



County Offices
Newland
Lincoln
LN1 1YL

23 October 2023

Public Protection and Communities Scrutiny Committee

A meeting of the Public Protection and Communities Scrutiny Committee will be held on **Tuesday, 31 October 2023 at 10.00 am in the Council Chamber, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink that reads '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), P A Skinner (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, 31 OCTOBER 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 19 September 2023	7 - 18
4	Announcements by the Chairman, Executive Councillors and Chief Officers	

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

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

5	Safer Lincolnshire Partnership - Fraud Update Report <i>(To receive a report from Vicky Salmon, Community Safety Strategy Co-ordinator, which provides the Committee with an update on the collaborative working undertaken by the Crime and Disorder Core Priority Group of the Safer Lincolnshire Partnership as part of the Community Safety in Partnership Agreement between Lincolnshire County Council and Lincolnshire Police, during the last 12 months)</i>	19 - 28
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PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE

6	Re-procurement of Lincolnshire Fire and Rescue Fleet Maintenance Services <i>(To receive a report from Mark Baxter, Chief Fire Officer and Fiona Fielding, Senior Commercial and Procurement Officer, which invites the Committee to consider and comment on the Re—Procurement of Lincolnshire Fire and Rescue Fleet Maintenance Services, prior to consideration by the Executive Councillor for Fire and Rescue and Cultural Services between 6 and 10 November 2023)</i>	29 - 38
7	Future Funding for Citizens Advice <i>To receive a report from Anne-Marie Scott, Assistant Director, Prevention & Early Intervention, Emma Krasinska, Programme Manager, Public Health and Professor Derek Ward, Director of Public Health, which invites the Committee to consider and comment on future funding for Citizens Advice Lincolnshire, prior to consideration by the Executive on 7 November 2023)</i>	39 - 74

- 8 Potential Topics for Scrutiny Review by Scrutiny Panel A** 75 - 82
(To receive a report from Tracy Johnson, Senior Scrutiny Officer, which invites the Committee to consider whether it wishes to make a suggestion for a potential scrutiny review topic to the Overview and Scrutiny Management Board)
- 9 Public Protection and Communities Scrutiny Committee Work Programme** 83 - 92
(To receive a report from Tracy Johnson, Senior Scrutiny Officer, which provides the Committee with the opportunity to consider and comment on the contents of its work programme to ensure that scrutiny activity is focused where it can be of greatest benefit)
- 10 CONSIDERATION OF EXEMPT INFORMATION**
In accordance with Section 100(A)(4) of the Local Government Act 1972, the following agenda item has not been circulated to the press and public on the grounds that it is considered to contain exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1072, as amended. The press and public may be excluded from the meeting for the consideration of this item of business.
- 11 LFR Control Programme** 93 - 106
(To receive an exempt report from Steve Topham, Assistant Chief Fire Officer, Mark Baxter, Chief Fire Officer and Maria Bentley, Interim Programme Director – Control Programme, which invites the Committee to consider and comment on the Control Programme, prior to consideration by the Leader of the Council (Executive Councillor for Resources, Communications and Commissioning) and the Executive Councillor for Fire and Rescue and Cultural Services between 3 November 2023 and 1 December 2023)

Democratic Services Officer Contact Details

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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, 31st October, 2023, 10.00 am \(moderngov.co.uk\)](#)

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**PUBLIC PROTECTION AND COMMUNITIES
SCRUTINY COMMITTEE
19 SEPTEMBER 2023**

PRESENT: COUNCILLOR N H PEPPER (CHAIRMAN)

Councillors P A Skinner (Vice-Chairman), Mrs J Brockway, A Dani, K E Lee, E J Sneath, T R Ashton and N Sear.

Councillors: L A Cawrey (Executive Councillor Fire and Rescue and Cultural Services), 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) attended the meeting as observers remotely via Teams.

D McNally (Executive Councillor Waste and Trading Standards), 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:-

Steven Batchelor (Lincolnshire Road Safety Partnership Senior Manager), Mark Baxter (Chief Fire Officer), James Chapple (Head of Registration, Celebratory and Coroners Services), Katrina Cope (Senior Democratic Services Officer), Glen Garrod (Executive Director - Adult Care and Community Wellbeing), Tracy Johnson (Senior Scrutiny Officer), Mark Keal (Head of Trading Standards), Clare Newborn (Head of Community Safety), Martyn Parker (Assistant Director Public Protection), Lee Sirdifield (Assistant Director – Corporate), Kathryn Smith (Stay Safe Coordinator) and Eleanor Baumber (Public Engagement Manager).

23 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillors M R Clarke, N F Clarke, W H Gray, A M Key and Mrs A M Austin.

It was reported that, under Regulation 13 of the Local Government (Committee and Political Groups) Regulations 1990, Councillors N Sear and T R Ashton had been appointed as replacement members for Councillors M R Clarke and N F Clarke respectively, for this meeting only.

24 DECLARATIONS OF MEMBERS' INTERESTS

No declarations of members' interest were received.

PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
19 SEPTEMBER 2023

25 MINUTES OF THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE
MEETING HELD ON 25 JULY 2023

RESOLVED

That the minutes of the Public Protection and Communities Scrutiny Committee meeting held on 25 July 2023 be approved and signed by the Chairman as a correct record.

26 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLORS AND CHIEF
OFFICERS

On behalf of the Committee, the Chairman extended thanks to Councillor A N Stokes for all his support and commitment as the Committee's Vice-Chairman for the past six years and wished him well in his new role as the Chairman of the Overview and Scrutiny Management Board.

The Executive Councillor for Fire and Rescue Services and Cultural Services advised the Committee that a United Kingdom Rescue Organisations Festival of Rescue event had taken place at venues across Lincoln and Newark. It was highlighted that 31 teams (700 firefighters) had taken part and the event had been a fantastic showcase for Lincolnshire Fire and Rescue and for the wider county.

No Chief Officer announcements were received.

27 REGISTRATION AND CELEBRATORY SERVICES REPORT

Consideration was given to a report from James Chapple, Head of Registration, Celebratory and Coroners Services, which invited the Committee to review and comment on the progress and performance of the Registration and Celebratory Service.

It was highlighted that the Registration Service had made significant progress in service delivery, modernisation, and digitisation during 2022/23. Reference was made to the new IT system which allowed for online customer appointment bookings of birth, death, and notice appointments. It was highlighted that this had been well received by the public.

Reference was also made to: the online bookings for weddings and civil partnerships being introduced later in the year; the introduction of a new feedback mechanism via the Council's Let's Talk Lincolnshire platform; and that the Medical Examiner roll out continued across the county, which would provide greater scrutiny of the Medical Certificate of Cause of Death. It was noted that this was due to become statutory in 2024; that the number of birth registrations had increased, and confirmation was given that appointment availability across the county remained very good and that there was no backlogs relating to birth registration; there had been an increase in demand for bookings for weddings and civil partnerships; and that legislation to allow for telephone birth and death registration had been delayed.

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

- Confirmation was given that a hybrid model was operated for all the services which allowed for online and telephone contact. It was highlighted that a lot of customers preferred the online option;
- One member expressed concern regarding the registering of a death via the telephone and the implications of fraud. The Committee was advised that the process was to be implemented by the Home Office and would meet public protection and fraud measures. Reassurance was given that with the National Medical Examiner Scheme there would be even greater scrutiny of the cause of deaths;
- It was noted that a Baby Naming Ceremony allowed parents who did not choose to have their baby christened to have a non-statutory ceremony. It was noted that these were becoming more popular and that was one of the reasons Lincolnshire wanted to introduce them;
- An explanation was provided as to the role of the Medical Examiner;
- That the target for death registrations was not being met. It was noted that registration was currently within five days, and that nationally the target was going to be reviewed as part of the National Medical Examiner Scheme. The Committee was advised that the service was doing everything they could to meet the target;
- It was felt that staff would welcome telephone registration. The Committee noted that the same number of staff were still needed to complete the volume of registrations received. It was highlighted that telephone registration provided better access for members of the public who were unable to access a registration office.

The Chairman on behalf of the Committee extended thanks to the Head of Registration, Celebratory and Coroners Services for his presentation.

RESOLVED

1. That the comments highlighted by the Committee on the progress and performance of the service be received.
2. That satisfaction be recorded with the performance of the Registration and Celebratory Service.
3. That a progress update on the Registration and Celebratory Service be received in 12 months' time.

28 INTEGRATED RISK MANAGEMENT PLAN 2020 - 2024 - YEARLY UPDATE

Consideration was given to a report from Mark Baxter, Chief Fire Officer, which provided the Committee with details of the annual progress on the Integrated Risk Management Plan (IRMP) for 2020/2024.

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The Committee was reminded of the background to the report; the challenges encountered by the service over the last year; and the performance made against each of the highlighted objectives detailed in the report.

The Committee noted that work was now underway in the development of the new IRMP, which was to be rebranded as the Community Risk Management Plan.

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

- The Committee was advised that a blended approach of reactive and proactive visits had been adopted, which had resulted in an increase in the number of home safety visits carried out by community safety advocates and operational crews. It was noted that the Sherman concept was adopted. It was noted further that the service worked with partners through sheltered accommodation and the Council to identify the most vulnerable, and that information sharing agreements were in place with partner agencies to be able to let the service know where vulnerable people had been identified. It was also highlighted that local teams also had their links in to local communities, and that they were encouraged to deliver open day sessions. There was recognition that there was more to be done to increase the number of vulnerable individuals supported throughout 2023/2024;
- The Committee was advised of the arrangement the fire service had with the National Farmers Union concerning accessing water at rural farms. It was highlighted the service had been able to secure dedicated adapters for all fire appliances which provided the service access to water bowsers many farmers already had on their farms. It was highlighted that this was also alongside a fire safety message on how to help themselves in the event of a fire and how to prevent fires happening in the first place;

Note: Councillor K E Lee left the meeting.

- Praise was extended to the Saxilby fire station crew for being invested with improvements, and having a strong healthy working relationship;
- That following the Grenfell Tower inquiry, the main recommendation taken on board by the service was about operational response and being prepared for such a large-scale complex incident. It was highlighted that the service had been tested by a live exercise, where it had been able to use the technology of a real incident at one of the high-rise flats in Lincoln, which had been a successful exercise;
- The Committee noted that the consultation to introduce an on-call element to the Fire Safety Inspector role was at the closing stage, and that an implementation plan to have people in place was likely to be from 1 January 2024 to the middle of July 2024;
- Confirmation was given that the 'Biker Down' programme was in the process of being rolled out in the county, and that officer training would be programmed into that training. It was however noted that the 'Biker Down' programme was more predominantly focused on members of the public; and

- The Committee was advised that following a review of the co-responder scheme, the scheme had been adapted for the service to attend only the most serious category 1 incidents.

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

RESOLVED

1. That the comments raised by the Committee in respect of this item be received.
2. That assurance be received on the information contained in the end of year Integrated Risk Management Plan performance update.

29 TRADING STANDARDS IMPACTS AND OUTCOMES ANNUAL REPORT 2022-2023

The Committee considered a report from Mark Keal, Head of Trading Standards, which provided details of work undertaken by the Trading Standards Service during the financial year 2022/2023, and included data submitted in the Association of Chief Trading Standards Officers annual Impacts and Outcomes return.

The Committee was advised of the background to the report; the strategic priorities for 2022/2023; the outcomes and activity against the strategic priorities in 2022/2023; supporting the local economy; promoting health and wellbeing; officer development; managing intelligence and data; and balancing the budget.

In conclusion, it was noted that the Trading Standards Service had effectively balanced competing demands on its resources to deliver positive outcomes across its strategic priorities.

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

- Thanks were extended to officers for a very detailed report;
- The Committee was advised that a closure order was a temporary measure, but the order closed the premises and prevented the premises from trading for three months. It was noted further that if the lease was reassigned during that period, the premises would not automatically reopen, as that would require an application to the court to get the order removed. It was highlighted that if trading standards felt that the lease was being passed on to someone who was going to carry on in the same line of trade, then further objections could be made at the end of the three-month period.
- The Committee was advised that the National Association of Trading Standards Officers had done some work around licensing for vapes and tobacco as it was felt that they should be licensed together;
- There was recognition that the 30% failure rate pertaining to the purchasing of vapes from 40 individual premises was disappointing. It was felt that the reason for this

was due to lack of education amongst businesses. The Committee noted that over a hundred business advice packs had been sent to potential sellers. It was noted further that where an underage individual case was identified, the individual business would be targeted;

- An explanation was provided as to how the optimity calculator worked. The Committee noted that information was provided from the national trading standards team relating to people who had been victimised by scams. This information was then passed on to local authorities as part of their monitoring. The council was then able to take information gathered from victims it visited to add into the calculation, which then worked out an overall calculation;
- Confirmation was provided that mobile units who were selling fireworks were licensed and that those licenses were provided by local district councils in whose area the seller was operating. It was noted that the license covered the health and safety aspects associated with this particular product;
- The importance of partnership working to the trading standards service, and the gathering of data from people experiencing difficulties. It was highlighted that the Committee would be receiving a report at its 31 October 2023 meeting relating to scams and fraud, which would also be detailing the collective efforts of the trading standards team, Lincolnshire Police and the Community Safety team in this regard; and
- With regard to scams in Lincolnshire, it was felt that Lincolnshire was probably not too different to other areas. It was however highlighted that isolation and loneliness did play a part in scams, as sometimes this contact was the only contact older people received. It was noted that work was being done to educate carers and other organisations who met those who were isolated, so that visits could be made, and some face-to-face advice provided. The Committee noted further that 30% of the population of Lincolnshire were over the age of 65 and were therefore likely to be scammed. The Committee was advised that from a public health perspective that older people who had been the victims of scams were 2.4 times more likely to enter residential care as a result.

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

RESOLVED

1. That the comments raised in relation to this item be received.
2. That assurance be received on the performance and delivery of the Trading Standards Service in 2022/23.

30 SERVICE LEVEL REPORTING AGAINST THE SUCCESS FRAMEWORK 2023-24 - QUARTER 1

The Committee considered 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,

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19 SEPTEMBER 2023

Assistant Director - Corporate, which summarised the Service Level Performance against the Success Framework 2023/2024 for Quarter 1 for Community Safety, Trading Standards, Fire Safety, Libraries and Heritage, Road Safety and Volunteers.

