



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	13 December 2022
Subject:	Service Level Performance Reporting against the Success Framework 2022-23 Quarter 2

Summary:

This report summarises the Service Level Performance against the Success Framework 2022-23 for quarter 2. All performance that can be reported in quarter 2 is included in this report.

Lincolnshire County Council (LCC) are undergoing a large system wide Business Intelligence Transformational Change Programme. Part of the Transformation Programme is to fully utilise Microsoft Power BI as a Business Intelligence platform across the organisation.

The Corporate Performance Team (CPT) are a significant driver of this delivery covering all operational and statutory reporting requirements for LCC. CPT have developed a new Power BI dashboard which with effect from quarter 2 the Service Level Performance will be displayed, replacing the Lincolnshire Research Observatory (LRO).



Full service level reporting to all scrutiny committees can be found here [Service level performance data](#)

Actions Required:

To consider and comment on the Public Protection and Communities Service Level Performance for 2022- 23 Quarter 2.

1. Background

This report details the Service Level Performance measures for the Public Protection and Communities Scrutiny Committee that can be reported in Quarter 2.

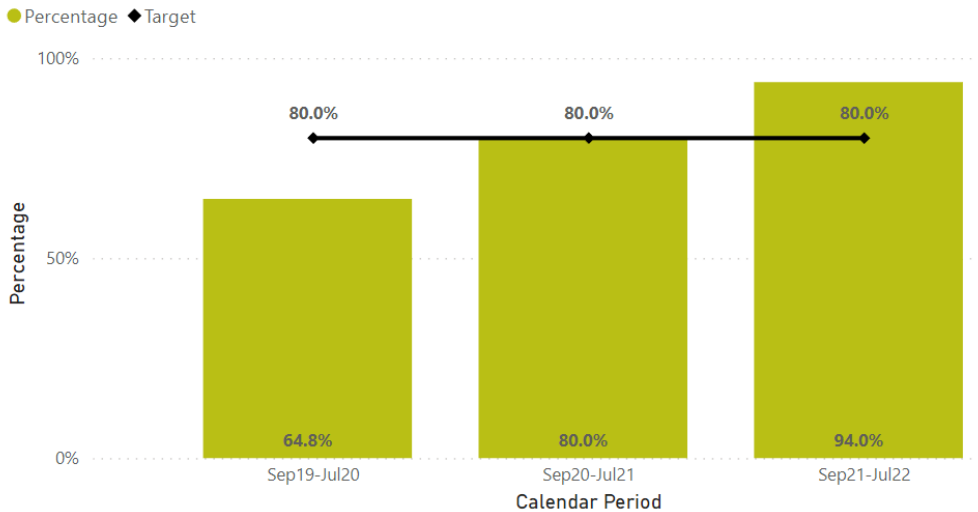
- 5 measures that exceeded their target 
- 5 measures that achieved their target 

- 3 measures did not meet their target ✖
- 12 measures that do not have a target (contextual)

1.1 Community Safety

1.11 Measures that exceeded their target

PI 153 – Secondary schools in receipt of a stay safe day ☆



The target of delivering Stay Safe Days to 80% of mainstream secondary schools has been achieved, attending 51 out of the 54 mainstream schools in the academic year. Therefore, there was only 3 mainstream secondary schools that didn't receive a Stay Safe Day, with 1 of the 3 cancelling their scheduled days. The Stay Safe Partnership also delivered Stay Safe Days during 2021-22 academic year to an additional 21 non-mainstream secondary schools including Pupil Referral Units, Special Educational Needs and Disability provisions and independents. They also delivered to 4 Colleges or Further Education Provisions. Overall this delivery equates to 19, 141 students aged 11-18.

1.12 Measures that achieved their target

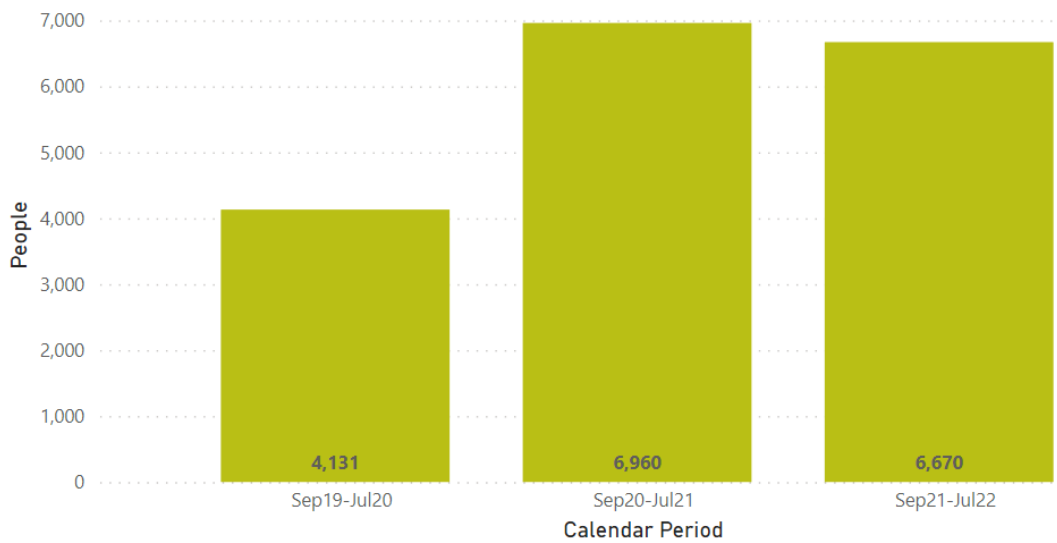
Not applicable in Quarter 2

1.13 Measures that did not meet their target

Not applicable in Quarter 2

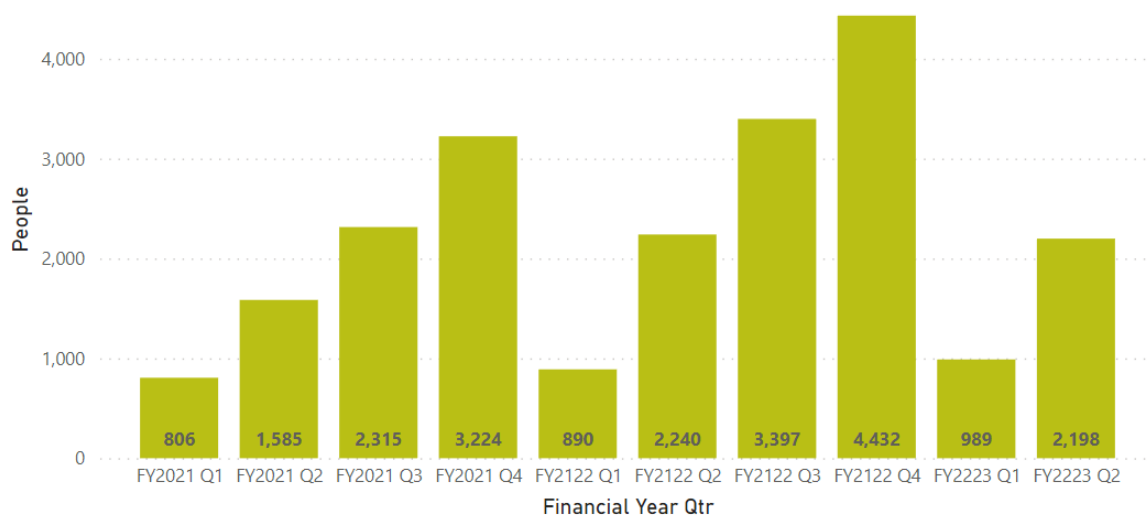
1.14 Measures that do not have a target (contextual)

PI 154 - Year 6 primary school children in receipt of an E-safety workshop



6670 year 6 students in Lincolnshire received an E-Safety workshop during the academic year. Following on from the response to COVID19, a proportion of these sessions continued to be delivered online ensuring students did not miss the opportunity to receive these workshops. As part of Domestic Abuse Partnership commitment to early intervention in 2022 an investment in additional staff resource to deliver a 'Friendship and Emotions' workshop to Year 2 pupils was made. The workshop has been designed to educate pupils on healthy relationships and how to process and address emotions in a positive way. This workshop has been offered since January 2022 and up to July 2022 had been delivered to 3,481 students.

PI 155 – Number of domestic abuse victims receiving support

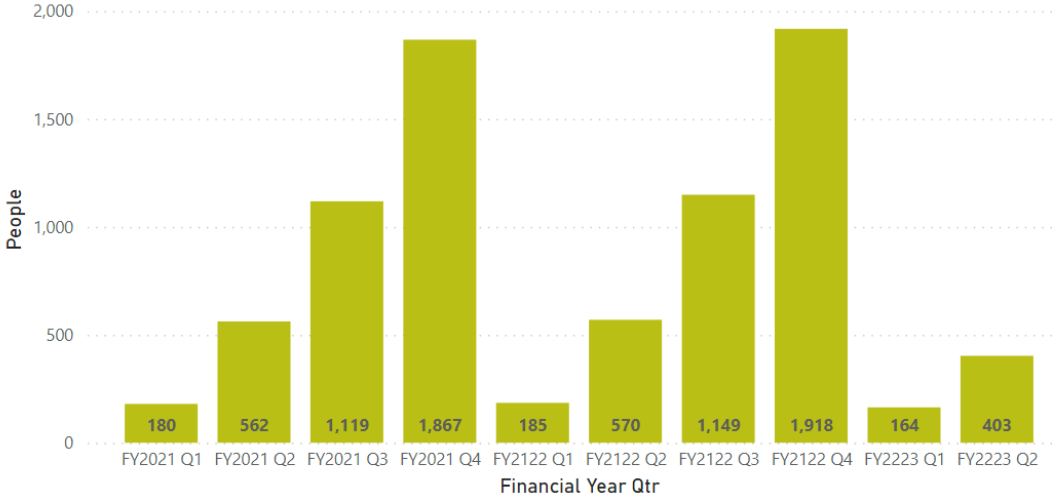


The total number of people supported during Q2 2022-23 is 1209. Of the 1209 people supported, 561 are children and young people supported via the Outreach service (265

directly and 296 indirectly by working with the parent). The remaining 648 people supported by domestic abuse services during Q2 2022-23 are adults.

