



County Offices
Newland
Lincoln
LN1 1YL

11 September 2023

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 19 September 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 cursive script that reads 'DBarnes'.

Debbie Barnes OBE
Chief Executive

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

Councillors N H Pepper (Chairman), A N Stokes (Vice-Chairman), Mrs 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, 19 SEPTEMBER 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 25 July 2023	5 - 20
4	Announcements by the Chairman, Executive Councillors and Chief Officers	
5	Registration and Celebratory Services Report <i>(To receive a report from James Chapple, Head of Registration and Coroners Services, which invites the Committee to review and comment on the progress and performance of the Registration and Celebratory Service)</i>	21 - 24
6	Integrated Risk Management Plan 2020 - 2024 - Yearly Update <i>(To receive a report from Mark Baxter, Chief Fire Officer, which provides the Committee with an annual progress report on the Integrated Risk Management Plan 2020-2024)</i>	25 - 30
7	Trading Standards Impacts and Outcomes Annual Report 2022-2023 <i>(To receive a report from Mark Keal, Head of Trading Standards, which invites the Committee to consider and comment on the delivery of the Trading Standards Service in 2022-2023)</i>	31 - 42
8	Service Level Reporting against the Success Framework 2023-24 - Quarter 1 <i>(To receive a report from 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, which summarises the Service Level Performance against the Success Framework 2023-2024 for Quarter 1)</i>	43 - 68
9	Public Protection and Communities Scrutiny Committee Work Programme <i>(To receive a report by Tracy Johnson, Senior Scrutiny Officer, which provides the Committee with the opportunity to consider and comment on the content of its work programme to ensure that scrutiny activity is focussed where it can be of greatest benefit)</i>	69 - 76

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 function)

10 Stay Safe Partnership Annual Update

77 - 86

(To receive a report from Clare Newborn, Community Safety Manager and Kathryn Smith, Community Safety Strategy Coordinator (Preventative Education), which provides the Committee with an update on the achievements of the Stay Safe Partnership during the course of the 2022-2023 academic year and plans for the coming year)

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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, 19th September, 2023, 10.00 am \(moderngov.co.uk\)](#)

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



**PUBLIC PROTECTION AND COMMUNITIES
SCRUTINY COMMITTEE
25 JULY 2023**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors M R Clarke, Mrs N F Clarke, A Dani, A M Key and E J Sneath.

Councillors: C Matthews (Executive Support Councillor NHS Liaison, Integrated Care System Registration and Coroners), A P Maughan (Executive Support Councillor Fire and Rescue and Cultural Services) and D McNally (Executive Councillor Waste and Trading Standards) attended the meeting as observers remotely, via Teams.

Councillors S P Roe (Executive Support Councillor Children's Services, Community Safety, Procurement and Migration) 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), Louise Egan (Library and Heritage Client Lead), Fiona Fielding (Senior Commercial and Procurement Officer), Tracy Johnson (Senior Scrutiny Officer), Will Mason (Head of Culture), Martyn Parker (Assistant Director Public Protection), Lee Sirdifield (Assistant Director – Corporate), Paul Smith (His Majesty's Senior Coroner for Lincolnshire), Ryan Stacey (Assistant Chief Fire Officer), Zoe Walters (Community Strategy Co-Ordinator), Rob Hook (Enforcement Delivery Manager, Lincolnshire Road Safety Partnership), Daniel Lowbridge (Tobacco Control Officer, Safer Communities), Lisa Merriman (Community Safety Strategy Co-ordinator – Safer Communities) and David Stocking (Coroner's Services Manager).

11 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillors Mrs A M Austin, Mrs J Brockway, W H Gray, K E Lee and A N Stokes.

12 DECLARATIONS OF MEMBERS' INTERESTS

Councillor A M Key wished it to be noted that for Item 5 – Anti-Social Behaviour Community Trigger, his wife was an anti-social behaviour officer at one of the district councils in Lincolnshire.

**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
25 JULY 2023**

13 MINUTES OF THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
MEETING HELD ON 20 JUNE 2023

RESOLVED

That the minutes of the Public Protection and Communities Scrutiny Committee meeting held on 20 June 2023 be approved and signed by the Chairman as a correct record.

14 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF
OFFICERS

The Chairman on behalf of the Committee extended his congratulations to Paul Smith on his recent appointment as His Majesty's Senior Coroner for Lincolnshire, a well-deserved and long anticipated appointment.

The Chairman advised the Committee that this would be the last meeting for Kiara Chatziioannou, as supporting Scrutiny Officer. The Chairman extended thanks to Kiara for her excellent contributions to the Committee.

No Executive Councillor announcements were received.

The Assistant Director of Public Protection advised the Committee that on 17 July 2023, the Ministry of Justice had formally published the business case that set out the merger for what was being looked at within Lincolnshire for the Greater Lincolnshire Coronial Service. It was noted there were two competing bids, bid one was the merger between Lincolnshire, North, and North East Lincolnshire to create the Greater Lincolnshire Coronial area; and the second bid was between North, and North East Lincolnshire combining with West Riding and Hull Coronial area to make a Humberside Coronial area.

It was highlighted that the business case was currently out for consultation until 16 August 2023. The Committee was advised that consultees that sit within Lincolnshire included local MP's, the Leader of the Council, and the Executive Councillor/Support Councillor for NHS Liaison, Integrated Care System, Registration and Coroners, funeral directors, pathologists, police, and health.

The Committee noted that bid one formalised the ambition around the greater linkage and mayoral future for Lincolnshire and the three unitary authorities. It was noted further that there was full support from North, and North East Lincolnshire to join Lincolnshire County Council in terms of providing the services of the coronial.

15 ANTI-SOCIAL BEHAVIOUR COMMUNITY TRIGGER

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

Consideration was given to a report from Martyn Parker, Assistant Director Public Protection, Adult Care and Community Wellbeing, which provided the Committee with information relating to 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).

The Chairman invited Lisa Merriman, Community Safety Strategy Co-Ordinator – Safer Communities to present the report, which provided the Committee with a better understanding around the Community Trigger as being an effective tool to support victims of persistent anti-social behaviour where a local threshold had been met.

Details of the threshold for Lincolnshire was shown on pages 19 and 20 of the report pack.

It was noted that the responsible authorities for this provision were police, district councils, registered social housing providers and Integrated Care Boards. It was noted further that each district council administered the process on behalf of the responsible authorities.

Details of the Community Trigger process were contained on page 19 of the report pack.

In conclusion, it was noted that the Government had recently announced through the Anti-Social Behaviour Action Plan, that the Community Trigger would be formally renamed as the Anti-Social Behaviour Case Review.

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

- Members welcomed the report and the clarification of what and how the Community Trigger worked;
- Clarification was given that the figures shown in Appendix B on Page 22 were for a one-year period (1 April 2022 to 31 March 2023). It was noted that the previous year figures had been 17 and then 16, and prior to those figures they had been 5 and 6 for a year period. It was noted further that these figures had been disappointing and that was why steps were being taken to improve the figures;
- Confirmation was given that publicity was done through district council websites, but there was recognition that there was more to do regarding accessibility, as not everyone had access to online;
- Some concern was expressed to the lack of knowledge of the Community Trigger in the general population nationally (only 6% of people had heard of it). A suggestion was made for better communication by way of a paragraph being included in a letter during their complaint advising them about the Community Trigger. The Committee noted that some professional training was being undertaken to make sure that all agencies were aware and understood the Community Trigger. Officers agreed raise the issue of including a paragraph in a letter, to ensure that the same message was

being delivered with the Core Priority Group. Some members of the Committee also confirmed that they were unaware of the Community Trigger and that more need to be done to publicise it generally;

- Unfortunately, Officers presenting were unable to advise of local and national figures in relation to anti-social behaviour, however, the Committee noted that the number of incidents were reducing overall. It was reported that the anti-social behaviour rates were down within the county last year by 34% compared to the previous year. The Committee noted further that this year's situation would continue to be mapped to correlate local Community Triggers to what was happening nationally, and that further information regarding numbers and volumes could be brought back to the Committee at a future meeting;
- One member enquired if there was to be a sudden influx of reviews, whether there were enough resources available to deal with them. Reassurance was given that the policy in place would ensure that Community Triggers were dealt with, along with having a dedicated Co-Ordinator and also a group of independent chairs to support the process;
- Reassurance was given that the needs of the victim were put first, but it was also important to note that expectations were managed, if any actions were set as a result of the trigger;
- The Committee was advised that the Community Trigger was led by district councils and that they worked very closely with the police;
- The Committee noted that on an initial report of anti-social behaviour, whilst the review was taking place there was an option to refer to Victim Support services. It was highlighted that at present due to the Ministry of Justice funding, there was not a dedicated Victim Support Service for anti-social behaviour, which there had been in the past. However, Victim Support Advocates were now being utilised in the high risk, complex cases of unsocial behaviour;
- A request was made for future reports to provide an explanation where necessary of items that would not be known to a member of the public, an example given was what was a section 21 notice; and
- A request was made for a progress report to be received in 12 months' time.

The Chairman on behalf of the Committee extended his thanks to the Community Safety Strategy Co-Ordinator – Safer Communities for her presentation.

RESOLVED

1. That Community Safety Strategy Co-Ordinator – Safer Communities and the Safer Lincolnshire Partnership team be thanked for their detailed and comprehensive report.
2. That the comments raised in relation to this item be received.
3. That the report presented be endorsed, that the Committee's satisfaction be recorded on the activity undertaken by the Safer Lincolnshire Partnership and the

Anti-Social Behaviour Core Priority Group in raising awareness of the Community Trigger.

4. That a further report be received in 12 months to update the Committee on the progress achieved against set targets and the overall developments on the delivery plan.

Note: The Crime and Disorder Scrutiny Committee ended at 10:35am.

16 CORONERS SERVICE ANNUAL REPORT

SITTING AS THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE

Consideration was given to a report from Paul Smith, His Majesty's Senior Coroner for Lincolnshire, which provided an annual overview of the Lincolnshire Coronial Service and advising of the successes and challenges of the past year as well as future plans.

The Chairman invited Paul Smith, His Majesty's Senior Coroner for Lincolnshire to present the report.

The Executive Councillor for NHS Liaison, Integrated Care System, Registration and Coroners expressed her delight that Mr Paul Smith had been successful in becoming the Senior Coroner for Lincolnshire.

It was reported that 2022 had been a busy year for the service, full details of the Coroners Statistics for 2022 were detailed at paragraph 1.5 of the report presented.

Some of the statistical information highlighted included: referrals had increased by 85% to a figure of 3,229; post mortem examinations had increased by 8%; the number of inquests completed had increased by 17% year on year 2022 against 2021; that at the end of June 2023 this year quarter 2 a further 299 inquests had been completed, an increase of 14% on the figures recorded in the previous year; that timeliness to inquest remained above average at 37 weeks.

The Committee was advised that the reasons for the improvements had been as a result of the commitment of everyone in the team, and to the current structure of the service which was now thought to be correct. Significant credit was extended to James Chappell as Head of Service in bringing about the improvements to the service.

In conclusion, the Committee noted that the issue of premises remained unresolved, but it was hoped this would be resolved in the near future; that later in the summer there would be an open competition for a second full time coroner and an area coroner. It was hoped with a full complement of coroners, further progress would be made. Reference was also made to the consultation concerning the merger of Coronial Services.

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

- The need to bring postmortem services back into Lincolnshire, as this was upsetting for families not knowing where their deceased relatives were at times. The Committee noted that postmortems currently were carried out at Hull, Leicester and Peterborough, as there was unfortunately a national shortage of pathologists. His Majesty's Senior Coroner for Lincolnshire Support was also supportive for this to happen;
- In response to a question regarding the possibility of increasing the number of days assistant coroners sitting to help deal with the backlog. The Committee was advised that reference to the assistant coroners sitting approximately 20 days was a baseline figure, as all of them had other roles, and all of them gave time when they could. The Committee was advised further that it was not just simply getting the assistant coroners in, it was also a question of getting files prepared and having sufficient court rooms to hold cases in. It was highlighted that based on the figures from the first six months of the current year, it was apparent that the service was making significant progress in reducing the backlog;
- For clarification purposes, the Committee received a legal definition of what was classed as an accident and a misadventure;
- The Committee noted that the Area Coroner pack was due to be launched at the start of August, followed by interviews towards the end of September, then, once a decision had been made, this would need to be verified by the Chief Coroner and the Lord Chancellor's Department. It was expected that the successful applicant would then join the service in early January 2024;
- It was noted that train accidents within the county would be suicides, rather than accidents;
- One member enquired as to why there had been an increase in the number of deaths by accident or misadventure. The Committee was advised that there was no known reason, however, it was speculated that as the figure for death from natural causes was now lower than the national average, it was felt that the answer could relate to the more elderly population, who when they passed, often died because of a number of factors. For instance, often a fall and broken bone was a factor, and that the personnel hearing of those cases making particular reference to the fracture of the bone, rather than the underlying medical conditions; and
- In response to a question regarding the increasing number of suicides, it was reported that the rationale was not known, as the service only provided data to the appropriate agencies with a view for the enabling services to then reduce the number of suicides to be targeted.

The Chairman on behalf of the Committee extended his thanks to His Majesty's Senior Coroner for his presentation.

RESOLVED

1. That the comments made by the Committee be recorded.

2. That the Coroners Service Annual report be received, and that the Committee's satisfaction be recorded on activity undertaken by the Coroners Service throughout 2022.
3. That a further report be received in 12 months' time.

17 SERVICE LEVEL REPORTING AGAINST THE SUCCESS FRAMEWORK 2022-2023
QUARTER 4

The Committee gave consideration to a report from 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 Sirdified, Assistant Director Corporate, which summarised the Service Level Performance against the Success Framework 2022-2023 for Quarter 4 for Community Safety, Trading Standards, Fire Safety, Libraries and Heritage, Road Safety and Volunteers.

Ryan Stacy, Assistant Chief Officer, Will Mason, Head of Culture and Rob Hook, Enforcement Delivery Manager, Lincolnshire Road Safety Partnership were also in attendance for this item.

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

Community Safety

- The Committee noted that the increase in the number of Ending Domestic Abuse Now (EDAN) phone calls had been due to the fact that the service was now recording contacts better;
- There was recognition that there needed to be more narrative in the report concerning Multi-Agency Risk Assessment Conference (MARAC), as to how individuals were being supported within the process, and how effective MARAC was working. The Committee noted that reporting and metrics were being reviewed around domestic abuse to make sure it was more meaningful to the Committee and also to members of the public;
- It was highlighted that in the domestic reporting section, this year domestic abuse to be reported had been removed, as the Committee would now be receiving a report at the end of the year;
- The Committee was advised that a rise in the number of people supported by EDAN in quarter 4, as shown in the graph on page 32 of the report was because it was thought that this was an accumulative figure for the year;
- Some guidance was given as to how to deal with a challenging situation from a member of the public perspective; and
- Confirmation was given that for a case to go forward, a person consent was not necessary where there was sufficient evidence to go the Crown Prosecution to show

that an offence had been committed. The Committee noted that there were other non-criminal processes that could be put in place to protect victims who were not engaging.

Trading Standards

- The Committee noted that electrical goods and furniture seized from a business in Boston had been because the electrical goods had not complied with electrical safety regulations, the non-compliance generally identified was around labelling. It was noted that the electrical goods had been submitted for testing, some of which were found to be safe and other were removed from the market and disposed. Regarding the furniture referenced, the Committee noted that a lot of the products had been household goods such as rugs and flat pack furniture. Again, there had been a problem with labelling, some because safety reasons; and that work had been undertaken to make sure the labelling was brought up to a standard for the items to be released for sale;
- One member enquired when a high-risk premises was inspected by trading standards whether liaison was taking place between the county council and district councils as highlighted at an earlier Committee meeting, and likewise, where a district council found a food premises having a zero star or one star hygiene rating, were district councils contacting trading standards. Confirmation was given that this had been actioned and was now in place; and
- The Committee was advised that weigh bridge inspections had not been able to take place due to problems regarding the availability of equipment for hire. Some members felt that this matter need to be considered further at a future meeting.

Fire Safety

- Some clarity was sought as to what was a response time. It was reported that a response time was from when a call was received; and then from there other performance measures were in place regarding how long it took call operators to speak to the person calling and then for them to dispatch their nearest asset. Another area that was monitored was the time taken at on call stations, for officers to respond and to allow the fire appliance to be mobile. With the final part of the measure being the distance from leaving the station to actually arriving at the incident;
- The Committee noted that the proposed changes to Sleaford Fire Station had been delayed to allow time for thorough consultation with staff and also some ongoing analysis. The Committee was advised that the new pattern was due to start on 1 January 2024, following which performance and the impact of the changes would be monitored. Reassurance was given that response times would not be affected;
- It was noted that there had been a significant improvement in the number of home safety visits in the last 12 months. Confirmation was given that the reasoning behind the stretched target was because the service recognised that there was a

disproportionate ageing community within Lincolnshire. The Committee was advised that the target was stretched but there was a very good reason for it; and

- That the SHERMAN campaign remained relevant with a meeting having taken place on 4 May 2023.

Libraries and Heritage

- The Committee was advised that Lincoln Castle ground had made it into the top 20, free visited 320 attractions in the entire country.

Road Safety

- The prominence of Lincolnshire in the killed or seriously injured graph on page 50 of the report pack. The Committee noted that the council had no control over the statistical members shown;
- What further measures could be included in a village with a very busy main road, who had a very active speed watch group, and reactive speed cameras already installed. The Committee noted that generally the Lincolnshire Road Safety Partnership (LRSP) would monitor traffic volume and speed to obtain information as to the flow of traffic through the village and the levels of speed. With regard to enforcement the LRSP could only use speed cameras, if certain criteria was met. It was highlighted that the police could do additional enforcement; and once the assessment was done the Accident Investigation Partnership from the County Council could be asked to look to see if any additional work that could be done regarding signage etc. A further suggestion made was the positioning of village gates, which seem to focus drivers that they are entering a speed limit;
- Whether the figures for killed and seriously injured were able to differentiate and highlight the number of motorcycles. Officers advised that this figure was not to hand but could be obtained. It was noted that the number of motorcycle collisions were down on the previous year's figures; and
- Officers agreed to look at speed limits on Bridge Street in Boston. It was however noted that the LRSP were not responsible for setting speed limits, they would however look to see what traffic surveys were available.

Volunteers

- The Committee was advised that the role of the County Council was to support the framework across Lincolnshire for volunteer provision, which ensures that appropriate training was in place, and that there was a hub for exploring volunteering opportunities. It was noted that as an organization, the council had a number of volunteering placements for example within the library services, heritage services, all of whom were supported through internal policy and through some of the work the voluntary sectors provide. It was highlighted that the community hub libraries were almost entirely run by volunteers, providing services to local communities, with volunteers then gaining experience, skills, and confidence in return.

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PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
25 JULY 2023

The Chairman on behalf of the Committee extended his thank to all presenters.

RESOLVED

1. That comments made be received.
2. That the Service Level reporting against the Success Framework 2022/223 – Quarter 4 be received.
3. That the Performance Indicators for Public Protection and Communities as shown in Appendix A to the report be received.

18 PERFORMANCE OF THE LIBRARY SERVICE CONTRACT - 7 YEAR REVIEW REPORT

The Committee considered a report which provided an update on the performance of the seventh year of the outsourced Library Service Contract delivered by Greenwich Leisure Limited (GLL).

The Committee noted that the report had been produced on behalf of Andy Gutherson, Executive Director – Place, rather than Glen Garrod, Executive Director - Adult Care and Community Care as published.

Appendix A to the report illustrated the elements GLL had been contracted to deliver and Appendix B provided details of the social impact of the library contract; and Appendix C detailed the actual performance against the eleven Key Performance Indicators for 2022/23 for the Committee to consider.

The Chairman invited Louise Egan, Library & Heritage Client Lead and Nicola Rogers, Partnership Manager at GLL, to present the item to the Committee.