Mark Keal, Head of Trading Standards and Eleanor Baumber, Public Engagement Manager were also in attendance for this item.

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

Community Safety

- How success was being measured with regards to domestic abuse cases. It was noted that the Multi-Agency Risk Assessment Conference (MARAC) was supporting 198 new cases and 85 repeat clients. It was highlighted that MARAC was currently operating virtually and that regular monitoring of data and process was in place. The Committee was advised that reporting metrics would be available by the end of the calendar year and that a further report would be presented to the Committee in this regard.

Trading Standards

- Some concerns were raised regarding the effectiveness of three month closure orders. The Committee was advised that having a closure order was maybe not ideal, but it was an improvement, as previously, some traders would restock and start trading the day after. However, with the closure order the premises were closed for three months which prevented anyone trading from the premises for that period. It was also highlighted that further closure orders could be applied for, following the initial three months when it could be proven that further illegal activity was taking place. Some praise was extended to the recent presence of large signs which advised the public that the premises had been closed by the county council. Officers confirmed that the feedback regarding the signs from other local business and members of the public had been very positive. It was also reported that work was being done with landlords with regard to who they were renting their premises to and where there were repeat offenders. It was also highlighted that the team were currently investigating 20 cases and that there were a further 13 cases waiting to go to court regarding illicit tobacco; and
- One member's personal experience of a member of the public buying a large quantity of vapes. The member agreed to speak to officers after the meeting.

Fire Safety

- The Committee was advised (in response to a recent article which ranked Lincolnshire as being 34th) that the response times for Lincolnshire had been improving over the last two years, and that when aligning with like for like services, Lincolnshire was faster than the national average. It was highlighted that the tolerances within the times were very minimal, just a matter of seconds;

- Percentage of building regulation applications responded to within 15 days. This target indicator was behind target at 88.89. It was reported that the reasons for this shortfall were because several staff from the protection team had left the organisation and it would take a while for the newly recruited staff to be trained to take on the role. The Committee noted that it was hoped that the trend would not continue into the next quarter;
- The increase in the number of dwelling fires. The Committee noted that the service was currently trying to address behavioural change i.e. moving away from deep fat fryers, and also focussing on learning from national campaigns and social media campaigns to try and educate people on the dangers of cooking in the home. It was noted further that local crews also highlighted this when completing their home safety visits; and
- Confirmation was given that the fire service did not link directly with letting agencies regarding the provision of fire-alarms. It was however noted that the service had targeted campaigns in certain areas and community groups highlighting fire safety issues. Officers agreed to look into the matter further.

Road Safety

- The Committee was advised that speeding was affecting a lot of communities in Lincolnshire. It was highlighted that this was one of the biggest issues the Lincolnshire Road Safety Partnership had complaints about, and the Partnership was doing all it could to try and improve the situation. The first thing to be done would be a seven day survey of the traffic; this provided details of the speeds of all vehicles travelling through a particular location, which then allowed the Partnership to decide the type of intervention required. The range of options available included: fixed cameras; mobile speed cameras; liaising with Lincolnshire Police; and undertaking activity with local communities to join the Community Speed Watch Scheme; and
- It was reported that data for the lower figure in quarter one for people killed or seriously injured in road traffic collisions did not indicate any clear commonality or pattern. It was however noted that there were seasonal variations in the data. The Committee was advised that at a recent Road Safety Summit meeting hosted by the Lincolnshire Police and Crime Commissioner regarding best practices, it was evident that Lincolnshire was one of the leaders for road safety. There was however recognition that numbers still remained high due to the specific challenges in the county.

Volunteering

- The Committee noted that the sector was now seeing a general increase in the number of people accessing volunteering opportunities. There was however still some hard to recruit volunteer areas, particularly around the provision of advice; and
- That the annual volunteering report had highlighted that there was a fatigue element of volunteering, and that survey work being undertaken with volunteers would help to understand their ambition and commitment. It was highlighted through the

survey, that cost pressures and time commitment were having an impact on volunteering.

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

RESOLVED

1. That the comments raised in relation to this item be received.
2. That satisfaction be recorded with Public Protection and Communities Service Level Performance for Quarter 1 of 2023/24.

31 PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to a report from Tracy Johnson, Senior Scrutiny Officer, which invited the Committee to review the work programme, as detailed on pages 70 to 75 of the report pack and to highlight any additional scrutiny activity which could be included for consideration in the work programme.

The Senior Scrutiny Officer briefed the Committee on the items scheduled to be considered at the 31 October meeting.

RESOLVED

That the work programme as detailed on pages 70 to 75 of the report pack be approved.

32 STAY SAFE PARTNERSHIP ANNUAL UPDATE

SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE

Consideration was given to a report from Clare Newborn, Head of Community Safety and Kathryn Smith, Stay Safe Coordinator, which provided the Committee with an update on the achievements of the Stay Safe Partnership during the course of the 2022/2023 academic year and the plans for the coming year.

Reference was made to the background of the Stay Safe Partnership; the offer available to schools; the reach of the Stay Safe Preventative Education; increased capacity to do more; parental engagement; impact and effectiveness and evidence led intervention.

In conclusion, the Committee noted that the Stay Safe Partnership continued to evolve to meet need, and that it was 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.

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

- The Committee was advised that the Partnership was very responsive to the needs of young people and that need changed year on year. It was highlighted that since Covid-19, learning was now back in the classroom and the sessions were interactive, with different scenarios and topics, along with questions that needed to be answered. It was highlighted that prior to the end of each session, there was a recap of what had been covered to ensure that all learning points were taken on board;
- It was noted that all the survey responses were taken on the day of the session. It was felt that was probably why responses were higher. It was highlighted that the responses would be analysed and that any information highlighted would be shared with the Education Sub-Group. An invitation was extended to all members of the Committee to attend a session at a school in their locality to observe the team;
- The Committee noted that from the surveys, young people had highlighted they were worried about older groups of teenagers in a park; they did not like litter or walking down a street where there was lots of pubs with people outside drinking and smoking, or dark spaces. It was highlighted that issues raised from the surveys were fed back into local neighbourhood policing teams, which then showed to the young people that their voices could make a difference;
- Thanks were extended to officers for an excellent report;
- The need for communication, mutual respect and trust between parents and children. It was highlighted that the parent workshops provided tips on how to handle different scenarios, having early conversations with children regarding for instances on-line usage, and putting rules in place at the onset to prevent bad habits;

Note: Councillor E J Sneath left the meeting at 12.16pm.

- That the drug and alcohol awareness workshops, not only advised of the effects of alcohol and drugs, it also provides guidance to the young people on how to safeguard themselves. It was highlighted that the team did get disclosure information around families which was then passed on to safeguarding teams who were able to then provide support to the family and signpost them for further support if required;
- Reassurance was provided that young people were being educated as to how to safeguard themselves in life;
- The Committee noted that most phones and IT devices had Apps that were available for parents to put limits on screen time and limit access to social media sites; and
- The additional areas students would like to learn about as highlighted on page 82 of the report pack. It was noted that concerning sexual education, this had been referred to public health, who were looking at the Lincolnshire Integrated Sexual Health Services at the moment. The Stay Safe Partnership would consider the other areas highlighted and include in their directory.

Note: Councillor A Danni left the meeting at 12.22pm.

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

RESOLVED

1. That the comments raised by the Committee in relation to this item be received.
2. That support be extended to the continued delivery of the Stay Safe Partnership project in the proposed format.

The meeting closed at 12.24 pm

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 October 2023
Subject:	Safer Lincolnshire Partnership – Fraud Update Report

Summary:

This report provides an update on the collaborative working undertaken by the Crime and Disorder Core Priority Group of the Safer Lincolnshire Partnership and as part of the Community Safety in Partnership Agreement between Lincolnshire County Council and Lincolnshire Police, during the last 12 months. The current priority of the Crime and Disorder Priority Group is focused on digitally enabled fraud and ID theft.

Actions Required:

Members of the Public Protection and Communities Scrutiny Committee are invited to review the content of the report and offer comment on the continued delivery of the work of the Safer Lincolnshire Partnership's Crime and Disorder Core Priority Group in the proposed format.

1. Background

The Safer Lincolnshire Partnership (SLP) identified that fraud continues to pose a risk to the residents of Lincolnshire and focuses its attention on prevention of digitally enabled fraud and Identity (ID) theft. The main aim of the Crime and Disorder Core Priority Group is to reduce victimisation through targeted prevention activity and success will be noted by way of the delivery of identified prevention activity and by increased awareness of the risks of fraud. Appendix A shows the current structure of the SLP and where the Crime and Disorder Core Priority Group features within this.

The Crime and Disorder Core Priority Group is made up of partners from a range of organisations. This includes Lincolnshire County Council (LCC) Trading Standards Service, Community Safety Service, Adults Safeguarding Team, Lincolnshire Fire and Rescue, Lincolnshire Police Fraud Protect team, Lincolnshire Safeguarding Adults Board (LSAB),

Office of the Police and Crime Commissioner (OPCC), Age UK Lindsey, Age UK Lincoln and South Lincolnshire, North Kesteven District Council, South and East Lincolnshire Councils Partnership and Citizens Advice Lincolnshire.

Fraud is the act of gaining a dishonest advantage, often financial, over another person. There are many different types of fraud: those frauds highlighted by the most recent Strategic Needs Assessment (2021) use digital technology to enable the crime. Digitally enabled fraud is defined as crimes which do not depend on computers or networks but have been transformed in scale or form by use of the internet and communications technology. This definition is taken from the [Cybercrime prosecution guidance, The Crown Prosecution Service \(cps.gov.uk\)](#).

Anyone can be a victim of fraud, but our vulnerable residents are most at risk. Individuals can be vulnerable for various reasons; this can include age, locality, digital skills, and social connections. Fraud has been shown to have a significant impact on vulnerable victims, not only financially but on their health and wellbeing. The work of the group seeks to ensure our residents are informed and better able to protect themselves from being a victim or repeat victim of fraud.

2. Prevalence

As mentioned, a Strategic Needs Assessment in 2021 (undertaken by Lincolnshire County Council Community Safety Analysts) highlighted digitally enabled fraud and ID theft as a growing threat for those living and working in Lincolnshire. The Office for National Statistics (ONS) 2021 National Crime Survey [Crime in England and Wales - Office for National Statistics \(ons.gov.uk\)](#) found 'large increases in "advance fee fraud", "consumer and retail fraud" and "other fraud" that may indicate fraudsters taking advantage of behaviour changes related to the coronavirus (COVID-19) pandemic, such as increased online shopping and increased savings'. Action Fraud data from the last 12 months confirms that over 4000 reports of fraud have been made by Lincolnshire residents and businesses. Of these, 70% of reports were cyber enabled and 926 reports were coded as online shopping and auction related - [NFIB Dashboard \(Public\) \(arcgis.com\)](#).

3. Prevention Activity

The Core Priority Group identified five objectives to reduce victimisation amongst those at risk of digitally enabled fraud and ID theft by way of prevention activity. These include the following:

- Activity A - Work with partners to organise community events to raise awareness of digitally enabled fraud in localities where evidence suggests those are most at risk.
- Activity B - Prevention of victimisation (or further victimisation) through the installation of call blockers.
- Activity C - Preventative activity targeting the activities of digitally enabled criminal traders.

- Activity D - Reduce victimisation through targeted prevention to increase awareness of digitally enabled fraud and ID theft amongst those working with our most vulnerable individuals.
- Activity E - Reduce victimisation through targeted prevention to increase awareness of digitally enabled fraud and ID theft amongst individuals who have limited access to mainstream prevention messaging.

Activity A - Work with partners to organise community events to raise awareness of digitally enabled fraud in localities where evidence suggests those are most at risk

A variety of communications and engagement activities have taken place over the last year. Community events have been hosted in partnership between LCC, Lincolnshire Police, the Office of the Police and Crime Commissioner (OPCC) and other partners. Examples include:

- a) An event was hosted in Skegness by County Care where adults with learning disabilities and their carers engaged with staff to discuss fraud and scams in person.
- b) Two events were hosted in the Sleaford area with a particular focus on romance fraud and doorstep fraud.
- c) Lincolnshire Show in June where conversations took place about fraud and resources were distributed.
- d) UKRO festival at Lincoln Castle – community engagement activity and a fraud and scams survey were undertaken. Survey results will feed into future service and prevention activity.
- e) Age UK Lindsey Information Bus - in collaboration with LCC Community Safety team across East and West Lindsey in public spaces from May until September.
- f) Community talks undertaken by dedicated officers from LCC and Lincolnshire Police across the County.

In addition to these community events, social media posts raising awareness of fraud and scams were posted weekly on Lincs Trading Standards social media pages and regularly on LCC's main page, Lincolnshire Police and OPCC social media pages and on Lincs Alert. Awareness resources such as booklets and leaflets are available and regularly updated to ensure they contain up to date information.

Activity B - Prevention of victimisation (or further victimisation) through the installation of call blockers.

Through collaboration, 80 True Call units have been installed (1 April 2022 to 31 March 2023) in the homes of those identified as vulnerable to fraud by Lincolnshire Police Fraud Protect team and the LCC Scams Intervention and Prevention Officer. The total of nuisance calls blocked by the 80 units at the end of the last financial year was 9327, and the total number of scam calls blocked was 2547. Having utilised the National Trading Standards Scams Team (NTSST) Optimity calculator, it is estimated that the wider savings to society (including healthcare and health related quality of life savings) from installing these 80 units is £1.3 million.

The installation of the call blockers also provided the users of the blockers with significant personal benefits:

- Over 93% felt more confident answering the phone.
- Over 93% would recommend a call blocker to others.
- 90% of those asked said the unit had a positive impact on their wellbeing.

Comments from individuals confirm the benefits they experienced using the units. These include:

- *The call blocker has made me feel safer and no longer pestered by calls.*
- *I'm now able to sleep at night as was constantly being harassed by scam/cold/nuisance calls that interrupted sleep.*
- *Having the call blocker installed has been a complete positive as nothing "untoward" has occurred on the landline phone since it was installed.*
- *I've not had any unknown calls and it makes me relaxed about answering the phone.*
- *Not had one scam call, found it wonderful, taken the weight off my back.*

There have been some challenges to installing the call blocker units in homes, these include:

- the impact of covid and ensuring it was safe to enter people's homes.
- concerns around the digital switchover (now resolved).
- geographical issues because Lincolnshire is a large area and takes time to travel across the County.
- some individuals refused to have units installed and officers changed their language and now refer to the units as scam filters, not call blockers.
- individuals have been concerned that the calls they want may not get through, but these were easily allayed when the operating functions were explained.

