

**Open Report on behalf of Pete Moore,  
Executive Director of Finance and Public Protection**

Report to:	<b>Public Protection and Communities Scrutiny Committee</b>
Date:	<b>24 July 2018</b>
Subject:	<b>Quarter 4 Performance Report (1 January to 31 March 2018)</b>

**Summary:**

The accompanying appendices to this report provide key performance information that is relevant to the work of the Public Protection and Communities Scrutiny Committee.

**Actions Required:**

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

### 1. Background

This report provides the Committee with performance and customer satisfaction information for Quarter 4 2017/2018 relevant to Public Protection, Lincolnshire Fire and Rescue and Libraries and Heritage Services as set out in the Council's Business Plan.

#### Council Business Plan 2017/2018

The Council Business Plan 2017/2018 was approved by Council on 24th February 2017. This report lists the measures in the Council Business Plan that are within the remit of this Scrutiny Committee.

Appendix A includes further details on select indicators which have been highlighted for further discussion.

The full detail of all performance measures induced in the Council's Business Plan can be found online via the Performance Dashboard.

Web link - <http://www.research-lincs.org.uk/CBP-Landing-page.aspx>

Appendix B shows a breakdown of customer satisfaction information within the remit of this Scrutiny Committee.

## 2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the Q4 performance information and highlight any recommendations or further actions for consideration.

## 3. Consultation

### a) Have Risks and Impact Analysis been carried out?

N/A

### b) Risks and Impact Analysis

N/A

## 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Quarter 4 Performance Report
Appendix B	Q4 Customer Satisfaction Information

## 5. Background Papers

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

This report was collated by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or [daniel.steel@lincolnshire.gov.uk](mailto:daniel.steel@lincolnshire.gov.uk).