



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	21 March 2023
Subject:	Service Level Performance Reporting against the Success Framework 2022-23 Quarter 3

Summary:

This report summarises the Service Level Performance against the Success Framework 2022-23 for Quarter 3. All performance that can be reported in Quarter 3 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).

The complete Service Level reporting to all scrutiny committees can be found here [Service level performance data](#).

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to:

- (1) consider and comment on the Public Protection and Communities Service Level Performance for 2022- 23 Quarter 3; and,
- (2) to pass their views and suggestions on areas that require attention and/or action to the relevant Officers and Executive Members.

1. Background

This report details the Service Level Performance measures for the Public Protection and Communities Scrutiny Committee that can reported in Quarter 3.

- 1 measure that exceeded their target ☆
- 6 measures that achieved their target ✓
- 5 measures did not meet their target ✗
- 11 measures that do not have a target (contextual)

1.1 Community Safety

1.1.1 Measures that exceeded their target:

None in Quarter 3.

1.1.2 Measures that achieved their target:

None in Quarter 3.

1.1.3 Measures that did not meet their target:

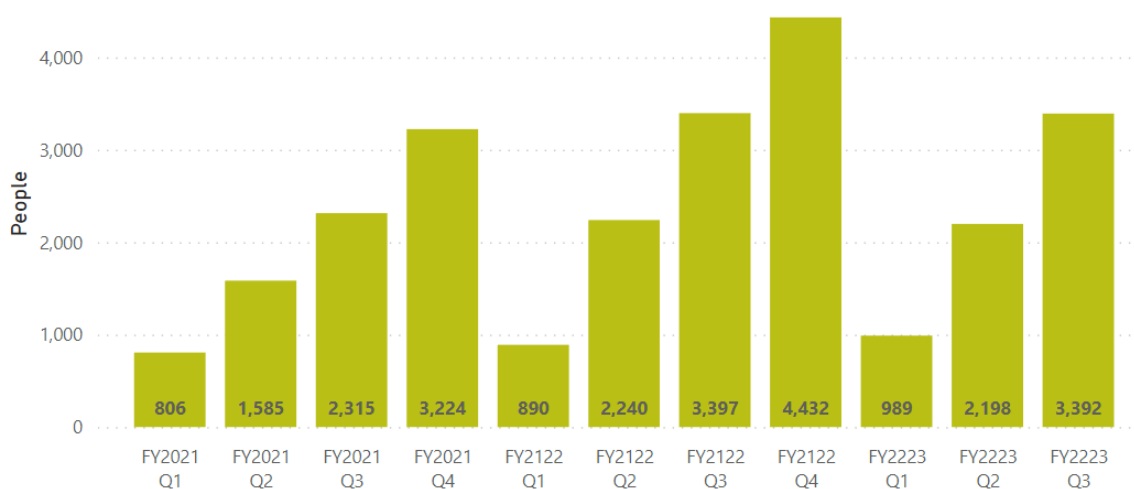
None in Quarter 3.

1.1.4 Measures that do not have a target (contextual):

PI 155 – Number of domestic abuse victims receiving support.

The total number of people supported during Q3 2022-23 is 1194. Of the 1194 people supported, 546 are children and young people supported via the Outreach service (197 directly and 349 indirectly by working with the parent). The remaining 648 people supported by domestic abuse services during Q3 2022-23 are adults.

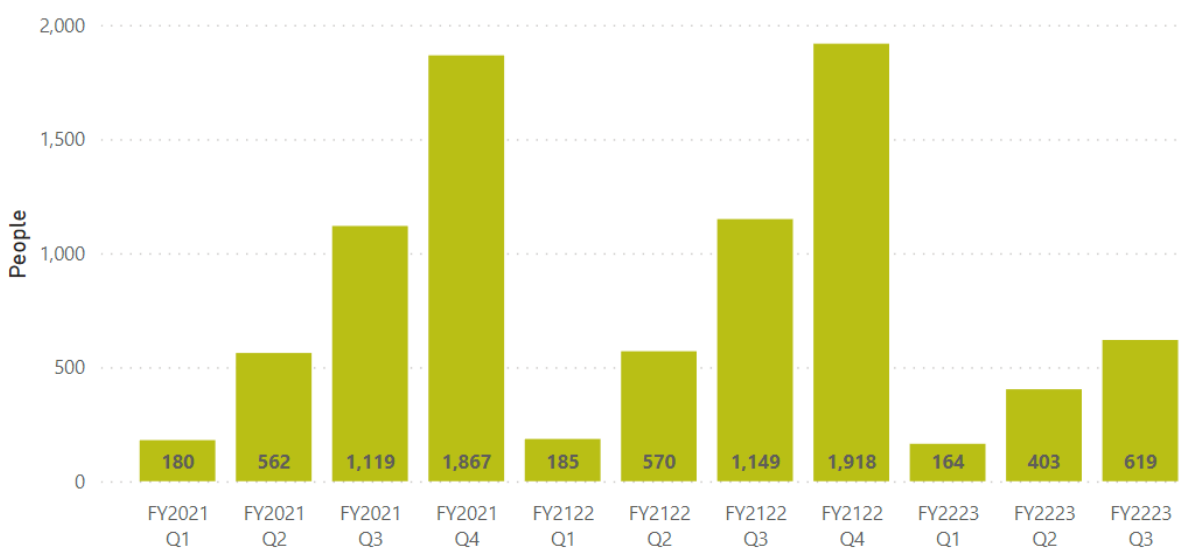
The EDAN (Ending Domestic Abuse Now) Lincs Outreach service also provided 'one off' advice and support to 2939 people during Q3 2022-23 in response to telephone and online enquiries. The number of people supported is within expected range.