Staff in both partner organisations have worked proactively and flexibly to ensure the needs of those at risk are assessed and support is provided where need is identified. Our aim now is to ensure that future victims and those at risk have access to suitable protection from this fraud. Funding has been secured to ensure additional call blocker units are available for use in the next financial year.

Activity C - Preventative activity targeting digitally enabled criminal traders

In late 2021, National Trading Standards highlighted concern in relation to criminal traders utilising digital formats such as Facebook marketplace/groups and online trader platforms. The Core Priority Group committed to share with Lincolnshire residents doorstep crime (digitally enabled) campaign materials on social media pages, on suitable websites and targeted information in local publications.

Over the course of 11 months the partners, in particular LCC Trading Standards and Community Safety Services, set about delivering a comprehensive campaign aimed at raising awareness of the new risk within communities across Lincolnshire. In September 2022 a poster campaign was initiated across Lincolnshire Libraries 'Criminals are adapting'. The poster gave information about this developing concern and provided reporting information. Following on from this a news release was shared entitled [Don't be caught out by online scammers – Lincolnshire County Council](#), this was backed up by a six part social media campaign on Twitter and Facebook – 'Doorstep crime has moved online!' There was a reach of over 12,000 impressions with these posts across the campaign. Users were advised to look at the doorstep crime information on the Friends Against Scams (FAS) website and a significant increase in traffic to these pages was noted by [FAS](#).

A sentencing hearing in March 2023 enabled the publication of the following news release [Prison for rogue trader who cheated over £140,000 out of his victims – Lincolnshire County Council](#) - a criminal trader that used online trader platforms to steal from victims received a prison sentence in excess of six years. This piece was taken up by press all over the country including some of the daily national newspapers.

Bolstered by new work undertaken nationally to understand online trader platforms, combined with a survey completed by Trading Standards East Midlands Community Safety group highlighting key areas of concern for consumers engaging with online traders, a second social media campaign was delivered in May 2023. This campaign used the 'Think, Research, Compare' line to encourage consumers to take certain steps before engaging with a tradesperson. These posts were shared by LCC main, LCC Trading Standards and Safer Lincolnshire Partnership social media pages, along with support from OPCC social media pages. The combined reach over Twitter and Facebook was 15,699 impressions. A piece was also shared with the [Town and parish council newsletter May 2023 \(mailchi.mp\)](#) in May and the [Safer Lincolnshire Partnership - June 2023 \(mailchi.mp\)](#) in June.

Final steps were taken when a national Citizens Advice campaign reinforced the messages with their 'find a trader you can trust – we've seen a rise in scammers posing as builders or home improvement companies' social media posts for their Scam Awareness campaign.

Considerable work has been undertaken over the last year to raise awareness of criminal traders using online trader platforms. This work will now continue on a business-as-usual basis. Partners now have several assets available to them to continue to share and raise awareness on a routine basis.

Activity D - Reduce victimisation through targeted prevention to increase awareness of digitally enabled fraud amongst those working with our most vulnerable individuals

In order to offer prevention to our most vulnerable residents the group committed to raising awareness with those working with vulnerable people. LCC has mandatory training available to all staff delivered via an e-learning platform; 1437 sessions were completed including Lincolnshire Libraries staff, LCC staff and District Council staff along with some carers, charities and voluntary organisations. Lincolnshire Police Fraud Protect team delivered 44 Professionals Presentations; these were attended by 474 professionals.

Using the NTSST Optimity calculator it is estimated that this work to raise awareness with staff has saved individuals and wider society £112,978.

Bespoke training is now being offered to LCC Adult Care and Community Wellbeing staff via a webinar 'Fraud and scams: Supporting Vulnerable Victims in Lincolnshire'. The sessions are ideally for those that have already undertaken the Friends Against Scams e-learning, to explore in more detail the experience of vulnerable victims of scams and fraud. The session will look at a range of situations in which vulnerable people have been victimised and focus on how to recognise signs in day-to-day practice. Case study examples will be considered for learners to reflect on practice and look to options for support and prevention. These are scheduled to go ahead in January and March 2024. If successful, the sessions will be delivered to partner organisations utilising connections via the LSAB.

Activity E - Reduce victimisation through targeted prevention to increase awareness of digitally enabled fraud amongst individuals who have limited access to mainstream prevention messaging

The Core Priority group is keen to ensure that all those living and working in Lincolnshire have access to prevention messages about fraud. To this end, the group identified the following as areas to focus on:

- Those without digital skills.
- Those who do not use the internet or social media platforms.
- Those for whom English is a second language.
- Those who have sensory and other impairments that may impact on receiving mainstream prevention messages.

This is the most recent piece of work undertaken by the group and it is currently being looked at by a small task and finish group to ensure that all the relevant evidence is in place. Some initial mapping has taken place to understand what existing services and opportunities are available for the group to work with to take this forward.

Current opportunities that are being utilised include a regular item on BBC Radio Lincolnshire to communicate prevention messages, promoting a FAS webinar that is delivered in British Sign Language (BSL), FAS materials that have been translated into other languages spoken in Lincolnshire and several schemes promoting digital skills around the County.

In order to be responsive to changes in the fraud landscape a pending analytical review will provide an update to our current picture. This intelligence will ensure we continue to focus our efforts and energy on the most primary areas of concern.

4. Community Safety – Safer Together Partnership Agreement

Following a pause in development due to the Covid-19 pandemic, the LCC and Lincolnshire Police Safer Together Partnership working agreement has been undergoing further

development. This is a commitment between LCC and Lincolnshire Police to work in collaboration to:

- Engage with and understand our communities, to ensure we best meet their needs and provide services that are impactful and proven to work.
- Work alongside our communities, informing and empowering them to take action to protect themselves and others.
- Improve our collective communications strategy and public facing information.

An example of this work is the role of the Scams Intervention and Prevention Officer providing support to victims of scams and fraud and those at risk of these crimes. This role is a shining example of partnership working, hosted by LCC Community Safety service, funded by LCC Trading Standards service, embedded in the Lincolnshire Police Prevention and Partnerships team and with close links to LCC Adults Safeguarding team. This support is tailored to the individual and their right to choose the type and level of intervention for them is respected. Support can be delivered by letter, telephone call, email or face to face and ranges from providing information about how a victim can get their money back all the way through to holistic support provided to the victim over several weeks or months. This includes understanding the signs of scams and fraud, how victims can protect themselves in the future and any ongoing referrals required to support any needs identified. This includes referrals to Adult Social Care, the Wellbeing service, Lincolnshire Fire and Rescue, voluntary organisations providing benefits checks and debt advice, health services and housing services to name a few.

In the previous financial year, the officer supported 93 individuals. Again, utilising the NTSST Optimity calculator, this support saved individuals and wider society £338,975. This provision is likely to see an uplift in demand as a result of continued awareness raising and engagement activity undertaken via the Safer Lincolnshire Partnership and individual agencies.

Another example of the benefits of this close working relationship can be seen through the ability to share information. Due to the agreed partnership, specified officers from LCC and Lincolnshire Police have access to organisational databases to allow for ease of support for victims and intelligence gathering for enforcement purposes.

5. Conclusion

It is hoped that this report demonstrates the fantastic work currently undertaken through collaboration within the SLP Crime and Disorder Core Priority Group and by LCC and other committed partners. Prevention is at the heart of keeping those living and working within Lincolnshire safe from digitally enabled fraud. Partners have been creative in the way they approach prevention activity and delivered a variety of activities to ensure key messages are heard and support is provided where most needed.

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

6. Appendices

These are listed below and attached at the back of the report	
Appendix A	Safer Lincolnshire Partnership Structure Chart

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 Vicky Salmon, Community Safety Strategy Co-ordinator, who can be contacted at vicky.salmon@lincolnshire.gov.uk.

Strategy Board

Statutory Duties

Crime & Disorder CPG

Anti-Social Behaviour CPG

Drugs & Alcohol CPG

Reducing Reoffending CPG

Serious Violence CPG

Information Sharing / Strategic Assessment

Evidence Based Focus Areas

Fraud: Digitally Enabled Fraud and Identity

Neighbourhood Anti-Social Behaviour

Prevention, Pathways to Treatment, County Lines & Drug Related Deaths

IOM, Women's Strategy & Transition

Public Place SV, Male on Male Violence, Sexual Offences, Geographical Pockets of Violence, Homicide

Memo of Understanding, Formalise Data Sharing, Capacity

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Open Report on behalf of Mark Baxter, Chief Fire Officer

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 October 2023
Subject:	Re-Procurement of LFR Fleet Maintenance

Summary:

This item invites the Public Protection and Communities Scrutiny Committee to consider a report regarding the Re-Procurement of LFR Fleet Maintenance.

This decision is due to be considered by the Executive Councillor for Fire and Rescue and Cultural Services between 6 and 10 November 2023. The views of the Committee will be reported to the Executive Councillor as part of their consideration of this item.

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to: -

- 1) consider the attached report and determine whether the Committee supports the recommendations to the Executive Councillor for Fire and Rescue and Cultural Services as set out in the report.
- 2) agree any additional comments to be passed on to the Executive Councillor in relation to this item.

1. Background

The Executive Councillor for Fire and Rescue and Cultural Services is due to consider the Re-Procurement of LFR Fleet Maintenance between 6 and 10 November 2023. The full report to the Executive Councillor is attached at Appendix A to this report.

2. Conclusion

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

3. Consultation

The Committee is being consulted on the proposed decision of the Executive Councillor for Fire and Rescue and Cultural Services between 6 and 10 November 2023.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Report to the Executive Councillor for Fire and Rescue and Cultural Services on Re-Procurement of LFR Fleet Maintenance

5. Background Papers

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

This report was written by Mark Baxter, David Gilbert and Fiona Fielding, who can be contacted on Mark.Baxter@Lincolnshire.gov.uk, David.Gilbert@lincolnshire.gov.uk or Fiona.Fielding@lincolnshire.gov.uk.

Open Report on behalf of Mark Baxter – Chief Fire Officer

Report to:	Councillor L A Cawrey, Executive Councillor for Fire & Rescue and Cultural Services
Date:	6 – 10 November 2023
Subject:	Re-Procurement of LFR Fleet Maintenance
Decision Reference:	I030312
Key decision?	Yes

Summary:

This report proposes the approach to the re-procurement of the Lincolnshire Fire & Rescue Service Fleet Maintenance contract for up to nine years, which will allow the Council to put in place a flexible, value for money contract.

The current contract is provided by Lindum Plant Hire & Fleet Maintenance and expires 30th June 2024. The annual cost for the service is circa £500,000.

A number of options for the delivery and scope of the service have been reviewed with the preferred option identified.

It is proposed that a 3-year contract with options to extend by 2 further periods of 3 years each is procured through a competitive tender.

Recommendation(s):

That the Executive Councillor: -

1. Approves the re-procurement of the Lincolnshire Fire and Rescue Service Fleet Maintenance contract for up to nine years to commence from 1 July 2024.
2. Delegates to the Chief Fire Officer, in consultation with the Executive Councillor for Fire & Rescue and Cultural Services, the authority to determine the form of final contracts of the LFR Fleet Maintenance service; and the authority to award any resulting contracts from the procurement exercise.

Alternatives Considered:	
1.	Do Nothing – This is not considered as a viable option. LFR personnel, vehicles and equipment must be available at short notice to respond to incidents. It is a statutory duty for Lincolnshire Fire and Rescue to ensure that this equipment is efficient, effective and available at all times and maintained in accordance with all legislative requirements. It is imperative that downtime is kept to an absolute minimum.
2.	Collaboration with Lincolnshire Police or other LCC fleet contracts – These may be future options that could be explored as part of any long-term Planning. However, neither option is viable at this time and therefore a short and medium-term solution is required until longer term plans and budgets are reviewed.
3.	Collaboration with Humberside Fire & Rescue Service (HFRS) is being explored whilst the tender process is ongoing. HFRS have set up a limited company with Humberside Police and may legally be able to provide the fleet maintenance for Lincolnshire as an extension of their existing business. Due to the timescales, this scoping work cannot delay the tender process.
4.	Competitive Tender – This is currently the only feasible option.

Reasons for Recommendation:

The renewal of the contract will ensure that statutory requirements are met and provide flexibility to accommodate and adapt to any findings from the resourcing review.

1. Background

Current Arrangements

1.1 The Servicing, Repair, and Maintenance is currently provided by Lindum Plant following a competitive tender in 2014/2015. This was an initial 5 -year contract that began on 1st April 2015 with the option to extend for a further 4 years. Due to resource commitments and governance timescales, a three-month exception under PCR regulation 72 was requested by LF&R and was granted by the Chief Fire Officer on 16th May 2023 to allow enough time to effectively let the contract taking the expiry date of the contract to 30th June 2024.

1.2 As of 31 March 2023, the fleet consists of the following vehicles with associated equipment:

- 48 station-based fire engines
- 9 additional fire appliances
- 2 aerial appliances

- 15 special appliances (2 rescue support units, 7 technical response vehicles, water carrier, command support vehicle and welfare unit)
 - 4 swift water rescue boats
 - National Resilience capability
 - 26 Co-responder vehicles
- 1.3 The incumbent Fleet Maintenance provider (Lindum Plant Hire & Fleet Maintenance) is required to provide planned maintenance, servicing and MOT to all levels of Service vehicle as well as reactive repairs and breakdown support (dependant on vehicle) including Out of Hours cover. Lindum also carries out equipment testing on items built into the appliances (e.g., Cobra high pressure extinguishers, pumps, winches) as well as numerous other pieces of equipment (e.g., ladders, PPV, LPP).
- 1.4 Day to day contract management is managed on a local basis with the contractor. LFR will be including KPI's within the new tender document which will built on the previous contract.
- 1.5 Activities to support the contract such as pump swaps and vehicle movements are carried out by LFR's Operational Support Technicians currently but may be included as an optional requirement.
- 1.6 The service has assessed a number of options for the delivery of the service as detailed in the Alternatives Considered section above.
- 1.7 The service has also reviewed options for the scope of the services including;
1. a totally managed service by an external supplier (as per the current provision)
 2. part managed service with the equipment servicing being brought back in house or managed by additional suppliers.
 3. Collaborative arrangements with LCC fleet. LCC have a number of specialist vehicles such as gritters / road testing vehicles. However, both currently have long term contracts in place and are therefore not in a position to collaborate at this time. Other LCC vehicles are either leased or hired and include servicing and maintenance as part of these contracts.
 4. Collaborative arrangements with Lincolnshire Police. Discussions have been held; however, they are not able to extend their services to cover LFR at this time. LFR chairs the Blue Light Collaboration Group and have active members on the Collaboration Delivery Group. These groups continually assess collaborative opportunities to support improved service delivery and realise efficiencies supporting the duty to collaborate under the Policing and Crime Act 2017.
 5. Discussions around collaborative arrangements with Humberside Fire & Rescue service are in the early stages and require further scoping work to determine the viability of this option. A collaborative approach may not require a full tender process due to the existing Humberside Fire/Police collaboration arrangements.
- 1.8 Due to the timing of the project, and the ongoing organisational review it is not appropriate to pursue options 2, 3, 4 and 5 at this time. These options will continue

to be explored; however, the competitive procurement of a fully managed service is the recommended option.