It was reported that it had been another successful year across the library service, with some reference being made to:

- The number of activities and events held by the library service;
- That the service had received over 200 compliments and that Lincolnshire had received the highest score across all of GLL partnerships with regard to customer satisfaction;
- The social value impact of the service, it was reported that in the region of 24 million had been generated with regard to the social value, further details in this regard were provided in Appendix B;
- Performance measures - It was noted that there had been growth in the number of physical issues and physical books; there had also been an increase in the amount of viewers using digital services; that the number of visits had not achieved the target in year seven, however, it was noted this figure had increased by 65% on the previous

year's figure, which showed that there was a steady increase year on year as the service recovered from the Covid-19 pandemic;

- Strong partnership working;
- The successful implementation of the business bubble at two core sites; and work with the Data Bank scheme; and
- The success of community groups, and their valuable service to residents; and the invaluable support of the 700 volunteers that managed sites on behalf of the council.

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

- Congratulations were extended to the success of the library service and for the excellent report presented;
- That the summer reading challenge was delivering in partnership with the reading agency. That the challenge was aimed at primary school children, children aged 4 to 11. It was highlighted that there was also a mini challenge for pre-school children. It was noted that if older children wished to take part they could. The Committee noted that all local schools were contacted to promote the challenge, as well as activity groups. It was noted further that this year there was also a dedicated web page, and it was also publicised through GLL and LCC media channels;
- The success of the Data Bank scheme –the success of the scheme was highlighted to emphasis the successful partnership working between the local authority, commissioned and service providers. It was reported that the scheme was delivered by an organisation called the Good Things Foundation, to whom a bid was made, and as a result the library service was accepted as a gift partner to work with O2, Vodafone and other phone providers. It was highlighted that the current scheme was due to finish at the end of 2023, and that at the moment it was not known whether the scheme would be reprised. Officers advised that information relating to the take up of the Data vouchers was not readily available at the meeting but could be made available to members of the Committee after the meeting;
- The Committee was advised that of the following opening times for library services. Of the 15 core libraries, 10 were classified as being tier one opened between 45 and 48 hours per week; and then the tier two libraries opened approximately 20 hours per week;
- The importance of the library service, and the community hubs and to the fact that the service was developing and moving forward to meet demands;
- Confirmation was given that libraries held a range of materials in differing languages. It was highlighted that stock was offered in a range of different languages, based on the community languages in the area. It was reported that getting hold of items in community languages was challenging and therefore limited as to what could be provided. The Committee noted that readers were also signposted to free digital resources;
- What practical help was provided to hubs. The Committee was advised that there were four library development officers across Lincolnshire who visited hubs sometimes on a weekly basis, sometimes every day, if a new initiative was being set

up. If hubs were to get new volunteers, then someone would go out and deliver training, and then refresher training would then be provided periodically throughout the year. It was noted that training could be operational, how to use the library management system to search for books, how to help with printing, it could be GDPR, safeguarding etc. It was noted that each piece of training was tailored to meet the needs of the individual hub and their requirements;

- It was reported that libraries provided an access service which enable those with mobility issues, or access issues, regardless of age to have books delivered to their door;
- For IT and upskilling support, the Committee was advised that ‘Buddy’ sessions were provided across all sites and some of the community hubs across the county. It was noted that there were also additional sessions for members of the public to via Learn My Way, which was deliver by the Good Things Foundation, which was a course that could be worked through at the individual’s own pace, as well as short sessions from one of the councils’ learning providers on 365 on line courses, as well as numeracy courses; and
- The Committee noted that all the core libraries had a core programme of activities that happened weekly, fortnightly, and that all the core libraries had at least four sessions per week solely for children, and that for the school holidays additional sessions were arranged, as had been mentioned earlier, reference was made to the summer reading challenge.

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

RESOLVED

1. That the comments received in relation to this item be received.
2. That the Performance of the Library Service Contract – Year 7 be endorsed, and that the Committee’s satisfaction be recorded on activity undertaken in year 7 of the contract and that the comments and views in relation to priorities for year 8 be shared with relevant officers and GLL partners for consideration.

19 TRADING STANDARDS ENFORCEMENT AND EDUCATION UNDERTAKEN IN RESPECT OF VAPES 2022-23

Consideration was given to a report, which highlighted the work undertaken by Lincolnshire County Council Trading Standards during 2023/23 to tackle an increase in the availability of non-compliant disposable vapes, and their sales to young people under 18.

The Committee noted that this item had been previously requested by Councillors N F Clarke and A Dani.

The Chairman invited Mark Keal, Head of Trading Standards to present the report.

The Committee was introduced also to Daniel Lowbridge, Tobacco Control Officer, who was in attendance for this item.

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

- Whether training could be increased in view of the seriousness of the problem. The report had highlighted that from January to March 2023, 50 workshops had been delivered regarding vaping. The Committee noted that the delivery of the training programme was currently under review by public health, and that more would be known after the summer holiday;
- The Committee noted that there was no evidence that vapes could kill and that the message currently being promoted was that it was better to vape than it was to smoke, as tar was not being inhaled as it would be with tobacco. It was however highlighted that the longer effect of vaping was not known.
- Some clarification was given that media reports being highlighted were often linked to illegal vapes;
- The regulations all e-cigarettes must comply with (Details shown on page 78/79 of the report pack);
- The increase in the number of noncompliant disposable vapes. Pages 79/80 of the report highlighted the number of noncompliant vapes seized by trading standards and examples were provided on the typical labelling found on noncompliant disposable vape packs;
- The increase in underage sales in Lincolnshire and the steps being undertaken by trading standards to mitigate those sales, with reference being made to underage sale programme; and the team continuing to give out business advice. The Committee was advised that the situation was being closely monitored and that more work was needed to schools to help address the situation and that training standards was working very closely with public health colleagues in this regard; and
- Reassurance was given that work was being undertaken in the Boston area regarding illegal trading.

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

RESOLVED

1. That the comments made in respect of this item be recorded.
2. That the Trading Standards Enforcement and Education undertaken in respect of Vapes in 2022/23, as presented be received and that the Committee's satisfaction be recorded on the delivery of the enforcement and education measures in respect of vaping concerns undertaken by the Trading Standards Service in 2023/23.

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**PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
25 JULY 2023**

3. That further briefing updates be received by the Committee in the coming months.

20 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 90 to 92 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 19 September 2023 meeting.

During consideration of this item, one member suggested that further information was received regarding the number of premises visited by trading standards and the outcomes thereafter as a result of the visits as part of the performance reporting for trading standards.

RESOLVED

That the work programme presented as detailed on pages 90 to 92 of the report pack be received.

21 CONSIDERATION OF EXEMPT INFORMATION

RESOLVED

That in accordance with Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that if they were present there could be a disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended.

22 RE-PROCUREMENT OF CORONIAL POST-MORTEM AND MORTUARY CONTRACTS

Consideration was given to an exempt report concerning the Re-Procurement of Coronial Post-Mortem and Mortuary Contracts, prior to a decision being taken by the Executive Councillor for NHS Liaison, Integrated Care System, Registration and Coroners between the 31 July and 4 August 2023.

RESOLVED

That the Public Protection and Communities Scrutiny Committee unanimously supported the recommendations as detailed within the exempt report.

The meeting closed at 12.55 pm.

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	19 September 2023
Subject:	Registration and Celebratory Service Report

Summary:

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

Actions Required:

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

- (1) review and comment on the progress and performance of the service; and
- (2) consider timescales for further reports as required.

1. Background

The Registration Service has made significant steps forward in service delivery, modernisation, and digitisation during 2022/23. The service has focused on digital delivery and improving accessibility to the public throughout the year with the introduction of new products and services.

It was reported last year that the service has recently gone live with a new IT system which allowed for online customer appointment bookings of birth, death, and notice appointments. This has been well received by the public and take up of online appointment booking continues to increase with over 1,000 appointments per month now being made online, equating to 80% of all registration appointments. Further enhancements are planned which will allow for weddings and civil partnerships to be booked online with couples being able to choose and secure their date and time via the Council's website.

In addition to online bookings the service has moved forward with online payments. In February 2023, online payments for weddings and civil partnerships were made available. Couples are sent a notification which takes the customer to the payment portal on the Council’s website. Over 90% of payments for marriage, civil partnerships and certificate orders are now made online. The service is in the process of moving even further with online payments and will soon be bringing online a function where people can pre order birth and death certificates when they book their appointment online.

Improvements have been made to the customer information held on the Council’s website. A full review has been taking place to ensure the information is easily accessible and answers the questions being asked by the public. This allows the public to better understand what is needed and how to access registration services. The service will be also introducing a new customer feedback mechanism via the Council’s Let’s Talk Lincolnshire platform to better understand the customer experience and continue to improve service delivery.

Death Registrations

Death registrations continue to be a vital part of the death management process. The service continues to ensure adequate death registration appointments are available as quickly as possible whilst ensuring there is enough capacity to meet demand.

Death registration volumes have increased during 2022/23 to a similar level seen in 2020/21, just below 9,000. The largest increase was seen during the winter period (December to February) exceeding the previous year’s figures. What was reassuring to see is how the winter period of excess deaths was managed across the county. Challenges seen in previous years with body storage and timeliness delays were not experienced and the death management system held up very well.

The Medical Examiner role out continues across the county, providing greater scrutiny of the Medical Certificate of Cause of Death. This is due to become statutory in 2024. This should provide further improvements to the death registration process.

Total deaths registered 2020/21	Total deaths registered 2021/22	Total deaths registered 2022/23
8,996	7,781	8,877

Total deaths registered April 22 - June 22	Total deaths registered April 23 - June 23
2,071	2,159

Birth Registrations

Total number of birth registrations increased by 9% in 2022/23 compared with 2021/22, however there has been a decrease in the numbers registered for the first quarter of 2022/23. Appointment availability remains good across the county. There are no backlogs in registrations and the Government’s target of 98% of all births being register within 42 days is being met.

Total births registered 2021/22	Total births registered 2022/23
4,464	4,883

Total births registered April 22 - June 22	Total births registered April 23 - June 23
1,365	1,040

Ceremonies

The service continues to develop its ceremony offering with more services and ceremony types being introduced. A wider citizenship offering has been made available since January 2023 with the introduction of private citizenship ceremonies which are increasingly popular alongside group ceremonies. These were launched in January 2023 and now account for around one third of all citizenship ceremonies. In addition, the service will be reintroducing renewal of vows and baby naming ceremonies.

Weddings and civil partnerships continue to remain popular. Last year, over 2,600 were undertaken, an increase from 2021/22 as this was the first full year for ceremonies without any Covid restrictions. This offer has developed over the last year with more venues becoming licenced, the undertaking of more outdoor ceremonies, and increasing our availability allowing couples to plan further in advance. Bookings are already being taken for 2026/27.

Legislative Change

All registration appointments remain face to face and continue to be delivered across all 12 service points. The legislation to allow for telephone birth and death registrations has been delayed. The bill is currently making its way through the parliamentary process and the General Register Office is hoping to enable the ability to undertake telephone registration in early 2024. The service recognises the benefits of telephone death registrations experienced during the pandemic and would look to offer telephone and face to face appointments to the public as soon as possible.

The service continues to await the Government's response to the Law Commission review of marriage. It is anticipated that the Government will take forward several recommendations, however the parliamentary process still needs completing before any changes are introduced.

2. Conclusion

Building on the successes of 2022/23, the registration service will deliver further digital improvements and continue to make the service more accessible to the public.

The service will also continue to deliver against its statutory registration duties of registering births and deaths and undertaking marriages and civil partnership and continue to introduce new products and services to the public.

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 James Chapple, who can be contacted on 01522 554052 or james.chapple@lincolnshire.gov.uk.



**Open Report on behalf of Mark Baxter,
Chief Fire Officer – Fire and Rescue Service**

Report to:	Public Protection and Communities Scrutiny Committee
Date:	19 September 2023
Subject:	Integrated Risk Management Plan 2020-2024 – Yearly Update

Summary:

The purpose of this report is to provide Committee members with an annual progress report on the Integrated Risk Management Plan 2020-2024, which began in April 2021.

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to review and seek assurance on the information contained in the end of year Integrated Risk Management Plan performance update.

1. Background

The Integrated Risk Management Plan (IRMP) is a requirement of all Fire Services and acts to prioritise the work of the service.

To meet the needs of the Fire and Rescue National Framework for England (2018) the IRMP must reflect up to date risk analyses including an assessment of all foreseeable fire and rescue related risks that could affect the area of Lincolnshire. It must demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on our communities.

Our IRMP is a long-term plan which outlines Lincolnshire Fire and Rescue’s assessment of key risks to both our communities and the organisation itself. The IRMP drives the strategies we will adopt to mitigate those risks and enables the service to match our resources to risk, and individuals to interventions. We use the IRMP to develop further detailed plans, such as our annual service plan.

This report sets out the performance against the 2022-2023 Service plan. The performance year runs from April 2022 – March 2023. Performance metrics are reported quarterly to performance management board and then to Public Protection and Communities Scrutiny

Committee. This report sets out qualitative narrative of our performance against our objectives.

- Increase the number of targeted safe and well visits.
- Develop the capacity within the fire protection team.
- Continue to contribute to the Lincolnshire Road Safety Partnership.

- Conduct a full review of the Co-responder scheme.
- Ensure Fire Control staff have systems in place to deal with complex emergencies.

- Review support for line of business applications.
- Develop the use of technology to improve efficiencies.
- Develop the 2024-28 community risk management plan (CRMP).

- Increase diversity across the organisation.
- Implement a talent management and succession framework.
- Review business delivery models (resourcing project).

2. Integrated Risk Management Plan 2020-2024 - End of Year Performance Update

The service has faced several challenges over the last year, not least dealing with the planning and preparation of proposed industrial action following the pay dispute and preparing for our inspection from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in May 2023.

In addition to this we responded to the tragic earthquakes in Turkey, providing four specialist staff and our search dog to deploy as part of an international search and rescue effort to assist in the rescue of those trapped in the rubble.

We have worked collaboratively with the National Farmers Union to design and implement a new item of equipment that can be used in conjunction with farm machinery, providing additional access to water at rural incidents. These incidents have become far more prevalent recently, due to climate change and we have seen a significant increase in wildfires throughout the summer. In 2022 our call volume in a three-month period was equal to that of our annual call volume the previous year. This work has been recognised nationally, with other fire services now opting to use a similar approach.

We have continued to improve our response model, using learning from major incidents including the implementation of recommendations following the Grenfell tower tragedy. This work ensures our crews remain safe while attending incidents, but also provides additional protection to the communities of Lincolnshire.

Prevention and Protection

Increase the number of targeted safe and well visits (Home Fire Safety Visits)

A busy year saw the prevention team transition to the nationally aligned Home Fire Safety Visits (HFSV), ensuring that all our engagement with vulnerable communities is person centred. Our ability to understand and target risk continues to be a priority. Whilst partnership referrals are a key part of our delivery strategy, we have further developed how we proactively identify vulnerabilities at a household level. Our risk scoring index has allowed us to blend a variety of datasets (internal and partners) to categorise risks. Our Integrated Risk team has used mapping software to show where our most vulnerable communities/households are.

A blended approach of reactive and proactive visits resulted in a significant increase in the number of HFSVs carried out by our community safety advocates and operational crews. A total of 5207 HFSVs were carried out, focusing on our most vulnerable communities. An integral part of delivery for the year has been the work carried out to support the homes for Ukrainians project. All homes identified as supporting the scheme have been visited, with a HFSV carried out and fire safety details provided in alternative languages.

To support and improve the efficiency and effectiveness of delivery, our administration processes have been reviewed. We have identified a number of areas relating to how we allocate work and record outcomes to support our targeting process. Further improvement and refinements will allow us to continue to increase the number of vulnerable individuals supported throughout 2023/24.

Develop the capacity within the fire protection team

With clear plans in place, we have continued to develop our Fire Safety Inspectors (FSI). Using local and national investment, we have recruited into vacant posts and placed individuals onto nationally aligned development pathways.

A good understanding of risk in the built environment has allowed us to develop rationale to outline the requirement of resources to manage and mitigate the potential impact. While we still have a small number of FSIs who are completing the required courses and development process, the capacity of the team has increased in-line with identified plans. A consultation to introduce an on-call element to the FSI roles will allow us to further align to the national competence framework. Although we are still below our establishment level due to staff moving into new roles, we have the right skills and capacity in place to meet our legislative duties.

Continue to contribute to the Lincolnshire Road Safety Partnership

A unique partnership has resulted in the national 'Biker Down' Scheme being introduced into the county. The course is aimed at motorcyclists and is designed to raise the awareness of associated hazards and risks. Our partnership with the Lincolnshire Integrated Voluntary Emergency Service (LIVES) and the Air Ambulance team has resulted in the standard course

being enhanced. A bespoke element of the course allows emergency life saving techniques to be delivered to road users who may be first on the scene to a road traffic collision where motorcyclists are involved.

The scheme comprises of three modules, all of which were successfully delivered in 2022/23. The second course is planned for delivery in 2023/24. Our road safety advocate is an integral part of our delivery plan, with a link to our operational crews vital to maximising the impact of our activities.

Response

Conduct a full review of the co-responder scheme

A full review of the co-responder scheme was conducted in 2022/23 to ensure the optimal delivery mechanism was in place which met the needs of the community, the fire service and East Midlands Ambulance Service (EMAS). In discussions with EMAS we have adapted the model to attend only the most serious category 1 incidents. We have ensured the right resources are available in the most impactful locations. This has involved prioritising blue light training for some stations.

Ensure Fire Control staff have systems in place to deal with complex emergencies

All fire control staff have been trained in dealing with multiple calls for fire survival guidance. This is the type of scenario that might be encountered should there be a fire in a multi-dwelling building.

We have also implemented and tested in realistic conditions a mechanism to share live information between the fire control room and the incident. This allows real time information about the location of residents within a building to be shared with the incident commander responsible. The incident commander can then prioritise the actions they will take.

Resources

Review support for line of business applications

The completion of this priority was delayed due to the roll out of the Microsoft Office 365 platform in Lincolnshire Fire and Rescue (LFR). With this new software now fully embedded across the organisation, we have been able to focus on the development of our in-house applications. Additional staff were recruited into the service support team to assist in the development of our flo-suite application. We have recently signed off a project to identify a new management information system which will integrate across multiple platforms, seeking to avoid duplication and double keying.

Develop the use of technology to improve efficiencies

We have worked with Lincolnshire County Council (LCC) on their process optimisation and automation project, identifying areas within LFR recruitment and organisational development to streamline processes and to identify suitable systems to procure. The specification requirements for these systems have been developed and a tender process will now commence. This new software will service both LFR and LCC.

Develop the 2024-28 Community Risk Management Plan

Work is well underway to produce our next Community Risk Management Plan (CRMP). Two rounds of engagement have taken place to identify what risks the community feel are the most important to them, and these will be matched with our assessments to produce the community risk profile. The next step is to put together our plan to manage these risks and keep the people of Lincolnshire safe and well. This plan will be presented to the community in a final round of engagement and consultation before going through scrutiny and sign off by elected councillors.

People

Increase diversity across the organisation

This year we have produced and delivered face to face foundation Equality, Diversity and Inclusion (EDI) training to all staff in LFR. We have established an EDI steering group that is chaired by the Chief Fire Officer, and we have task and finish groups in operation across a variety of strands. We have also developed a three year EDI training and communication plan.

From a recruitment perspective we have carried out a number of positive action days as part of our wholetime and on-call recruitment campaign and this work will continue through 2023/24.

Implement a talent management and succession framework

Following the implementation of a pilot talent management framework throughout 2022/23, a recommendation for an extension to the pilot scheme to be rolled out across the entire organisation was granted. This will remain a focus for the organisation throughout 2023/24 to ensure the scheme is fully embedded.

Review business delivery models (resourcing project)

The resourcing project is underway and phase one of the project has been consulted upon. A full review of the organisation and the structure of each department has led to prioritisation of each phase. Phase one included Recruitment, Prevention and Protection. Phase two of the project will commence in September 2023 and the proposed implementation will take place over a period of approximately three years.

3. Conclusion

Work is now underway in the development of the new IRMP. This will be rebranded as our community risk management plan (CRMP). We have already conducted two public engagement sessions to identify how the communities of Lincolnshire perceive risk and what is important to them, and this will form the foundation on which our CRMP 2024-28 will be built.