The EDAN Lincs Outreach service also provided 'one off' advice and support to 1,922 people during Q2 2022-23 in response to telephone and online enquiries. The number of people supported is within expected range.

PI 156 - Number of domestic abuse victims supported through MARAC



MARAC continues to operate on a weekly basis with all partners engaged in the process. The MARAC is currently operating virtually, and regular monitoring of data and the process is in place. The number of clients reported here are new in the period and do not include repeats.

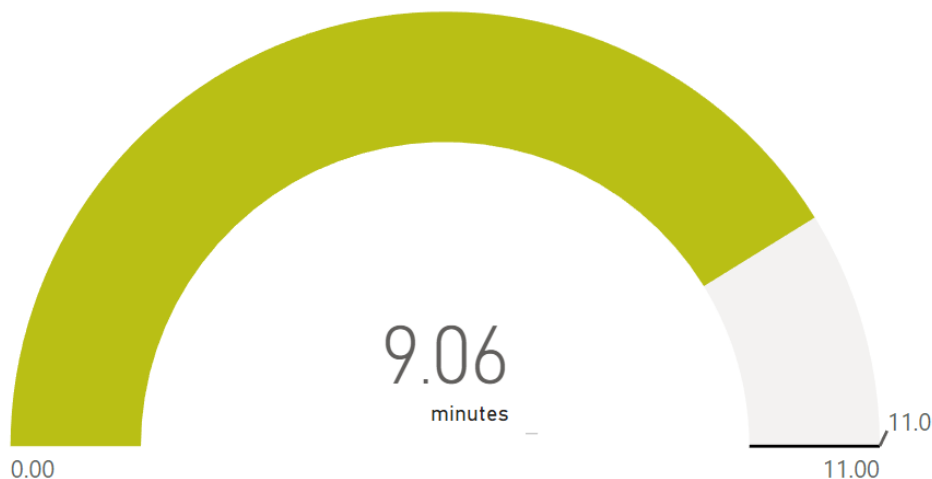
1.2 Fire Safety

1.21 Measures that exceeded their target

Not applicable in Quarter 2

1.22 Measures that achieved their target

PI 171 – Average response to dwelling fires ✓



Cumulative as at September 2022

In July 2022 Lincolnshire Fire & Rescue (LFR) Managers presented to the Public Protection and Communities Scrutiny committee a proposed change in the way the attendance standard is expressed as this aligned LFR with other predominantly rural fire and rescue services. The standards proposed were as follows

- We will respond to dwelling fires within an average of 11 minutes for the first fire engine.
- We will respond to all other incidents within an average of 15 minutes for the first fire engine.

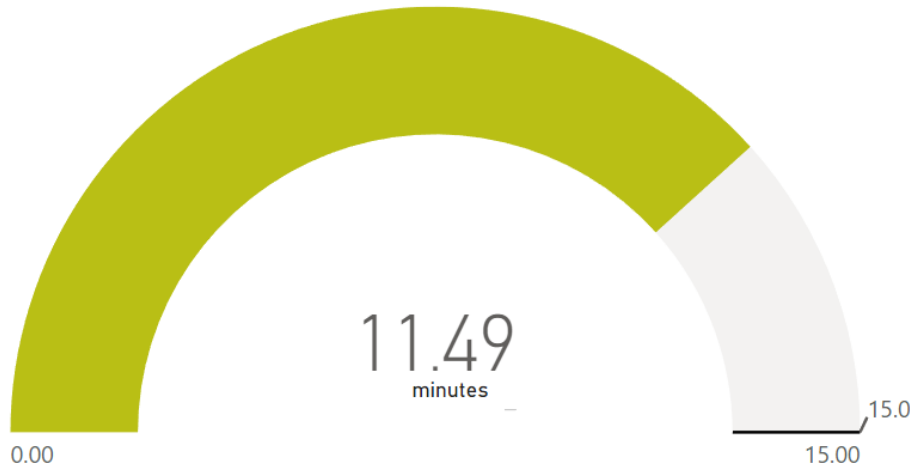
LFRs quarter 2 performance was as follows

- Average attendance time to dwelling fires – 9m 06s
- Average attendance time to all other incidents – 11m 49 s

During quarter 2, LFR mobilised Fire Appliances to more than double the amount of incidents compared with the same period from 2021/22, this was due to the heatwave experienced in July and August and the increase in wildfires. The response to these types of incidents were exceptional and on the 19th July which was hottest day of the year and the hottest day in the UK recorded at Coningsby in Lincolnshire. The service declared a major incident due to the high number of incidents that occurred on this day that required multiple attendances by operational crews. On the 15th August the service attended wildfires in the morning and flooding in the evening and through to the next day, again these exceptional environmental challenges tested the service and required fire appliances to attend incidents beyond their normal area of cover, so the service had to

ensure that appliances were moved to provide the strategic cover needed during these periods. So to achieve the attendance standards during this period is pleasing.

PI 172 – Average response to all other incidents ✓



Cumulative as at September 2022

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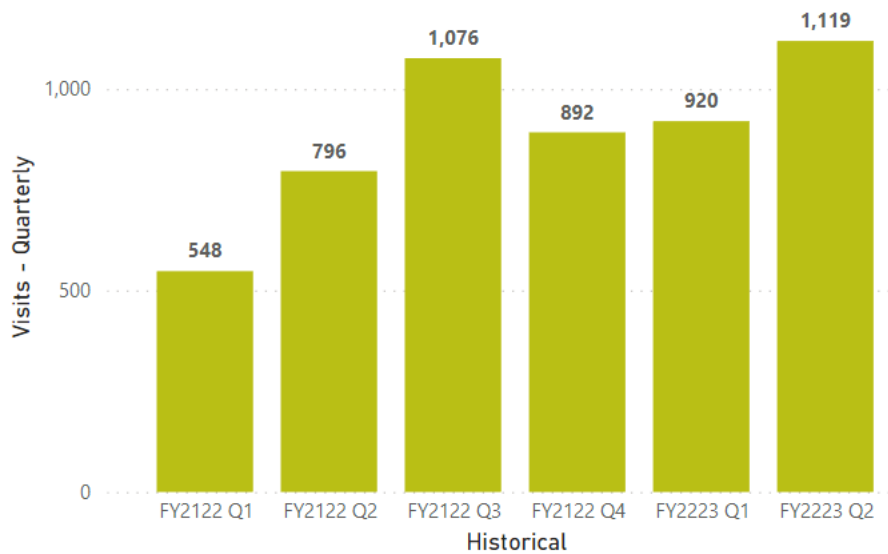
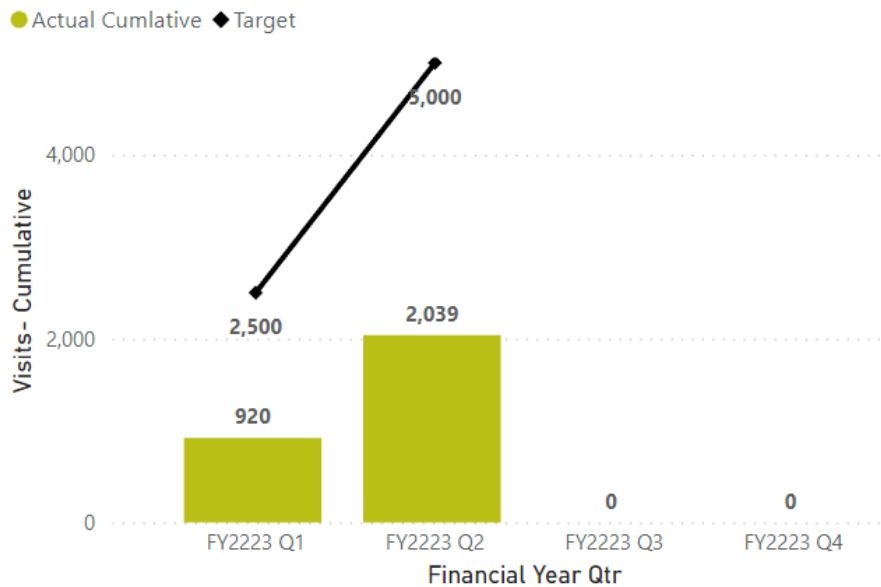
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1.23 Measures that did not meet their target

PI 167 – Home fire safety visits carried out ✖



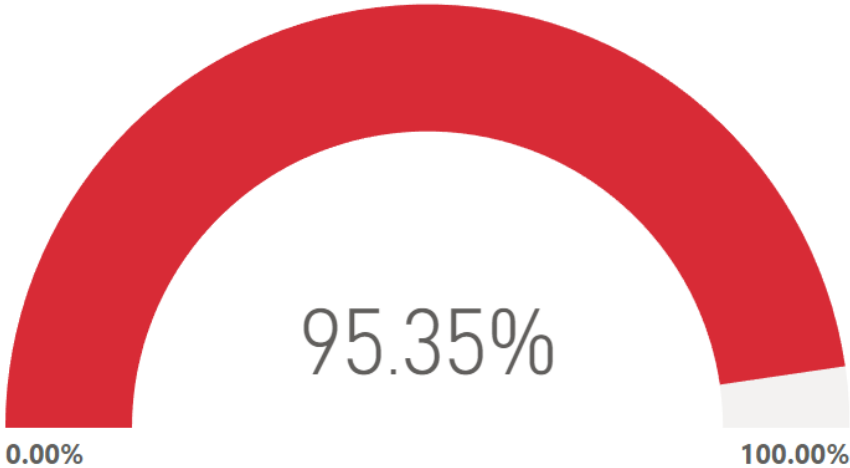
In quarter two we completed 1,119 Home Fire Safety Visits (HFSVs). These figures will be added to the quarter1 figures to outline that we have completed 2,039 HFSVs visits to date. We are significantly below the outlined stretched target of 10,000 visits for the year. We continue to gather feedback from the operational crews and community safety advocates as to how we can support to increase the numbers to achieve the identified target. The prevention and protection manager has been given a priority and will be working with teams to increase the number of visits being carried out.

