the delivery of the enforcement and education measures in respect of vaping concerns undertaken by the Trading Standards Service in 2022-23.

1. Background

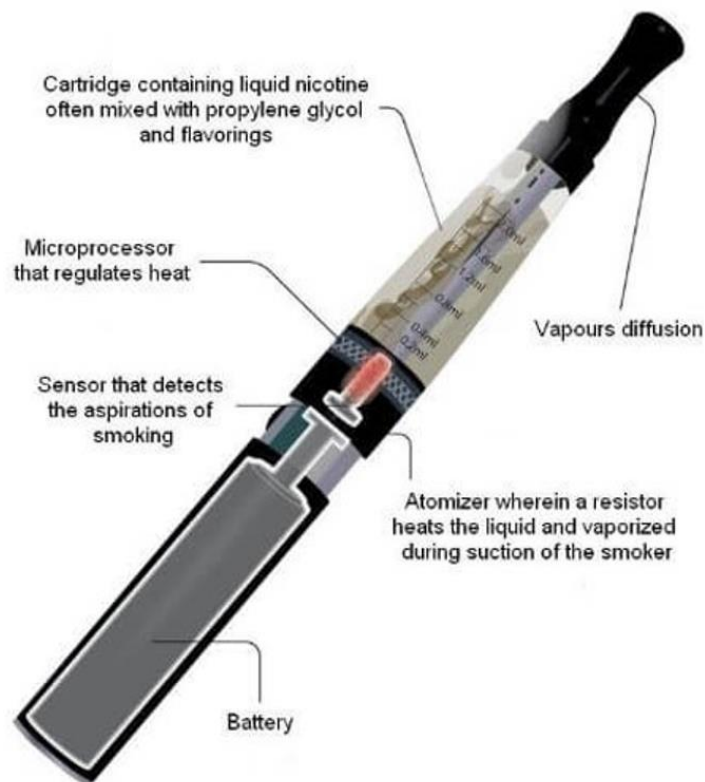
1.1. What is a Vape?

- 1.2. An e-cigarette, or vape, is a device that allows the user to simulate tobacco smoking by inhaling nicotine in a vapour rather than smoke. They do not burn tobacco and do not produce tar or carbon monoxide, two of the most damaging elements in tobacco smoke.
- 1.3. E-cigarettes work by heating a liquid that typically contains nicotine, propylene glycol, vegetable glycerine and flavourings.
- 1.4. There are different types of e-cigarettes, including vape pens, vape bars, pod devices, mods and cigarlike. They can be rechargeable or disposable.

How e-cigarettes work - Disposable vapes



How e-cigarettes work - refillable vapes



1.5. All these products must comply with the Tobacco and Related Products Regulations 2016 (TRPR). The Regulations:

- Limit the capacity of disposable vapes to 2ml equating to 600 puffs.
- Limit the nicotine strength of disposable vapes to no higher than 20mg/ml (2%).
- Require products to be registered with the Medicines and Healthcare products Regulatory Agency (MHRA) and to appear on the MHRA's website as approved.

- The TRPR require packaging of disposable vapes to be labelled with:
 - The exact wording of the nicotine health warning “**This product contains nicotine which is a highly addictive substance**”. It must appear on the front and back of the package and cover a minimum of 30% of each surface.
 - The nicotine content.
 - The nicotine delivery per dose or puff. This can appear as micrograms/puff or mcg/puff.
 - The ingredient list is descending order by weight.
 - The batch numbers.
 - A recommendation that the product is kept out of reach of children.
 - The Name and address of the manufacturer and the Importer into Great Britain, or the name and address of their representative in Great Britain if they are located abroad.

1.6. In addition, the TRPR require each unit pack to include a leaflet containing the following information:

- Instructions for use and storage including a reference that it is not recommended for use by young people and non-smokers.
- Advice regarding contra-indications - warnings that someone should not continue with a particular medicine or treatment because it is or might be harmful.
- Health warnings for specific groups
- Advice regarding possible side effects.
- Advice regarding toxicity and addictiveness.
- The nominal quantity unless specified elsewhere on the packaging.
- Product identifiers e.g., trade names.

1.7. This additional information may be provided on the packaging if it can be done without loss of eligibility to the consumer.

1.8. To supply a product in Great Britain the manufacturer/importer or their representative must have notified the MHRA via their online submission portal. Once submitted MHRA review the product for compliance and publish details on their website. Only when the product notification is published can it be sold legally.