PI 156 – Number of domestic abuse victims supported through MARAC:

Multi Agency Risk Assessment Conferences (MARAC) continue 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. We are currently trialling face to face MARACs once a month to review the appetite partners have for hybrid MARACs moving forward.

The number of clients reported here are new in the period and do not include repeats. The total number of repeat clients to MARAC in Q3 2022/23 is 61, meaning that an additional 61 clients were supported through MARAC.



1.2 Fire Safety

1.2.1 Measures that exceeded their target:

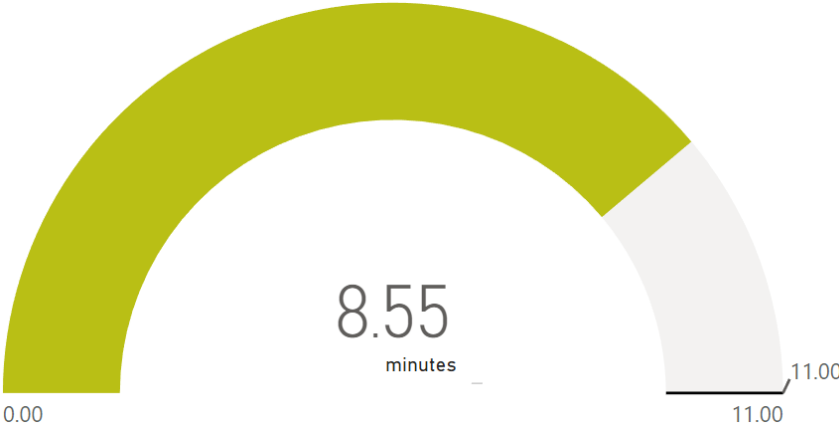
None in Quarter 3.

1.2.2 Measures that achieved their target:

PI 171 – Average response to dwelling fires ✓

Our response to dwelling fires has maintained the consistency of the last 4 years with this year being slightly quicker than the previous period. The average call handling time (the time taken to answer a 999 call and alert staff to respond) for these types of incidents has been consistent given that there are a number of new and newly promoted staff working in this area. The crew response time has returned to under the 2-minute timeframe following last year where it went just over this measure. The drivetime to incidents is the quickest it has been in the last 4 years, and this will be down to a number of factors including the use of what3words, location of the incidents and good local knowledge

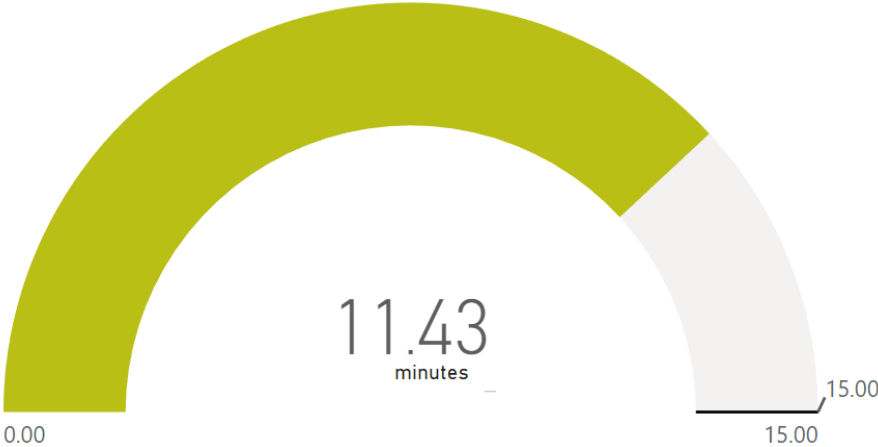
demonstrated by the staff. With an average response time of 8 minutes 55 seconds this is again the best performance over the last 4 years and is well within the 11-minute average that the service has identified as a suitable target for this response.