Whilst the resource to risk concept, (identification of areas of high risk to support proactive targeting of HFSVs), is embedded across the Service, we have found that there

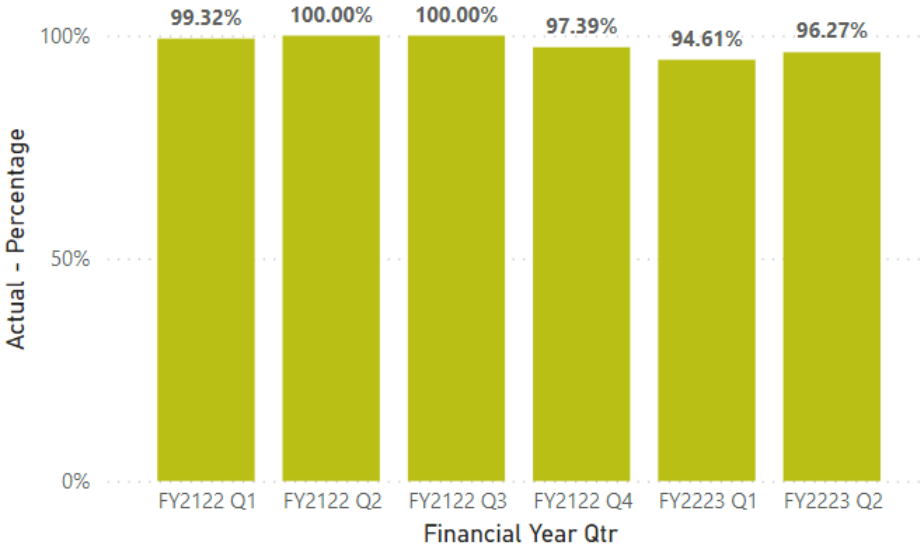
are improvements that can be made to allow work to be even more targeted. Different ways of delivering the work is also being trialled and we are confident that we will see an increase in visits being carried out going forwards.

We are also confident that the promotion of the on-line self-assessment tool will also see an increase in the number of interventions carried out.

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



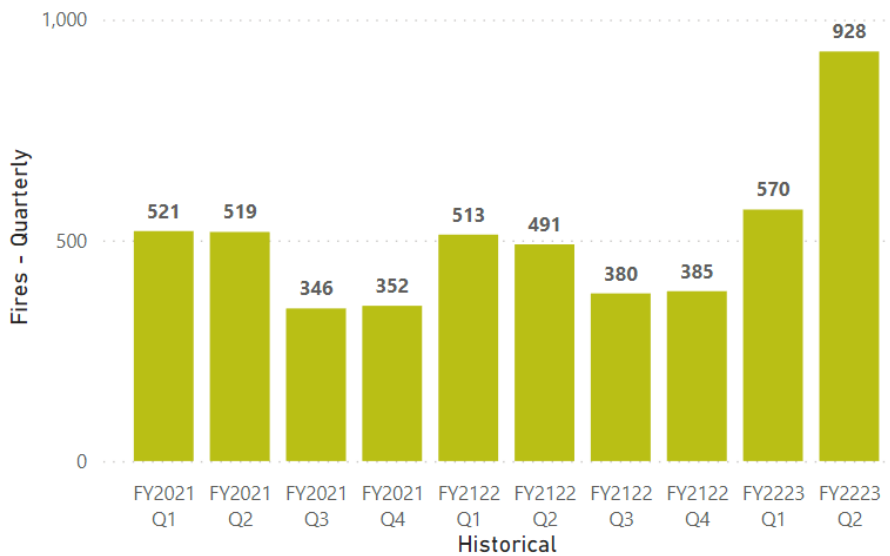
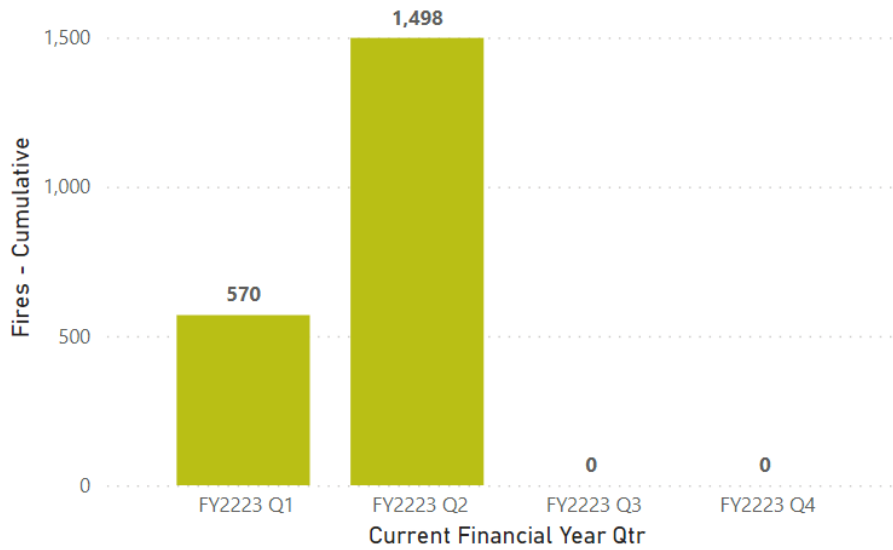
Cumulative as at September 2022



We have achieved the deadline for responding to building regulation applications on 96.27% of occasions. We have received 301 applications and we responded within 15 working days to 287 of those, meaning we missed the deadline on 14 occasions (9 in the first quarter, 5 in the second).

1.24 Contextual Measure, does not have a target

PI 164 – Total fires



In the first 6 months of the financial year, we have attended 1,498 fires. This is a significant increase on previous years, which average at 1,024 fires in the first half of the year. The increase was specifically seen in June, July, and August when the Country experienced a prolonged spell of hot and very dry weather conditions. Compared to the monthly average of the previous 3 years, June saw a 63% increase in fires, July saw a 177% increase and August saw a 93% increase.

Chimney fires and primary fires have remained at similar numbers, meaning that the increase has been predominantly seen in secondary fires (up from 456 at Q2 last year to 943 this year). Analysis of the data shows the increase has been seen in grassland, which

would include stubble fields but not haystacks or crops (up from 107 to 410 – 283% increase) and refuse/refuse container fires (up from 288 to 451 – 57% increase).

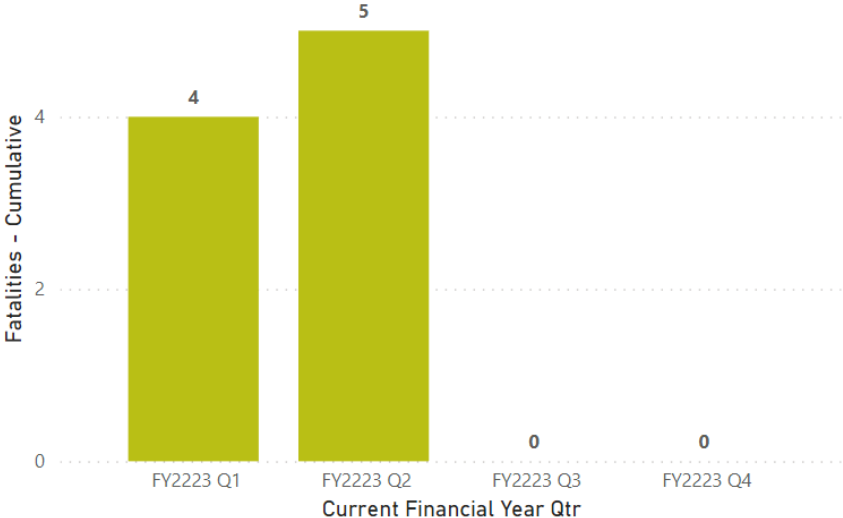
Analysis of the cause of fires shows that most significant increases have been seen in those where we were unable to establish a cause (up from 140 at Q2 last year to 274 – 96% increase), deliberate (up from 236 to 442 – 87% increase) and smoking materials (up from 79 to 138 – 75% increase). There are no significant trends in the data when looking at the location of fires, with increases being seen in almost all station ground areas.