1.9. Failure to comply with any of these requirements is a criminal offence. Anyone caught selling noncompliant products risks having their stock seized and can face prosecution. The maximum penalty is £5000 per offence.

2. Trading Standards Enforcement Activity 2022-2023

2.1. During 2022-23 the Trading Standards Service began to see an increase in noncompliant disposable vapes entering the market. Each quarter of 2022-2023 the Trading Standards Service seized increasing number of noncompliant disposable vapes. In total 9455 were taken from 19 premises. Many of the vapes seized have been removed from premises where illicit tobacco products have also been found.

	Number of disposable vapes seized
2022-2023 Q1 Apr - Jun	1,049
2022-2023 Q2 Jul - Sep	1,059

2022-2023 Q3 Oct - Dec	2,954
2022-2023 Q4 Jan - Mar	4,383
Total	9,455

2.2.Trading Standards Officers can identify noncompliant products through simple visual checks:

Typical Labelling found on Noncompliant Disposable Vape Packs.

The image shows the back of a disposable vape pack with several callouts highlighting non-compliance issues:

- 12ml content exceeds the maximum 2ml permitted.** (Callout pointing to the top section of the pack)
- No name and address of representative in Great Britain.** (Callout pointing to the manufacturer information)
- Incorrect wording of nicotine health warning. Does not cover at least 30% of the surface** (Callout pointing to the warning text)

Text on the pack includes: **DISPOSABLE DEVICE**, "R And M SQUID BOX disposable contains 12ml nicotine juice. Nicotine is harmful. Do not swallow and away from children. Don't use if you are pregnant or nursing.", **PACKAGE CONTAINS:** 1 x RandM Squid box, 1 x lanyard. **INGREDIENTS:** Flavoring & Nicotine Propylene Glycol(PG) Vegetable Glycerin(VG). **CALIFORNIA PROPOSITION 65 ▲ WARNING:** This product can expose you to chemicals including nicotine, which is known to the State of California to cause birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov. Manufacturer: ShenZhen Fumot Technology Co., Ltd, Email: wholesale@fumot-tech.com, 4th Floor, No. 6, Shangwei 1st Alley Xiaobian Town, Dongguan, China, 523843. Made in China. Copyright © 2021. All Rights Reserved. Includes RoHS compliant, CE, and a barcode.

The image shows the front of a disposable vape pack with a callout highlighting a non-compliance issue:

- Number of puffs exceeds** (Callout pointing to the '5200 PUFFS' claim)

Text on the pack includes: **RANDM**, **10 PCS PER PACK**, **5200 PUFFS**, **PERCH MANGO**, and **SQUID BOX**. The pack also features a nicotine strength indicator with 0%, 2%, 3%, and 5% options, and illustrations of people.

- 2.3. As noncompliance is easy to identify through these visual checks the Trading Standards Service has not routinely submitted devices for formal testing to determine nicotine strength or to test the liquids. The issues identified are sufficient to allow officers to exercise the full range of enforcement powers including seizure and the institution of legal proceedings where appropriate.
- 2.4. Offences under the Tobacco and Related products Regulations 2016 are offences of strict liability. When strict liability rules apply, defendants can be held responsible for the consequences of their actions regardless of whether they behaved intentionally or negligently. It is a liability which does not depend on actual negligence or intent to harm.
- 2.5. A statutory defence is available if the defendant can show that they exercised all due diligence to avoid committing the offence. Persons prosecuted would be unlikely to avail themselves of this defence if they had failed to carry out the basic visual checks outlined above and remove noncompliant products from sale.
- 2.6. The majority of the vapes seized are flavoured. Many are found with references to California Proposition 65. Proposition 65 requires businesses to provide warnings to Californians about significant exposures to chemicals that cause cancer, birth defects or other reproductive harm. These chemicals can be in the products that Californians purchase, in their homes or workplaces, or that are released into the environment. By requiring that this information be provided, Proposition 65 enables Californians to make informed decisions about their exposures to these chemicals.
- 2.7. In August 2020 the California State Legislature passed a law banning the sale of flavoured tobacco products including vapes from stores and vending machines. The ban did not take immediate effect due to a petition demanding a referendum on the law. This took place on the 8th of November 2022 and the ban was upheld.
- 2.8. This has left manufacturers with significant stocks of disposable vapes initially intended for the Californian market. Some of that stock has been redirected to other markets including Great Britain.
- 2.9. Due to the sudden appearance and seizure of noncompliant illegal vapes the Trading Standards Service sent a guidance leaflet produced by the UK Vaping Industry Association to over 100 premises identified as likely to sell disposable vapes. The guidance was developed in partnership with Buckinghamshire and Surrey Trading Standards Service who are their Primary Authority partners. Trading Standards began distribution of the guidance in August 2022.