4. Consultation

a) Risks and Impact Analysis

N/A

5. Background

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
Community Risk profile 2020 - 2024	https://www.lincolnshire.gov.uk/downloads/file/4817/lfr-community-risk-profile-2020-24
IRMP 2020-2024	https://www.lincolnshire.gov.uk/downloads/file/4777/irmp-2020-24
Fire & Rescue National Framework for England (2018)	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705060/National_Framework_-_final_for_web.pdf

This report was written by Ryan Stacey, Assistant Chief Fire Officer, who can be contacted on 07926 182934 or ryan.stacey@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:	19 September 2023
Subject:	Trading Standards Impacts and Outcomes Annual Report 2022-2023

Summary:

This report provides details of work undertaken by the Trading Standards Service during the financial year 2022-2023 and includes data submitted in the Association of Chief Trading Standards Officers annual Impacts and Outcomes return.

Actions Required:

Members of the Committee are invited to review and comment on the contents of this report and seek assurance on the delivery of the Trading Standards Service in 2022-2023.

1. Background

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

1.3 Trading Standards Officers work closely with partner agencies and stakeholders to add value to services provided and support corporate aims and values where there is benefit for local communities.

2. Strategic Priorities 2022/23

2.1 **Tackle Detriment and Reduce Harm:** We will develop our use of intelligence to scan and test the marketplace and tackle those organised criminal networks and unscrupulous businesses who deliberately, repeatedly, or recklessly engage in fraudulent trading practices that harm the interests of consumers and legitimate businesses.

2.2 **Support the Local Economy:** We will support economic growth by helping businesses to comply with their legal responsibilities and enhancing public protection through delivery of our chargeable business advice services and through increasing the number of our business partnerships.

2.3 **Promote Health and Wellbeing:** We will engage with the public, communities, businesses, and partners to increase resilience and safeguard the vulnerable against scams, rogue trading and unfair business practices.

2.4 **Develop our Officers:** We will develop our Officers to maximise resilience and flexibility in delivering services.

2.5 **Manage our Intelligence and Data:** We will ensure we are legally compliant and making best use of the information we hold.

2.6 To meet these objectives the Service has needed to prioritise work in these areas. Other trading standards functions are considered low priority and will be resourced only in exceptional circumstances. These include:

- The provision of civil law advice to resolve a breach of contract unless the customer is considered vulnerable when our response will be limited to assistance writing a letter before action. All Lincolnshire consumers can access free and impartial advice through the Citizens Advice Consumer Service professionally staffed call centres.
- Responding to individual complaints alleging a breach of criminal law unless there is evidence of serious safety or animal welfare concerns, high value fraud or there is an immediate need to secure evidence.
- Programmed inspection medium and low risk at premises unless in response to a serious complaint, they are identified through analysis of intelligence as presenting an immediate risk or they are included in a market surveillance project.
- Minimal food, feed, or product sampling to confirm compliance with legislation or standards.

- Inspection of weighing and measuring equipment in use for trade unless a risk is identified through intelligence.
- Business advice beyond that which can be provided in one hour unless under the chargeable services pay as you go or primary authority.
- Requests to give presentations to local groups and meetings unless those attending are vulnerable, and the presentation provided addresses their vulnerability.
- Routine inspection of livestock markets and fairs other than attendance at Louth livestock market.

3. Outcomes and activity against the Strategic Priorities in 2022/23

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

3.2 Several prosecutions arising from investigations undertaken by Trading Standards were concluded in 2022/23. In total 15 defendants were sentenced resulting in combined penalties totalling 195 months imprisonment of which 68 months were suspended, £1860 fines and community punishment orders for 390 hours of unpaid work. The courts also required them to contribute £18,684.10 towards prosecution costs.

3.3 The Service secured its longest custodial sentence of 6 years and 9 months against a rogue trader who defrauded at least 23 consumers across the East Midlands. Offences were identified through intelligence and partnership working. He entered guilty pleas in respect of 13 fraud offences. The Service was also able to obtain a criminal behaviour order prohibiting him from employing unfair trading practices on his release including approaching or entering any address in Lincolnshire, Leicestershire or Nottinghamshire offering work and obtaining any form of payment upfront. He can be taken back before the court if he is found to be trading in breach of the order.

3.4 Other fraud and unfair trading cases resulted in a rogue builder receiving a 16-month suspended sentence for taking payment for roofing work that was not undertaken. He was also ordered to pay £9410 in compensation. A supplier taking payments for rental caravans that were not delivered was conditionally discharged for two years and ordered to pay compensation totalling £2888.54 to his victims. A cold caller attempting to obtain payment for unnecessary building work was sentenced to six months imprisonment. The owner of a business selling memorial headstones was given a nine-month suspended sentence for taking payments for headstones that he failed to deliver, and a landscape gardener was fined £960 for failing to provide his customer with documentation setting out their right to cancel.

- 3.5 Nine of the prosecutions related to offences arising from the sale of illicit tobacco products. One defendant was sentenced to 16 months imprisonment with five others receiving suspended sentences ranging between three months and two years.
- 3.6 The Service was also successful in prosecuting the owner of a takeaway food business who supplied food containing traces of peanuts when the meal had been requested to be free from peanuts. It was the second time unsatisfactory samples were obtained from the premise and the owner had received advice after the initial samples failed. He was fined £324 and ordered to pay prosecution costs of £5644.63.
- 3.7 The Service has continued to develop strong partnership working arrangements with the Police Alcohol Licensing and Neighbourhood Policing Teams this year. As well as removing significant quantities of illicit alcohol, tobacco and vapes from the market we have also focussed on disrupting organised crime by limiting access to properties. We have worked with Lincolnshire Police providing evidence bundles as the basis for 14 successful closure order applications, for 11 premises. All 14 were granted for the maximum three-month period.
- 3.8 Working with landlords we have secured a further eight evictions. Officers are in contact with landlords in respect of another 14 premises.
- 3.9 We have also built a strong intelligence picture and intelligence sharing arrangements with police licensing to assist in the removal, or objection to 15 alcohol licenses to prevent criminals re-gaining licenses through associates, or frontmen.
- 3.10 In addition, our Officers have worked with Lincolnshire Police Community Cohesion officers and partners contributing to two successful applications for Slavery and Trafficking Risk Orders where inspections have identified employers exploiting employees who had no permission to work in the UK. The Service also submitted three referrals to the Immigration Civil Recovery Team where employers confirmed that they were employing staff with no right to work. The Civil Recovery Team can issue civil penalty notices of £20,000 per employee.
- 3.11 The Trading Standards Service participated in Operation Rogue Trader Week in September 2022. Trading Standards Officers and Lincolnshire Police again visited cold calling hotspots around the County where residents had raised concerns about doorstep crime. The purpose of the visits was to make sure any businesses operating in these areas were aware of the paperwork they needed to legally provide their customers, and the customers' rights including the 14 day 'cooling-off' period. Teams visited Boston and surrounding villages, Spilsby and surrounding villages, Skegness, Market Rasen and Caistor, and their surrounding villages and spoke to 12 businesses. Four of those were not fully aware of their responsibilities and were provided with advice and guidance.
- 3.12 The Trading Standards Service Scams Prevention and Intervention Officer received 93 referrals requesting assistance for victims of scams in 2022/23. Of those 51% had experienced telephone fraud, 33% had experienced online fraud and 15% were

victims of romance fraud. Three of those referred were victims of identity theft. 34% had sent money on a monthly or weekly basis and 30% had made a bank transfer. 81% of those referred lived alone, 30% felt they had no friends, 15% had estrangement issues and 9% had suffered a recent bereavement.

3.13 70% of those referred had money stolen from them, 53% had experienced sadness because of being scammed and 49% felt a loss of trust. 38% were fearful or worried because of being scammed and 36% were embarrassed. Over 30% had suffered financial hardship as a direct result of being scammed.

3.14 Following the intervention of the Scams Prevention and Intervention Officer, 100% felt more confident, safer and that their wellbeing had improved. 98% felt more confident in protecting themselves against fraud in the future.

3.15 Using the National Trading Standards Scams Team optimity calculator the estimated saving average saving per referral is £3644.89 with a total saving to individuals and society of £1,008,823.

4. Supporting the Local Economy

4.1 The Trading Standards Service responded to 196 requests for business advice. Basic advice is provided free of charge, usually through signposting or the provision of guidance. More detailed advice is provided on a cost recovery basis and is bespoke to the business. 111.5 hours pay as you go advice was provided last year.

4.2 Businesses wanting regular assured advice are offered the option of entering into a Primary Authority partnership agreement. The Trading Standards Service entered into 19 such agreements and provided 174.5 hours of advice in 2022/23. Again, the Service charges for advice on a cost recovery basis and ensures that a named contact officer is assigned to the business.

4.3 Primary Authority is a means for businesses to receive assured and tailored advice on meeting environmental health, trading standards or fire safety regulations through a single point of contact. This ensures start-ups get it right at the outset and enables all businesses to invest with confidence in products, practices and procedures, knowing that the resources they devote to compliance are well spent.

4.4 Primary Authority advice provided in 2022/23 included the assessment of tenant fees information and advice and guidance for a national chain of lettings agents advice on the labelling of added gluten in bread to a large food manufacturer, full labelling assessment for e-liquids for a manufacturer and retailer of refillable vapes and working with the Health and Safety Executive the service has reassessed advice concerning the use of a trailer to sell fireworks at retail outlets.

4.5 The Trading Standards Service completed a program of inspections. In total 455 premises were inspected and found to be compliant or were brought into compliance during the visit. More serious noncompliance was identified during a further 190

inspections, of which 12 were deemed to be compliant within the year. In total 72% of businesses visited were found to be compliant or were brought into compliance during 2022/23.

- 4.6 123 businesses were identified as supplying food that was misdescribed or incorrectly labelled and 85 were found to be in breach of animal health and welfare legislation.
- 4.7 Trading Standards completed several projects checking the accuracy of weighing and measuring equipment in use for trade. 55 petrol dispensers were checked with just one found to be out of tolerance. 28 scales in use at markets were tested with six found to be inaccurate. 354 intoxicating liquor measuring instruments were also tested with seven found to be outside permitted error limits. All noncompliant equipment was either disqualified from use or issued with a 28-day improvement notice depending on the issue identified.

5. Promote Health and Wellbeing

- 5.1 A Trading Standards Officer seconded to Business Lincolnshire produced a Food Allergen training film aimed at Food Business Operators (FBOs) regarding the importance of providing food allergen information. The video incorporated material from the Greater Gwent Food Group Allergen resource. Business Lincolnshire marketed the video directly to their Greater Lincolnshire FBOs. The video is available on their YouTube channel and was viewed over 200 times from its launch in January to the end of March 2023.
- 5.2 Following requests after the launch of the initial video, the Service produced a second film aimed at providing this important advice specifically tailored for school meal providers, school caterers, school holiday clubs and Nurseries.
- 5.3 The Service took 164 programmed food samples of which 37 have been found to be unsatisfactory. Samples were taken to check for the presence of allergens in takeaway foods, compliance with allergen labelling of foods that were prepacked for direct sale and that food was accurately described. Issues identified included meat products and takeaway meals contaminated with other meat species, undeclared milk protein in donor kebabs and chicken burgers and the presence of peanuts in peanut free meals.
- 5.4 In 2022/23 394,993 illicit cigarettes and 54350g of hand rolling tobacco were seized by Trading Standards Officers. Working with the Police Alcohol Licensing Team, 847 litres of alcohol were also removed from the market.
- 5.5 The Service ran a publicity campaign, Operation June, with partner members of the Lincolnshire Tobacco Control Board to highlight the dangers associated with illicit, cheap, cigarettes. This marked the tenth anniversary of the death of Lincolnshire resident June Buffham who died in a house fire caused by an illicit cigarette. The campaign was picked up by other Trading Standards Services and incorporated into the National Fire Chiefs Council's Home Fire Safety Week campaign in June 2022. This

saw the campaign resources shared with and supported by fire services across the UK. The campaign was awarded a Chartered Trading Standards Institute Hero Award for the best Trading Standards Project.

- 5.6 The Trading Standards Service undertook a series of age restricted sales test purchasing operations. Underage volunteers made 18 attempts to purchase alcohol and tobacco resulting in two sales (11% failure rate). 45 attempts were made to purchase vapes from 40 individual premises resulting in 12 sales (30% failure rate). Two businesses were investigated, one having previously been prosecuted for selling cigarettes underage, and the second for failing a test purchase despite having received advice on preventing age restricted sales on a previous inspection. 11 attempts were made to purchase knives, no sales were made.
- 5.7 Trading Standards Officers removed from sale or suspended 9952 unsafe or non-compliant products during retail. Most of these products were discovered during a series of inspections at a trader/importer premise. Suspension notices were issued in respect of five noncompliant electrical products initially. After testing, two were brought into compliance and three removed permanently from the market and withdrawal and recall notices were issued. A further 20 products were placed under suspension notices while testing was conducted. Officers have worked with the business throughout. From the products removed from the market, 1058 electrical products have been permanently withdrawn from sale and recalled from customers, 1072 electrical products have been brought into compliance and can now be sold, and 7100 household furnishings have been brought into compliance with the addition of appropriate labelling and instructions.
- 5.8 In addition, Trading Standards Officers seized 9455 illegal disposable vapes.
- 5.9 The Service undertook several safety sampling projects procuring 125 samples including cosmetic products, toys, electrical items, fireworks, and children's fancy dress costumes. 20 were found to be unsatisfactory. Most identified failures related to how the products were labelled and all have been referred to the manufacturer or importer's local trading standards service.
- 5.10 Ten premises in Lincolnshire were affected by avian influenza in 2022-23, compared to 15 in 2021-22. The service introduced a hybrid approach to foot patrols this year, involving the use of mailshots in more densely populated areas rather than going door to door undertaking foot patrols as in rural areas. The Service lost in the region of 213 officer days in responding to these outbreaks. Trading Standards responded to 75 complaints and enquiries relating to avian influenza with most of those being related to compulsory housing requirements.

6. Developing Our Officers

- 6.1 The Trading Standards Service was delivered by 31.0 FTE, 26.35 FTE of whom are operational staff.
- 6.2 During 2022/23, two qualified Trading Standards Officers completed additional studies, one in food and one in metrology, both passed their examinations. These qualifications are statutory requirements for officers undertaking enforcement in these areas and are welcome additions for the service.
- 6.3 The Service supported seven officers undertaking qualifications. Six are working towards the Chartered Trading Standards Institute's Trading Standards Practitioner Diploma and one is completing an intelligence analyst apprenticeship.
- 6.4 To support those officers studying for the diploma, our qualified trading standards officers acted as mentors and assessors for the 10 portfolios those officers are required to complete.
- 6.5 Most of our Qualified Trading Standards Officers are accredited as Trading Standards Practitioners (TSP) by the Chartered Trading Standards Institute (CTSI). To retain Practitioner status, Officers must complete a minimum of 20 hours CPD training annually. Those not eligible for TSP accreditation are enrolled on the CTSI Continuous Personal and Professional Development Scheme and submit an annual CPD declaration to the Institute.
- 6.6 To support Officers in training and to ensure that Officers working in technical areas such as food, feed and weights and measures had the opportunity to develop or maintain their competency, the Service developed inspection programs to ensure that they had the opportunity to undertake work in those areas.
- 6.7 The Trading Standards Service has continued to develop its Intelligence and Information Team. An additional Intelligence and information officer was recruited to strengthen the team.
- 6.8 The Trading Standards Service committed £36,631 to ensuring that officers had access to appropriate training to support their studies and CPPD submissions. An additional £1000 of training was paid for by the Regional Trading Standards East Midlands partnership who also provided a number of free regional training courses.

7. Managing Our Intelligence and Data

- 7.1 The Trading Standards Service received 6205 notifications and referrals from the Citizens Advice Consumer Service Helpline in 2022/23. Notifications contain details of all contacts where contractual advice was given to a consumer or business in Lincolnshire. Referrals contain details of all contacts where there is an alleged criminal offence involving a consumer or business in Lincolnshire. In addition, Trading

Standards received a further 686 referrals from the Police or other service partners and local businesses.

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

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

7.3 Trading Standards Officers submitted 1,041 intelligence logs onto a national intelligence database IDB. Most Trading Standards Services nationally can input intelligence logs. Services can also search the intelligence logs held.

7.4 The Trading Standards Intelligence Team produced 29 problem profiles including several relating to second hand cars sales, misleading advertising, rogue trading and age restricted sales. A further 10 tobacco premise profiles were produced to support Operation Elgin and the use of closure orders to disrupt illegal tobacco sales.

7.5 Complaints about a further 99 businesses were monitored due to the number of complaints received. The purpose of this monitoring is to establish if there is a pattern of unfair trading practices that suggest an intervention is required.

7.6 The Intelligence and Information Officers have access to the Mosaic system. The team search this system and flag individuals who have been identified as a victim of scams. The purpose of this is to alert Adult Social Care colleagues of their potential vulnerability to scams and encourage cooperative working with the Trading Standards Scams Intervention and Prevention Officer. The system was searched 3000 times in 2022/23.

7.7 The Intelligence Team reviewed 127 licensing applications in 2022/23. In reviewing these applications, the applicant can be cross referenced against our records and the other intelligence systems we can access. Where there is history that call into question the applicant's fitness to hold a licence, this is flagged.

7.8 They have also submitted 50 requests for Police National Computer (PNC) searches in support of investigations and prosecutions.

7.9 The Trading Standards Service holds information sharing agreements with all partners with whom intelligence was being shared.

8. Balancing the Budget

8.1 The Trading Standards Service revenue budget for 2022/23 was £1,387,642. The Service generated an additional £317,075 income equating to 23% of revenue budget. This income was derived from the following:

• Metrology Services	£2,127.00
• Licensing activities	£4,910.00
• Primary Authority & Business Advice	£15,864.85
• National Trading Standards Grants	£340,907.20
• Tobacco Control Board	£30,000.00
• Other Sources	£111,757.50

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

8.3 Other sources of income included EU funding in respect of an officer seconded to Business Lincolnshire who provided advice and guidance to new small businesses, and project funding from the Office of Product Safety and Standards for two projects relating to construction products, and funding from the Food Standards Agency for data cleansing our records in the run up to implementing a new risk assessment regime for food businesses.

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

9. Conclusion

The Trading Standards Service effectively balanced the competing demands on its resources to deliver positive outcomes across their strategic priorities. In doing so it has engaged with partners where appropriate to maximise the impact of those activities aimed at tackling detriment, reducing harm, and promoting health and wellbeing.

The Service continues to invest in training newly recruited officers and those studying towards professional qualifications, also ensuring that experienced officers receive the continual professional development necessary for them to retain their competencies and remain confident in their ability to undertake their duties.

10. Consultation

a) Risks and Impact Analysis

Not Applicable.

11. Background Papers

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

This report was written by Mark Keal, 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:	19 September 2023
Subject:	Service Level Performance Reporting against the Success Framework 2023-2024 Quarter 1

Summary:

This report summarises the Service Level Performance against the Success Framework 2023-24 for Quarter 1. All performance that can be reported in Quarter 1 is included in this report.




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

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to review and comment on the Public Protection and Communities Service Level Performance for 2023-24 Quarter 1.

1. Background

This report details the Service Level Performance measures for the Public Protection and Communities Scrutiny Committee that can be reported in Quarter 1.

- 6 measures exceeded their target 
- 2 measures achieved their target 
- 4 measures did not meet their target 
- 12 measures do not have a target (contextual)

1.1 Community Safety

1.1.1 Measures that exceeded their target

PI 177 Number of registration events within, births, deaths and marriages ★

Actual 3,924

Target 3,766

Overall registrations events are up against target although birth registrations have seen a drop in number of around 10%.

● Registration ◆ Target



1.1.2 Measures that achieved their target

None in Quarter 1.