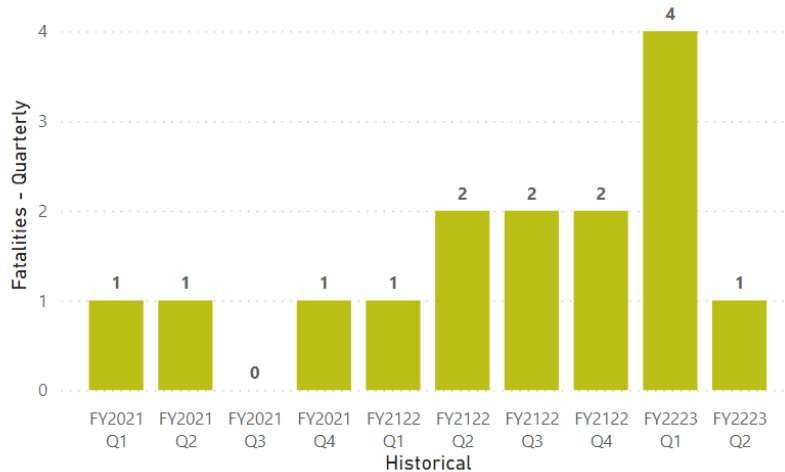
We acknowledge that due to the extent of the damage caused by some fires it is difficult to determine the cause of all incidents. All of our supervisory managers are given fire investigation training, which is in-line with the national competence framework, and we will continue to monitor the effectiveness of this training. The importance of a determination will be reiterated to operational crews.

Our Arson Task Force have been working with partners at a local level and we are linking in with the Safer Lincolnshire Partnership Anti-Social Behaviour Group to try and reduce the number of deliberate fires. Our Tobacco Control Advocate has been working with trading standards and public health colleagues to profile the increase in smoking related incidents, with a number of targeted prevention campaigns already carried out, e.g., Stop-tober. We have also reviewed the support offered in relation to individuals that smoke when carrying out our Home Fire Safety Visits (HFSVs).

September numbers have returned to more recognisable levels, and we have seen a reduction compared with the monthly average of the previous 3 years.

PI 165 – Fire fatalities in primary fires





There have been 5 fatalities (from 4 separate incidents) in the first 6 months of the year, 4 of which (from 3 separate incidents) occurred in the first 3 months.

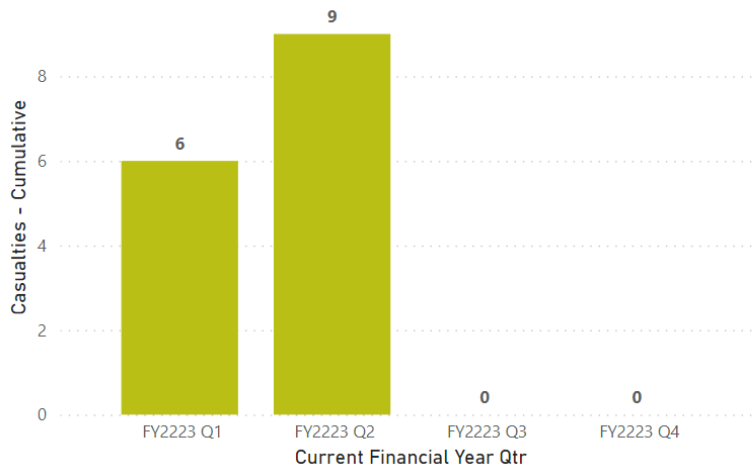
1 was a suicide, 3 resulted from accidental dwelling fires (2 incidents, both of which were cooking related) and the most recent resulted from a deliberate dwelling fire which is currently still under investigation by the Police. We are awaiting the Coroners’ Report for the most recent fatality and as such do not have confirmation that this was a fire related death. The reported figure may therefore reduce to 4.

There are no trends in the data recorded about any circumstances leading to the fatal injuries, in part due to the small number of incidents involved.

Our prevention team review the circumstances of all fatal fires and look to profile the individuals against SHERMAN¹. This allows us to look for trends and commonalities from all incidents. Where the circumstances do not meet the criteria for a formal partnership review, Lincolnshire Fire & Rescue (LFR) will lead on an informal review to identify any potential learning. Our engagement advocate has been focusing on key partners to refresh the awareness of our SHERMAN campaign, and we have been working with LCC colleagues to ensure that partners are aware of identified risks and know how to refer into LFR.

¹ (S – Smoking, H – Hoarding, E – Elderly/Lives Alone, R- Reduced Mobility, M – Mental Health Issues, A – Alcohol/Drugs Mis-Use, N – Needs Care or Support)

PI 166 – Fire casualties in primary fires



There have been 9 fire related non-fatal casualties so far this year (from 8 separate incidents), 6 of which (from 5 separate incidents) occurred in the first quarter. This is a reduction compared to the same period last year.

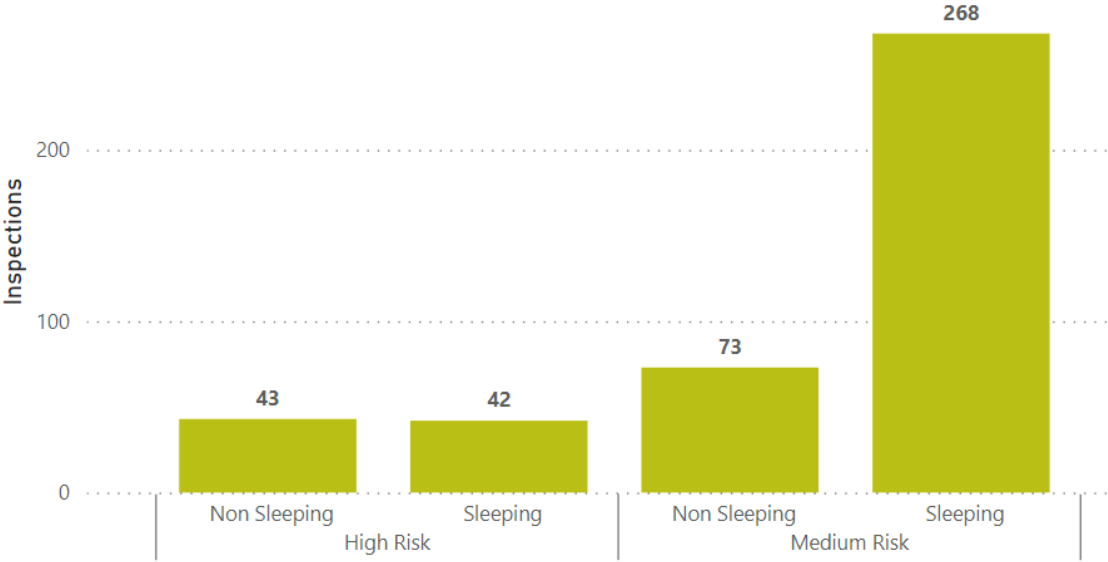
6 of the 9 casualties resulted from accidental dwelling fires – these were from 5 separate incidents, 4 of which were cooking related (1 of which was the same incident that resulted in a fatality) and the 5th was caused by smoking materials. 1 resulted from a fire in an agricultural barn, 1 from a domestic garage fire (both of which were caused by welding/cutting equipment) and the remaining 1 from a deliberate dwelling fire (the same incident that resulted in a fatality).

4 casualties suffered smoke inhalation, 2 suffered burns, 2 suffered a combination of burns and smoke inhalation and the remaining 1 suffered a number of injuries including smoke inhalation and broken ribs from escaping the property.

Only 3 of the 9 casualties suffered serious injuries (requiring at least an overnight stay in hospital), the remaining 6 suffering slight injuries (but requiring more treatment than could be given at the fire ground). There are no trends in the data recorded about any circumstances leading to the injuries, in part due to the small number of incidents involved.

Having transitioned across the nationally agreed Home Fire Safety Visits, we have carried out training for our operational crews who will be focusing on the identified 8 core components of our visits. The 8 core components include a focus on cooking safety and smoking safety, which we hope will allow us to focus prevention work. We have also been promoting the on-line self-assessment process which will allow individuals to carry out their own assessment of risk and offer generic advice and support. Due to the small numbers involved we will also be reviewing against the national datasets.

PI 169 - Risk based inspection programme (RBIP) progress



Cumulative as at September 2022

Inspections and annual targets

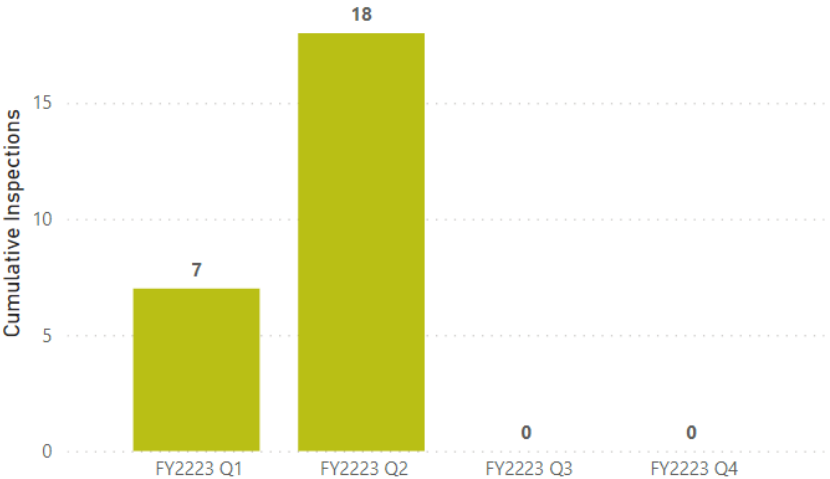
Premises	Type	Inspections	Annual Target	Inspection Frequency
High Risk	Non Sleeping	43	50	24 months
High Risk	Sleeping	42	122	12 months
Medium Risk	Non Sleeping	73	288	48 months
Medium Risk	Sleeping	268	219	36 months
Total		426	679	

- High risk premises (non-sleeping risk) – 43
- High risk premises (sleeping risk) - 42
- Medium risk premises (non-sleeping risk) - 73

Medium risk premises (sleeping risk) – 268

We are ahead of schedule and on track to deliver the requirements of the Risk Based Inspection Programme. Audits have been prioritised for those premises in-line with identified risk and re-inspection frequency. We continue to train our new fire safety inspectors and are confident that the additional capacity and resilience within the team will allow us to develop the additional identified areas within our four-year plan.