Procurement and Commercial Strategy

- 1.9 Any bidder would need to provide assurances that they have the required premises and equipment to inspect, repair and maintain large goods vehicles, light vehicles and operational fire equipment.
- 1.10 Consideration has been given to splitting the tender into two lots to increase competition and flexibility within the contract and the specification will be written to reflect this as follows;
- Lot 1 - Large Goods Vehicle (LGV) & Equipment Maintenance
 - Lot 2 - Light Vehicle Maintenance
- 1.11 By separating the lots, bidders may increase their costs to cover overheads in case they only win one lot. Additionally, a single contract for both lots is simpler and less resource intensive to manage. However, it is considered that splitting the requirement will provide optimum flexibility within the contract.
- 1.12 The proposal is to enter into a contract(s) for 3 years with options to extend for up to a total of 9 years subject to satisfactory performance. The value of this contract including potential extensions is estimated to be approx. £4.5 - £5 million. This is based on the current annual total of £500,000 and accounts for inflation over the lifetime of the contract. This will require the procurement to be conducted in accordance with Public Contract Regulations 2015.
- 1.13 An initial contract length of three years will allow LFR to re-assess future option and complete the re-commissioning. Although this could pose a potential barrier to bids, as 3 years may not be a profitable return for many organisations, particularly if they had to invest in infrastructure at the start of the contract, the flexibility given by the shorter initial term with extensions is considered to be the best approach.
- 1.14 Pricing will be based on scheduled service prices for each vehicle type, along with a schedule or rates for breakdowns and recovery. In respect of any parts required (outside of scheduled services) a cost+ mechanism is utilised and there will be a service credit mechanism to incentivise performance to the required service levels.
- 1.15 Due to the current review of operations within the fleet, LFR require a number of flexible solutions that will allow the contract to adapt to any future requirements. This will include 'additional optional' services included within the specification such as the collection and delivery of vehicles from fire stations or additional equipment testing. The existing contract has a 12 month no-fault break clause however, it is intended to change this to an 18 month break clause as part of the new contract. This will still allow flexibility for the contract to be varied to include additional services if required without the need to conduct a further procurement, and for the contract or

parts of the contract to be terminated if a decision is made to enter into partnerships with other blue light services or bring the provision in-house. It should be noted that this may also reduce competition within the tender process.

- 1.16 An open tender will be followed which is the quickest route in a limited market where there is no need to 'down select' suppliers to a manageable number with the tender to be issued early in the New Year.

Cost Implications

- 1.17 LFR continues to have a revenue budget that results in it being within the 15% most efficient Fire Services out of the 43 Services in England when comparing Revenue Budget against head of population.
- 1.18 Budgets are held by LFR which will cover the estimated cost of £4.5 - £5 million over the potential 9-year life of the contract. This is based on the current contract costs and allows a margin for inflation.
- 1.19 Inter-agency operation of a fleet maintenance contract with LF&R, LCC Highways and other blue-light services has been considered to reduce costs. Whilst current arrangements mean that co-operation is not feasible, a desired outcome is for the contract to be flexible enough to be able to expand and include an option to maintain other blue light organisations fleet vehicles, or to exclude certain vehicle types from the contract.
- 1.20 Savings based on any comparison with the existing contract are unlikely due to current inflation, fuel price increases, and uncertainties in the supply chain.

Performance

- 1.21 There will be quarterly Contract management meetings ensuring Key Performance Indicators and required service levels are met. Service Levels will include response times for communication, adherence to vehicle and equipment servicing and examinations (i.e., MOT) schedules, vehicle breakdown response time and provision of management information.

2 Legal Issues:

Equality Act 2010

- 2.1 Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:
- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.

- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 2.2 The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.
- 2.3 Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:
- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
 - Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
 - Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- 2.4 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- 2.5 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding.
- 2.6 Compliance with the duties in section 149 may involve treating some persons more favourably than others.
- 2.7 The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process.

Equality Act obligations have been taken into account and no impacts on people with a protected characteristic have been identified relating to this procurement

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

- 2.8 The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health & Well Being Strategy (JHWS) in coming to a decision.

The up-to-date maintenance of LFR fleet and equipment is essential in providing an effective response to fires and other emergencies in Lincolnshire. Whilst failure to

do so would contravene our statutory requirements, it would also have a direct impact on the safety of our communities. Whilst there is no direct association to the JSNA or the JHWS, the provision of the right equipment in the right place at the right time, can be related to these strategies.

Crime and Disorder

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

Obligations and responsibilities under this act have been considered and there are no direct implications of this decision.

3.0 Conclusion

- 3.1 A contract must be let to ensure that LFR meets its statutory duty to ensure that equipment is efficient, effective and available at all times and maintained in accordance with all legislative requirements.
- 3.2 The desired outcome is to ensure that a flexible contract is in place to cover all planned maintenance, servicing, and MOT to all levels of Service vehicle, as well as reactive repairs and breakdown support (dependant on vehicle) including Out of Hours cover, with the provision to break the contract or include other services dependent on the outcome of the review of operations.
- 3.2 Benefits from awarding the contract include ensuring that:
- The Fire & Rescue fleet is kept and maintained in safe, operational condition.
 - The required service levels are met.
 - All legal requirements of fire service vehicles are met e.g., compliance with Road Traffic Act
- 3.2 The approach will ensure that flexibility is available to respond and react to the outcomes of the operational review.

4. Legal Comments:

The procurement of a contract for Fleet Maintenance Services is lawful and supports the Fire & Rescue Service in the carrying out of its statutory functions.

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

5. Resource Comments:

Funding for the current level of expenditure on the Fleet Maintenance contract is included in the approved revenue budget for the LFR Service. Any additional cost arising from the re-procurement would need to be met from underspends that arise in the overall Service budget or from the Council's revenue contingency budget, which is likely to be sufficient to meet this requirement.

Any on-going cost pressure or saving will be incorporated into future year's budgets as part of the budget setting process for 2024/25 onwards.

6. Consultation

a) Has Local Member Been Consulted?

N/A

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

This report will be considered by the Public Protection and Communities Scrutiny Committee at its meeting on 31 October 2023. The comments of the Committee will be reported to the Executive Councillor for Fire and Rescue, Emergency Planning and Cultural Services.

d) Risks and Impact Analysis

Please find below the risks associated to this contract.

- The tender does not attract suitable bids and the contract is not let.
- Vehicle maintenance standards are not met, with potential significant service failure.
- Not enough implementation time for transfer of responsibilities.

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 Mark Baxter, David Gilbert and Fiona Fielding, who can be contacted on Mark.Baxter@Lincolnshire.gov.uk, David.Gilbert@lincolnshire.gov.uk or Fiona.Fielding@lincolnshire.gov.uk



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 October 2023
Subject:	Future Funding for Citizens Advice

Summary:

This item invites the Public Protection and Communities Scrutiny Committee to consider a report regarding the Future Funding for Citizens Advice. This decision is due to be considered by the Executive on 7 November 2023. The views of the Committee will be reported to the Executive as part of its consideration of this item.

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to: -

- 1) consider the attached report and determine whether the Committee supports the recommendations to the Executive as set out in the report.
- 2) agree any additional comments to be passed on to the Executive in relation to this item.

1. Background

The Executive is due to consider the Future Funding for Citizens Advice on 7 November 2023. The full report to the Executive is attached at Appendix A to this report.

2. Conclusion

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

3. Consultation

The Committee is being consulted on the proposed decision of the Executive on 7 November 2023.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Report to the Executive on Future Funding for Citizens Advice

5. Background Papers

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

This report was written by Emma Krasinska, who can be contacted on emma.krasinska@lincolnshire.gov.uk.



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

Report to:	Executive
Date:	07 November 2023
Subject:	Future Funding for Citizens Advice
Decision Reference:	I030151
Key decision?	Yes

Summary:

A detailed review of the Citizens Advice Service in Lincolnshire has been undertaken by ACCW in conjunction with District council and NHS partners. Options for future funding mechanisms have also been explored with the Commercial Team People Services and Legal Service.

The review has revealed a complex picture with a range of influencing factors. These include:

1. There are three different Citizens Advice branches delivering advice and support in Lincolnshire, each being a separately constituted charity with a different service model. 'Citizens Advice Lincolnshire' is the overarching charity formed to facilitate co-operation between the Lincolnshire consortium and receives the grant funding from LCC.
2. There are multiple funders, with different funding arrangements. District councils provide different levels and forms of funding to their local branch and the ICB have also indicated an interest in being part of future funding arrangements. Further conversations are needed with districts and the ICB to explore how funding and other arrangements may be aligned to support greater consistency.
3. The 2023/4 collective annual value of all the County and District Council core funding/support is £716,920. LCC's contribution represents 39% of core funding in cash and kind.
4. The core funding provided by LCC and districts enables CAL to generate further funding (totalling £1.9 million in 22/23), the majority of which is restricted to specific projects which allow CAL to provide a wider range of services for the benefit of residents. Significant reductions to core funding would likely impact this ability.

5. An increasing number of issues are being resolved at the first point of contact. However, there is an upwards trend in the number of unique clients accessing the core service, along with an increase in the number of issues each client presents with, indicating that the service is supporting more individuals with more complex issues.
6. A review of the commissioning arrangement indicates that a grant funding agreement is the most appropriate mechanism and is supported by both the Commercial and Legal teams.
7. Client feedback for 22/23 suggests that the services provided are meeting resident's needs, with the three branches performing highly when compared against Citizens Advice nationally.

Recommendation(s):

That the Executive:

1. Approves the issue of a new Grant Funding Agreement with Citizens Advice Lincolnshire to continue the Citizens Advice Services across Lincolnshire for further period of three years between 1 April 2024 and 31 March 2027, commencing at a value of £295,236 from 1 April 2024 and increasing annually in line with the National Living Wage.
2. Delegates to the Executive Director for Adult Care and Community Wellbeing in consultation with the Executive Councillor for NHS Liaison, Integrated Care System, Registration and Coroners authority to determine the final form and the entering into of the Grant Agreement
3. Approves the proposal to continue work with Lincolnshire's District Councils to develop a countywide collaborative and jointly funded approach to funding Citizens Advice Services across Lincolnshire following the conclusion of the proposed 3-year agreement.

Alternatives Considered:

- Continue as is, allocating the current level of grant funding on an annual basis. This does not support CAL with longer term planning and stability in relation to staff recruitment and retention, income generation and is disproportionately administratively burdensome.
- To jointly fund services with interested partners through a three year grant arrangement. This is not a preferred option, partly given the different positions and stages of funding partners, and partly due to a preference for a whole county funding approach where possible.

- Cease funding for CAL. Demand for the services remains high and intelligence suggests that cessation of the core grant funding from Lincolnshire County Council would result in the reduction or winding down of most or all Citizens Advice services across Lincolnshire. This will impact on the additional funding that Citizens Advice brings into the county and potentially an increase in debt, rent and council tax arrears, poverty and food bank use if residents are unable to readily source alternative means of advice and support. Ultimately, this may result in an increase in clients approaching statutory bodies for assistance.

Reasons for Recommendation:

A multi-year grant agreement would provide a longer-term guarantee of financial certainty and stability in a time when the service is experiencing increases in demand. As the LCC core grant leverages in other funding, a longer-term agreement may support CAL to be more effective in obtaining other longer term funding sources. Accounts submitted to the Charities Commission by CAL and the three branches do not indicate that significant reserves are held.

The LCC core grant funding supports employee costs. An annual uplift in line with National Living Wage (NLW) increases therefore recognises the inflationary impacts on CAL e.g. minimum wage increases etc. and helps maintain the level of funding in real terms. This is in line with uplifts across other Adult Care and Community Wellbeing commissioned services and follows guidance set out in the local government budget settlement for 2023-4. Allocating the grant on a multi-year basis also removes the administrative burden associated with the annual grant.

Working more closely with district councils and the ICB may lead to future joint funding arrangements with some or all partners, and in the short term will encourage consistency in reporting across the branches.

1. Introduction and Background

Citizens Advice is a well-established, trusted brand, providing an important safety net to Lincolnshire residents, including those to whom Adult Care, Public Health and Public Protection have potential duties, helping prevent deterioration and escalation of need. The services provided contribute to the Council's corporate goals of 'Thriving environments' and 'Enabling everyone to live life to the full' alongside supporting the provision of 'Good-value council services'.

Citizens Advice work closely with local authorities to ensure clients are accessing appropriate statutory provision and support, including health and social care, housing and

benefits. They provide free, impartial and confidential advice, information and support on a wide range of practical and civil legal issues such as debt, benefits, employment and housing to local residents.

There are now three local branches in the county, namely: Citizens Advice Lincoln and Lindsey, which merged earlier this year; Citizens Advice Mid Lincolnshire and Citizens Advice South Lincolnshire. Each branch is a separately constituted charity, with its own distinct service model and a diverse income stream including national specialist contracts, charitable grants and project funding, and each accountable to the national Citizens Advice charity.

2. Strategic outcomes, policy benefits and legal context

Nationally, the majority of local authorities work with local Citizens Advice centres to provide this valuable free service to residents who may be in 'financially vulnerable circumstances'. This is defined by the Financial Conduct Authority as when someone, due to their personal circumstances, is especially susceptible to harm. This could happen to anyone, such as ongoing or sudden health factors affecting a person, or someone they care for, or life events, such as a bereavement, losing your job or relationship breakdown. In the post pandemic context of the cost of living crisis, it is estimated there are 14.5m people experiencing low financial resilience - more than a quarter of UK adults - a number that has risen by 3.5m since 2019¹.