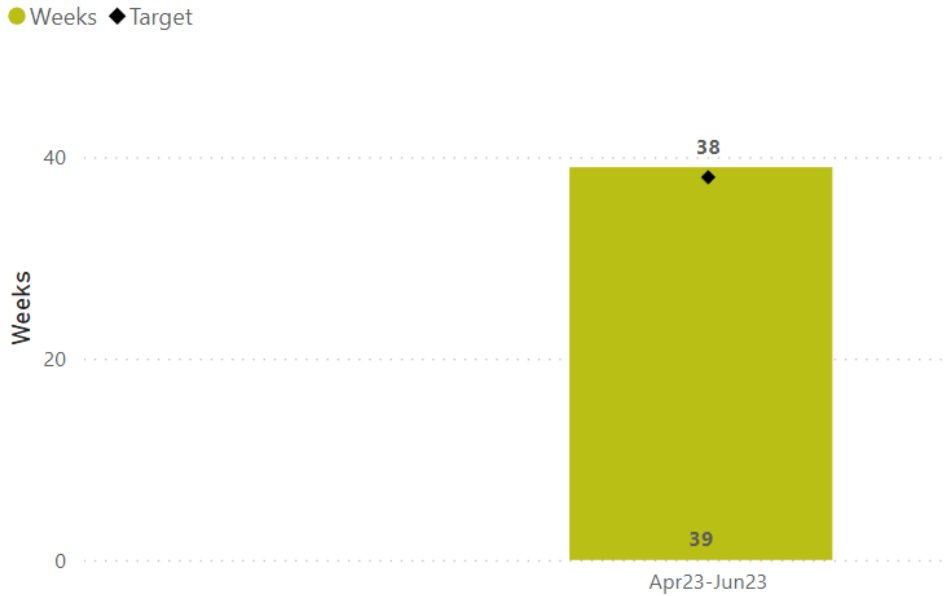
1.1.3 Measures that did not meet their target

PI 176 Time to inquest taking place ✘

Actual 39

Target 38

Progress continues to be made in reducing over 12 month cases. This is set to continue throughout the year.



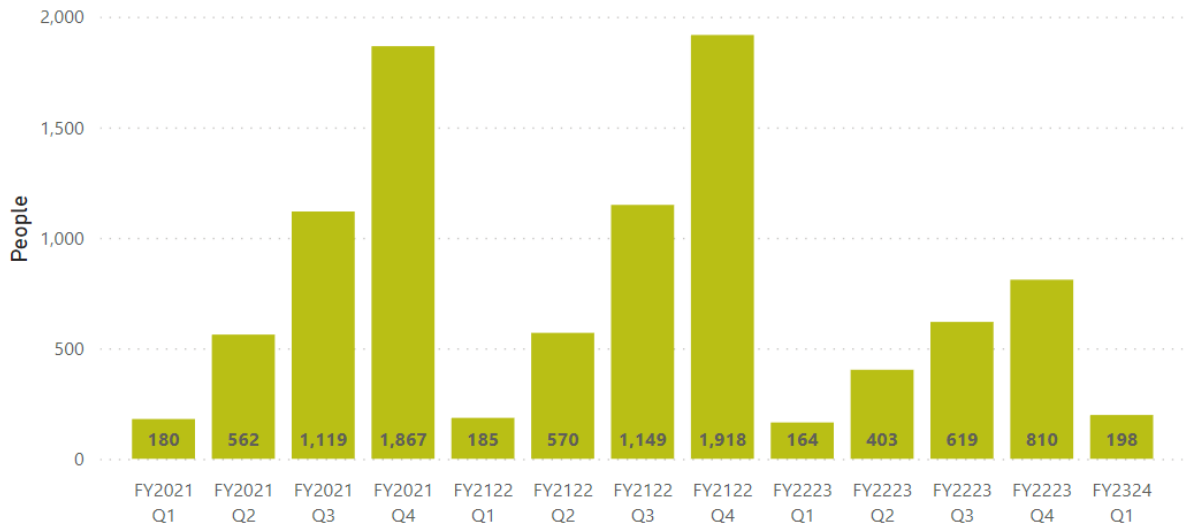
1.1.4 Contextual Measures (do not have a target)

PI 156 Number of domestic abuse victims supported through MARAC

Actual 198

MARAC (Multi-Agency Risk Assessment Conference) 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 (198) and do not include repeats. The total number of repeat clients to MARAC in Quarter 1 2023/24 is 85, meaning that in addition to the 198 new clients, 85 repeat clients were also supported through MARAC.

Face to Face MARACs have been agreed by partners to take place twice a year in the warmer months. The first will be held in September 2023 in Lincoln and Boston venues. Domestic Abuse Operations Lead and MARAC’s admin will monitor how successful this is and look to hold more in Spring/Summer 2024 and review attendance accordingly. Complex and repeat MARACs run once a month and have consistently had a full agenda of cases.



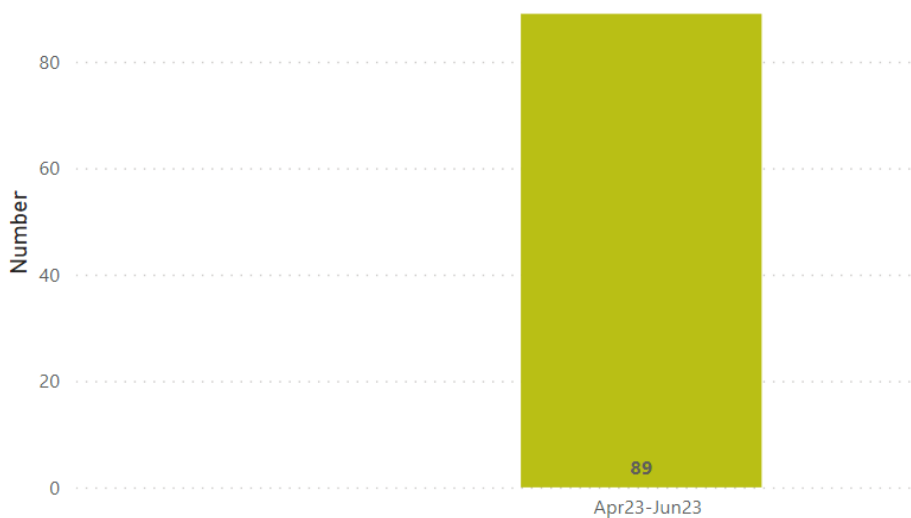
PI 175 Volume of Fraud interventions

Actual 89

The total number of fraud interventions in Quarter 1 2023-24 is 89.

Within the first quarter, 13 new call blockers have been installed into residential properties in Lincolnshire. The total number of call blockers deployed in the county is 72 which blocked 2,857 potential fraudulent phone calls.

31 community/professional fraud prevention and protection presentations have been delivered to 461 residents in Lincolnshire and 29 face to face fraud interventions with victims has taken place within the first quarter.



1.2 Trading Standards

1.2.1 All PIs within Trading Standards are reported as contextual (do not have targets)

PI 1 Illicit alcohol and tobacco products seized

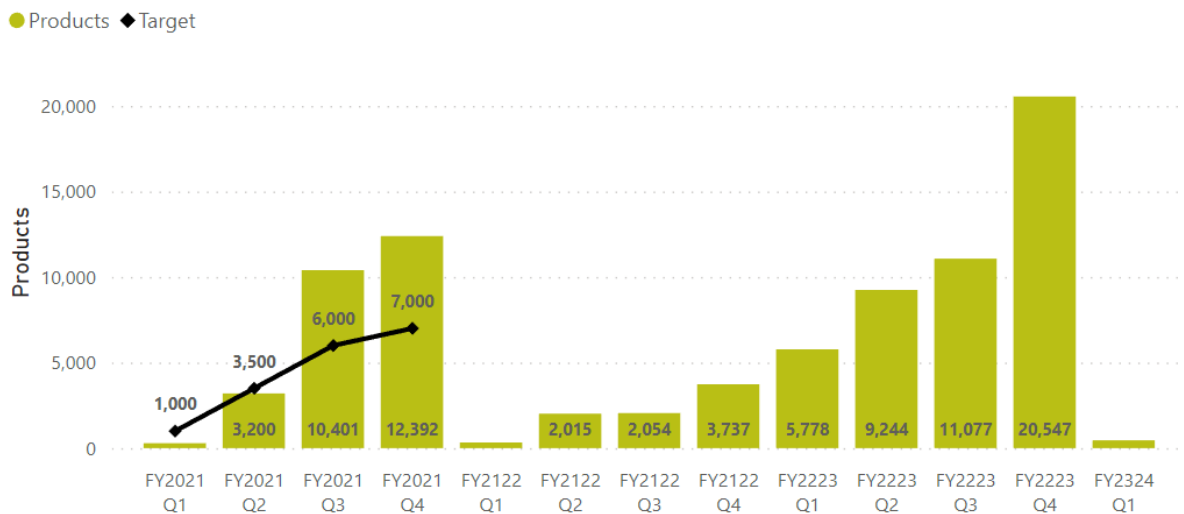
Actual 460

In Quarter 1, 460 products have been removed from the market. This equated to 460 packs of cigarettes or 9,200 cigarettes. Seizures were made from three premises in Spalding, Lincoln and Boston.

In Quarter 1, we have also secured five closures orders (four in Boston, one in Spalding) against shops selling illicit tobacco products. These will ensure the premises remain closed for three months whilst we pursue criminal prosecutions and work with landlords to remove tenants, whose profits result from the proceeds of crime. This was the first closure order issued for the Spalding shop, three of the Boston shops have received three closure orders in total and one of the Boston shops is now subject to its second closure order. In total, 20 closure orders have been issued for 11 shops across the county since the process started late in 2021/22. These consist of 13 closure orders for five Boston premises, six closure orders for five Lincoln premises and one closure order for one Spalding premises.

Presently we are progressing 20 active investigations concerning illicit tobacco and processing 13 prosecutions through the courts.

In Quarter 1, the service has implemented a new team structure which is now formalising and implementing sampling and inspection plans for the year ahead. Progress has also been affected by reduced capacity as staff across the service have temporarily been moved to undertake urgent work for an ongoing criminal prosecution.



PI 2 Unsafe products removed from the market

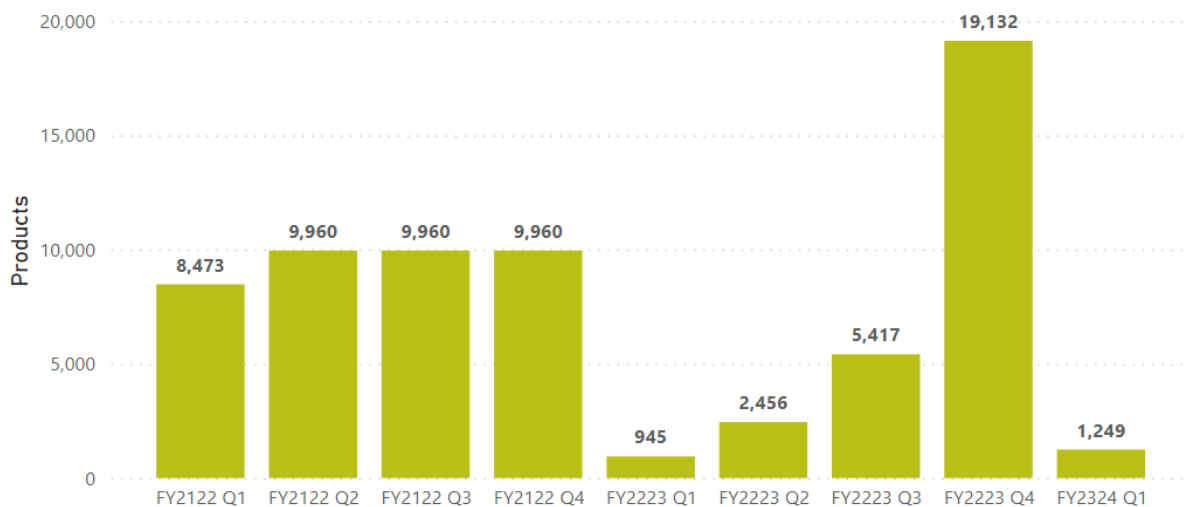
Actual 1,249

In Quarter 1, 1,249 unsafe goods were removed from the market. This was made up of 1,175 vapes and 74 counterfeit and unsafe sunglasses.

Vapes were seized from three premises in Boston, all now subject to a three month closure order, and one premises in Louth. Sunglasses were seized from a market stall in Skegness.

We also concluded a prosecution in Quarter 1 for a shop that had sold vapes to underage children as part of our test purchasing. This was the second occasion the shop had sold, despite previous advice from Lincolnshire Trading Standards. The business received costs and fines of just over £3,300. The seller received a Home Office Caution. Intelligence led underage sales test purchases will resume in Quarter 2.

In Quarter 1, the service has implemented a new team structure which is now formalising and implementing sampling and inspection plans for the year ahead. Progress has also been affected by reduced capacity as staff across the service have temporarily been moved to undertake urgent work for an ongoing criminal prosecution.



1.3 Fire Safety

1.3.1 Measures that exceeded their target

PI 171 Average response to dwelling fires ★

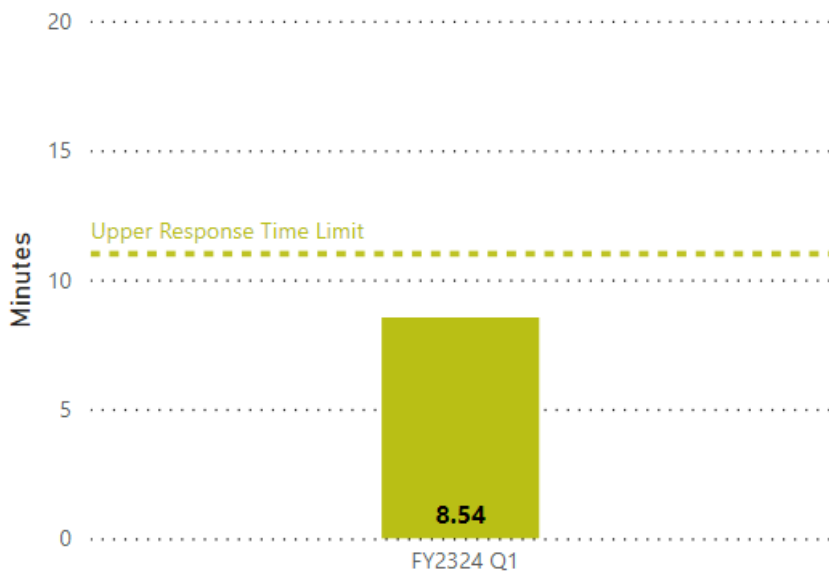
Actual 8.54

Target 11.00

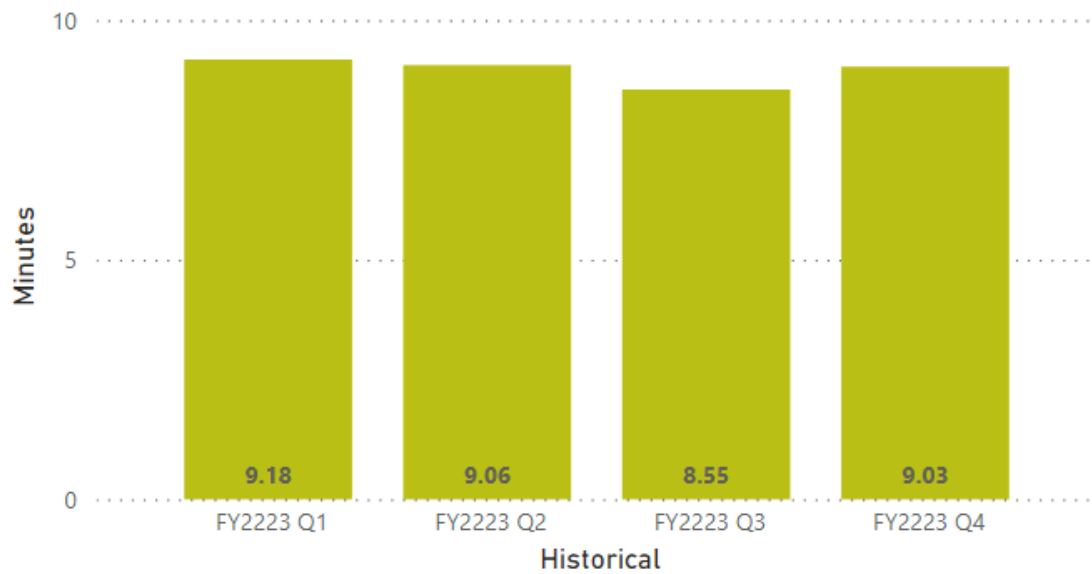
Our response to dwelling fires over the first three months of 2023/24 (8 minutes and 54 seconds) has shown a slight improvement compared with the same period of 2022/23 (9 minutes 12 seconds).

Our average time to handle 999 calls and alert responders of incidents have increased slightly, compared with the same period last year, which is to be expected as the Service is currently training three new Control Operators. The average time for our fire crews to respond to the station and mobilise to the incident is also taking slightly longer. This could be down to a few reasons (time of day, increased road users, traffic flow issues and/or location of responders), but the drivetime to the incidents has recorded a quicker time compared with last year. Again, this could have multiple reasons but is likely due to the location of the incident. We will continue to monitor response times going forward and as recruits complete their training, we are confident that call handling times will reduce.

Please note: There may be small discrepancies between the figures reported last year and those referenced within the commentary. This is due to the re-classification of a small number of incidents after reporting has taken place which results in a slight change to the average response time.



Cumulative values



PI 172 Average response to all other incidents ★

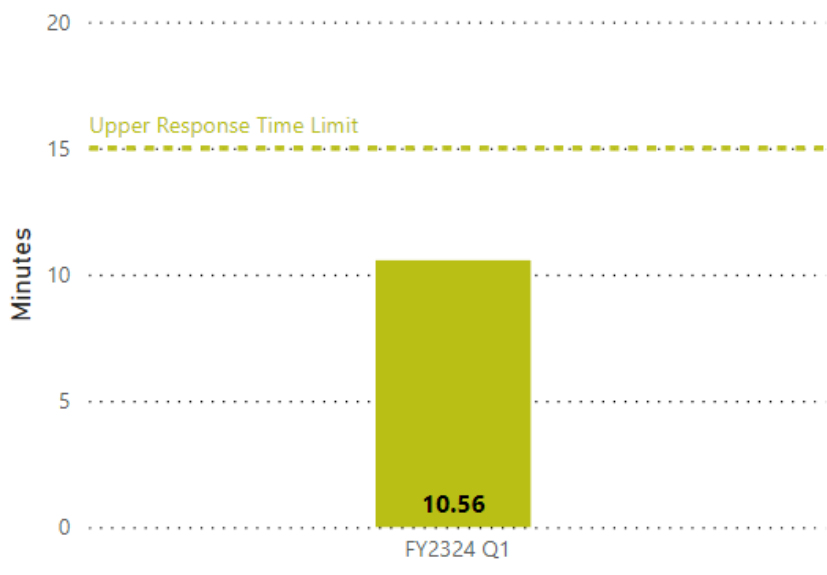
Actual 10.56

Target 15.00

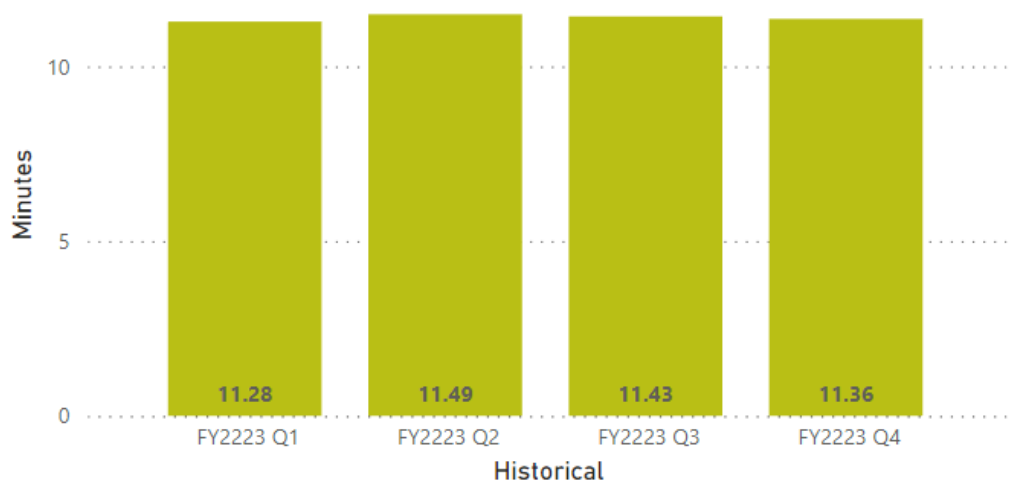
Our response to other incidents so far in 2023/24 has been achieved in 10 minutes 56 seconds which again is within our target of a 15-minute average. Compared with the same period of 2022/23 the times are similar as we achieved a response of 10 minutes 58 seconds.

