

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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	12 March 2019
Subject:	Quarter 3 Performance Report

Summary:

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

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

The Council Business Plan 2018/2019 was approved by Council on 23 February 2018. This report provides the Executive with highlights of Q3 performance. The full range of infographics is available to view at: <http://www.research-lincs.org.uk/CBP-Landing-page.aspx>

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

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

Proposed change to reporting performance against the Council Business

Proposed change to reporting performance against the Council Business Plan 2018/19 As part of the process for agreeing the Council Business Plan 2019/2020, the Portfolio Holder has agreed to remove the 'Alcohol related anti-social behaviour incidents' and 'Alcohol related violent crime incidents' (Measure 6) as data is no longer comparable due to changes in reporting practices within the Police.

THE PUBLIC ARE PROTECTED FROM UNSAFE AND DANGEROUS GOODS



Unsafe and counterfeit goods removed from the market

4,852 counterfeit and unsafe items have been removed from the market so far this year. 2,484 items have been removed as they were unsafe and 2,368 items were removed as they were counterfeit. We are behind plan this year due to a decrease in counterfeit goods seized as we are working with premises to bring them into compliance to ensure such goods are not available for sale in the first instance. We have seen an increase in unsafe goods offered for sale over Quarter 3 and this is largely due to attendance at various seasonal events. The annual target 2018/ 2019 is 31,000 and it is worth noting that the measure has been amended in the Council Business Plan 2019/2020, which was presented to Council on 22nd February to 'Unsafe goods removed from the market' with an annual target of 3,000 products.

IMPROVE PUBLIC SAFETY BY THE REDUCTION IN DRUGS AND ALCOHOL MISUSE, FOCUSED ON TOWN CENTRE ALCOHOL FUELLED VIOLENCE AND ANTI-SOCIAL BEHAVIOUR, YOUNG PEOPLE AND DRUG MISUSE.