Legislation, such as the Care Act (2014), places a duty on LCC to provide or commission a range of services that help prevent the deterioration of need and that promote wellbeing.

Citizens Advice support includes people towards whom Adult Care may have duties (such as adults with learning disabilities, mental ill-health, autism, disability, older adults with needs). Maximising sources of welfare income and helping with housing issues helps vulnerable residents to maintain independence and meet the costs of their own needs, rather than turning to Adult Care. Successful applications for Personal Independence Payment help adults with disabilities and long-term conditions manage at home. Helping households get out of debt supports family resilience and helps ensure stability for children, preventing a deterioration in need or breakdown in circumstances.

Citizens Advice complements and supports outcomes aligned to Adult Care and Community Wellbeing as part of a range of preventative services. Advice and intervention fosters resilience, improves wellbeing and helps prevent Lincolnshire residents from needing more costly assistance from Council and other publicly funded services. Citizens Advice has an important role for public health in addressing the wider determinants of health and health inequalities by addressing root cause issues such as poor housing, risk of homelessness, debt, gambling, relationships, employment and domestic abuse. Their work improves

¹ www.Fair4AllFinance.uk

financial resilience and capability, helps alleviate cycles of distress and despair and improves mental health including suicide prevention. Nationally, 43% of people who have used loan sharks have 'thought of or attempted to commit suicide'².

Citizens Advice also supports the objectives of Public Protection, particularly in relation to issues of financial inclusion, domestic abuse and the prevention of fraud. The service acts as the first point of contact for consumer rights advice for Trading Standards, providing intelligence which helps inform LCC Trading Standards inspection regimes. Citizens Advice can also help prevent and resolve the misery of illegal money lending, well documented in a recent report from Fair4AllFinance³.

The increased demand for the services offered by Citizens Advice is recognised within LCC's Community Strategy. Citizens Advice also offers high-quality, well-trained volunteering opportunities in the county, which can support career pathways.

Citizens Advice supports District Councils with their duties under the Homelessness Prevention Act (2017).

3. Service Review

The purpose of the recent review of Citizens Advice was to inform the nature of LCC's future funding decisions. It updates information about current service delivery, performance trends over the last 5 years (since the current funding levels were set), multi-agency funding arrangements, alongside a consideration of current need and demand and other challenges facing the service during the cost-of-living crisis. The review also considers the strategic contribution of Citizens Advice to the corporate objectives of LCC. District council and ICB funding partners were also engaged with. The review concludes with a commissioning options appraisal.

3.1 Current arrangements

Lincolnshire County Council has provided core funding for Citizens Advice Lincolnshire (CAL) for at least ten years via an annual grant funding agreement. Funding has been fixed at £278,000 since 2018/2019 and is distributed by CAL across the three Lincolnshire branches. District councils also contribute varying levels of funding or accommodation to their local branches. In 2022-3, the combined core funding of LCC and districts totalled £716,920 and supported the Citizens Advice offices to lever in additional funding of £1.9m for wider services.

In August 2022, responsibility for the grant agreement passed from Corporate Services to Adult Care and Community Wellbeing. In April 2023, the grant was renewed for a further year at the same value, pending work to review the current arrangements. The annual grant

² England Illegal Money Lending Team report (January – June 2023)

³ [As One Door Closes](https://www.fair4allfinance.org.uk), June 2023, www.fair4allfinance.org.uk

agreement, in isolation from fellow district council funders, does not enable a mature relationship with Citizens Advice Lincolnshire that fosters ongoing service improvement. It is also administratively burdensome for senior stakeholders.

3.2 Service model

The Citizens Advice service model has changed over time, aiming to help more people more quickly by delivering a large part of the service through its telephone-based Advice Line.

There are local variations across the three Lincolnshire services. Citizens Advice Lincoln and Lindsey has invested in a staff based telephone based strategy over a number of years, finding this better addresses the challenges of Lincolnshire’s rurality, as well as enabling far higher productivity. Citizens Advice South Lincs offers telephone based and face to face outreaches. Citizens Advice Mid Lincolnshire is more volunteer led.

Each office offers three main components:

<ul style="list-style-type: none"> • A universal offer of web-based services • Free phone Advice Line (Mon-Fri 9-5) • Freephone Universal Credit Help To Claim helpline 0800 144 8444 (Mon-Fri 8-6) • Other specialist helplines include a Consumer helpline, Scams helpline, Pensionwise, EU Resettlement scheme; Trussell Trust helpline • Outreach and drop-in clinics (see Appendix 1 for details) 	Universal offer (mostly paid staff)
<ul style="list-style-type: none"> • Follow up appointments as needed (Core service: generalist advice). Face to face, telephone and other accessible means. 	Targeted offer (supported by volunteers)
<ul style="list-style-type: none"> • Access to specialist teams as needed e.g. National Debt Hub 	Specialist/ complex offer (paid staff)

Some of Lincolnshire’s local offices provide national helplines and specialist services, in addition to the core service to which LCC contributes. This adds value by enhancing expertise of staff in the core generalist advice service and generates good quality local employment as well as organisational viability. National services provided include the National Debt Hub (Money and Pension Service funded), Help Through Hardship and the national Consumer Service.

Branches also act as a referral point for food bank vouchers and advise on housing issues to prevent arrears, evictions and homelessness. Services are provided over the phone, on-line and face to face (by appointment, as required), with a range of additional accessibility options. Details of service access, office and outreach locations are in Appendix 1. In

addition, CAL also provides consumer advice on goods and services issues, as the [first point of contact](#) for LCC Trading Standards. Around 5,000 issues per year are referred from CAL through to LCC Trading Standards where further investigation is needed. CAL receives no additional funding from LCC for this service.

Performance in relation to this grant is evidenced through quarterly grant management meetings and reports, monitored by the Commercial Team People Services at LCC for review and further discussion as needed. CAL also present annually at Public Protection and Communities Scrutiny Committee. Data monitored includes use of the Adviceline and the core service, top issues, client feedback and added value. Districts monitor their funding through similar arrangements. It is not yet possible to fully attribute performance to funding stream. Information and comments are set out below.

3.3 Need and demand summary

As well as the increase in volume and complexity for the wide range of advice issues clients request, there is an ongoing increase in demand due to the impact of the cost of living crisis, including energy bills and hardship on all aspects of people lives. Reasons for this can include:

- Due to a build-up of household debt because of the cost-of-living crisis many renters are, or expect to be, behind on their rent or mortgage payments. Deferred payments will still need to be repaid later, thus delaying, but not preventing, the need for support.
- Individuals and families/households may be pursued to pay back debts incurred over the past year.
- National trend [analysis](#) by Citizens Advice shows that the nature of problem debt is predominantly energy debt, housing debt and council tax arrears. The September Citizens Advice Cost of Living briefing indicated how many families had energy debt remaining over the summer, leading to concerns about a difficult winter 2023-4.
- The trend for families to remain in negative debt even after debt advice and help is still increasing. Nationally, around half the households Citizens Advice see are in negative budgets, up a third from 2019 (negative debt is where essential outgoings cannot be covered by income, even following all income maximisation efforts).⁴
- The DWP timetable to phase out retained/legacy benefits & full Universal Credit (UC) implementation is likely to increase the demand on Citizens Advice Lincolnshire. In March 2020, work was paused on moving those claiming legacy benefits (“legacy claimants”) to UC - known as managed migration - to focus on the response to the pandemic. Informed by learnings from the initial pilot and throughout the pandemic, the Department for Work and Pensions (DWP) will resume the roll out (Lincolnshire

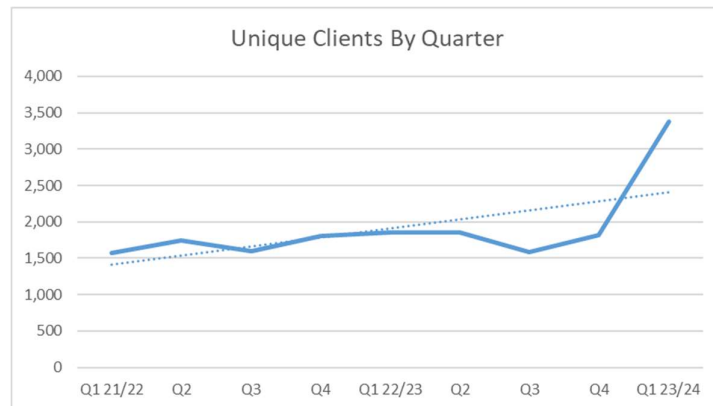
⁴ [Cost of Living Dashboard](#), October 2023 Citizens Advice

starts in September 2023) and complete the migration of all clients on to UC by the end of 2024⁵.

Since 2018-19, demand for Lincolnshire Citizens Advice services has increased continually. This is demonstrated by:

- A marked increase in workload directly associated with debt management and income maximisation. 931 people were advised in Q1 alone this year, compared to 752 at the same time last year, and 605 the previous year (a rise each year of 24%).
- An increase in the number of issues. For example, in south Lincolnshire, in 2022-3 each client presented with between 3-4 issues, an increase from 2 the year before⁶. The impact of this on the service is that it takes longer to help each client. Due to this rise in complexity, Citizens Advice Lincoln and Lindsey has had to readjust targets to help two clients per hour on the Adviceline, compared with four in previous years.

- An upwards trend in the number of unique clients who access the core service each quarter, illustrated in the quarterly graph.



- This is matched by an upwards trend in the number of calls made to Adviceline over the past 18 months.

- Demand for help currently outstrips capacity within the branches. Despite continual improvements in productivity, efficiency and staffing, demand is such that currently only 50% of Adviceline calls can be answered. This is following additional investment from Citizens Advice in professional staffing of telephone lines, use of the national line for overflow in one office and the introduction of an Interactive Voice Response (IVR) option, which help more calls to be resolved at the first point of contact. Not all appointments can be offered face to face.

⁵ [Completing the move to Universal Credit - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/completing-the-move-to-universal-credit)

⁶ Annual report 2022-23, Citizens Advice South Lincolnshire

3.4 Service performance

The service has performed well. Grant management information highlights the numbers of people in the county who have benefitted from the service. Service user feedback suggests a high-quality service which has aided in resolving most problems at first contact.

- In 2022-23, 13,324 calls were answered via the broader Adviceline, with more issues being resolved at the first point of contact,
- Four out of five of the top issues relate to finance, namely: welfare benefits and tax credits; debt; financial capability and housing.
- Support with Universal Credit has seen the highest growth of all the financial areas advised upon, from 15% in 2018 to 60% in 2022-23. Support with Housing Benefit rose from 6% to 11% in the same period.
- There has been a 331% increase in income gained for clients since 2018/19, helping more people manage during the cost of living crisis and helping prevent cost elsewhere in the system. In 2022-3 this was worth £6,232,185, an increase of £4,785,355 when compared to 2018-19.
- Client feedback for Adviceline for 22/23, presented below, suggests that the services provided are meeting residents' needs, with the three branches performing highly when compared against Citizens Advice nationally. Highest client feedback scores are for 'recommending the service', demonstrating that despite challenges meeting demand, the service is effective at providing support. Citizens Advice Lincoln and Lindsey performed above national Citizens Advice levels in all areas of client feedback. 'Ease of access' scores lowest across all three offices, correlating to the lower percentages of Adviceline calls able to be answered.

Client Feedback for Advice Line 2022-23

Indicator	National	South Lincs	Mid Lincs	Lindsey/ Lincoln
Resolution rate	73%	73%	72%	76%
Ease of access	72%	70%	65%	75%
Positive impact	83%	84%	80%	84%
Recommendation of service	84%	85%	81%	87%

3.5 Engagement with funding partners

Engagement with district council funding partners demonstrates a general appetite for a stronger partnership approach to encourage a consistency of service provision across the three Lincolnshire services. There are wider system benefits in moving to longer term, joint

funding arrangements, however, different districts are at varying stages. Two districts have indicated an interest in entering a joint funding arrangement. The remainder have advised that they are satisfied with their current arrangement of an annual grant agreement at a district level with their local branch. One district has entered a three year funding agreement with their local branch from April 2023; another provides premises only with no direct funding. The ICB has also expressed interest in entering a joint funding arrangement for CAL.

Due to the existing partner arrangements in place, the Commercial Team have recommended that a minimum three-year LCC agreement would be required to enable a countywide collaborative approach to be developed, including the implementation of a shared reporting framework, and to align end dates with other district councils to deliver any future joint commissioning and/or pooled fund arrangements.

4. Legal Issues:

Equality Act 2010

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

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

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

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

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

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

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

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

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

In line with the Equality Impact Assessment guidance, consideration was given to the impacts that the proposal is likely to make on people with protected characteristics. It remains the case that no changes are being proposed to the service and if this is approved no negative impacts have been identified.

Of the alternatives, continuing with a one year Grant Agreement will ensure that existing positive impacts on people with a protected characteristic are maintained but will miss out on the additional positive impacts that may be realised if the benefits of a longer grant term are achieved.

Ceasing funding would have detrimental impacts on people with a protected characteristic such as age and disability where people with such protected characteristics are high users of CAL services. The current positive impacts identified in the Equality Impact Assessment would be lost. A longer term agreement will provide more secure benefits to people with protected characteristics.

A previous report to Executive recommended that a full Equality Impact Assessment should be carried out following the conclusion of the updated desktop review, recent strategic development work and the resulting current commissioning proposals. An EIA is therefore attached at Appendix 2.

Citizens Advice Lincolnshire can evidence the steps it takes to ensure inclusive access to its service in a large, rural county. It provides a range of channels of access including a text based Relay UK, video calls, webchat, face to face by appointment, telephone, email, letter, rural and foodbank outreach drop-ins, mental health drop-ins and a Polish language line, with some local variations, as each office has its own service model and charitable funding. Outreach is all funded through charitable funds. Details of outreach locations can be found in Appendix 1. Further work is recommended to ensure that the need for face to face services is met.