As with dwelling fires, our average call handling time to other incidents has increased slightly compared to last year but this is as expected due to having new recruits within the Control Room. Conversely to dwelling fires, the average time for our crews to respond to the station for other incidents is slightly quicker. The difference between the incident types could, in part, be due to the numbers involved – dwelling fires are much smaller in number than ‘other incidents’ which may result in the average being skewed by a small number of outliers within the data. We will continue to monitor response times going forward and as recruits complete their training, we are confident that call handling times will reduce. It should also be noted that during the first quarter of 2022/23 Lincolnshire Fire and Rescue (LFR) responded to 1,456 other incidents compared to the 1,390 other incidents in the same period of 2023/24.

Please note: There may be small discrepancies between the figures reported last year and those referenced within the commentary. This is due to the re-classification of a small number of incidents after reporting has taken place which results in a slight change to the average response time.



Cumulative values



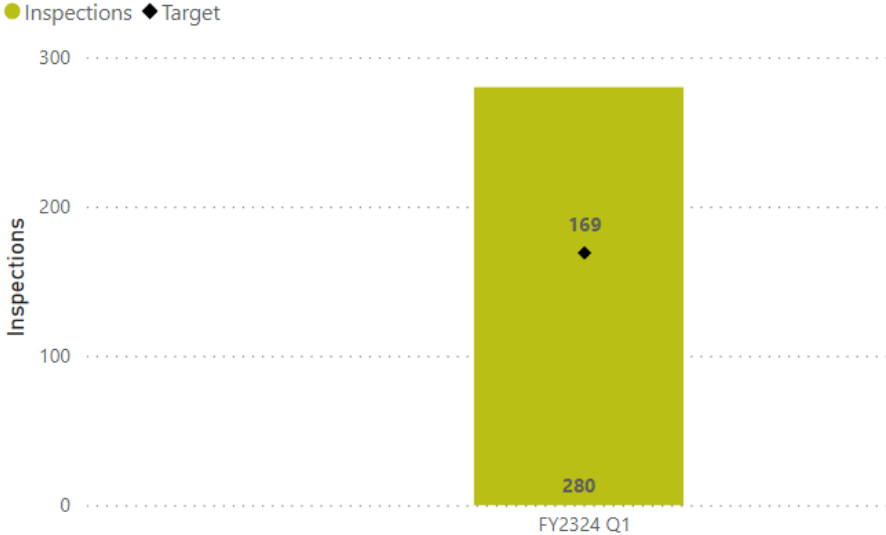
1.3.2 Measures that achieved their target

PI 169 Risk based inspection programme (RBIP) progress ✓

Actual 280
Target 169

The team continue to focus on those premises furthest out of inspection date. Partner datasets (intelligence) is ensuring that local risk is driving Protection activity. We are ahead of schedule and will continue to review the risk methodology to ensure it remains

accurate and current. Work has been carried out to develop the reporting processes, although we have noticed a small discrepancy within the report. Our initial report detailed 283 audits, but further work has detailed 280 audits completed. This was a result of three audits on FloSuite not being closed until July, and as such will be counted in Quarter 2 figures.



Inspections and annual targets

Premises	Type	Actual Inspections	Annual Target	Inspection Frequency
High Risk	Sleeping	26	122	12 months
High Risk	Non Sleeping	13	50	24 months
Medium Risk	Sleeping	57	219	36 months
Medium Risk	Non Sleeping	184	288	48 months
Total		280	679	

1.3.3 Measures that did not meet their target

PI 167 Home Fire Safety Visits carried out ❌

Actual 1,808

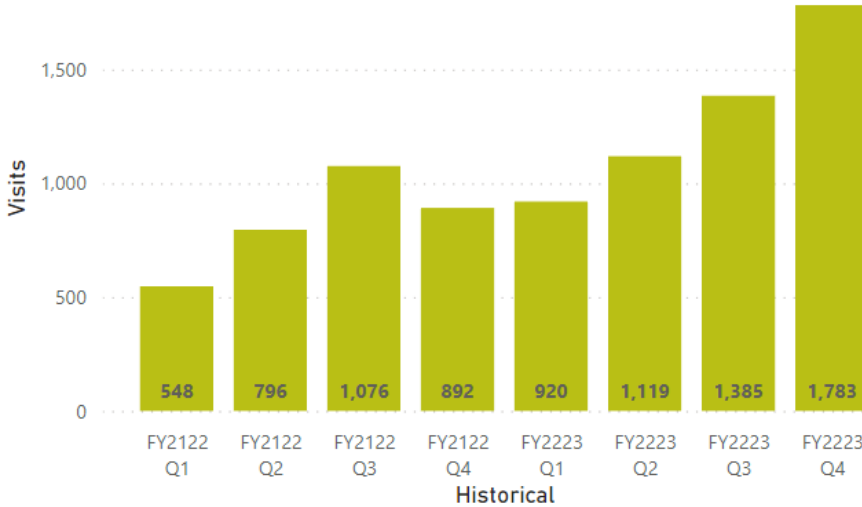
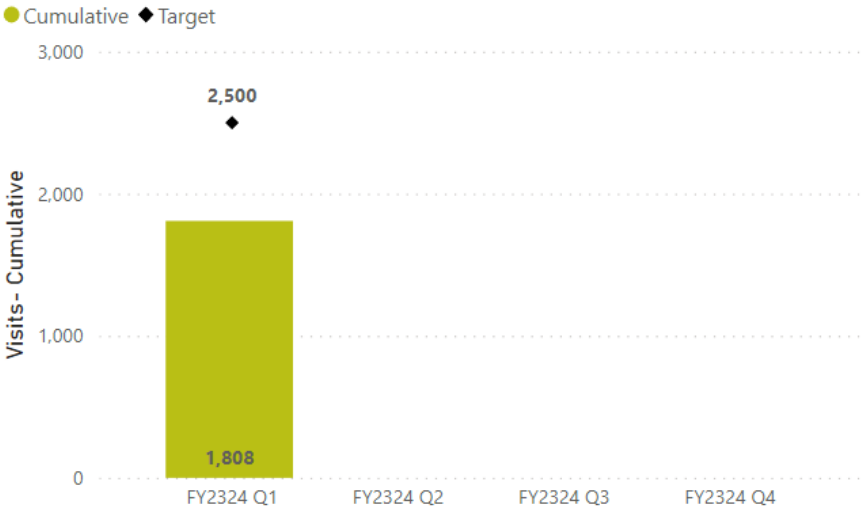
Target 2,500

We are currently behind target, but we have seen a significant increase compared to this time last year. We have agreed a 10% tolerance either side of our 10,000 annual target this year, but we are still currently outside of that tolerance range.

Vacancies within the Prevention Team have been filled on a long-term temporary basis and the monthly Community Safety meeting have this as a priority, and it is an area that is

being closely monitored. Enhancements in the way operational crews will record outcomes of visits have been made (e.g. using Microsoft Forms to capture data in a more efficient manner). We are confident that this will see a more efficient and effective way of working which will result in an increase in outputs. Specialist roles within the Prevention Team have been reviewed and it has been agreed that Managers will take more responsibility, freeing up Advocates to deliver more visits.

Recognising that we are behind target, we are assured that the areas of improvement identified will support an increase in visits being carried out, to bring us back in line with the annual target. Changes in processes have resulted in a 96.5% increase in outputs compared with this time last year. With further work to be carried out and implemented, we are confident that we will see further improvements.

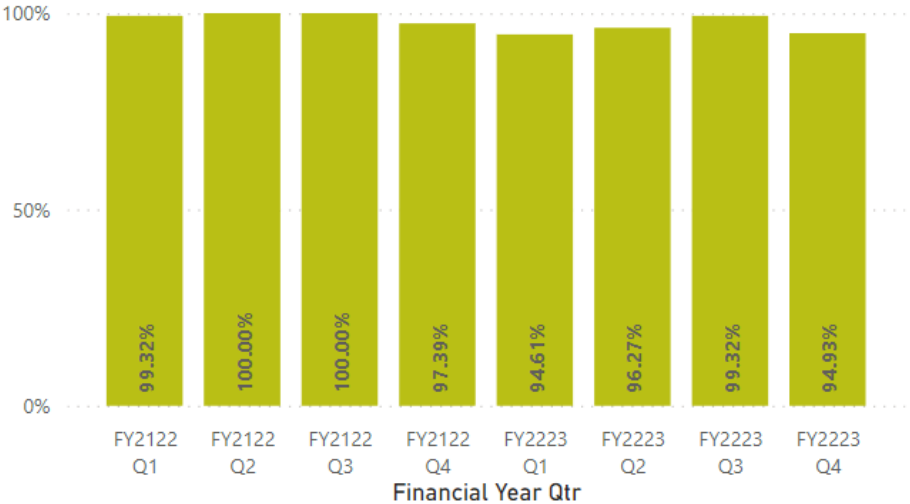
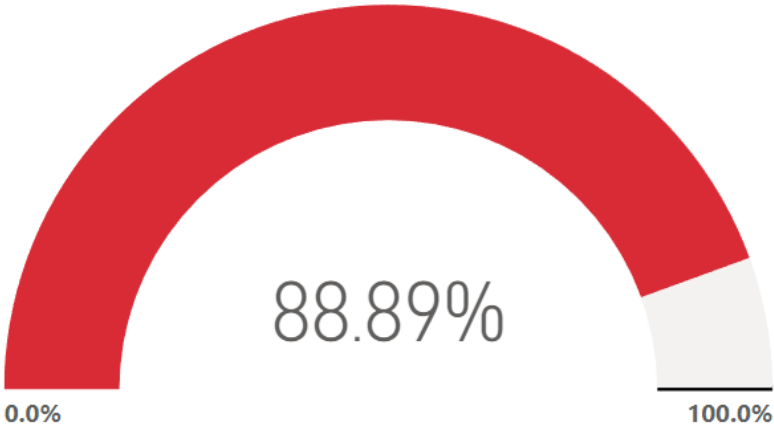


PI 168 Percentage of building regulation applications responded to within 15 working days ✘

Actual 88.89
Target 100

We are behind target and have also seen a slight reduction compared to Quarter 1 last year. In the first quarter of the year, we have received 144 building regulation applications and we have responded within the deadline to 128 of those. We have missed the deadline on 16 occasions, 11 of which were in June.

The Protection Team has seen three experienced members of the team leave, which has resulted in reduced capacity. Capacity and resilience within the team continue to be developed, with new inspectors carrying out required training to support responses to applications. All consultations have now been responded to with further support being offered to ensure capacity and resilience is improved to allow targets to be met.

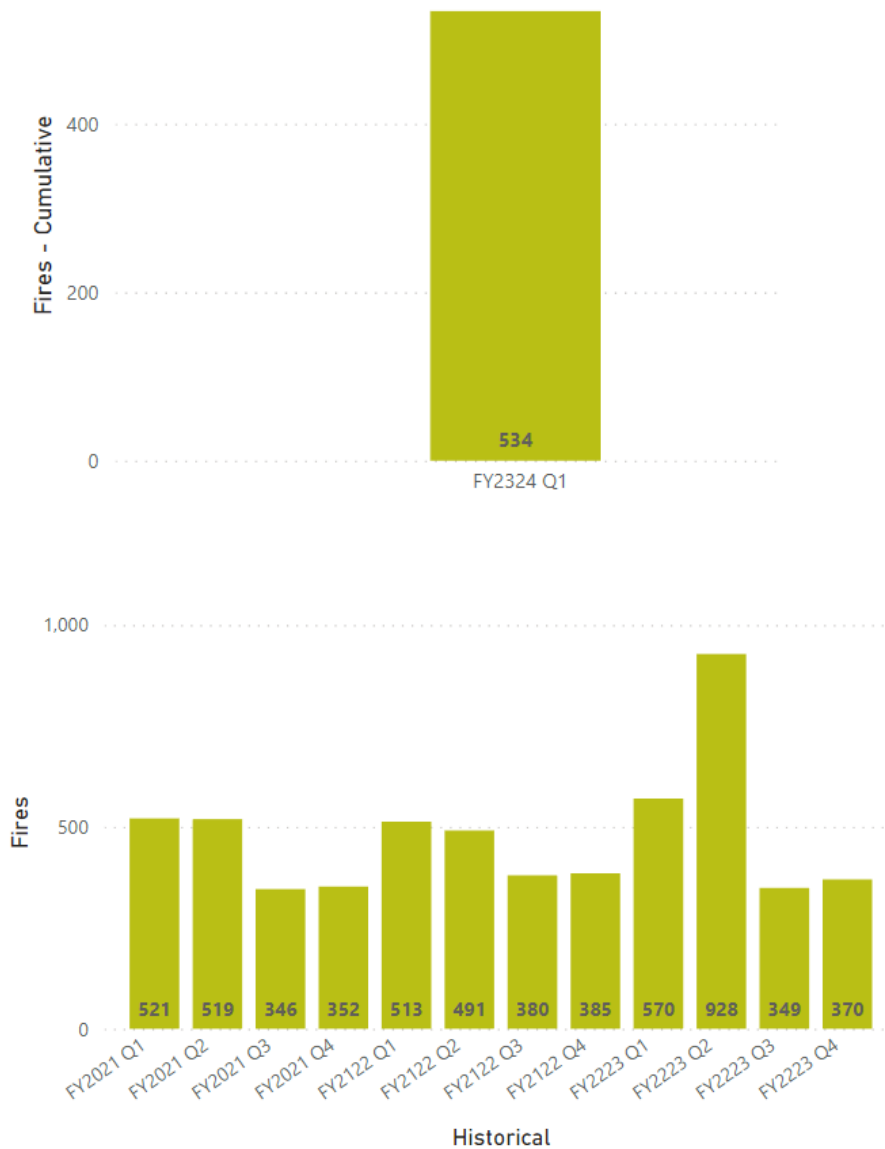


1.3.4 Contextual Measure (does not have a target)

PI 164 Total Fires

Actual 534

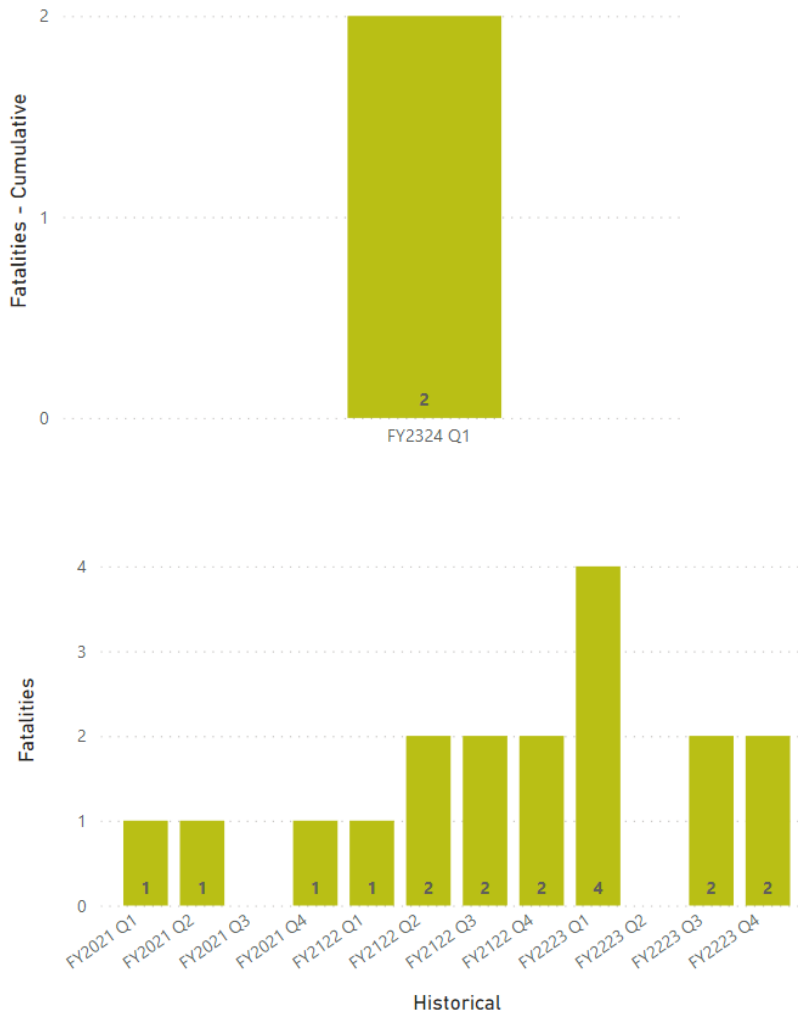
Compared to the same period last year, we have seen a 6% reduction in the total number of fires. This time last year, we had already had a period of very hot and dry weather which resulted in a significant increase in fires throughout the County, and although the numbers this year have reduced we are still not quite at the level seen in Quarter 1 2021/22. The reduction has, as expected, been seen in secondary fires but we have seen a small increase in primary fires – primarily in dwellings. The partnership approach to the Summer Safety campaign has allowed us to collectively raise the awareness across the County. Analysis has allowed us to identify that the main cause of dwelling fires is attributed to cooking. We have supported the national Fire Kills campaign which does focus on cooking safely and we will continue to focus prevention messaging on cooking safely.



PI 165 Fire fatalities in primary fires

Actual 2

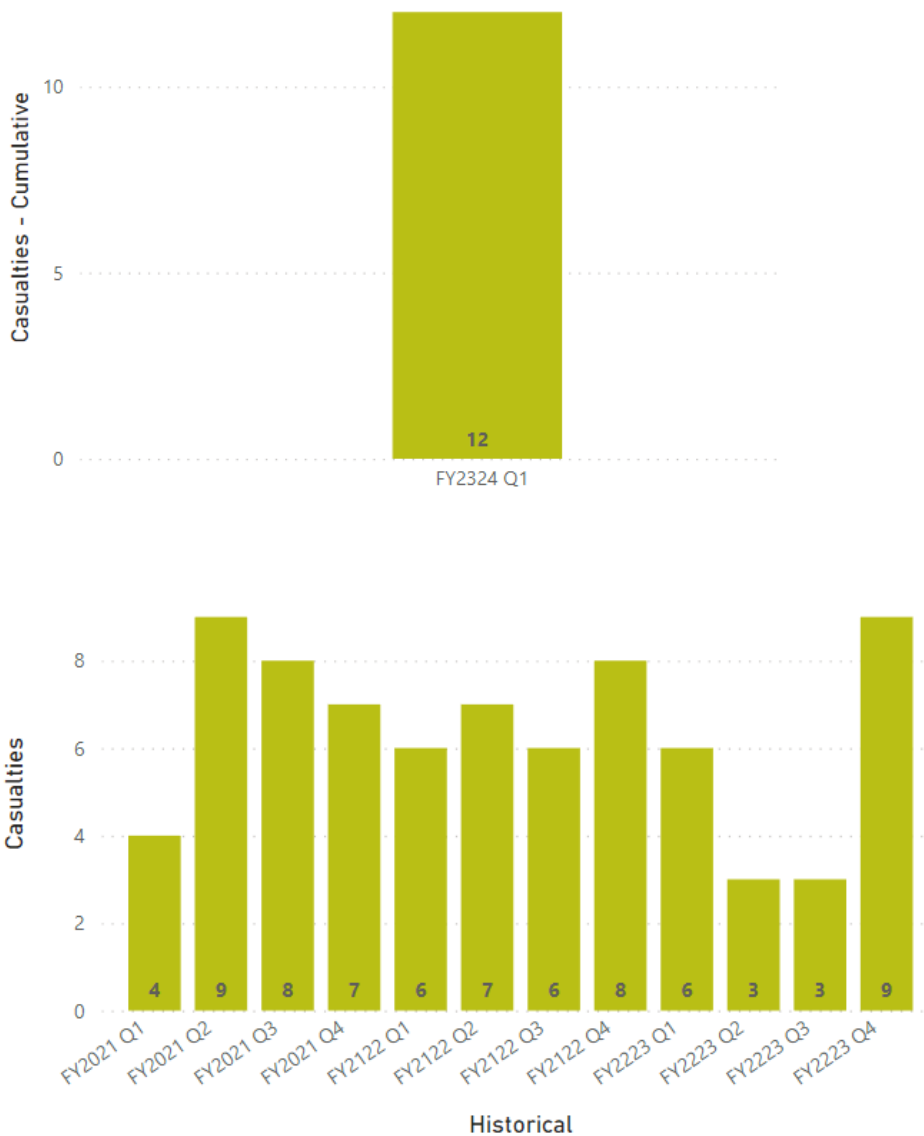
There have been two fatalities resulting from primary fires in the first quarter of the year, which is a reduction on Quarter 1 last year. Both occurred in accidental dwelling fires, both of which were caused by smoking materials. Both properties had working smoke alarms that raised the alarm, but both of the people involved sadly had contributing factors that impeded their means/ability to escape. Following the increase in fire fatalities last year, we have updated the way that all fatal fires (and those resulting in serious injuries) are reviewed. All reviews will now consider person (e.g. mobility, dementia), behavioural (e.g. smoking in bed) and home setting (e.g. lack of smoke detection) factors. We believe this will improve our ability to profile risk and therefore allow enhanced support to be offered to vulnerable individuals. All fatal fires are subject to a Partnership Review with learning shared internally and with partners.