PI 170 – Petroleum licensing inspections

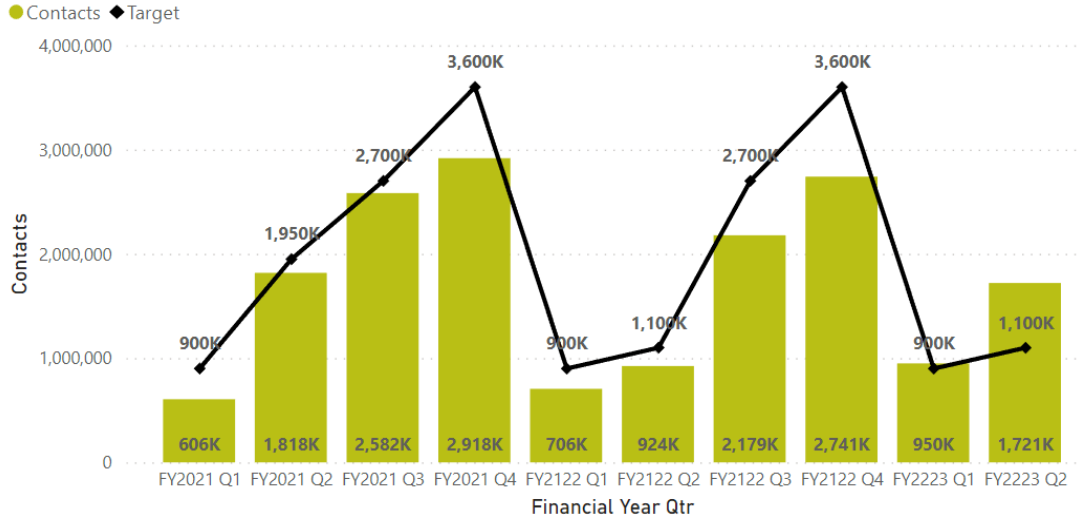


We have carried out 18 petroleum inspections to date. We continue to meet our statutory obligations in relation to enforcement of the legislation, licensing/inspecting of new installations and decommissioning and enforcement where required. We have been developing the skill sets of the new Inspectors who have joined the team over the last 18 months, which has allowed us to develop our capacity and will result in an increase of proactive audits being carried out going forwards.

1.3 Libraries and Heritage

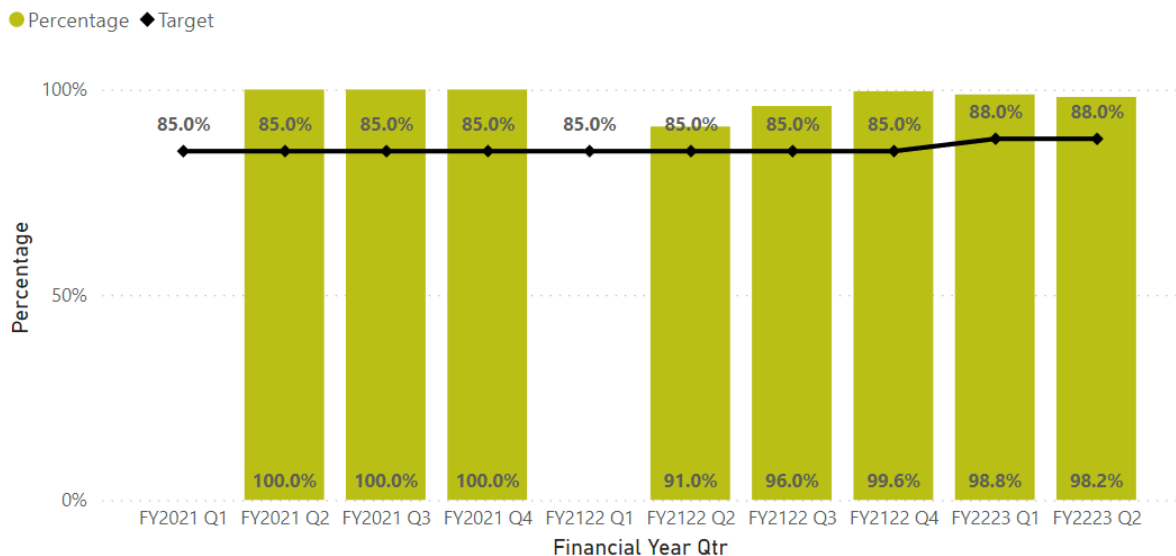
1.31 Measures that exceeded their target

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



Q2 has seen a steady level of interactions with the Culture service, with a cumulative total of 1,721,349 interactions, including in person, via phone, email or via the website and social media. Our increase in social media presence throughout lockdown provided a connection with our heritage sites at a time when physical presence on site was limited. The public responded with huge positivity to our increase in online presence and the use of different social media platforms, and as such the service now enjoys a sustained audience reach as we continue through covid recovery. The Castle, Archives, Collection & Usher Gallery, and the Museum of Lincolnshire Life all have a regular online presence, but the introduction of our new Battle of Britain Visitor Centre Facebook page in Q3 will see more interactions with this particular part of the cultural offer, increasing online visibility, enhancing collaboration across our sites, and attracting more visitors to our sites.

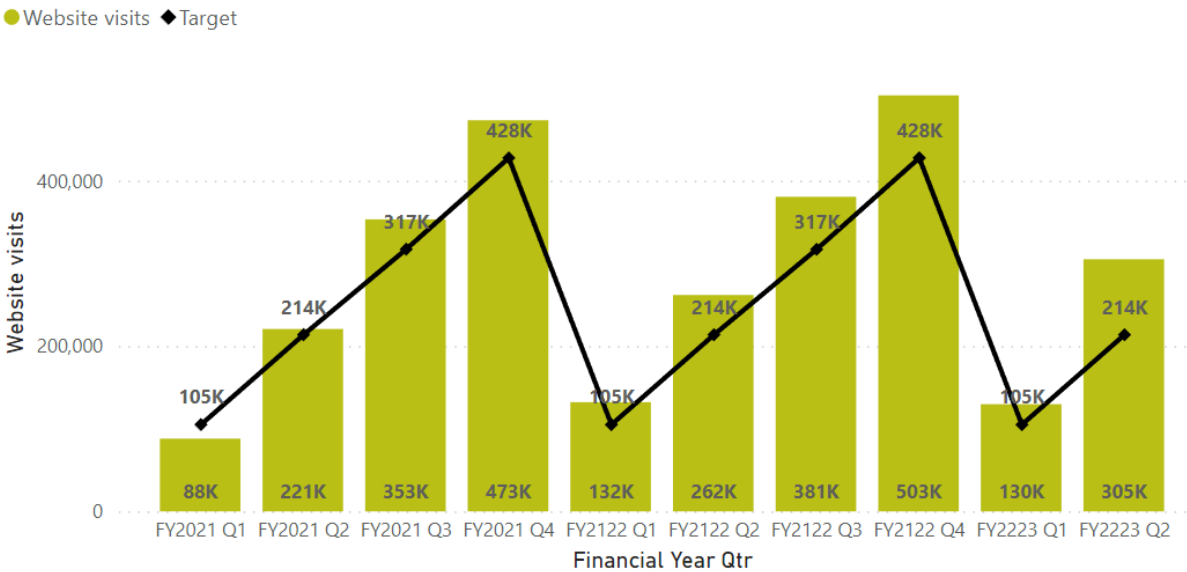
PI 129 - Overall enjoyment of the services as measured by the visitor feedback forms ☆



Our summer events programme attracted over 80,000 visitors across Q2, with 98.2% of visitors to our cultural venues rating their overall experience as Good or Very Good, exceeding our recently increased target of 88%, and once again highlighting the consistently high-quality visitor experience across our cultural offer. Although Q3 is usually a quieter period across our sites, we have various events planned across Autumn which will provide a high-quality visitor experience for all who engage with our services and events.

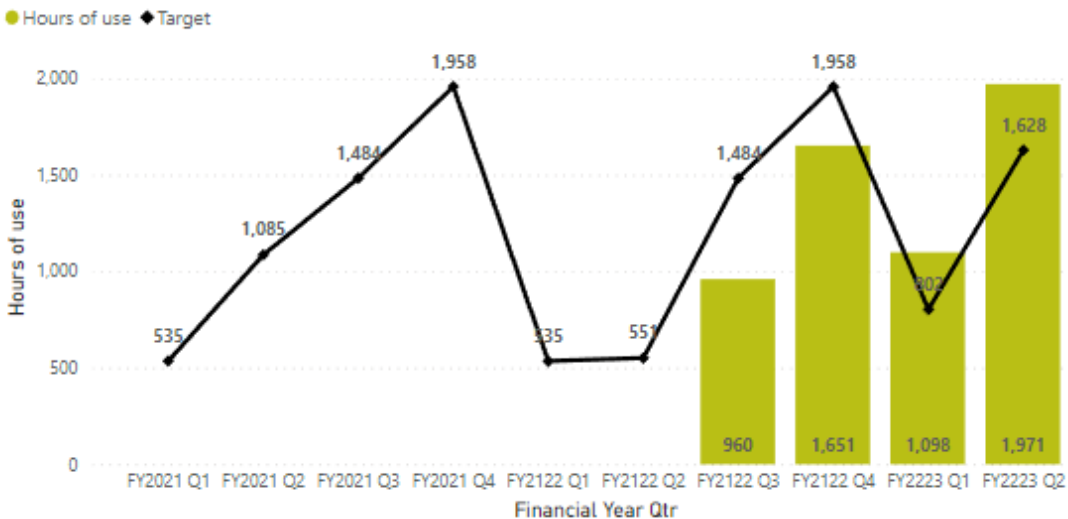
1.32 Measures that achieved their target

PI 37 – Visits to library website ✓



PI has achieved target, so no commentary available.