It is recommended that, where data permits, reporting should capture the service use and benefits to communities with protected characteristics, including people with learning disabilities, disabilities, mental health issues and long term conditions. In addition, where data permits, reporting should also address the health inequalities agenda, which includes ensuring the reach of the service to Lincolnshire's most deprived communities, as well as health inclusion groups in line with Lincolnshire's Core 20 Plus 5 agenda. It is recommended to review this on an annual basis, to future proof options to report on other health inclusion groups, such as future local or national policy may require.

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

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

The Lincolnshire JSNA and JHWS have a strong focus on prevention and early intervention, as well as a focus on issues and needs that require partnership and collective action to deliver. They aim to tackle inequalities and the equitable provision of services that support and promote health and wellbeing. Citizens Advice contributes to all of these overarching aims. Its work on financial inclusion helps some of the most deprived citizens in the county and connects people with a range of other services to address issues. It helps prevent problems spiralling out of control, helping people build resilience and capability.

Housing & health and mental health are two of the key priorities of the JHWS, with related objectives including tackling homelessness and ensuring people have the knowledge and capability to access and maintain appropriate housing. Citizens Advice information and support on a wide range of issues including managing debt, benefits, employment and housing directly prevent worsening mental health and insecure housing, helping improve physical health, wellbeing and housing.

[Financial inclusion](#) is a JSNA topic in its own right. Citizens Advice is an important delivery partner of the Financial Inclusion Partnership. Citizens Advice data and reporting offers strategic intelligence on levels of need within the, directly informing this JSNA.

Crime and Disorder

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

Citizens Advice helps residents find a way forwards and take control of their problems, rather than the problem continuing to drive behaviour. This therefore contributes to the management and reduction of issues that that could trigger and influence offending behaviour, including debt, rent and council tax arrears and poverty.

Citizens Advice also works in partnership with specialist agencies such as [‘We Are With You’](#) or [‘GamCare’](#) who tackle substance misuse and problem gambling respectively, helping address root cause issues relating to these problems such as welfare benefits, problem debt, housing, employment etc. which can help minimise potential risks of crime and disorder.

In relation to victims of crime, Citizens Advice advises and supports on issues relating to domestic violence and hate crimes, as well as illegal money lending, helping signpost to support as well as encouraging reporting. Citizens Advice also refers over 5,000 cases a year to LCC Trading Standards. Provision of an annual report on the principal consumer issues in the county will help inform the annual inspection regime of Trading Standards.

Overall, it is therefore likely that the continuation of longer term funding support will have a positive impact on the prevention of crime and disorder in the area.

5. Conclusion

Citizens Advice have demonstrated their work over the last five years to restructure and consolidate their offer within the county, making best use of available resources, reducing from seven local offices to the current three and investing in paid staff capacity where it can achieve greatest impact.

A multi-year grant agreement would provide a longer-term guarantee of financial certainty and stability particularly at a time when the service is experiencing increases in demand. As the LCC core grant leverages in other funding, a longer-term agreement may support CAL to be more effective in obtaining other longer term funding sources. Accounts submitted to the Charities Commission by CAL and the three branches do not indicate that significant reserves are held.

Citizens Advice adds direct financial value to the Lincolnshire economy. Additional income of £6,232,185 was achieved for clients in 2022-23, more than off-setting LCC core funding. Added value initiatives and associated funding, such as the £1.931m of funding were leveraged in for contracts, projects and services in 2022/3 (an increase of £0.5m since 2018-19) resulting in more Lincolnshire people helped at no cost to local authorities. Social value is also provided, through the generation of knowledge rich and highly skilled local employment as well as through volunteering opportunities, supporting career paths with

the same training as paid staff, or offering fulfilling opportunities for more experienced residents to give back to their community.

There are wider benefits in positioning Citizens Advice as a strategic, system preventative partner within Health and Care, by helping to achieve optimum impact for local residents with closer working relationships to commissioned and directly provided council and health services, and through the provision of intelligence and insight for diverse senior stakeholders of need within the county. These aims are also supported by District Council and ICB colleagues. A longer term funding agreement, working in close partnership with fellow district and ICB funders, will help fulfil these ambitions.

6. Legal Comments:

The Council has the power to enter into the Grant Agreement proposed.

A Grant Agreement is appropriate where the Council funds an organisation to conduct activities that they are funded to carry out anyway and the performance of which helps contribute to the Council's objectives.

The relationship between the Council and CAL can legitimately be seen as a grant-based relationship and that would apply even over a longer grant period.

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

7. Resource Comments:

There is provision within Adult Care and Community Wellbeing to fund the grant for Citizens Advice, following the transfer of the budget from Corporate Services. There are also financial mechanisms in place within ACCW that would support delivery of any of the options including the pooling of funding across organisations.

Based on increases of the National Living Wage (NLW) set at 6.2% for 2024-25, a three-year grant agreement is estimated to total £941,756.

Estimated annual grant amount:

2024/25 - £295,236

2025/26 - £313,540 (assuming same rate of increase as 2024-5)

2026/27 - £332,980 (assuming same rate of increase as 2024-5)

8. Consultation

a) Has Local Member Been Consulted?

No, as it is a countywide service.

b) Has Executive Councillor Been Consulted?

Yes

c) Scrutiny Comments

The decision will be considered by the Public Protection and Communities Scrutiny Committee at its meeting on 31 October 2023 and the comments of the Committee will be reported to the Executive

d) Risks and Impact Analysis

Securing a longer term funding agreement for Citizens Advice with an inflationary uplift provides a stable base for service planning, external funding applications as well as helping stabilise workforce retention, recruitment and development. A three year funding agreement will enable a greater focus on service improvement, such as service reach, access, inclusion, outcomes and partnership working.

Citizens Advice helps many of the most financially vulnerable and deprived residents of Lincolnshire. Any reduction in or removal of funding, including inflationary uplift could have an indirect impact on a range of LCC services as service users seek alternative sources of assistance should CAL reduce elements of their services because of less funding. Many of Lincolnshire's directly provided services such as Adult Care rely on referrals and signposting to Citizens Advice. Losses to service delivery would significantly impact necessary capacity in Lincolnshire for financial advice and support, leaving individuals and families in deteriorating circumstances and increasing need, impacting on public services as well as individual health and wellbeing. Current demand already cannot be met. Closing down sources of trusted help opens the door to harms such as illegal money-lending.

9. Appendices

These are listed below and attached at the back of the report:	
Appendix 1:	Office and physical outreach locations of Citizens Advice in Lincolnshire
Appendix 2:	Equality Impact Assessment

10. Background Papers

The following background papers under section 100D of the Local Government Act 1972 were replied upon in the writing of this report:

Document title	Where the document can be viewed
Citizens Advice Cost of Living Dashboard (2023)	www.wearecitizensadvice.org.uk
England Illegal Money Lending Team - Support Report for Partners (January – June 2023)	www.stoploansharks.co.uk
'As One Door Opens – Experiences of Illegal Money Lending in an Emerging Cost of Living Crisis' (June 2023)	www.Fair4AllFinance.org.uk
Annual report, Citizens Advice South Lincolnshire	Available on request from www.citizensadvicesouthlincs.org.uk
'Completing the move to Universal Credit'	www.gov.uk

This report was written by Emma Krasinska, who can be contacted on 07500882025 or emma.krasinska@lincolnshire.gov.uk.

Citizens Advice Lincoln & Lindsey**Main offices**

Guildhall, Marshall's Yard, Gainsborough
 1st Floor City Hall Beaumont Fee
 Meridian House 41 Eastgate, Louth
 20 Alghitha Road, Skegness
 Inter Agency Centre Stanley Avenue, Mablethorpe

Post code	Project	Days
DN21 2NA	All services	Monday - Friday 8.00am - 6.00pm
LN1 1DD	All services	Monday - Friday 8.00am - 6.00pm
LN11 9NH	All services	Monday - Friday 8.00am - 6.00pm
PE25 2AG	All services	Monday - Friday 8.00am - 6.00pm
LN12 1DP	All services	Tuesday & Fridays 9.00 am - 5.00 pm

Outreaches

Community Hall Stanley Avenue, Mablethorpe
 Meridale Youth & Community Centre, 1 High St, Sutton on Sea, Mablethorpe
 Bridge Community Hub, 107-115 Newark Road, Lincoln
 Moorland Park Methodist Church, 46 Skellingthorpe Road, Lincoln
 Central Methodist Church, 123 High Street, Lincoln
 North Hykeham Foodbank, St Hugh's Church, Harewood Crescent North Hykeham, Lincoln
 Birchwood Life Church, 127 Birchwood Avenue, Lincoln
 Abbey Access Training, Arboretum Lodge, Monks Rd, Lincoln
 Sincil Bank Community Hub, 30 Portland St, Lincoln
 Birchwood Breakthrough Center, Larchwood Cres, Birchwood, Lincoln LN6 0NA
 Ermine Library, 19 Ravendale Dr, Lincoln

LN12 1DP	LN12	Tuesday (am)
LN12 2ET	LN12	Friday (am)
LN5 8NQ	ACTS Trust	Monday (am) & Tuesday (am)
LN6 7RB	ACTS Trust	Tuesday (pm)
LN5 7PR	ACTS Trust	Thursday (am)
LN6 8JG	ACTS Trust	Friday (am)
LN6 0JE	ACTS Trust	Monday (pm) & Wednesday (pm)
LN2 5HU	Big Lottery	Wednesday 9.00 am - 5.00 pm (Drop-in & appointment)
LN5 7JX	Big Lottery	Tuesday - 9.00 am - 5.00pm (Drop-in & appointment)
LN6 0NA	Big Lottery	Wednesday 9.00 am - 5.00pm (Drop-in & appointment)
LN2 2BT	Big Lottery	Tuesday 9.00am-5.00pm (Drop-in & appointment)

Citizens Advice Mid Lincolnshire**Main Offices**

Municipal Buildings, Weststreet, Boston, Lincolnshire
 The Advice Centre, Money's Yard, Carre Street, Sleaford, Lincolnshire

PE21 8QR	All services	advice 9.30 - 4.30, Tues & Thurs
NG34 7TW	All services	advice appointments 9.30 - 4.30 Mon & Wed

Outreaches

The Rectory Offices, Boston, Lincolnshire
 Centenary Methodist Church, Red Lion Street, Boston, Lincolnshire
 Boston College, Skirbeck Road, Boston, Lincolnshire

PE21 6NP	Trussell Trust	Tues & Thurs 12.00 - 2.00 (drop in)
PE21 6NY	Ukraine support group	Fri 10.00 - 12.00 (drop in and appointments)
PE21 6JF	Empowering Healthy Communities	Fortnightly group sessions, days & times set by College

Citizens Advice South Lincolnshire**Main Offices**

Council Offices, Priory Road, Spalding
 14 Finkin Street, Grantham, Lincolnshire

PE11 2XE	All	Tuesday PM & Wednesday
NG31 6QZ	All	Thursday

Outreaches

United Reformed Church Hall, 29 Broad Street, Stamford
 Stamford Day Centre, 33 Ryhall Road, Stamford
 Wake House, 41 North Street, Bourne, Lincolnshire
 Coubro Chambers, 11 West End, Holbeach

PE9 2PJ	All	Please ring Adviceline (0808 278 7996) to arrange an
PE9 1UF	All	Friday: 10:00-12:00 (Drop-In)
PE10 9AE	All	booked appointments PM
PE12 7LW	All	appointments PM

Service	Citizens Advice South
Advice Line	20 minutes
Generalist Appointment Telephone	5 working days
Generalist Appointment F2F	depending on location
Emergency Adhoc Telephone Appointments (ASS)	

Citizens Advice Mid	Citizens Advice Lincoln & Lindsey (E&W)
last 3 months (Nov - Jan) = 13.8	20/2/23)
(dependent on urgency of case)	emergencies) This waiting time extends to
(dependent on urgency of case).	dependent, excludes emergencies). See
Same day	Same day

Citizens Advice Lincoln &	Average (
1/1/23 - 20/2/23)	21	Minutes	
demand on the SQ is being	7.5	Working days	
above)	11.5	Working days	
Same day			

Equality Impact Analysis to enable informed decisions

The purpose of this document is to:-

- I. help decision makers fulfil their duties under the Equality Act 2010 and
- II. for you to evidence the positive and adverse impacts of the proposed change on people with protected characteristics and ways to mitigate or eliminate any adverse impacts.

Using this form

This form must be updated and reviewed as your evidence on a proposal for a project/service change/policy/commissioning of a service or decommissioning of a service evolves taking into account any consultation feedback, significant changes to the proposals and data to support impacts of proposed changes. The key findings of the most up to date version of the Equality Impact Analysis must be explained in the report to the decision maker and the Equality Impact Analysis must be attached to the decision making report.

****Please make sure you read the information below so that you understand what is required under the Equality Act 2010****

Equality Act 2010

The Equality Act 2010 applies to both our workforce and our customers. Under the Equality Act 2010, decision makers are under a personal duty, to have due (that is proportionate) regard to the need to protect and promote the interests of persons with protected characteristics.

Protected characteristics

The protected characteristics under the Act are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

Section 149 of the Equality Act 2010

Section 149 requires a public authority to have due regard to the need to:

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

The purpose of Section 149 is to get decision makers to consider the impact their decisions may or will have on those with protected characteristics and by evidencing the impacts on people with protected characteristics decision makers should be able to demonstrate 'due regard'.

Decision makers duty under the Act

Having had careful regard to the Equality Impact Analysis, and also the consultation responses, decision makers are under a personal duty to have due regard to the need to protect and promote the interests of persons with protected characteristics (see above) and to:-

- (i) consider and analyse how the decision is likely to affect those with protected characteristics, in practical terms,
- (ii) remove any unlawful discrimination, harassment, victimisation and other prohibited conduct,
- (iii) consider whether practical steps should be taken to mitigate or avoid any adverse consequences that the decision is likely to have, for persons with protected characteristics and, indeed, to consider whether the decision should not be taken at all, in the interests of persons with protected characteristics,
- (iv) consider whether steps should be taken to advance equality, foster good relations and generally promote the interests of persons with protected characteristics, either by varying the recommended decision or by taking some other decision.

Conducting an Impact Analysis

The Equality Impact Analysis is a process to identify the impact or likely impact a project, proposed service change, commissioning, decommissioning or policy will have on people with protected characteristics listed above. It should be considered at the beginning of the decision making process.

The Lead Officer responsibility

This is the person writing the report for the decision maker. It is the responsibility of the Lead Officer to make sure that the Equality Impact Analysis is robust and proportionate to the decision being taken.