3. Age Restricted Sales

- 3.1. On 18th August 2022 The Chartered Trading Standards Institute issued a press release [raising concerns around possible links between underage vaping and risks of Child Sexual Exploitation](#). In that report they refer to data gathered from Local Trading Standards across England and Wales that indicated a significant increase in reports of vapes being sold to persons under the age of 18. Although the numbers were still low intelligence

logged between May 2021 and July 2022 showed an increase of 1958% and complaints made to Trading Standards via Citizens Advice had risen by 1367%.

3.2. Locally in Lincolnshire intelligence reports regarding vapes have been recorded under underage sales, product safety, intellectual property crime or illicit tobacco depending on the nature of the intelligence in the report. Since 2020-21 the Service has seen an increase in all underage sales reports of 154% with those relating to vaping increasing by 344% in the last year alone. Reports of underage vaping accounted for 68% of all underage sales intelligence reports in 2022-2023. Nationally they accounted for 55%.

	Underage Sales Intel Reports	Mentioning Vapes	% Vapes
2020 - 2021	15	0	0
2021 - 2022	54	18	33
2022 - 2023	137	80	58

3.3. The prevalence of vaping among young people is increasing. According to [the Action on Smoking and Health \(ASH\) survey on the use of e-cigarettes among young people in Great Britain](#) in March/April 2023:

- 20.5% of children had tried vaping, up from 15.8% in 2022 and 13.9% in 2020.
- There was significant growth in experimentation, trying once or twice, from 7.7% in 2022 to 11.6% in 2023.
- The increase in those currently vaping was smaller at 7.6% up from 6.9% in 2022.
- Since 2021 the proportion of children vaping has been greater than that of children currently smoking. 7.6% vaping compared with 3.6% smoking.
- The proportion of children who have never smoked but have tried vaping is 11.5%. 62% have tried vaping only once or twice.
- 70% of children currently vaping have also tried smoking.
- 4.6% of 11–15-year-old are current users rising to 15% for those aged 16-17 and 18% for those aged 18.
- The most common sources for children to obtain vapes are shops (48%), given to them (48%) and informal purchase (26%). Multiple options were allowed. Only 7.6% purchased vapes online.
- Disposable vapes were the most frequently used device at 62% up from 52% in 2022 and 7.7% in 2021.
- The most popular flavours are fruit (60%) and sweet or soft drinks (25%)

3.4. The Trading Standards Service undertakes age restricted sales test purchasing operations annually. The number of vaping devices included since the introduction of legislation banning their sale to under 18's is produced below with the number of attempts to purchase alcohol and tobacco included for comparison.

Vaping		Alcohol and Tobacco	
2015 – 2016	35 attempts 15 sales.	2015 - 2016	58 attempts 10 sales
2016 - 2017	None	2016 - 2017	64 attempts 14 sales
2017 - 2018	None	2017 - 2018	65 attempts 9

			sales
2018 - 2019	13 attempts 3 sales	2018 - 2019	61 attempts 14 sales
2020 - 2021	Covid no operations undertaken	2020 - 2021	Covid, no operations undertaken
2021 - 2022	2 attempts no sales	2021 - 2022	48 attempts 8 sales
2022 - 2023	45 attempts with 12 sales	2022 - 2023	18 attempts 2 sales.

3.5. The Trading Standards Service provides advice to all businesses who have sold to one of our underage volunteers. Those businesses have or will be retested to ensure that the advice is followed.

3.6. The Service will investigate if advice regarding age restricted sales has been provided previously and the business has failed to act. One prosecution was brought in respect of offences in 2022-23 that came before the courts on the 5th of June 2023. The Magistrates found that they had been given ample opportunity by Trading Standards to put a system in place to address underage sales and had failed to do so. They were fined £1200, ordered to pay a victim surcharge of £481 and costs of £1,621.81 making a total of £3,302.81. The maximum penalty for this offence is £2500, the reduction was applied in respect of the Defendant's early guilty plea. Other incidents are still under investigation.