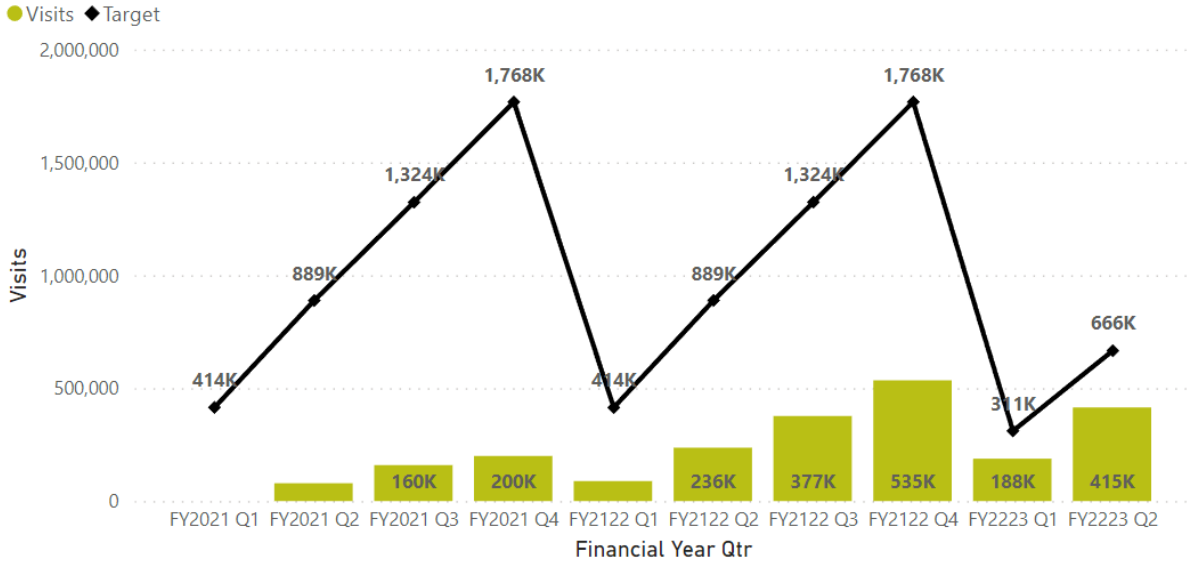
PI 38 – Community Use of Libraries ✓



Community use continues to thrive across Lincolnshire Libraries, with a cumulative total of 1,970.55hrs for the first half of this financial year. This success is largely down to the wide variety of community events and groups offered across the libraries, including room hire by various community organisations, sessions dedicated to the Citizen's Advice Bureau, the YMCA Save Water promotion, PCSO surgeries and non-staff led readers and writers groups. In particular, Louth and Skegness library have been providing weekly coffee mornings for refugees, providing social opportunities and supporting with language resources. Stock for additional languages has been increased across libraries where we have seen a demand for this. A number of libraries, including Boston and Stamford, are also working to engage with local groups and encourage further use of our facilities.

1.33 Measures that did not meet their target

PI 36 – Visits to Core libraries and mobile library services ❌



We are still experiencing a reduced number of visitors at sites, due to the Covid pandemic; although customers are attending less frequently, they are stocking up on items so they don't have to attend sites as often as pre-covid. Alongside this, we have experienced some reduced hours at sites which has compounded the change in trend, which has resulted in reduced visits; Bourne has been operating on reduced hours due to an operational change made by South Kesteven District Council. Whilst the ground floor of Stamford Library reopened to the public on 4th May, computers and study space housed within the mezzanine floor remain closed to the public due to ongoing roof works. These works at Stamford have had a significant impact on visitor figures as it is one of the busiest sites. Boston library also had a closure period due to works at site during this period.

1.4 Road Safety

1.41 Measures that exceeded their target

Not applicable in Quarter 2

1.42 Measures that achieved their target

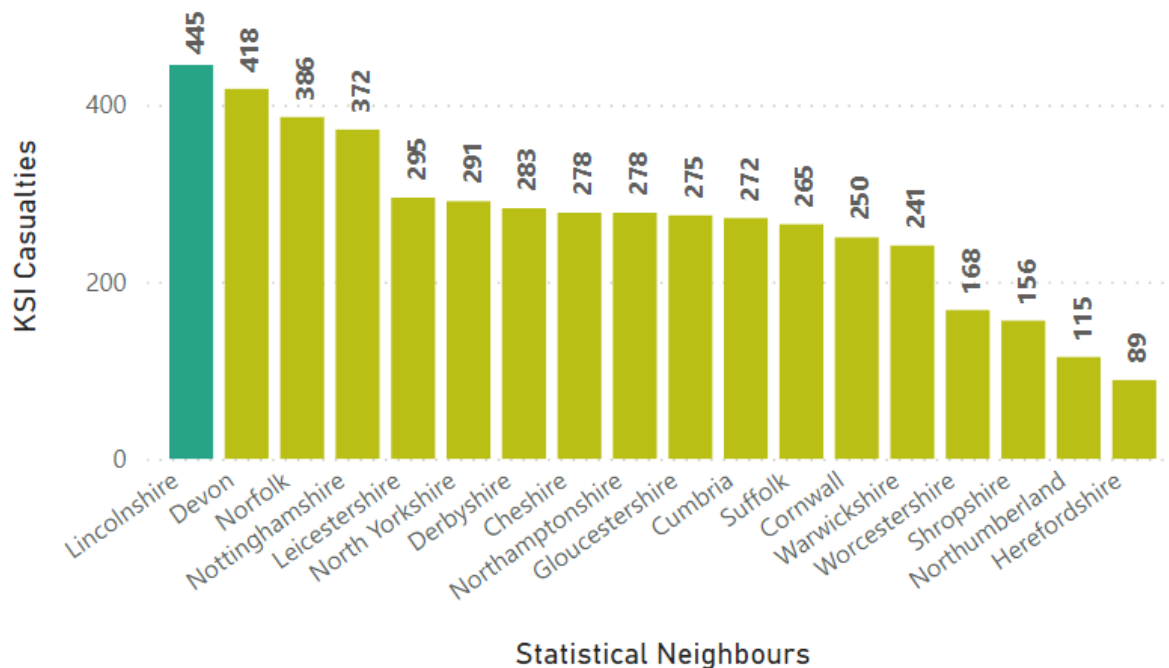
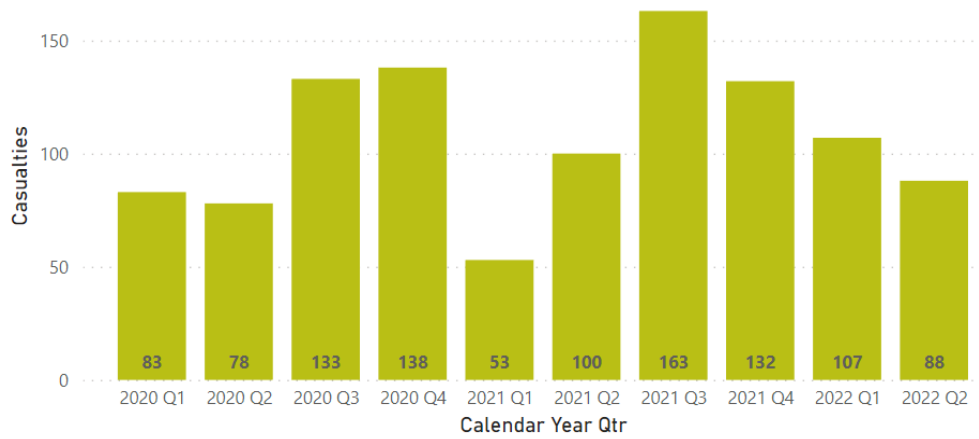
Not applicable in Quarter 2