Summary of findings

You must provide a clear and concise summary of the key findings of this Equality Impact Analysis in the decision making report and attach this Equality Impact Analysis to the report.

Impact – definition

An impact is an intentional or unintentional lasting consequence or significant change to people's lives brought about by an action or series of actions.

How much detail to include?

The Equality Impact Analysis should be proportionate to the impact of proposed change. In deciding this asking simple questions “Who might be affected by this decision?” “Which protected characteristics might be affected?” and “How might they be affected?” will help you consider the extent to which you already have evidence, information and data, and where there are gaps that you will need to explore. Ensure the source and date of any existing data is referenced.

You must consider both obvious and any less obvious impacts. Engaging with people with the protected characteristics will help you to identify less obvious impacts as these groups share their perspectives with you.

A given proposal may have a positive impact on one or more protected characteristics and have an adverse impact on others. You must capture these differences in this form to help decision makers to arrive at a view as to where the balance of advantage or disadvantage lies. If an adverse impact is unavoidable then it must be clearly justified and recorded as such, with an explanation as to why no steps can be taken to avoid the impact. Consequences must be included.

Proposals for more than one option If more than one option is being proposed you must ensure that the Equality Impact Analysis covers all options. Depending on the circumstances, it may be more appropriate to complete an Equality Impact Analysis for each option.

The information you provide in this form must be sufficient to allow the decision maker to fulfil their role as above. You must include the latest version of the Equality Impact Analysis with the report to the decision maker. Please be aware that the information in this form must be able to stand up to legal challenge.

Background Information

Title of the policy / project / service being considered	CAL Citizens Advice Lincolnshire Services	Person / people completing analysis	Emma Krasinska
Service Area	Public Health	Lead Officer	Anne-Marie Scott
Who is the decision maker?	Executive	How was the Equality Impact Analysis undertaken?	In line with the quality impact assessment guidance, no changes are being made to the service and therefore no negative impacts have been identified.
Date of meeting when decision will be made	Click here to enter a date. 07 November 2023	Version control	0.01
Is this proposed change to an existing policy/service/project or is it new?	Choose an item. Proposed change to an existing grant agreement. Positive impact as cited above.	LCC directly delivered, commissioned, re-commissioned or de-commissioned?	Choose an item. Annual grant agreement of many years standing (re-commissioning).
Describe the proposed change	Moving away from an annual grant to a 3 year grant with an uplift based on National Living Wage increases.		

Evidencing the impacts

In this section you will explain the difference that proposed changes are likely to make on people with protected characteristics. To help you do this first consider the impacts the proposed changes may have on people without protected characteristics before then considering the impacts the proposed changes may have on people with protected characteristics.

You must evidence here who will benefit and how they will benefit. If there are no benefits that you can identify please state 'No perceived benefit' under the relevant protected characteristic. You can add sub categories under the protected characteristics to make clear the impacts. For example under Age you may have considered the impact on 0-5 year olds or people aged 65 and over, under Race you may have considered Eastern European migrants, under Sex you may have considered specific impacts on men.

Data to support impacts of proposed changes

When considering the equality impact of a decision it is important to know who the people are that will be affected by any change.

Population data and the Joint Strategic Needs Assessment

The Lincolnshire Research Observatory (LRO) holds a range of population data by the protected characteristics. This can help put a decision into context. Visit the LRO website and its population theme page by following this link: <http://www.research-lincs.org.uk> If you cannot find what you are looking for, or need more information, please contact the LRO team. You will also find information about the Joint Strategic Needs Assessment on the LRO website.

Workforce profiles

You can obtain information by many of the protected characteristics for the Council's workforce and comparisons with the labour market on the [Council's website](#). As of 1st April 2015, managers can obtain workforce profile data by the protected characteristics for their specific areas using Agresso.

Positive impacts

The proposed change may have the following positive impacts on persons with protected characteristics – If no positive impact, please state 'no positive impact'.

Age	Positive impact. A longer term agreement will provide more secure benefits to people with protected characteristics. People in all protected characteristic categories will continue to be supported. Those in most need will have access to free, impartial, confidential advice, information and support on a wide range of practical and civil legal issues such as debt, benefits, employment and housing. Around 20 of clients are aged over 65 and 5% are under the age of 25 years
Disability	Positive impact. Around 53% of clients report having a disability or long term health condition. Longer term funding helps build a sustainable platform from which to pursue other funding applications that may also enhance existing service access. New reporting will delve into disability and long term conditions so as to better understand the reach, use of the service and needs of clients, with different kinds of disabilities. Civil and legal issues covered include hate crime.
Gender reassignment	Positive impact. Civil and legal issues covered includes hate crimes. Reporting schedule will explore data recording for this protected group.
Marriage and civil partnership	Positive impact. Civil and legal advice provided covers relationship breakdown and domestic abuse.
Pregnancy and maternity	Positive impact. Reporting can cover single parent households likely to suffer disproportionate hardship.
Race	Positive impact. Civil and legal advice provided includes hate crime. Reporting will cover use of the service by this group and will be able to analyse top issues.
Religion or belief	No positive impact.

Sex	Positive impact as cited above. Civil and legal advice provided covers sexual harassment, relationship breakdown and domestic abuse. Many channels of communication help make the service accessible for women whose time is most likely to be dominated by any combination of childcare/ working and caring responsibilities.
Sexual orientation	Positive impact as cited above. Civil and legal advice provided covers hate crimes.

If you have identified positive impacts for other groups not specifically covered by the protected characteristics in the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.

Positive impact for individuals and families who are financially vulnerable (Financial Conduct Authority definition) and who experience social and economic deprivation. Layers of vulnerability and disadvantage may make individuals and families more susceptible to financial harms. Potential positive impact for health inclusion groups and health inequalities.

Adverse/negative impacts

You must evidence how people with protected characteristics will be adversely impacted and any proposed mitigation to reduce or eliminate adverse impacts. An adverse impact causes disadvantage or exclusion. If such an impact is identified please state how, as far as possible, it is justified; eliminated; minimised or counter balanced by other measures.

If there are no adverse impacts that you can identify please state 'No perceived adverse impact' under the relevant protected characteristic.

Type text here

Negative impacts of the proposed change and practical steps to mitigate or avoid any adverse consequences on people with protected characteristics are detailed below. If you have not identified any mitigating action to reduce an adverse impact please state 'No mitigating action identified'.

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Age	In line with the quality impact assessment guidance, consideration was given to the impacts that the proposal was likely to make on people with protected characteristics. It remains the case that no changes are being made to the service, therefore no negative impacts have been identified. A longer term agreement will secure more longer term benefits to people with protected characteristics.
Disability	No perceived adverse impact
Gender reassignment	No perceived adverse impact
Marriage and civil partnership	No perceived adverse impact
Pregnancy and maternity	No perceived adverse impact

Race	No perceived adverse impact
Religion or belief	No perceived adverse impact
Sex	No perceived adverse impact
Sexual orientation	No perceived adverse impact

If you have identified negative impacts for other groups not specifically covered by the protected characteristics under the Equality Act 2010 you can include them here if it will help the decision maker to make an informed decision.

Stakeholders

Stake holders are people or groups who may be directly affected (primary stakeholders) and indirectly affected (secondary stakeholders)

You must evidence here who you involved in gathering your evidence about benefits, adverse impacts and practical steps to mitigate or avoid any adverse consequences. You must be confident that any engagement was meaningful. The Community engagement team can help you to do this and you can contact them at engagement@lincolnshire.gov.uk

State clearly what (if any) consultation or engagement activity took place by stating who you involved when compiling this EIA under the protected characteristics. Include organisations you invited and organisations who attended, the date(s) they were involved and method of involvement i.e. Equality Impact Analysis workshop/email/telephone conversation/meeting/consultation. State clearly the objectives of the EIA consultation and findings from the EIA consultation under each of the protected characteristics. If you have not covered any of the protected characteristics please state the reasons why they were not consulted/engaged.

Objective(s) of the EIA consultation/engagement activity

It remains the case that no changes are being made to the service and therefore no negative impacts have been identified.

Engagement has taken place with District Councils, ICB, Citizens Advice , Public Health SLT, Adult Care DLT and Executive Councillor Purpose of engagement has been to explore appetite for partnership approaches to funding Citizens Advice and improving reach and consistency of service offer. No changes have been made to the content, delivery or funding of the service.

Who was involved in the EIA consultation/engagement activity? Detail any findings identified by the protected characteristic

Age	N/A
Disability	N/A
Gender reassignment	N/A
Marriage and civil partnership	N/A
Pregnancy and maternity	N/A
Race	N/A
Religion or belief	N/A

Sex	N/A
Sexual orientation	N/A
<p>Are you confident that everyone who should have been involved in producing this version of the Equality Impact Analysis has been involved in a meaningful way?</p> <p>The purpose is to make sure you have got the perspective of all the protected characteristics.</p>	Yes, all three CAL organisations and all district councils have been fully engaged in this consultation.
<p>Once the changes have been implemented how will you undertake evaluation of the benefits and how effective the actions to reduce adverse impacts have been?</p>	An agreed, simplified monitoring system will be put in place to evaluate the new 3 year grant agreement. Citizens Advise can evidence steps it takes to ensure inclusive access to its services. Where recorded data permits, it is recommended that reporting should capture the service use and benefits to communities with protected characteristics.

Further Details

Are you handling personal data?	Yes or no – please select No If yes, please give details.
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Actions required	Action	Lead officer	Timescale
Include any actions identified in this analysis for on-going monitoring of impacts.	Monitor service use by protected characteristics and explore monitoring for health inclusion groups and health inequalities	Emma Krasinska	From April 2024

Version	Description	Created/amended by	Date created/amended	Approved by	Date approved
V0.02	Issued following service review and as part of report to Executive recommending longer term funding agreement.	EK	6 October 2024	Anne Marie Scott, Assistant Director for Prevention, and Early Intervention, Public Health,	11 October 2023

Examples of a Description:
 'Version issued as part of procurement documentation'
 'Issued following discussion with community groups'
 'Issued following requirement for a service change; Issued following discussion with supplier'

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**Open Report on behalf of Andrew Crookham,
Deputy Chief Executive & Executive Director - Resources**

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 October 2023
Subject:	Potential Topics for Scrutiny Review by Scrutiny Panel A

Summary:

On 28 September 2023, the Overview and Scrutiny Management Board requested each overview and scrutiny committee to consider whether it has a topic that would benefit from an in-depth scrutiny review by Scrutiny Panel A. The Overview and Scrutiny Management Board is due to evaluate the suggestions at its meeting on 21 December 2023.

This Committee is requested to consider whether it would wish to make a suggestion for a potential scrutiny review topic to the Overview and Scrutiny Management Board.

Actions Required:

To consider the request from the Overview and Scrutiny Management Board for a suggestion for an in-depth scrutiny review by Scrutiny Panel A, bearing in mind the following criteria (as detailed in Appendix A):

- (a) Would the proposed review topic add value?
- (b) Is the proposed review topic of concern to local residents?
- (c) Is the proposed review topic a priority for the Council or partner agency?
- (d) Would the proposed review topic avoid duplication with any other reviews or actions?
- (e) Is the proposed review topic unlikely to be affected by new legislation or guidance in the coming year?
- (f) Is the review topic sufficiently focused to be completed within an appropriate timescale?

1. Scrutiny Panel A and Scrutiny Panel B

Scrutiny Panel A and Scrutiny Panel B have recently completed their respective reviews of Town Centre Improvements and Lincolnshire Agricultural Sector Support, which have each been presented to the Council's Executive. The Overview and Scrutiny Management Board, which is responsible for allocating topics, has already assigned the topic of Traffic Management in Lincolnshire to Scrutiny Panel B as its next review, and is seeking a topic for Scrutiny Panel A to undertake.

As has previously been reported, Scrutiny Panels conduct their reviews in accordance with the following principles:

- Scrutiny panels should aim to collect a broad range of evidence on the particular review, interviewing interested parties, and engaging local communities, where this is feasible.
- Scrutiny panels should focus on developing realistic recommendations for improvement in relation to the topic under review.
- Scrutiny panels will submit their draft reports to the relevant overview and scrutiny committee for consideration, approval and onward referral as appropriate.

Scrutiny Panels undertake their reviews in accordance with the terms of reference and timetable determined for each review by the Overview and Scrutiny Management Board.

One of the essential roles of overview and scrutiny is to carry out in-depth reviews where the outcomes can clearly influence and improve policy and service delivery for the people of Lincolnshire. In accordance with the Council's constitution, this role is undertaken by the two scrutiny panels.

These two scrutiny panels provide an opportunity for scrutiny councillors to consider a particular topic in detail, for example by engaging with a range of individuals in less formal settings, which is not always possible in the formal setting of a committee meeting. Based on the evidence received, a report is compiled, with the panel making recommendations for possible improvement.

2. Identifying Potential Scrutiny Review Topics

A Scrutiny Panel should only be set up when a suitable topic for a scrutiny review is identified by the Overview and Scrutiny Management Board using the Prioritisation Toolkit. Suggestions for scrutiny reviews may come from a variety of sources such as the scrutiny committees, other non-Executive Councillors, Executive Councillors, and senior officers.

When considering a potential topic for a scrutiny review, it is important that the Board ensures that the potential scrutiny review will not be duplicating any review work that is being undertaken by officers or external partners. The remit for the potential scrutiny review should be focused and not too broad, so that an in-depth review can be completed within a set timescale and will lead to achievable outcomes.

3. Role of Overview and Scrutiny Management Board

The Overview and Scrutiny Management Board is responsible for making decisions about whether a scrutiny panel is merited, and in so doing the Board applies the guidance in the prioritisation toolkit attached at Appendix A.

Once a potential topic for a scrutiny review has been identified by the Overview and Scrutiny Management Board and assigned to a scrutiny panel, the terms of reference will be drafted by the Scrutiny Panel and submitted to the Overview and Scrutiny Management Board, if they have not already been approved by the Board. This does not prevent the panel from undertaking initial work on its topic.

4. Composition of Scrutiny Panels

Each scrutiny panel may comprise up to eight members including its chairman and vice chairman appointed by the County Council. The remaining members of each panel are appointed for each particular review, and there is an aim to make the membership politically inclusive. All non-executive councillors are eligible, with nominations for membership being sought from the leader of each political group.