3.7. Trading Standards Officers promote the "Challenge 25" approach. This recommends that anyone who looks to be under the age of 25 is asked for proof of age. The business is asked to record all instances where a sale is refused as evidence that they are complying with the scheme.

4. Education

4.1. The Trading Standards Service has employed a Tobacco Control Officer (Young People) for several years. The post is funded by Public Health through a ring-fenced Public Health grant for tobacco control. The Officer offers secondary schools and educational establishments covering those ages, a range of resources and workshops to help their students make better informed choices around the use of tobacco and vaping products.

4.2. A qualification, the level 1 Award in Smoking Awareness, is offered to education groups across Lincolnshire where there is an identified group of vulnerable young people and is free of charge.

4.3. This informative qualification is aimed at those in their impressionable teenage years, giving young people the facts, they need to make the decision that is best for their health with regards to smoking. The qualification content helps learners to understand:

- Why people start smoking,
- What is in tobacco products,
- The short, medium and long-term effects of smoking,

- The dangers of passive smoking,
- How to give up smoking and the benefits of stopping and
- The implications of the illegal trade in tobacco.

4.4. This is delivered over approximately 4 guided learning hours, with a multi-choice exam at the end, and is accredited as a Level 1 qualification.

4.5. Two Standalone workshops are offered 'Tobacco and young people Workshop' and 'Vaping: Have a BLAST? Workshop'. The workshops can be offered to schools/colleges/educational establishments where there is an identified group of vulnerable young people, who do not want to necessarily undertake a qualification but simply receive a workshop to help them make more informed decisions. This is again free of charge. Since 2010, The Award in Smoking Awareness has been offered to groups, with a target of around 100 learners sitting the exam each year.

4.6. Following the June half term in 2022, the requests from schools for intervention moved quickly away from requests for Tobacco workshops and the award course, to requests around vaping.

4.7. On 1st July 2022 a multi partners meeting between the Stay Safe Partnership coordinators, Tobacco Control, Fire and Rescue, We Are With You, and Lincolnshire Police was called to agree an education response to vaping requests from schools. It was agreed that this would be best delivered from an agreed single point for content, updates, and knowledge, and that this should be via the Tobacco Control Officer based on role, knowledge and experience.

4.8. The workshop on vaping offered 'Vaping: Have a BLAST?' has proven very popular, receiving multiple bookings and positive feedback. Much of the Tobacco Control Officer's work is now focussed on vaping.

4.9. The workshop is aimed at Key stage 3 learners and covers many elements of vaping and helps answer questions, and challenge myths. The BLAST acronym helps learners remember the topics covered:

- Are they **B** – Bad for you or worse than smoking?
- Are they **L** – Legal age to buy, the law, and dangers of illegal vapes,
- are they **A** – All the same?
- Are they **S** – Safe to use? And
- Are they **T** – Targeting young people? Could it be a Trendy gateway to smoking?

4.10. Based on the Tobacco Control Officers experience vaping is the most pressing issue in Lincolnshire schools, and tobacco use is hardly ever encountered. As a result, targets for smoking awareness learner numbers will need review, as schools are wishing to tackle vaping first and foremost.

4.11. For an example, from June – July 2022 when vaping workshops were first being requested in final half term of school year, and from January to March 2023, the start of new school year, there were over 50 workshops delivered on vaping. A trend that has continued and grown in the months following.

- 4.12. Requests are now being received for vaping education intervention at primary school age; something the Stay Safe Partnership does not deliver within its stay safe days of multi-agency workshops. The Tobacco Control Officer and partners will need to review if we can engage with learners of primary school age. The key message for this age group with regards to vaping, drugs and alcohol, is one of safer choices. We do not want to run the risk of exposing primary age children to knowledge of vapes such as types, size, ingredients, as this would increase awareness and possible appeal, when sessions on 'looking after your body', being 'safe in choices' would be better suited for teachers to address.
- 4.13. In the academic year 2022-2023 there were 61 tobacco related exclusions in Lincolnshire schools. 17 (28%) were due to vaping. However due to the way exclusions data is recorded the actual number is expected to be higher with some recorded as tobacco and some as drug related.
- 4.14. Schools have now been asked to add a comment if a tobacco related exclusion is due to vaping.
- 4.15. Public health will undertake a review of the support that the Tobacco Control Officer (Young People) provides to schools to determine if the level of provision is sufficient to meet the level of need.