1.43 Measures that did not meet their target

Not applicable in Quarter 2

1.44 Contextual Measures, does not have a target

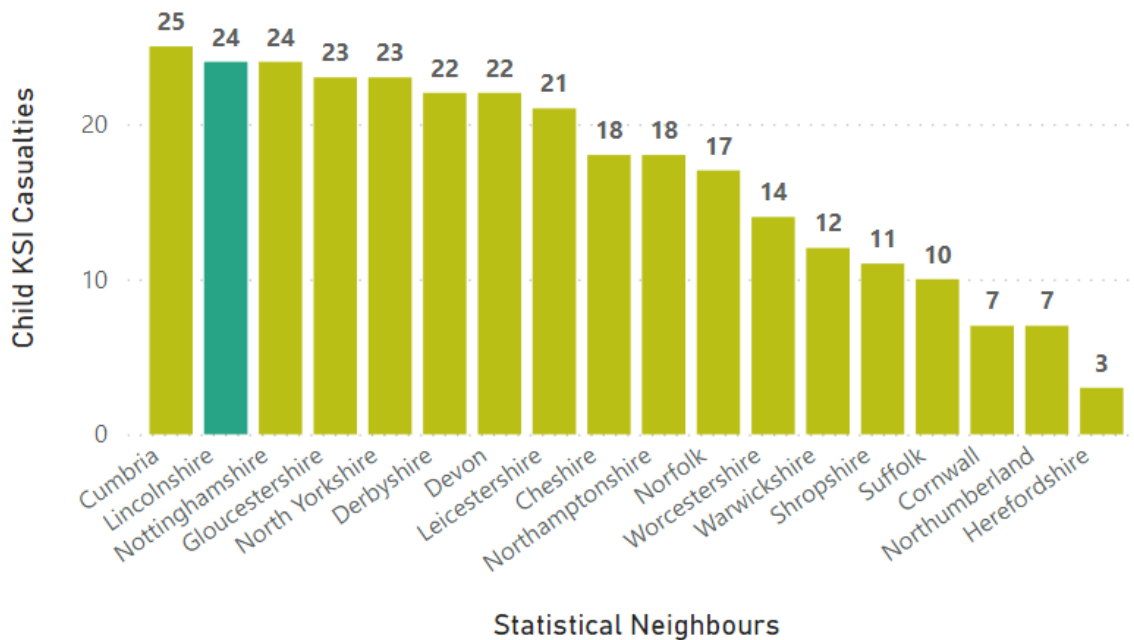
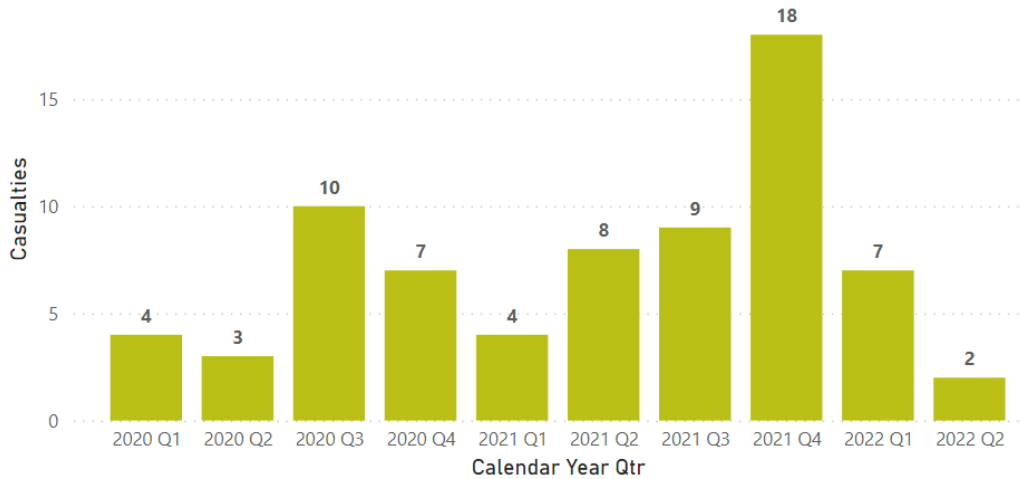
PI 11 – People killed or seriously injured in road traffic collisions



Benchmarking as of December 2020

This figure is lower than the Q1 figure of 2022. It appears that traffic flow figures seem to be returning to normal following the Covid restrictions. However, analysis of the collision & casualty data does not indicate any clear commonality or pattern. The overall KSI's are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc

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



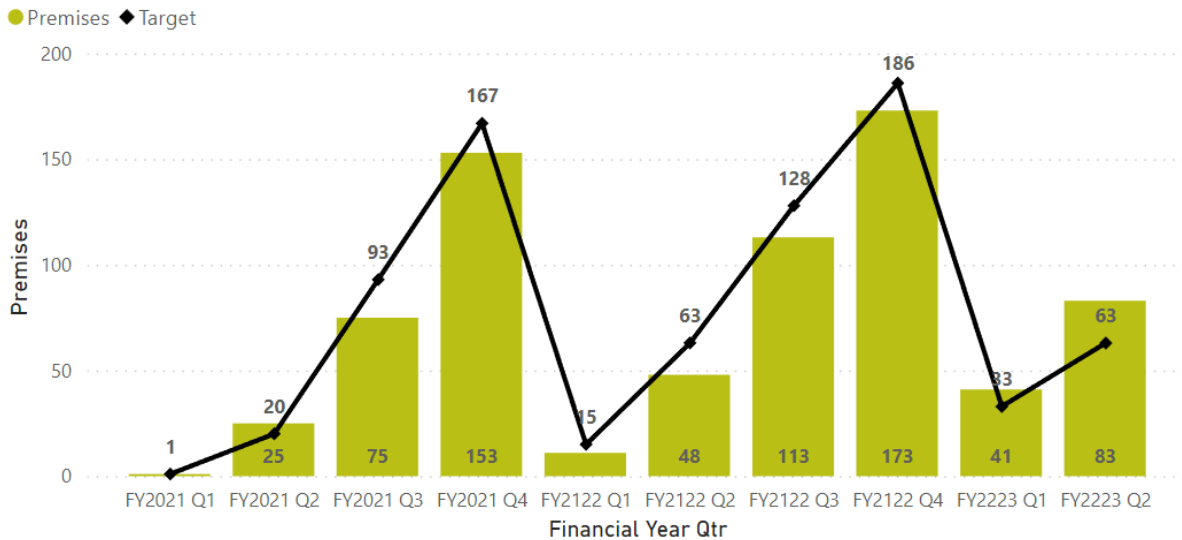
Benchmarking as of December 2020

This figure is lower than the Q1 figure of 2022. It appears that traffic flow figures seem to be returning to normal following the Covid restrictions. However, analysis of collision & casualty data does not indicate any clear commonality or pattern regarding child KSI's.

1.5 Trading Standards

1.51 Measures that exceeded their target

PI 3 – High risk premises inspected by Trading Standards ☆



To date we have undertaken 11 animal health inspections, 19 food inspections, 47 feed inspections and 6 weights and measures inspections. Currently Lincolnshire Trading Standards are re-allocating resources into dealing with the current high number of avian influenza outbreaks confirmed in the county. Whilst this is having an impact on our resources, we are still confident of meeting the end of year target for inspections. Some may need to be rearranged to alternative premises.

1.52 Measures that achieved their target

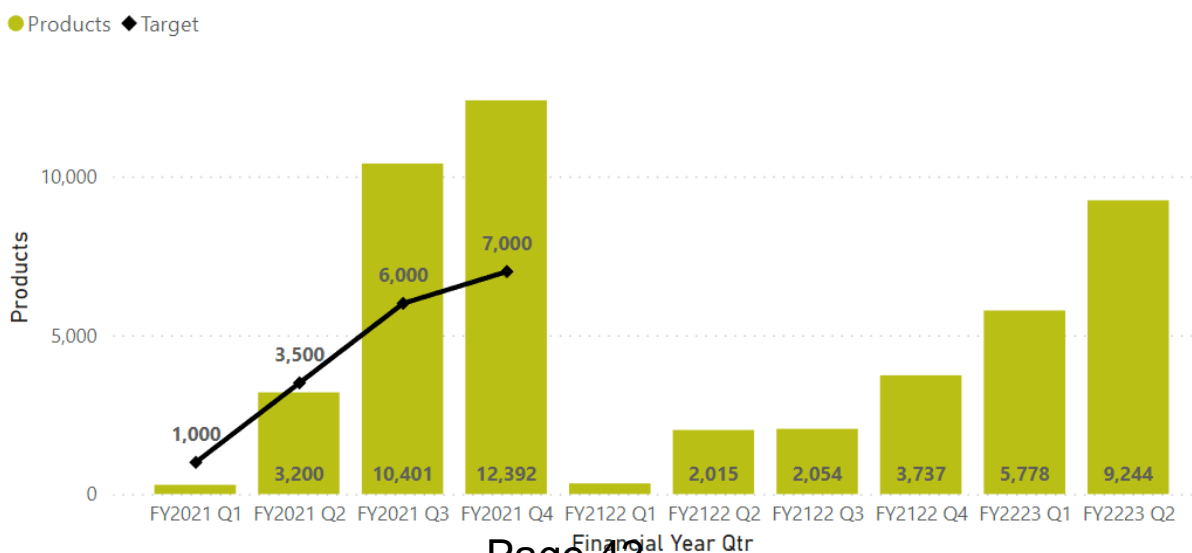
Not applicable in Quarter 2

1.53 Measures that did not meet their target

Not applicable in Quarter 2

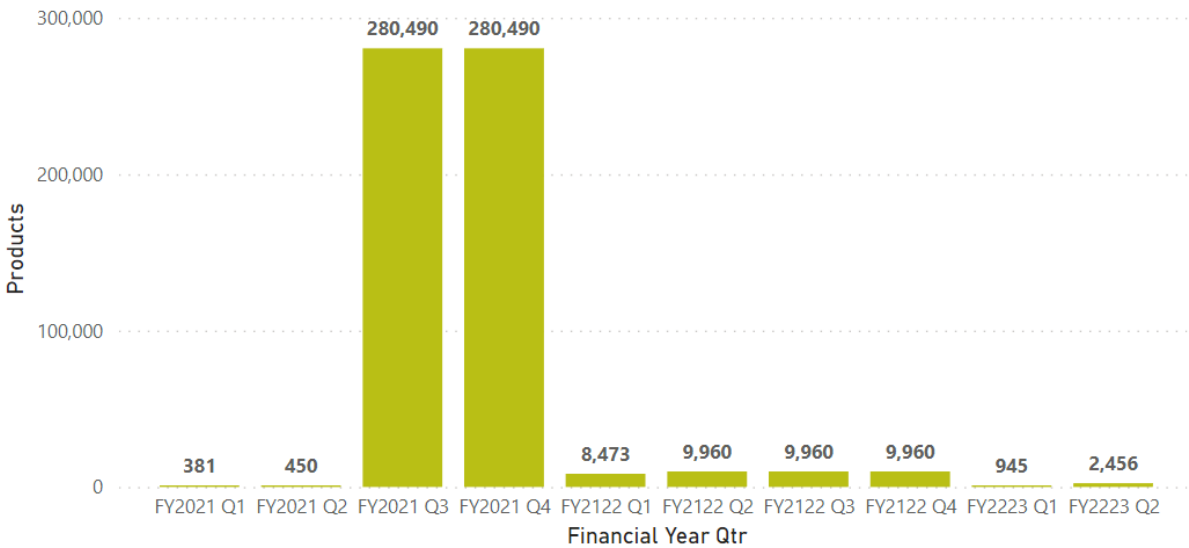
1.54 Contextual Measures, does not have a target

PI 1 – Illicit alcohol and tobacco products seized



To date 9,244 illicit alcohol and tobacco products have been removed from the market. This is made up of 824 litres of alcohol, 7,839 packs of 20 cigarettes and 581 packs of 50g tobacco. Seizures were made from 31 visits to 25 premises. 14 investigations have commenced as a result of these seizures. 10 closures orders have been issued to date this year with further orders pending. Of the 10 premises subject to closure orders, 5 orders have come to an end, 3 premises have re-opened, 2 premises have not re-opened. We continue to review, and act on, all complaints and intelligence received regarding illicit tobacco and alcohol sales.