5. Role of Overview and Scrutiny Committees – Approval of Final Report

As stated above, when each scrutiny panel completes its review, its draft report is submitted to the relevant overview and scrutiny committee for consideration and approval. Following its approval, the final report, including any recommendations, is submitted to the relevant decision-making body, which in most instances would be the Executive for matters relating to the County Council's executive functions. The relevant scrutiny committee is responsible for receiving the response to the review and for any future monitoring of recommendations.

6. Commentary from the Executive Director / Lead Officers

The Assistant Director – Public Protection has suggested the following topic for consideration by the Committee:

- Vapes

We would like to invite scrutiny to review Lincolnshire County Council's response to the current vapes issues with non-compliant vapes usage and the use of vapes by children whilst supporting a public health message to reduce the numbers of cigarette smokers. We would ask scrutiny to pay particular attention to activity undertaken by Trading Standards, Education, Children's Services and Public Health to ensure consistent and coherent messaging and activities across all departments.

7. Conclusion

Following the decision by the Overview and Scrutiny Management Board on 28 September 2023, this Committee is being asked to consider whether it wishes to suggest a scrutiny review topic, for the Board to assign to Scrutiny Panel A in December. In responding to the Board, the Committee may wish to be mindful of the criteria set out in Appendix A to this report.

8. Appendices

These are listed below and attached at the back of the report	
Appendix A	Scrutiny Prioritisation - Prioritisation Toolkit

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 Nigel West, Head of Democratic Services and Statutory Scrutiny Officer, who can be contacted on 01522 552840 or by e-mail at nigel.west@lincolnshire.gov.uk

Scrutiny Prioritisation

Prioritisation is a key tool for successful scrutiny. Selecting the right topics where scrutiny can add value is essential for scrutiny to be a positive influence on the work of the Council. Scrutiny committees must be selective about what they look at and need to work effectively with limited resources. Scrutiny activity should be targeted, focused and timely and include issues of corporate and local importance, where scrutiny activity can influence and add value.

The questions below are a guide to help members and officers consider and identify key areas of scrutiny activity for consideration.

Will Scrutiny input add value?

- Is there a clear objective for scrutinising the topic?
- What are the identifiable benefits to residents and the council?
- Is there evidence to support the need for scrutiny?
- What is the likelihood of achieving a desired outcome?
- Is the topic strategic and significant rather than relating to an individual complaint?
- Are there adequate resources to ensure scrutiny activity is done well?

Is the topic a concern to local residents?

- Does the topic have a potential impact for one or more section(s) of the local population?
- Has the issue been identified by Members through surgeries and other contact with constituents?
- Is there user dissatisfaction with service (e.g., increased level of complaints)?
- Has the topic been covered in the local media or social media?

Is it a Council or partner priority area?

- Does the topic relate to council corporate priority areas?
- Is there a high level of budgetary commitment to the service/policy area?
- Is it a poor performing service (evidence from performance indicators /benchmarking)?

Are there relevant external factors relating to the issue?

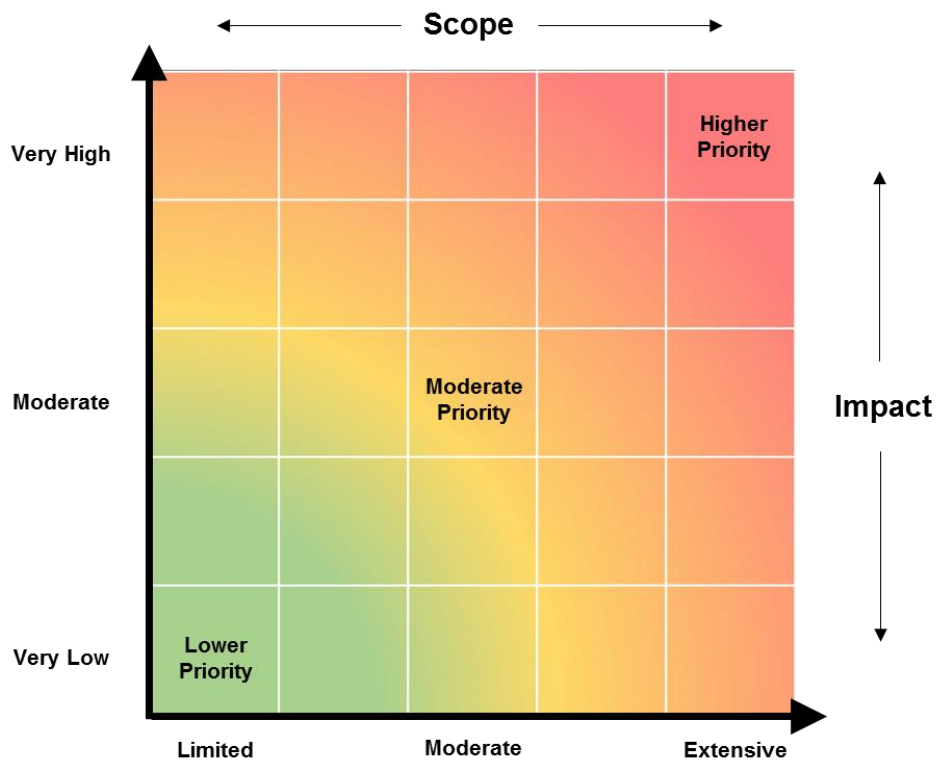
- Central government priority area.
- New government guidance or legislation.
- Issues raised by an internal or external audit or from formal inspections, etc.
- Key reports or new evidence provided by external organisations.

Criteria for not considering topics

- There is no scope for scrutiny to add value/make a difference or have a clear impact.
- New legislation or guidance is expected within the next year.
- The issue is being examined elsewhere - e.g., by the Executive, working group, officer group or other body.
- The objective of scrutiny involvement cannot be achieved in the specified timescale required.

Prioritisation Matrix

The prioritisation matrix shown below is a framework to aid in prioritising a number of scrutiny options or topics. Each topic should be assessed in terms of the impact it would have and the overall scope of the activity.

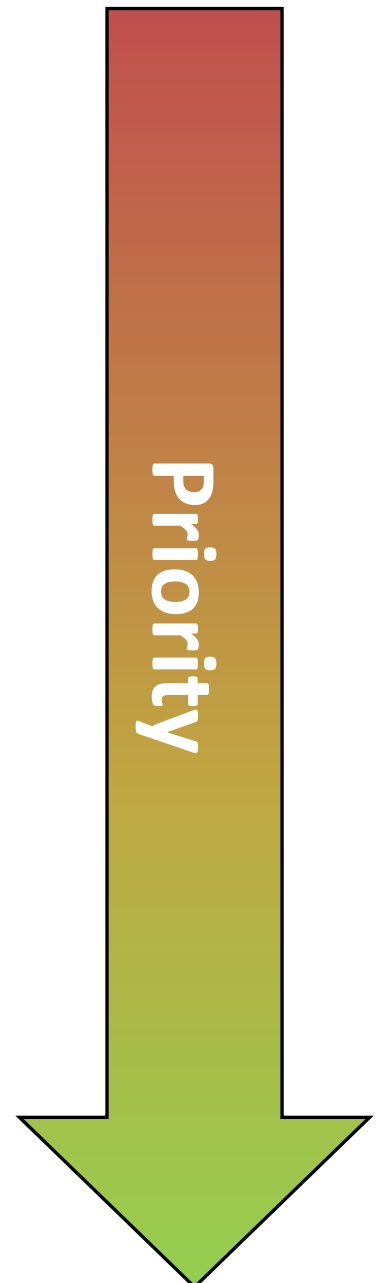
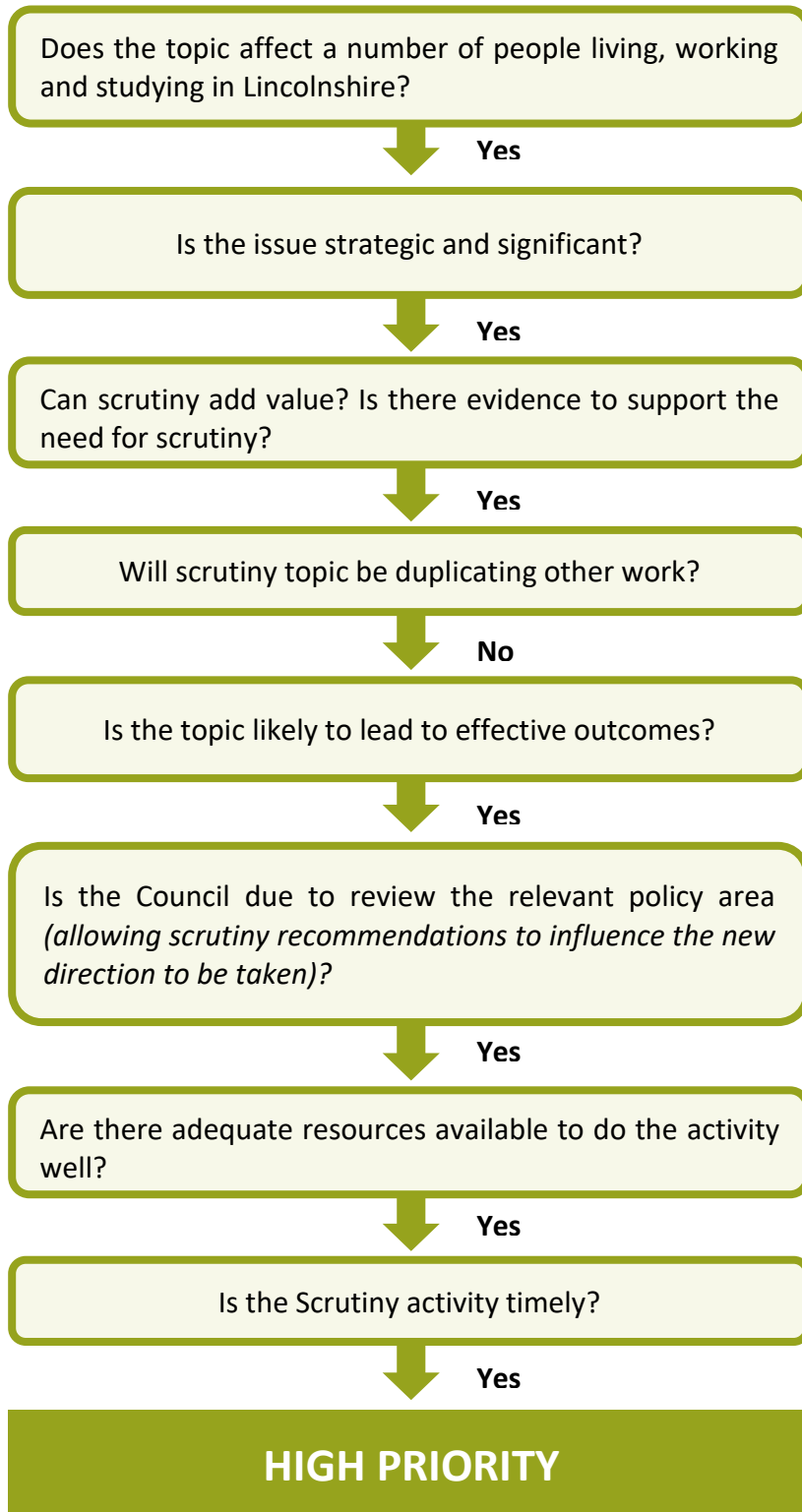


When considering the scope and impact of a Scrutiny item it is important to consider the following areas:

- People / Communities
- Assets / Property
- Financial
- Environmental
- Reputation
- Likelihood of Impact
- Resource Required
- Cost Effectiveness

Prioritisation Tool

The prioritisation tool below can be used in deciding on whether an issue would warrant being considered by Scrutiny or the subject of a Scrutiny Review.



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**Open Report on behalf of Andrew Crookham,
Deputy Chief Executive & Executive Director – Resources**

Report to:	Public Protection and Communities Scrutiny Committee
Date:	31 October 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

31 OCTOBER 2023	
Item	Contributor
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE	
1	Safer Lincolnshire Partnership – Fraud Update Report
	Vicky Salmon, Community Safety Strategy Co-ordinator
SITTING AS THE PUBLIC PROTECTION AND COMMUNITIES SCRUTINY COMMITTEE	
2	Re-Procurement of LFR Fleet Maintenance <i>(Pre-Decision Scrutiny – Executive Councillor decision between 6 – 10 November 2023)</i>
	Mark Baxter, Chief Fire Officer Fiona Fielding, Senior Commercial and Procurement Officer
3	Future Funding for Citizens Advice <i>(Pre-Decision Scrutiny – Executive decision on 7 November 2023)</i>
	Anne-Marie Scott, Assistant Director, Prevention & Early Intervention Emma Krasinska, Programme Manager, Public Health Professor Derek Ward, Director of Public Health
4	Potential Topics for Scrutiny Review by Scrutiny Panel A
	Tracy Johnson, Senior Scrutiny Officer
5	Control Programme <i>(Pre-Decision Scrutiny – Leader and Executive Councillor decision between 3 November – 1 December 2023)</i> (EXEMPT)
	Mark Baxter, Chief Fire Officer Steve Topham, Assistant Chief Fire Officer Maria Bentley, Interim Programme Director - Control Programme

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	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
3	Community Risk Management Plan 2024-28 - Pre-consultation
	Mark Baxter, Chief Fire Officer

12 DECEMBER 2023		
Item	Contributor	
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	Local Resilience Form (LRF) Business Plan 2023-2026	Mark Baxter, Chief Fire Officer
3	Fire and Rescue Service Attendance at Flooding Incidents - Annual Report on Performance	Mark Baxter, Chief Fire Officer
4	Trading Standards Food Standards Enforcement	Mark Keal, Head of Trading Standards
SITTING AS THE CRIME AND DISORDER SCRUTINY COMMITTEE		
5	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
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

25 JUNE 2024	
Item	Contributor
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
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

24 SEPTEMBER 2024	
Item	Contributor
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
Control System Replacement	Between 3 Nov 2023 and 24 Nov 2023	Executive Councillor: Fire & Rescue and Cultural Services	Public Protection and Communities Scrutiny Committee Corporate Leadership Team Chief Legal Officer Commercial Board Informal Executive	Assistant Chief Fire Officer E-mail: steve.topham@lincolnshire.gov.uk	Yes	N/A
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	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

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
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

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Agenda Item 11

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

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