5. Media

- 5.1. The Trading Standards Service has seen significant media interest in vaping. Officers from the Service have been interviewed by BBC Radio Lincolnshire on six occasions, once by BBC radio Humberside and twice by ITV Calendar. In 2022-23 30 articles in the local press mentioned illegal vapes when highlighting the work undertaken by Trading Standards.
- 5.2. When conducting any media interviews Trading Standards Officers are mindful of the role that vaping can play in smoking cessation. The Association of Directors of Public Health North East (ADPHNE) has issued a [Vaping \(Electronic Cigarettes\) Communications Guide](#) to assist in framing consistent messages around the use of vaping devices. The overarching key points are:
- Smoking remains the single largest cause of preventable illness and death in England every year.
 - It is far less risky to vape than it is to smoke.
 - Nicotine vaping is an effective and popular tool to aid smoking cessation.
 - Vaping is not for children.
 - Vaping is not risk free and those who don't smoke should not vape.
- 5.3. The ADPHNE guidance promotes the following messages to use:
- Vaping poses a small fraction of the risks of smoking. Most of the health harms from tobacco come from the tar rather than the nicotine. The toxic substances which cause the main smoking-related diseases are not present in e-cigarettes or found in much lower levels.

- Vaping is a popular and effective tool for quitting smoking. E-cigarettes are now the most commonly used quitting aid in the UK and the Government has announced plans to encourage 1 million smokers to swap cigarettes for vapes.
- Vaping is a fraction of the risk of smoking but is not risk free – it is not recommended for non-smokers and young people.
- In the UK e-cigarettes are tightly regulated for safety and quality. Regulations cover tank size, nicotine strength, packaging, ingredients, labelling, and notification to the MHRA. Some restrictions on promotion and advertising are also in place.
- It is important to encourage smokers to switch while also stopping children from vaping.

5.4. The ADPHNE guidance advises that the following should be avoided:

- Vapes are unsafe/harmful/dangerous. Care should be taken to ensure smokers are not deterred from switching to less harmful forms of nicotine.
- All young people are vaping.
- Vaping is a gateway to smoking.
- Vaping is dangerous for bystanders.

5.5. The guidance also advises caution when:

- referring to vapes seized as potentially unsafe or dangerous.
- Suggesting we don't know enough about the long-term health effects of vaping.
- Suggesting there is a need to clamp down on vaping.
- Suggesting vapes are a fire risk.
- Suggesting flavours are all aimed at children.

5.6. These messages in isolation can be misleading without context. For example:

- the vapes seized by Lincolnshire Trading Standards are noncompliant as the tank capacity is too big and they are labelled incorrectly. These in isolation would not render the device unsafe.
- Flavoured vapes can be marketed in packaging that is attractive to children. However, they are also popular amongst adults who vapes and those using them to help them to quit.

5.7. Trading Standards Officers who are conducting interviews with the media are briefed to avoid being drawn into Public Health related questions where possible as they are not experts in that area. Where it is unavoidable our messaging is:

- If you smoke and want to quit, then vapes are an effective aid. Advice can be sought from the smoking cessation service One You Lincolnshire.
- If you don't smoke, then you should not vape.
- It is illegal to sell vapes to children and young people aged under 18.

5.8. The Trading Standards Service has responded to the Governments recent Youth Vaping – Call for Evidence providing input into the responses submitted by Public Health in Lincolnshire and the Trading Standards East Midlands Vapes working group.

6. Conclusion

- 6.1. As the enforcing body Lincolnshire trading Standards have an important part to play in tackling the availability of illegal disposable vapes.
- 6.2. As part of their response Trading Standards needs to continue to educate businesses to help them identify noncompliant products and ensure they have systems in place to minimise the risk of young people purchasing these devices.
- 6.3. The Service must continue to work with educational establishments to ensure that young people receive appropriate messaging that allows them to make informed healthy lifestyle choices. The messaging must continue to be reviewed and developed with input from partners, in particular Public Health.
- 6.4. Trading Standards needs to continue to inspect premises and remove noncompliant products from the market. The inspections undertaken should be based on intelligence to ensure resources are targeted appropriately.
- 6.5. The Service should continue with a programme of age restricted sales test purchasing with the aim of reducing the level of noncompliance to a level that it is comparable with alcohol and tobacco.
- 6.6. When taking enforcement action Trading Standards must continue to consider all of the options available to them in order to disrupt illegal sales including the use of temporary closure orders, prosecution and criminal behaviour orders.
- 6.7. Trading Standards should ensure that any media undertaken to highlight their work in this area is compatible with Public Health messaging and promotes the One You Lincolnshire Smoking Cessation Service.