PI 166 Fire casualties in primary fires

Actual 12

We have seen an increase in the number of casualties resulting from primary fires in the first quarter compared to last year. However, the increase was seen in April alone and the more recent months have seen the numbers return to numbers more comparable to previous years. The 12 casualties occurred in 11 incidents, all of which were dwelling fires – six of the fires (resulting in seven casualties) were accidental (two of which also resulted in fatalities), five were deliberate. Nine of the 11 properties had working smoke alarms that raised the alarm, but there are no trends around the causes of the fires or the circumstances leading to the injuries being sustained. Having recognised the significant increase in April, we have carried out some proactive targeting which has included promoting home safety messaging eg. escape plans, smoke detection and encouraging people not to tackle fires. We will continue to monitor numbers into Quarter 2.

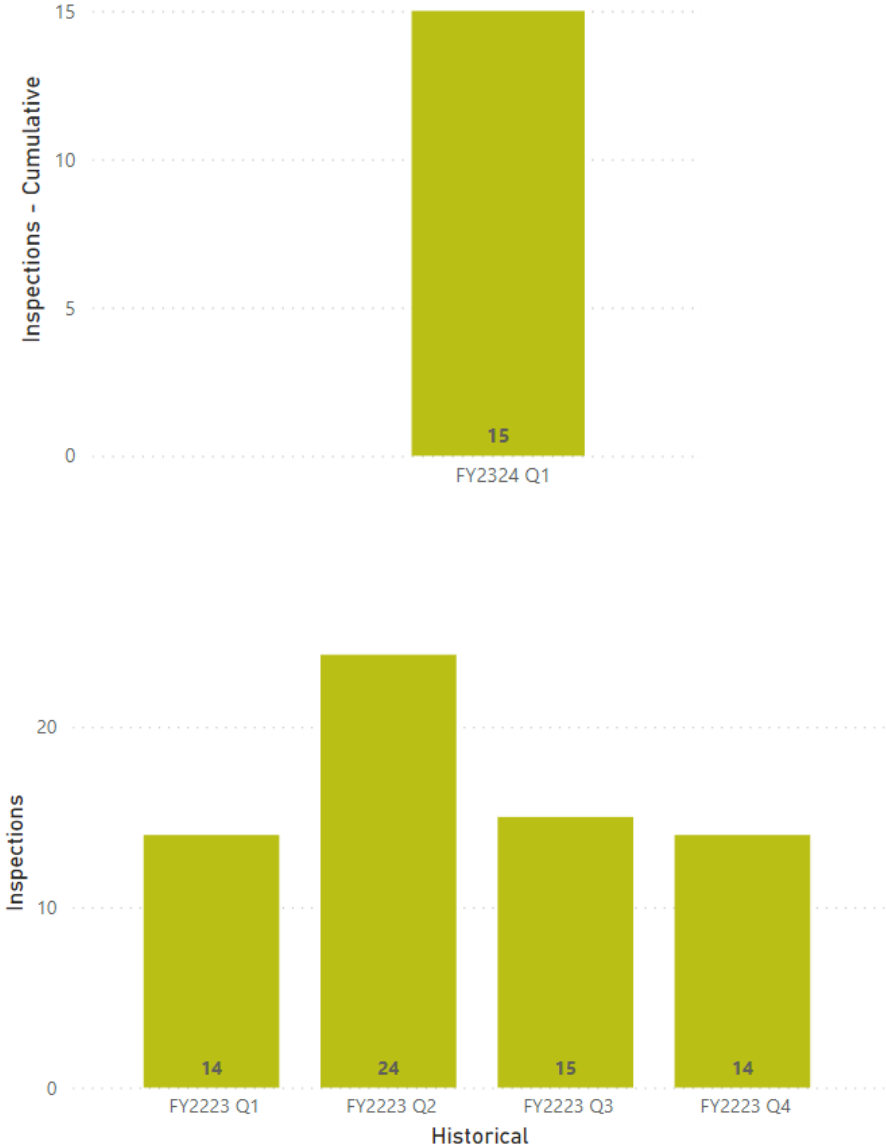


PI 170 Petroleum licensing inspections

Actual 15

Annual target 74

New members of the team have now completed training, which has increased the ability to support petroleum inspections. We are confident that the annual target will be met.



1.4 Libraries and Heritage

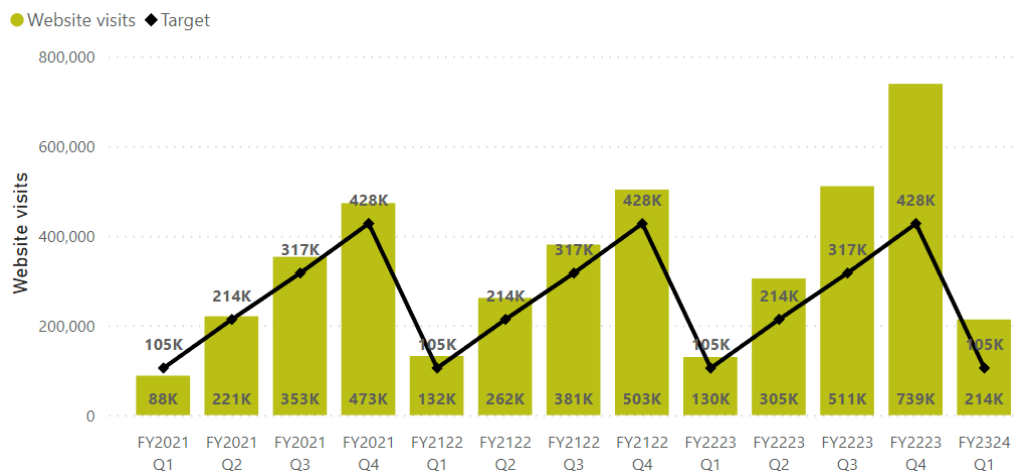
1.4.1 Measures that exceeded their target

PI 37 Visits to library website ☆

Actual 213,649

Target 104,992

There have been 213,649 visits recorded to both the Greenwich Leisure Limited (GLL) website and Lincolnshire County Council web pages during April to June, surpassing the target by 103%. As online engagement continues to increase, the service is keen to ensure that online presence maintains this level of engagement throughout Quarter 2.

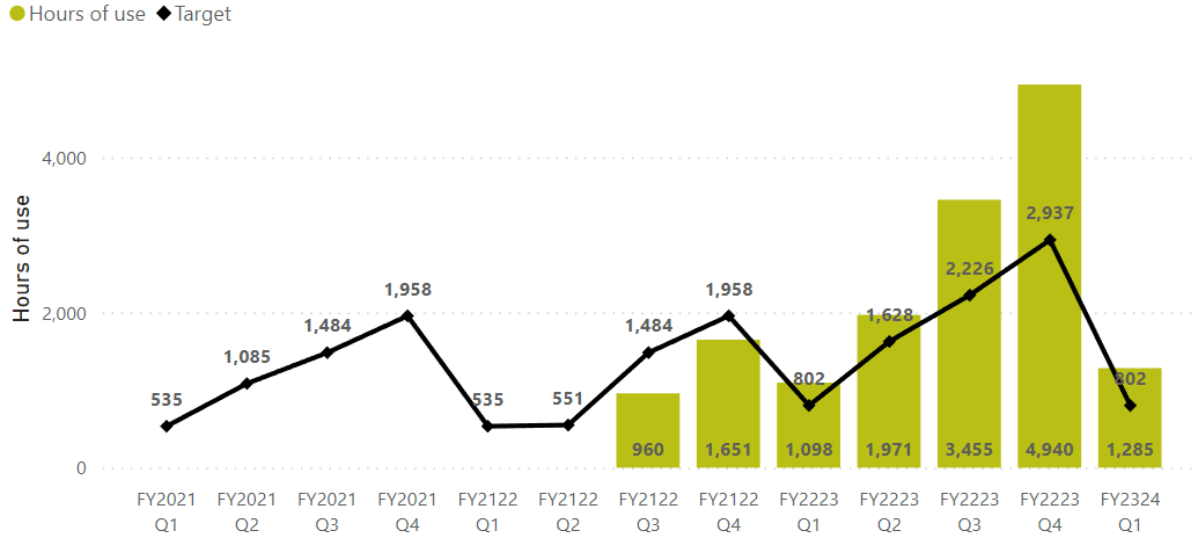


PI 38 Community use of libraries ☆

Actual 1,285

Target 802

Community use continues to thrive across Lincolnshire Libraries, with a total of 1,285 hours during April and June. This success is largely down to the wide variety of community events and groups offered across the libraries. This includes room hire by various community organisations, two excellent exhibitions by the Lincoln Camera Club and Spalding and District Arts and Crafts Society, an Easter holidays programme and various PSCO drop-in sessions for local residents to seek reassurance and share information regarding issues in their local area. 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.

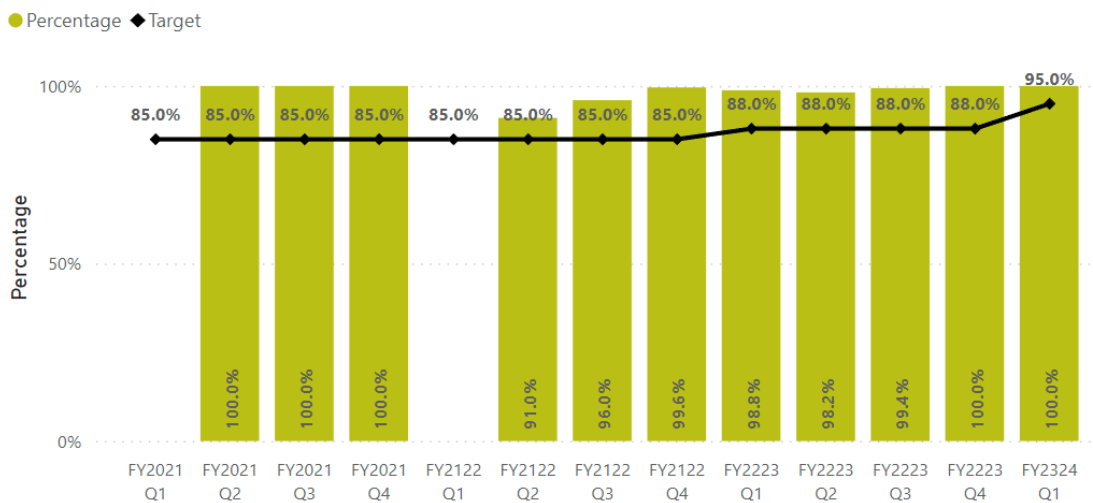


PI 129 Overall enjoyment of the services as measured by visitor feedback forms ★

Actual 100

Target 95

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 recently increased 95% 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. 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 4.6 out of 5 across both Trip Advisor and Google Reviews. We look forward to welcoming more visitors to our sites across the summer, whilst ensuring we continue to strive for excellent visitor satisfaction across our heritage offer.



1.4.2 Measures that achieved their target

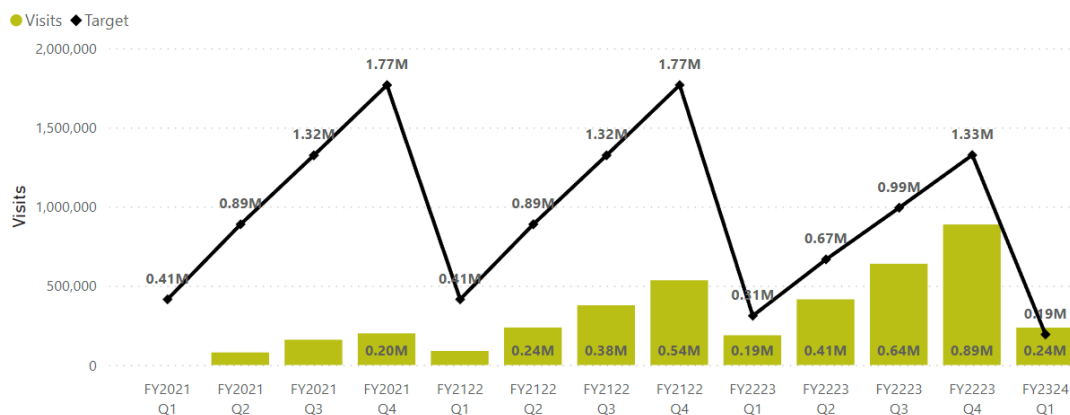
PI 36 Visit to core libraries and mobile library services ✓

Actual 236,108

Target 192,665

This quarter has welcomed 236,108 visits across our core libraries and mobile services, an increase of 48,000 compared to the same period for 2022/23, highlighting the successes of this quarter. We are pleased to report that for June in particular, visits reached over 80,000, an increase of 30% on the same period for last year, together with an increase of 16% on issues, whilst Public Network use and Wi-Fi use continues to thrive.

Recovery wise we were 7% ahead of 2019 on issues and 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. Our new App launched in April and has received a total of 19.7k launches across the quarter. In summary, our customers continue to engage with the library service, whether this be through the physical library or through a digital offer, evidenced by a positive increase in issues per visit, and increased usage of our digital platforms.



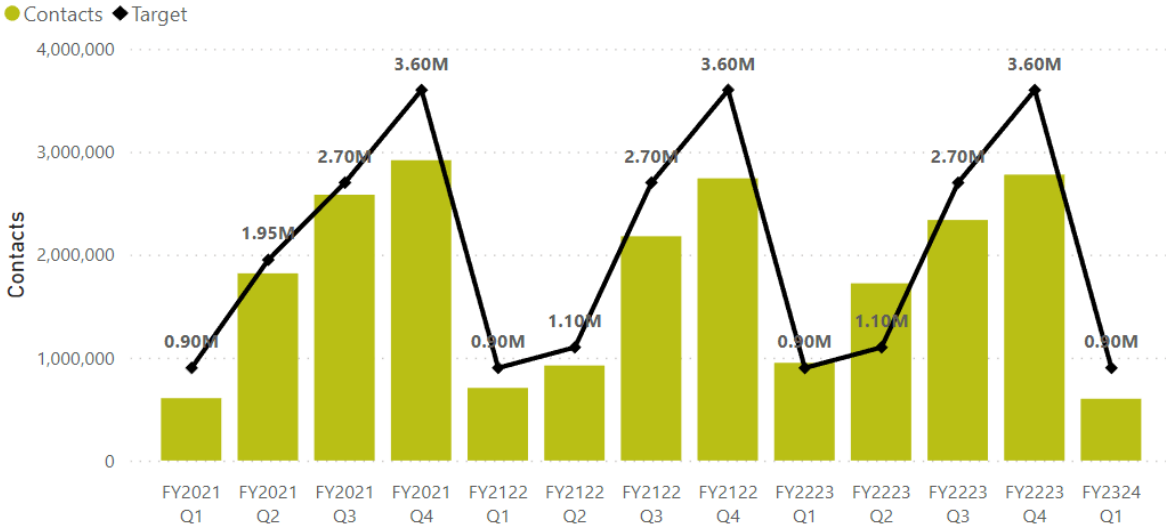
1.4.3 Measures that did not meet their target

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

Actual 601,173

Target 900,000

Quarter 1 has had a steady level of interactions across the heritage service, with a cumulative total of 601,173 interactions, including in person, via phone, email or via the website and social media against a target of 900,000. The decommissioning of our Lincs to the Past website continues to impact 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 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. We expect that with our summer programme, both visits and digital interactions through our online platforms will increase as a result.



1.5 Road Safety

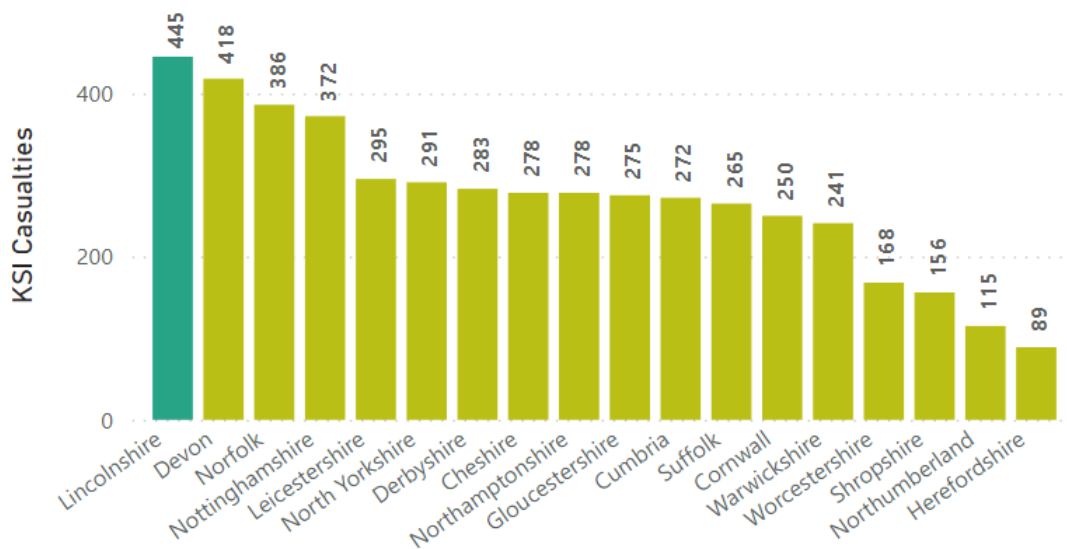
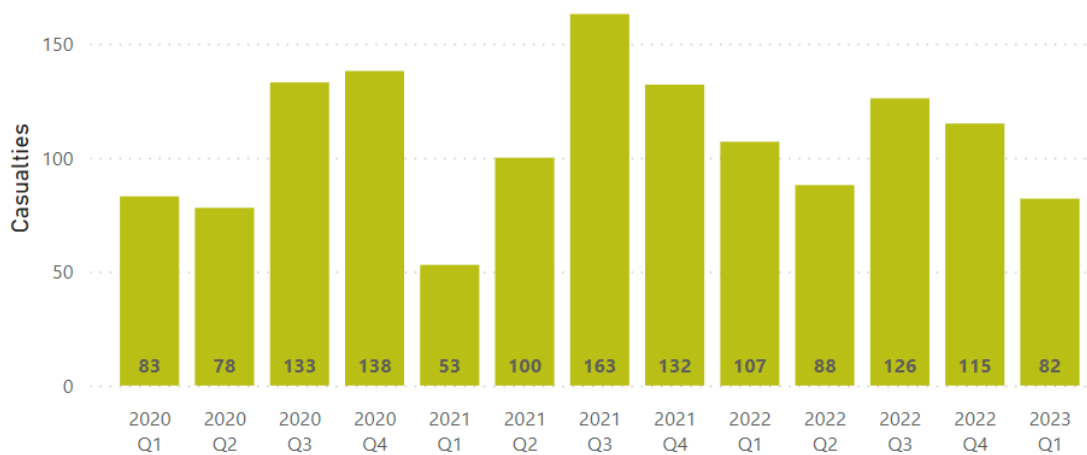
1.5.1 All PIs within Road Safety are reported as contextual (do not have targets)

PI 11 People killed or seriously injured in road traffic collisions

Actual 82

This figure is lower than the Quarter 4 figure of 2022, and also lower than the comparable Quarter 1 figure of 2022.