INCREASE PUBLIC CONFIDENCE IN HOW WE TACKLE DOMESTIC ABUSE



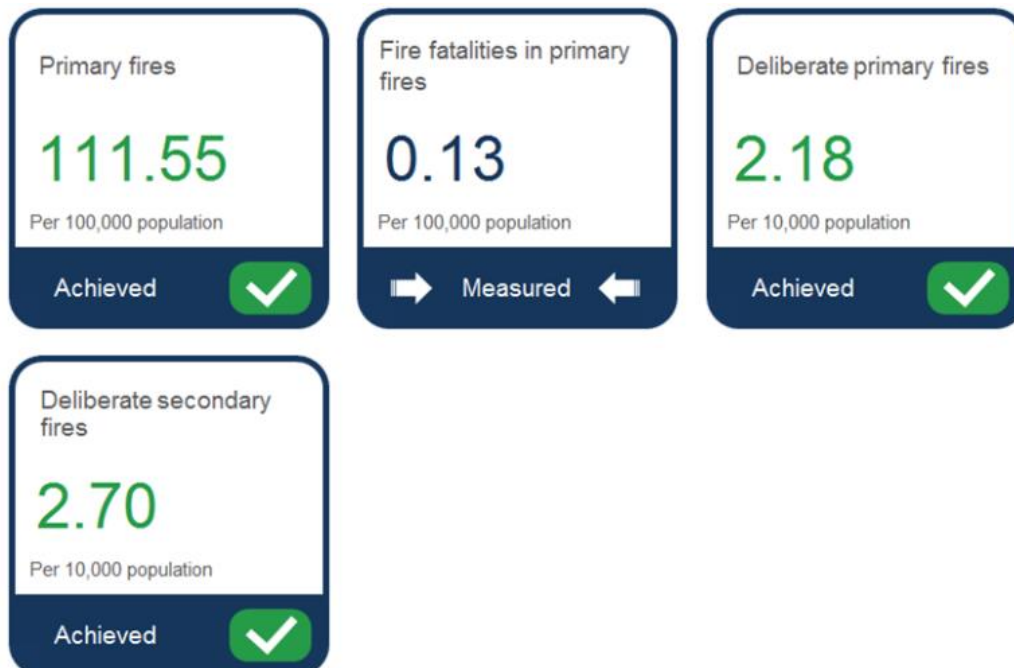
REDUCE ADULT REOFFENDING



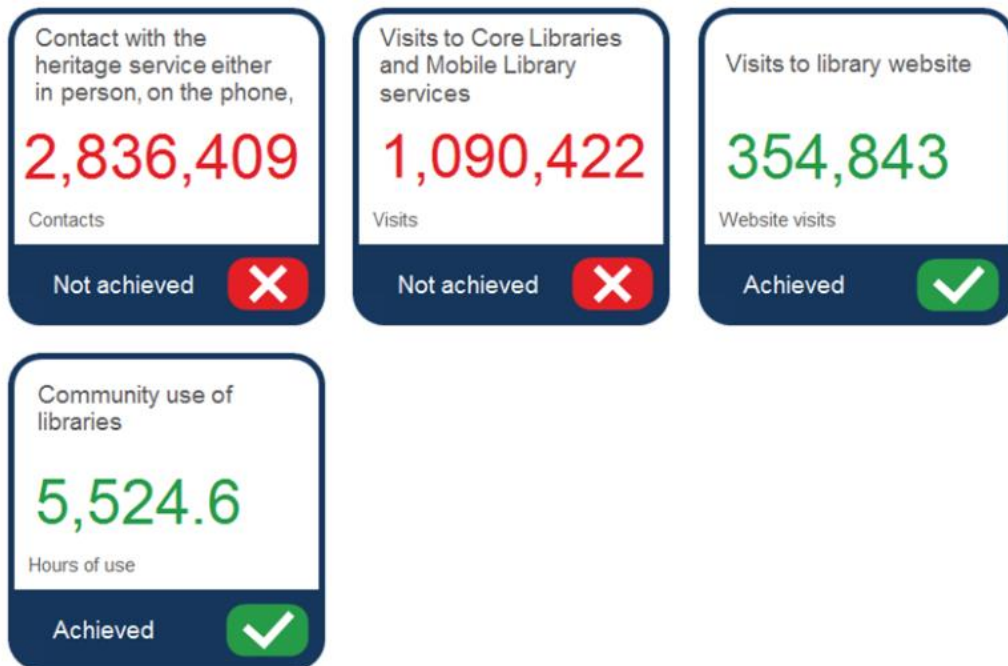
Adults Reoffending

This measure is reported with a one quarter lag, Q2 is the latest performance. Between April 2017 and September 2017 there were 3,088 adult offenders (the cohort). In the 12 months following identification (between April 2017 to September 2018), of those 3,088 adult offenders, 922 re-offended resulting in the 29.9% adult re-offending rate. On average, each reoffender committed 3.5 additional crimes within twelve months of their index offence. The most prolific offenders continue to be adopted by the ARC (Assisting Rehabilitation through Collaboration) scheme.

REDUCE FIRES AND THEIR CONSEQUENCES



ENABLE AND ENCOURAGE PEOPLE TO PARTICIPATE IN LINCOLNSHIRE'S CULTURE



Contact with the heritage service

In Q3, an actual of 2,836,409 was achieved against a target of 3,800,000. Technical faults with the website and decline in visitor numbers (as reported in Q1 and Q2) continue to impact the out turn for this measure. It is worth noting that the annual target for this measure in the Council Business Plan 2019/2020, which was presented to Council on 22nd February, reflects a picture of nationally declining numbers and IT difficulties.

Visits to core libraries and mobile library services

An actual of 1,090,422 was achieved in Q3 against a target of 1,247,157. As reported in Q1 and Q2, the lower number of visits is attributed to not being able to keep a pace with the changing IT requirements and expectations of our customers. It also needs to be recognised that this is against a national picture of declining library visits, as well as there being more options for our customers within their local communities from the independent Community Hub provision; these visits are not counted in this figure.

COMMUNITIES AND RESIDENTS ARE SUPPORTED TO BE INVOLVED IN LOCAL DECISION MAKING AND HAVE THEIR VIEWS TAKEN INTO ACCOUNT



2. Conclusion

Members of the Public Protection and Communities Scrutiny Committee are invited to consider and comment on the Q3 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 3 Performance Report
Appendix B	Q3 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.

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