PI 2 – Unsafe products removed from the market



To date 2,456 unsafe products have been removed from the market so far this year. This includes 2,108 non-compliant vapes. The sale of vapes is a national issue for all Trading Standards authorities in terms of non-compliance with Tobacco and Related Products Regulations and the sale of vapes to children (vapes are age restricted products). Non-compliant vapes include those exceeding the nicotine content and delivery per dose (commonly referred to as 'puff'). As a guide, compliant vapes should not exceed 600 puffs, Trading Standards have seized those advertised as containing up to 10,000 vapes. Underage sales of vapes is also of concern. Age restricted sales intelligence has increased in the last year by 260%. The biggest increase has been related to the sales of vapes, of which 35% of reports concerned.

A vape project has commenced, as part of this a letter has been sent to over 100 premises across the county with advice on UAS – reminding traders that these are age restricted products and also how the product must comply – what the trader can check in terms of tank/reservoir capacity, nicotine levels, number of puffs, batch numbers, Medicines and Healthcare products Regulatory Agency approval, etc. We are also including disposable and rechargeable vapes in our safety sampling project to check for electrical safety also.

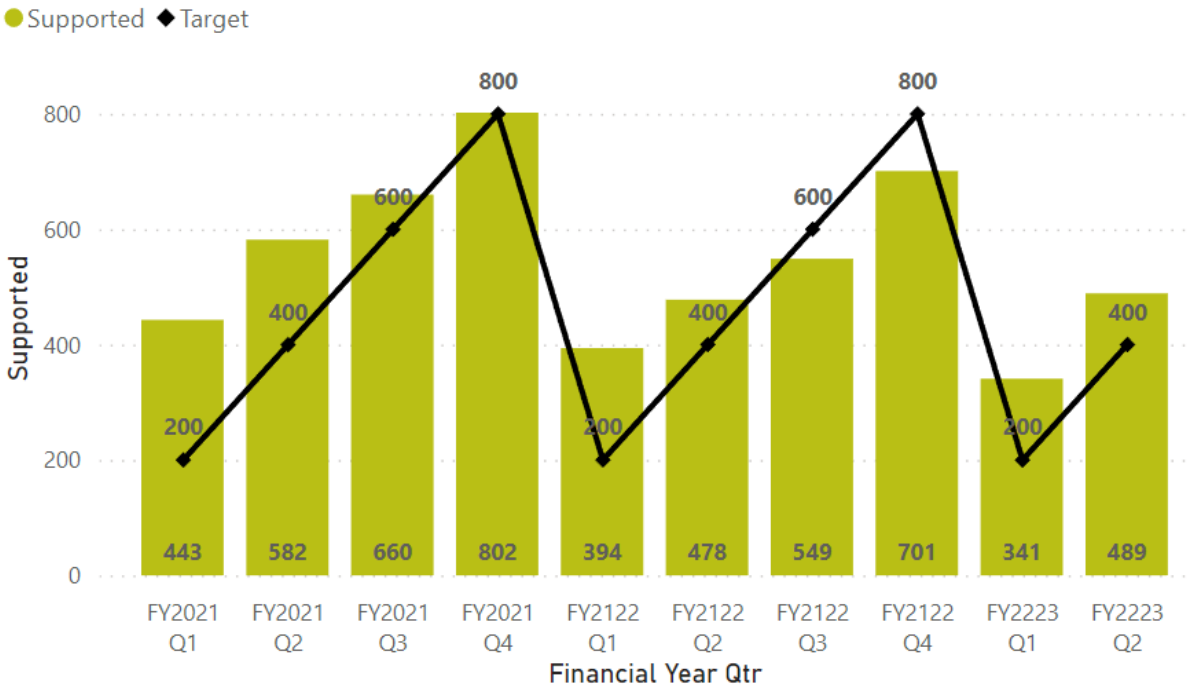
Not included in the above figures, as the numbers are still being compiled are suspension notices issues for 25 different products from the same trader. We are still gathering the number of each product the trader had but this will be in the 1,000's. Following an

inspection of a trader/importer in August we issued suspension notices for 5 electrical products which failed testing. This required the trader to remove them from sale. 2 products were found to be safe but had non-compliant labelling, following work with the trader to make the labelling compliant these could be returned for sale. 3 of the products were unsafe and subject to recalls and withdrawal notices, meaning they must be removed from sale and recalled from those sold to. A further visit identified another 20 different products that were issued with suspension notices, a requirement to remove from sale whilst safety testing takes place, test results are pending. The trader has removed all electrical items and toys from sale.

1.6 Volunteering

1.61 Measures that exceeded their target

PI 39 - Voluntary and community groups actively supported in Lincolnshire ★



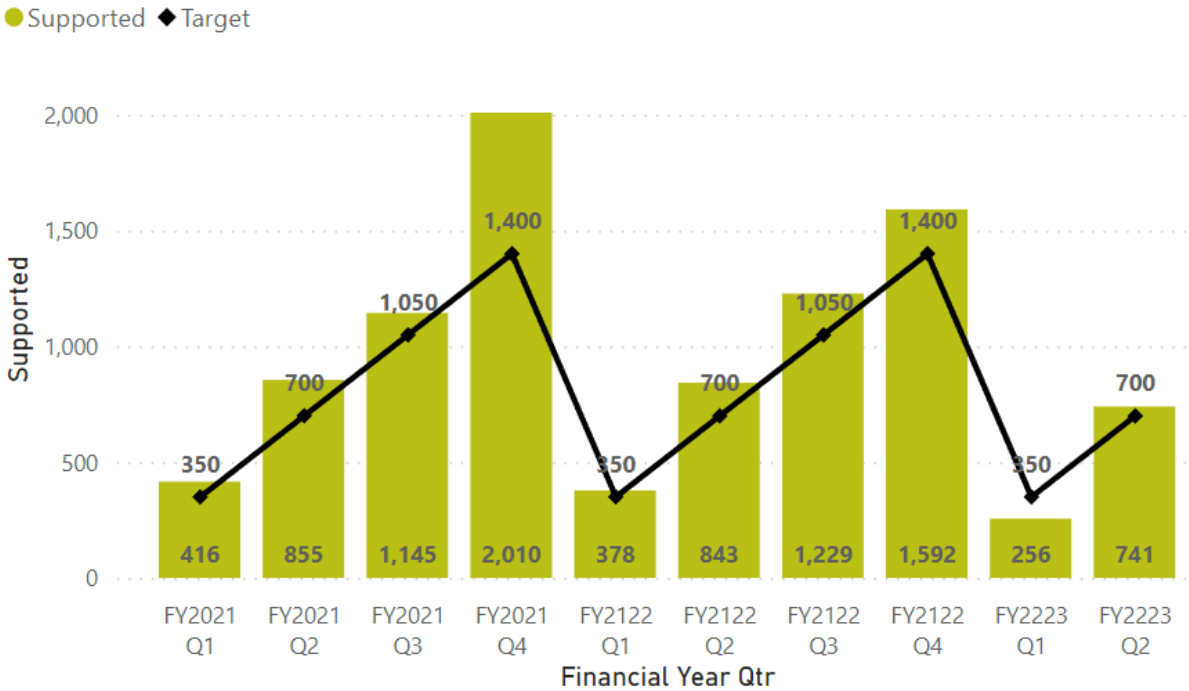
Support has been provided to a wide range of groups and organisations through the Volunteer Centres. Groups have accessed support with governance, funding advice, DBS checks and networking events and forums. The Funding Ready training programme remains popular with 30 organisations supported through workshops and one-to-one support. Supported local groups and organisations to secure £116,351 external funding. The Lincs Funding Advice Network continues to develop with 24 organisations and funders attending. The next Lincolnshire funding fayre is scheduled for December 2022. Providing support to several local charities that are providing support directly to Ukrainian Refugees, including Boxes of Hope and Sortified.

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

- Funding Support – This outlines the group and funding support Voluntary Centre Services (VCS) can offer community groups and charities.
- Latest Funding News – gives details on any latest grants that have been released or grants that are nearing their deadline. This section feeds into their Newsletter.
- Funding Ready Workshops – gives details of the Funding Ready Workshops delivered via VCS and Lincolnshire Community & Voluntary Services.
- Find a Funder – This is the main page groups will use. This outlines details of some Funding Portals that groups can access and the funding table.

1.62 Measures that achieved their target

PI 105 - People supported who have accessed volunteer opportunities ✓



PI has achieved target, so no commentary available.

1.63 Measures that did not meet their target

Not applicable in Quarter 2

2. Conclusion

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

3. Consultation

a) Risks and Impact Analysis

N/A

4. Background Papers

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

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