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.



Statistical Neighbours

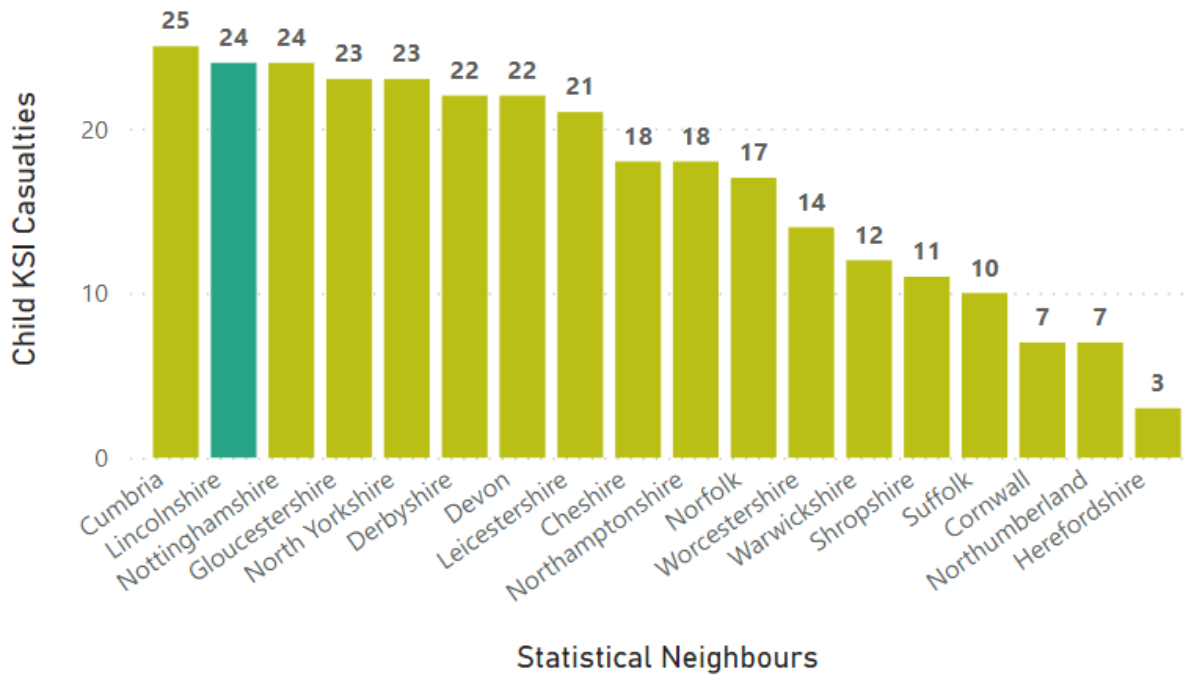
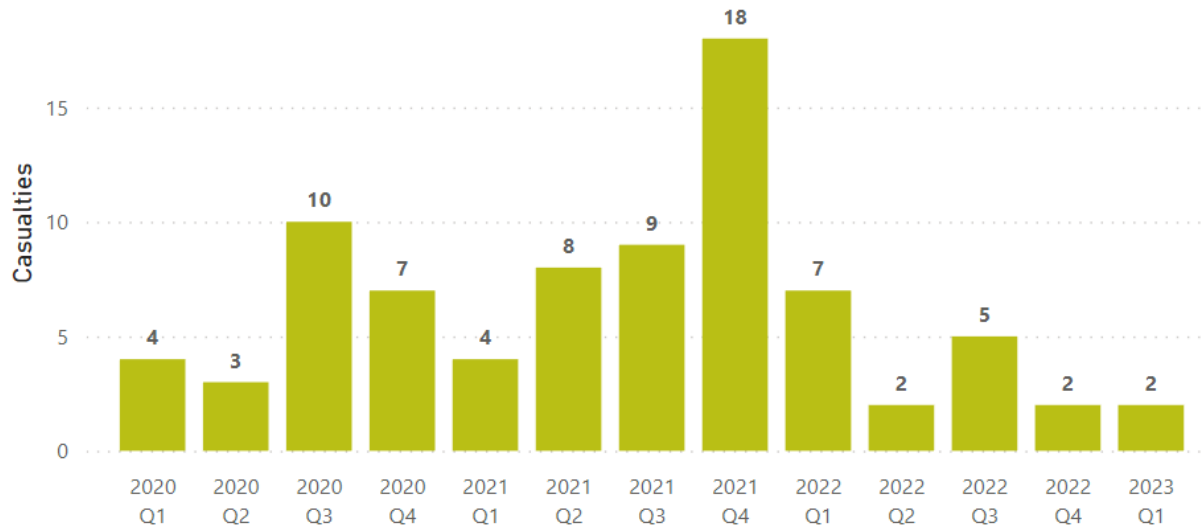
Actual as at Dec 2020

PI 12 Children killed or seriously injured in road traffic collisions

Actual 2

This figure is the same as the Quarter 4 figure of 2022, but lower than the comparable Quarter 1 figures of 2022, 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.



Actual as at Dec 2020

1.6 Volunteering

1.6.1 All PIs within Volunteering are reported as contextual (do not have targets)

PI 39 Voluntary and community groups actively supported in Lincolnshire

Actual 318

The Volunteer Centres continue to support local groups and organisations with advice, information and resources to help in delivering their vital services and providing support to their volunteers. During the quarter they have supported 318 organisations across Lincolnshire with:

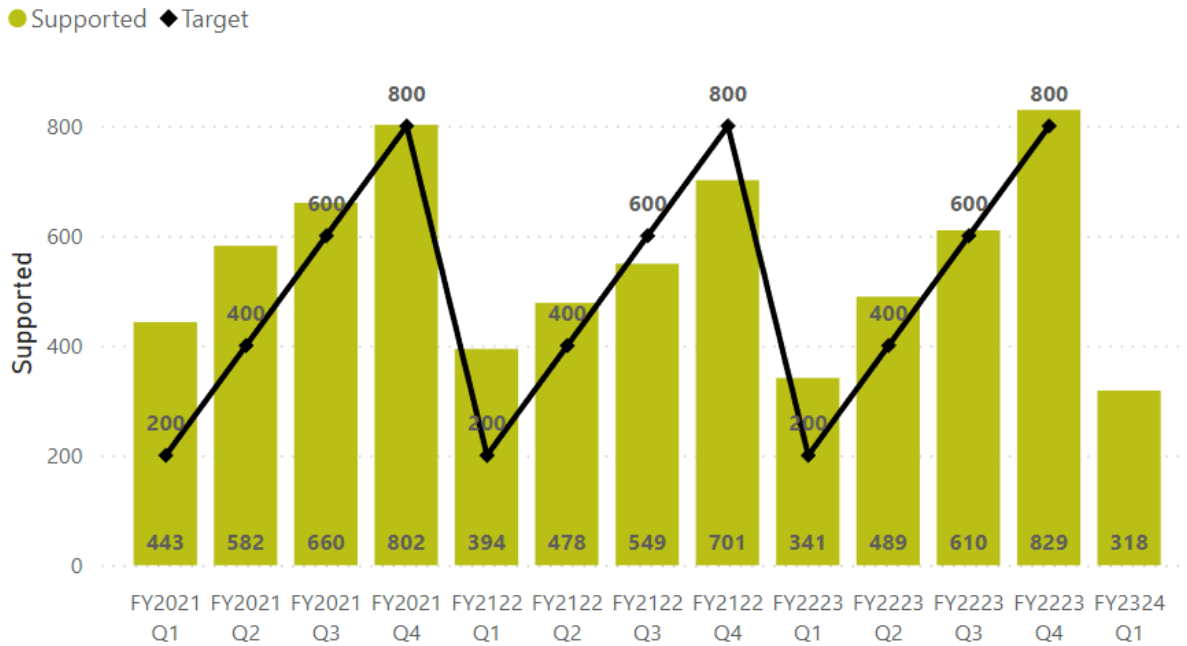
- practical advice and resources
- online forums and regular networking opportunities
- funding advice
- funding readiness online training and support
- support to develop new roles and recruit volunteers
- advice and support with DBS checks
- online training platform for their volunteers

Funding advice and support continues to be popular. The funding Ready training programme supported 39 organisations through workshops and one-to-one support. During the quarter, they have supported local groups and organisations to secure £170,649 external funding. Further funding ready workshops have been scheduled for next quarter.

They continue to co-ordinate the Lincs Funding Advice Network which hosted a recent Funding Fair. The fair was attended by 60 attendees and six funders with very positive feedback. This event included 1-1 funding surgery appointments.

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

The Find a Funder page had an average of 163 visits per month and the portal currently has 89 grants open to applications and 74 closed grants.



PI 105 People supported who have accessed volunteer opportunities

Actual 459

During this quarter, the volunteer centres supported 459 volunteers to access a broad range of volunteering opportunities in Lincolnshire. The ‘Big Help Out’ initiative gave people the opportunity to volunteer locally and mark His Majesty the King’s Coronation.

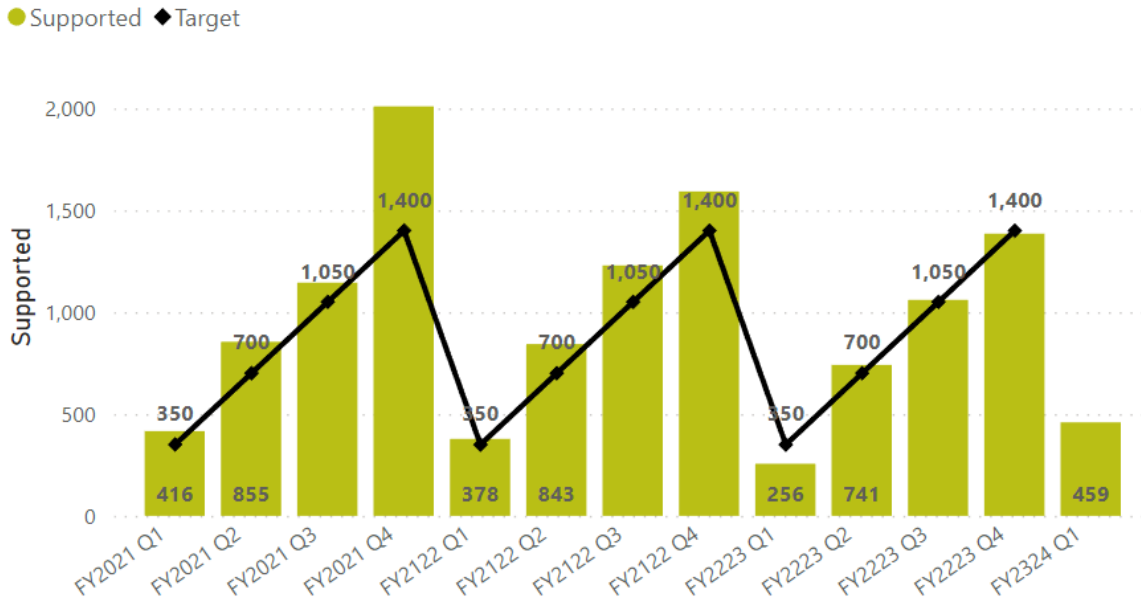
The volunteer centres have seen an overall increase of volunteers across the County as confidence in volunteering continues to rise and volunteering pathways develop with the Department of Work and Pensions (DWP) and other partners. They are also working with partners to create opportunities for Ukrainian refugees to volunteer and recently delivered two volunteering workshops for refugees.

There has also been an increase in employer engagement and interest in Employer Supported Volunteering (ESV) as well as various micro volunteering opportunities across the County.

Volunteering outreach and promotion remains a priority by attending a variety of local events including the Lincolnshire Show.

The volunteer management training programme is very popular with further sessions scheduled next quarter.

As part of the commitment to continuous improvement, the centres are undertaking the renewal of the Volunteer Centre Quality Award (VCQA) through the National Association for Voluntary and Community Action (NAVCA). This process assesses how they deliver against the five core functions of a volunteer centre as well as working collaboratively with local partners.



2. Conclusion

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

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:

- 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.

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	19 September 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

19 SEPTEMBER 2023		
	Item	Contributor
1	Registration and Celebratory Service Report	James Chapple, Head of Registration and Coroners Services
2	Integrated Risk Management Plan 2020-2024 – Yearly Update	Mark Baxter, Chief Fire Officer
3	Trading Standards Impacts and Outcomes Annual Report 2022-2023	Mark Keal, Head of Trading Standards
4	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
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
5	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	Re-procurement of Lincolnshire Fire and Rescue Fleet Maintenance Services <i>(Pre-Decision Scrutiny – Executive Councillor decision between 6 – 10 November 2023)</i>	Fiona Fielding, Senior Commercial and Procurement Officer Mark Baxter, Chief Fire Officer
2	Procurement of the Lincolnshire Fire and Rescue Control System Replacement <i>(Pre-Decision Scrutiny – TBC)</i>	Steve Topham, Assistant Chief Fire Officer Maria Bentley, Programme Manager – LFR Control System Replacement
3	Outcomes of His Majesty's Inspectorate of Constabulary and Fire and Rescue Services Inspection of Lincolnshire Fire and Rescue Service	Mark Baxter, Chief Fire Officer

31 OCTOBER 2023		
Item	Contributor	
4	Proposals for Scrutiny Reviews	Tracy Johnson, Senior Scrutiny Officer
5	Future funding for Citizens Advice Lincolnshire (<i>Pre-Decision Scrutiny – Executive decision on 7 November 2023</i>) (EXEMPT)	Anne-Marie Scott, Assistant Director, Prevention & Early Intervention Emma Krasinska, Programme Manager, Public Health Paul Johnson, Public Health Officer
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
6	Safer Lincolnshire Partnership – Fraud Update Report	Vicky Salmon, Community Safety Strategy Co-ordinator

12 DECEMBER 2023		
Item	Contributor	
1	LCC Coronial Toxicology Contract (<i>Pre-Decision Scrutiny – Executive Councillor decision between 15 – 22 December</i>)	Emma Golds, Senior Commercial and Procurement Officer
2	Community Risk Management Plan 2024-28 - Pre-consultation	Mark Baxter, Chief Fire Officer
3	Fire and Rescue Service Attendance at Flooding Incidents - Annual Report on Performance	Mark Baxter, Chief Fire Officer
4	Multiply - Numeracy Programme Update – Year 2	Thea Croxall, Adult Learning & Skills Manager – Economic Development
5	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		
6	Serious Violence in Lincolnshire - A Partnership Response – Position Report	Jade Thursby, Domestic Abuse Business Manager Angela Nauth, Community Safety Strategy Coordinator (Serious Violence)

30 JANUARY 2024		
Item	Contributor	
1	Revenue and Capital Budget Proposals 2024-25 <i>(Pre-Decision Scrutiny – Executive decision on 6 February 2024)</i>	Keith Noyland, Strategic Finance Lead - Place, Fire & Rescue
2	Trading Standards Food Standards Enforcement	Mark Keal, Head of Trading Standards
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
3	Safer Lincolnshire Partnership - Annual Report Update	Zoe Walters, Business Manager, Safer Lincolnshire Partnership

19 MARCH 2024		
Item	Contributor	
1	Road Safety Partnership Annual Report	Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
2	Service Level Performance Reporting against the Success Framework 2023-2024 – Quarter 3	Martyn Parker, Assistant Director - Public Protection Nicole Hilton, Assistant Director - Communities Lee Sirdifield, Assistant Director - Corporate Mark Baxter, Chief Fire Officer Steven Batchelor, Lincolnshire Road Safety Partnership Senior Manager
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
3	Drug and Alcohol Core Priority Group Report	Jemma Clarke, Community Safety Strategy Coordinator
4	Domestic Abuse Strategy – Update Report 2023	Jade Thursby, Domestic Abuse Business Manager

14 MAY 2024		
Item	Contributor	
1	Fire and Rescue Service New Crewing Arrangements - Outcomes of Staff Consultation	Mark Baxter, Chief Fire Officer
2	Citizens Advice Annual Report	Monica Stark, Chair CA Lincs

14 MAY 2024	
Item	Contributor
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
3 Safer Together Partnership – Update Report	Clare Newborn, Community Safety Manager

25 JUNE 2024	
Item	Contributor
1 Fire and Rescue Statement of Assurance	Mark Baxter, Chief Fire Officer
2 Volunteering in Lincolnshire	Lee Sirdifield, Assistant Director - Corporate Ben Rollett, CEX, Voluntary Centre Services
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
3 Prevent- Annual Report	Richard Clare, Strategic Prevent Lead, Safer Communities

30 JULY 2024	
Item	Contributor
1 Coroners Service Annual Update Report	Paul Smith, HM Senior Coroner for Lincolnshire
2 Fire and Rescue Service - Integrated Risk Management Plan 2020-2024 – Yearly Update	Mark Baxter, Chief Fire Officer
3 Service Level Performance Reporting against the Success Framework 2023-2024 – 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
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
4 Stay Safe Partnership Annual Update Report	Clare Newborn, Community Safety Manager

30 JULY 2024	
Item	Contributor
5	Safer Lincolnshire Partnership - Anti Social Behaviour (Community Trigger) Zoe Walters, Business Manager, Safer Lincolnshire Partnership

24 SEPTEMBER 2024	
Item	Contributor
1	Registration and Celebratory Services Annual Report James Chapple, Head of Registration, Celebratory and Coroners Services
2	Trading Standards, Impacts and Outcomes Framework – Annual Report Mark Keal, Head of Trading Standards
3	Service Level Performance Reporting against the Success Framework 2024-2025 – 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
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
4	Safer Lincolnshire Partnership – Fraud Update Report Vicky Salmon, Community Safety Strategy Co-ordinator

12 NOVEMBER 2024	
Item	Contributor
1	Fire and Rescue Service Attendance at Flooding Incidents - Annual Report on Performance Mark Baxter, Chief Fire Officer
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
2	Safer Together Partnership – Update Report Clare Newborn, Community Safety Manager
3	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)
- 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 Tracy Johnson, Senior Scrutiny Officer, who can be contacted on 07552 253814 or by e-mail at tracy.johnson@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 Lincolnshire Fire & Rescue Fleet Maintenance Services	Between 6 – 10 Nov 2023	Executive Councillor: Fire & Rescue and Cultural Services	Public Protection and Communities Scrutiny Committee	Senior Commercial and Procurement Officer Email Fiona.fielding@lincolnshire.gov.uk	Yes	N/A
Future Funding for Citizens Advice Lincolnshire (EXEMPT)	7 Nov 2023	Executive	Public Protection and Communities Scrutiny Committee	Programme Manager, Public Health, E-mail: emma.krasinska@lincolnshire.gov.uk	Yes	All
LCC Coronial Toxicology Services	Between 15 - 22 Dec 2023	Executive Councillor: NHS Liaison, Integrated Care System, Registration and Coroners	Public Protection and Communities Scrutiny Committee	Senior Commercial & Procurement Officer E-mail: emma.gold@lincolnshire.gov.uk	Yes	All
Revenue and Capital Budget Proposals 2024-25	6 Feb 2024	Executive	Public Protection and Communities Scrutiny Committee	Strategic Finance Lead - Place, Fire & Rescue, E-mail: Keith.Noyland@lincolnshire.gov.uk	Yes	All



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	19 September 2023
Subject:	Stay Safe Partnership Annual Update

Summary:

This report provides an update on the achievements of the Stay Safe Partnership during the course of the 2022/23 academic year and plans for the coming year. The partnership was commissioned to deliver preventative education to all secondary aged children in Lincolnshire, to enable them to make informed decisions and keep themselves safe. Over the years, with further investment, this offer has been extended to include primary aged children.