3. Consultation

a) Risks and Impact Analysis

The risk analysis and impact assessment will be carried out on 17th July 2023.

4. Background Papers

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

Document title	Where the document can be viewed
Chattered Trading Standards Institute Press Release	www.tradingstandards.uk/news-policy/news-room/2022/ctsi-voices-concerns-around-possible-links-between-underage-vaping-and-risks-of-child-exploitation/
ASH Use of e-cigarettes among young people in Great Britain	https://ash.org.uk/resources/view/use-of-e-cigarettes-among-young-people-in-great-britain

This report was written by Mark Keal, Head of Trading Standards, who can be contacted on 07500074526 or mark.keal@lincolnshire.gov.uk.

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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:	25 July 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

25 JULY 2023	
Item	Contributor
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
1	Anti-Social Behaviour (including Community Trigger Strategy)
	Lisa Merriman, Community Safety Strategy Co-ordinator (Anti-Social Behaviour)
SITTING AS THE PUBLIC PROTECTION AND COMMUNITIES - SCRUTINY COMMITTEE	
2	Coroners Service Annual Update Report
	Paul Smith, Senior Coroner for Lincolnshire
3	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
4	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
5	Trading Standards Enforcement & Education Undertaken in Respect of Vapes 2022-23
	Mark Keal, Head of Trading Standards
CONSIDERATION OF EXEMPT REPORT	
6	Re-Procurement of Coronial Post-Mortem and Mortuary Contracts (EXEMPT - Pre-decision Scrutiny - Executive Councillor 31st July – 4th August 2023)
	David Stocking, Coroner's Services Manager Fiona Fielding, Senior Commercial & Procurement Officer

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	Outcomes of His Majesty's Inspectorate of Constabulary and Fire & Rescue Services Inspection of Lincolnshire Fire and Rescue Service
	Mark Baxter, Chief Fire Officer
4	Community Risk Management Plan 2024-28 - Pre-consultation
	Mark Baxter, Chief Fire Officer
5	Trading Standards, Impacts and Outcomes Framework – Annual Report
	Mark Keal, Head of Trading Standards
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
6	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
	Samantha Neal Assistant Director, Prevention & Early Intervention
2	Fire and Rescue Service Attendance at Flooding Incidents - Annual Report on Performance
	Mark Baxter, Chief Fire Officer
3	Integrated Risk Management Plan 2020-2024 – Yearly Update
	Mark Baxter, Chief Fire Officer

31 OCTOBER 2023	
Item	Contributor
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
4	Safer Lincolnshire Partnership – Fraud Update Report Vicky Salmon, Community Safety Strategy Co-ordinator
5	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
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 (Autumn/Winter 2023-24)
- Revenue and Capital Budget Proposals 2024-25 (January 2024, *Pre-Decision Scrutiny-Executive TBC*)
- Safeguarding Lincolnshire Partnership - Annual Report Update (January 2024)
- Fire and Rescue Service New Crewing Arrangements- Outcomes of Staff Consultation (April 2024)
- Fire and Rescue Service Progress Against the Recommendations on Culture by His Majesties Inspectorate for Fire and Rescue Services (Autumn 2023)
- Leverton Lincolnshire Fire and Rescue Service Project (Summer 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. Consultation

a) Risks and Impact Analysis

N/A

6. Appendices

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

7. Background Papers

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

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

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

MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	KEY DECISION YES/NO	DIVISIONS AFFECTED
Re-Procurement of Coronial Post-Mortem and Mortuary Contracts [I029609] EXEMPT	Between 31 July 2023 and 4 August 2023	Executive Councillor: NHS Liaison, Integrated Care System, Registration and Coroners	Public Protection and Communities Scrutiny Committee	Senior Commercial and Procurement Officer E-mail: fiona.fielding@lincolnshire.gov.uk	Yes	All Divisions

Agenda Item 12

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

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