Actions Required:

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

1. Background

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

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

2. Stay Safe Offer to Schools

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

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

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

In addition to 'Stay Safe' Days, primary and secondary schools can book from a range of individual sessions offered by agencies through the LCC Stay Safe Directory. Many of these sessions are free to schools, a small number charge or ask for donations. There are currently 71 resource packages available to primary schools and 82 available for secondary schools and colleges, ranging from online safety, Prevent awareness, gambling harm prevention, mental health, knife crime, sexual health and hate crime. A full list of resource packages can be viewed at:

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

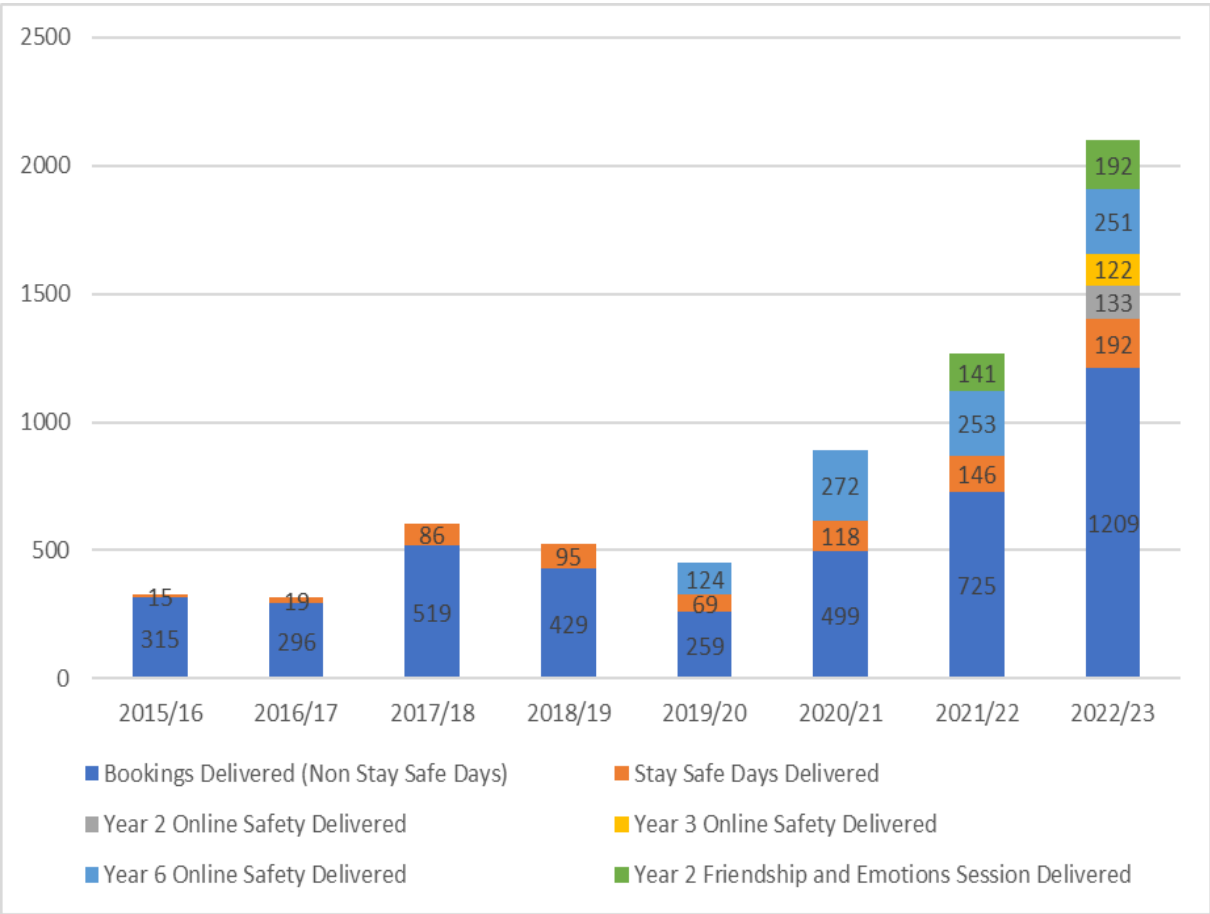
The Stay Safe Directory serves as a 'one-stop shop' resource for schools on preventative education, as well as serving as a single booking system for agencies.

As well as face to face delivery, the Stay Safe Team have developed a range of resources that can be accessed online by pupils, staff and/or parents. For example, the team have filmed the Childnet resource "Smartie the Penguin", which covers topics such as upsetting images, unreliable information and communicating with strangers online, all in an age-appropriate manner for 3–7-year-olds. To date, this resource has been viewed on the Lincolnshire Safeguarding Children Partnership (LSCP) YouTube channel 483 times. The Stay Safe Teams additional early years resource around the Funny Tummy Song, linked to the

CEOP Jessie and Friends series, explores how to get support when things go wrong. This continues to do well on the LSCP YouTube channel, with 3,191 views to date.

3. Reach of Stay Safe Preventative Education

Since its inception the Stay Safe Partnership has delivered workshops to over 344,751 students and staff. This does not include those schools or pupils who have accessed the free online resources referenced above. The graph below details the number of sessions delivered in each academic year, broken down into the different session types. This visually demonstrates the year on year increase in sessions delivered by the partnership since 2015:



For the academic year 2022/23, the partnership delivered sessions to 20,978 secondary and 17,762 primary students. This is an increase of 1,837 secondary students and 7,407 primary students from academic year 2021/2022. This increase is a result of investment in additional staff, detailed later on in this report, and delivering a blended offer of online and in person workshops to respond to school need.

The Partnership strives to ensure the most vulnerable children in Lincolnshire have access to our secondary 'Stay Safe' Days, and delivery of 'Stay Safe' Days to Special Educational Need Provisions increased by 58% in the academic year 2022/2023. For establishments such as special schools and Pupil Referral Units, the partnership offers a deconstructed 'Stay Safe' Day. The team works with the school prior to delivery, to establish student need.

Presenters adapt sessions to ensure best engagement; often shortening sessions and making them more practical in content or adding sensory elements for non-verbal students. The five sessions are offered as stand-alone sessions, so that the topics can be delivered over the course of a month rather than a day, so as not to overload students:

"I just want to say a massive thankyou for meeting our needs and providing a bespoke package of training. This was very effective for our pupils in terms of engagement and participation, in particular Dan's e-safety session with our early years/pre-verbal group. Well done to everyone involved." Sandon Specialist School, Grantham.

3. Increased capacity to do more

Demand for Stay Safe interventions has increased year on year. The partnership has been keen to respond positively to this demand, particular those requests for preventative work in primary schools, and additional funding has enabled the partnership to do just that.

One of the key priorities of Lincolnshire's Domestic Abuse Partnership (LDAP) 'Preventing Domestic Abuse Strategy 2021-2024', is to develop an early intervention response to domestic abuse through school and early years engagement. Additional Government grant funding has enabled LDAP to appoint two Domestic Abuse (DA) Stay Safe Officers, to develop and deliver age-appropriate 'Friendships and Emotions' sessions to primary age children. These sessions aim to teach these children the skills and values required to have healthy relationships in the future. Children learn about emotions, how they cause our bodies to react and strategies to manage them. Other sessions include celebrating differences, communication skills, conflict resolution, positive boundaries, and identity. This will lay a positive foundation of the healthy qualities and emotional resilience at a point when students are more likely to engage and adapt their behaviour through education.

These additional DA Stay Safe Officers have enabled the Stay Safe Partnership to reach an additional 42 primary schools during 2022/23; delivering an additional 51 sessions to an additional 1,218 children, compared with the previous academic year. The LDAP plan to expand the Healthy Relationship Curriculum from Year 2 to college age in the coming year, so we anticipate these figures to increase again next academic year.

During the same period, the Community Safety service recruited a term time only Stay Safe Officer to expand its delivery of Online Safety Workshops so that, from academic year 2023/24 onwards, there will be a full curriculum offer from Year 2 to college age; of particular importance given what we know about the routine use of online technology by the county's children and young people. These workshops aim to increase the critical thinking skills of children and young people to make safer choices online, by delivering advice and guidance around:

- How to recognise misinformation online
- What constitutes cyberbullying and how to respond
- How to keep personal information secure
- How to identify grooming techniques
- Consequences of sending nude images

- Effects of social media on our wellbeing
- Where to get help and support when things go wrong.

This additional staff resource has enabled the delivery of at least one Online Safety workshop to 203 (of 266) primary schools or 76% of the county's primary provision. This is an increase of 253 additional workshops delivered to an additional 6,189 students, compared with the previous academic year.

Lincolnshire Police have also received additional investment from the Home Office to fund a Violence Against Women and Girl's (VAWG) Coordinator who will begin to cover topics in schools, through the Stay Safe Partnership, such as the realities of pornography with Year 6+ students. They will also be tackling issues of inappropriate touching and consent, sexual harassment, and sexual assault. All workshops are offered at an age-appropriate level to provoke discussion, educate children and young people and dispel myths.

4. Parental Engagement

The first line of defence regarding prevention for children and young people is their parents. We recognise the positive impact parents can have in safeguarding their children and young people. To support parents, we seek to provide information in an easy to access and understandable format. We currently offer biannual workshops over Microsoft Teams for parents on 'Online Safety', and in 2023 LDAP offered an additional workshop on 'Navigating Teenage Relationships'. This academic year 716 parents attended our 'Online Safety' Q+A virtual session, and 216 parents attended the 'Navigating Teenage Relationships' workshop. Some parental feedback:

"Gave me more ideas as to how to talk about online safety with my child. I did anyway, but the event mentioned a few things I hadn't thought about".

"It was brilliant, speakers were knowledgeable and informative, complimented each other well. I don't think you could improve on this. Sensitive topics handled well".

"Thank you for putting on this event and for delivery being so supportive. I am an open-minded mum who's had open conversations with my girls but it hasn't stopped us running into issues we've found hard to deal with. It has reassured me a lot of the time I've got it right and give useful strategies and information on further support".

These events are recorded and links with further reading are sent out following the event. Parents therefore can watch the event back at a time that is convenient for them.

The Stay Safe Team intend to develop parental support further, by creating a section on the Stay Safe Directory specifically for parents. Alongside this resource, the team will be creating a range of "how to" online safety videos, to host on the LSCP YouTube Channel.

5. Impact and effectiveness

Qualitative and quantitative data is collated and used to monitor the impact of Stay Safe interventions on pupils thinking and decision-making. This year the partnership moved to

collating feedback online, with students being asked to offer feedback electronically using either QR codes or tablets. From Year 7 to 11 students, 11,868 responses were received and from this 97.4% of students said the information would help with their future decisions, 97.7% found the information within the sessions helpful, and 98% found the sessions well presented and explained.

Impact: one session can leave a lasting impression...

“That even small things can have a big impact”
ASB Year 8 Student

“What a fantastic lesson we experienced” Online Safety Year 9 Student

“This was very fun and the information will definitely stick to me and make me think about my safety”
Student

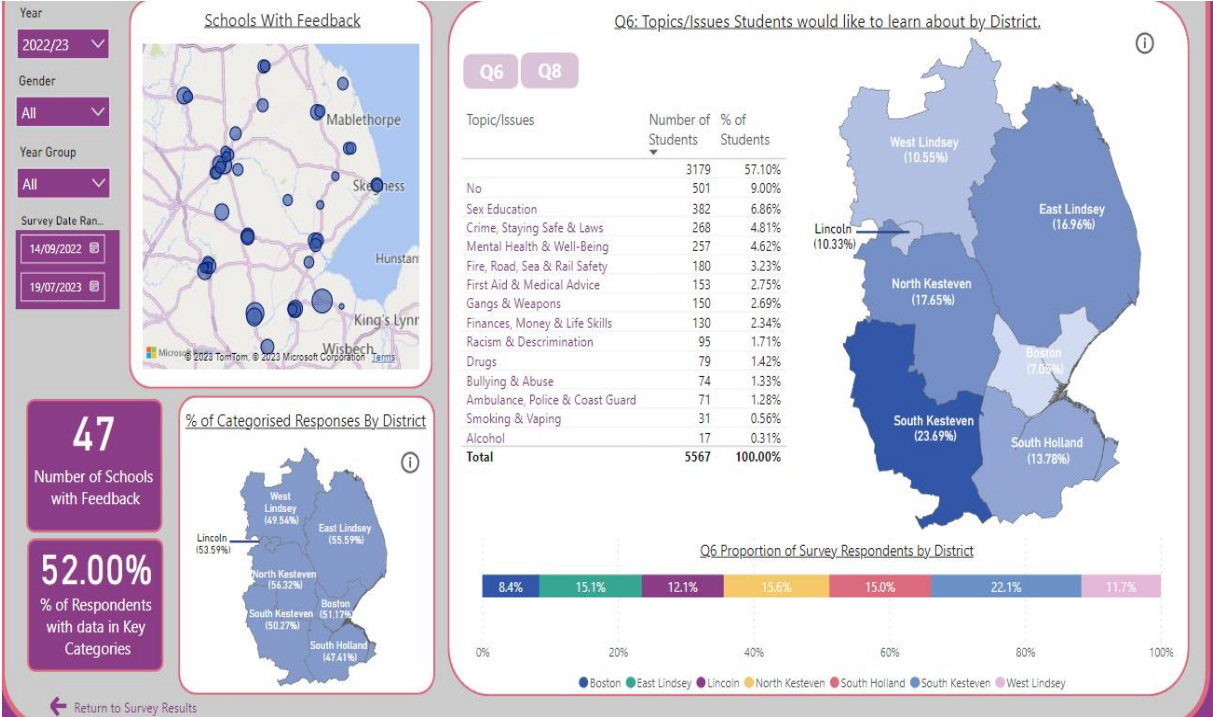
“I liked how it talked about how the topics play out in real life.” Healthy Relationships Year 9 Student

“To take 10 seconds to go away from my phone when crossing roads as it can kill you when your not expecting or ready for it”
Road Safety Year 9 Student

“I have learned so much about the topics. I was unsure about it at the start of the day. After period 1, I was so excited to learn more. I really hope we have another safety day soon. I liked how relaxed everything was and enjoyed it. I loved today and thank you!” Year 7 Student

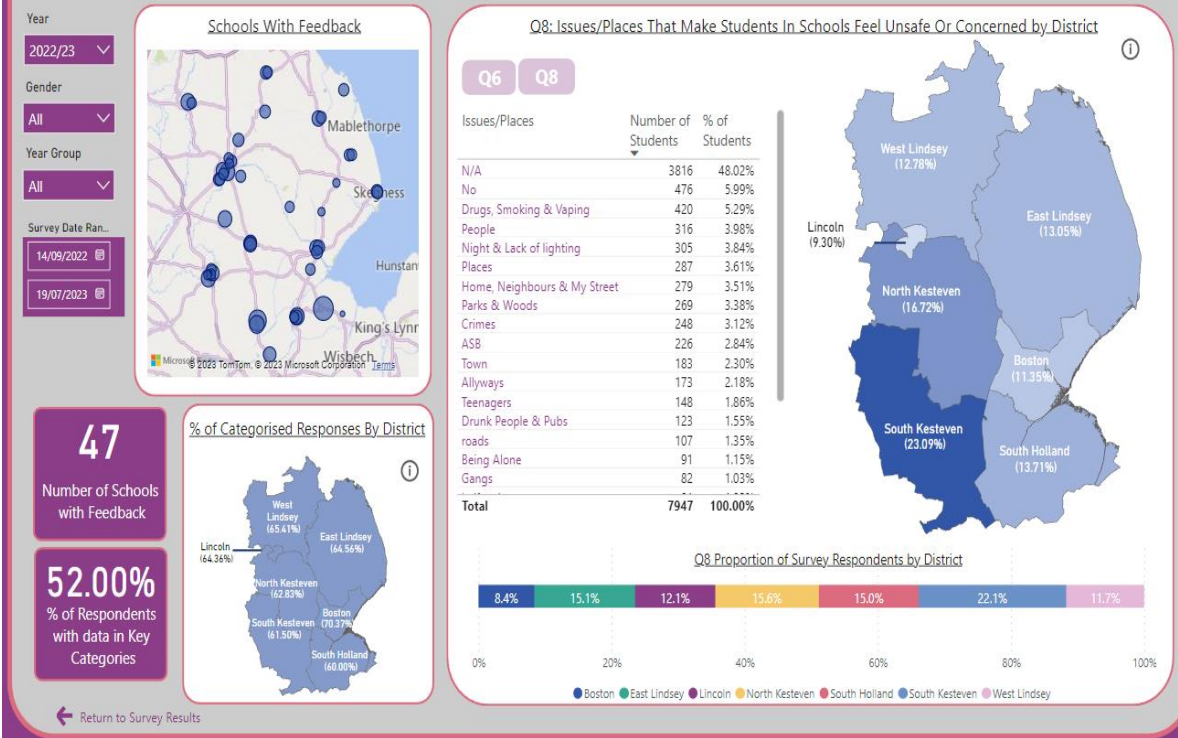
“Each time we have a SSD day it gets better.....topics covered are relevant. We have had a significant reduction in the amount of sexting”. Teacher

Students are also asked about additional topics they would like to learn about. The Stay Safe dashboard pulled common words that appeared within the feedback, to compile the list as shown below:



The greatest rise from the previous year has been the request for more education around sexual relationships and consent.

Students fear of crime was also gathered during this year’s Stay Safe Survey. Most students reported feeling safe/ having no issues in respect of feelings of safety within their communities. However, for those who did share concerns, these were most commonly in relation to drugs, smoking and vaping:



These results have been shared with Neighbourhood Policing Teams and District Council Community Safety Managers to ensure young people’s concerns about their safety are heard and responded to.

Due to the personal nature of the topics discussed in the 'Stay Safe' Day sessions, disclosures are sometimes made by students, and these are managed in the appropriate way with the relevant school. Last academic year we reported that disclosures had risen by 101% more than the previous three academic years combined. This academic year disclosures have remained high, but have dropped by 23% compared to 2021/2022, to 90 disclosures. Three months after a 'Stay Safe' Day, teachers are asked for further information to inform the evaluation. From those staff responses, a further 29 disclosures had been subsequently made by pupils as a consequence of the material delivered. Disclosures emanating from primary school sessions accounted for 5% of all those disclosures.

As in previous years, these disclosures related to domestic abuse, abusive peer relationships and stalking, alcohol and drug misuse, knife crime, county lines, online exploitation, access to pornography, sending indecent images, and road and fire safety concerns. It is possible

that without this intervention having taken place, these children and young people may have remained hidden victims and never been able to access any form of support.

6. Evidence led intervention

For impactful prevention to occur, evidence shows this should be offered at the earliest age, when children are forming their core values and beliefs. This, coupled with the fact that the partnership continues to see issues being raised in primary schools that were previously only reported in secondary schools, evidences the need to offer preventative messaging at an earlier age. The additional funding referenced earlier in this report is enabling the partnership to reach children at a younger age than ever before, and primary schools are welcoming of this support.

As highlighted in last year's report to this Committee, the 'universal offer' to schools is impressive, but for the partnership to have the greatest impact, there is also a need for a targeted and reactive response to safety concerns. By interpreting crime data and intelligence, and layering that with information from schools, pupils and other professionals, the partnership can respond to specific concerns in 'real time'. Analytical support is now available to the Stay Safe Team. This has resulted in the creation of a dashboard which has supported the team's performance management capabilities, but this will be expanded to include an additional dashboard that will combine relevant crime and school exclusion data. This will give the Partnership the ability to identify rising issues/trends in specific areas, and to respond appropriately.

7. Conclusion

The Stay Safe Partnership continues to evolve, in terms of its reach and the nature of the interventions offered. It is widely considered to be the primary vehicle for preventative education in Lincolnshire, combining the efforts of a range of organisations and services for the benefit of the county's children and young people.

The Stay Safe Partnership has responded well to emerging safety concerns for children and young people, and continues to strive to reach the most vulnerable and hard to reach groups. Further financial investment during this academic year has enabled the partnership to expand its reach, and ensure it has positively impacted on more children than ever before. The Committee is asked to give its support to this initiative, and to promote it/bring it to the attention of others that they liaise with within their constituencies.

8. Consultation

a) Risks and Impact Analysis

Not Applicable.

9. Background Papers

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

This report was written by Kathryn Smith, who can be contacted on 07767005989 or kathryn.smith@lincolnshire.gov.uk.

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