PI 172 – Average response to all other incidents ✓

Our response to other incidents so far in 2022/23 has been achieved in 11 minutes and 43 seconds which again is within our target of a 15-minute average. As this target covers all other incidents the biggest difference compared to the dwelling fire standards is that these incidents will not all have an addressable location. Therefore, to establish the exact location relies on the caller knowing exactly where they are or Fire Service control operators being able to extract the relevant location information or find the location.

During 2022/23 the number of incidents that are measured in this category have increased due to the heatwave in the summer. The impact has seen the average response times increase compared to previous years and the main reason for this would have been where the Service would have had to mobilise the nearest available fire appliances from stations or locations that were not usually the closest to the incident.



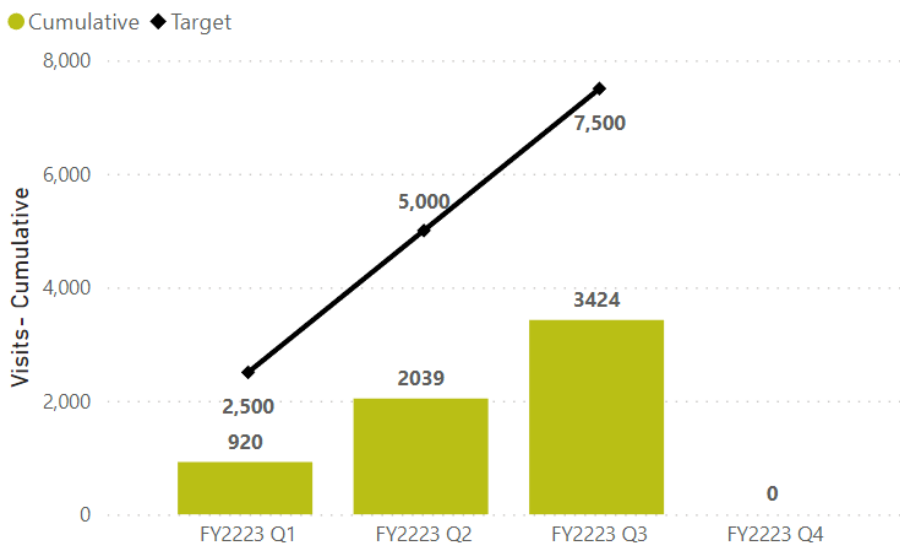
1.2.3 Measures that did not meet their target:

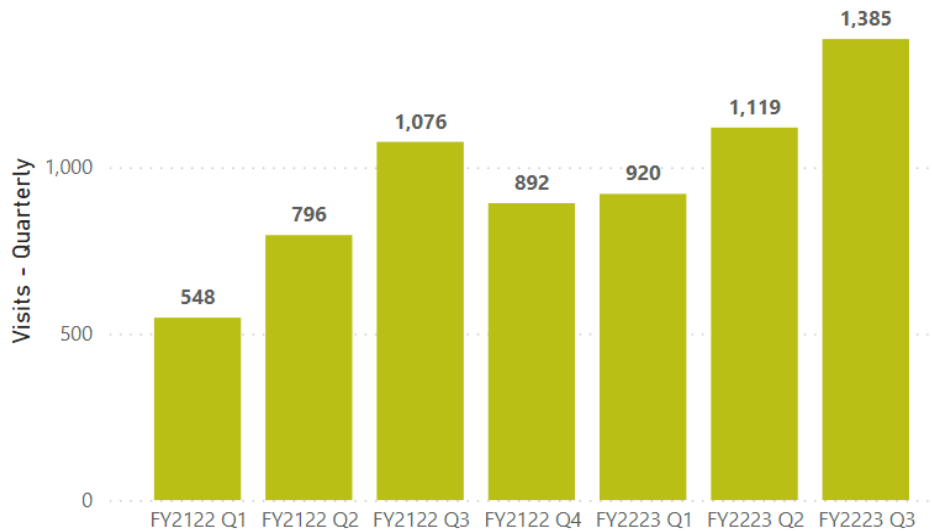
PI 167 – Home Fire Safety Visits carried out ✖

We are behind our predicted target of 10,000 Home Fire Safety Visits for the year. At the end of Qtr 3, we have completed 3,424 visits, (target of 7,500). We have been working with Divisional staff to develop and improve recording and reporting mechanisms. We have found a number of inefficiencies with the current allocation of work process whereby a disproportionate amount of time has been spent on the administration rather than the delivery of Home Fire Safety Visits. We have also noticed that partnership referral numbers are lower than normal and have dedicated time and resource to engage with partners. We hope to see partnership referrals increase over Quarter 4.

We are currently trialling a new allocation and recording process in East Division, with a view to rolling out to all Divisions by the end of February. We are hopeful this will result in a decrease in the administrative burden and an increase in outputs. The numbers reported show that the most recent 3 months saw a significant increase in Home Fire Safety Visits being carried out compared to earlier in the year. We also recognise that numbers being reported will increase as we work through the small backlog of data entry.

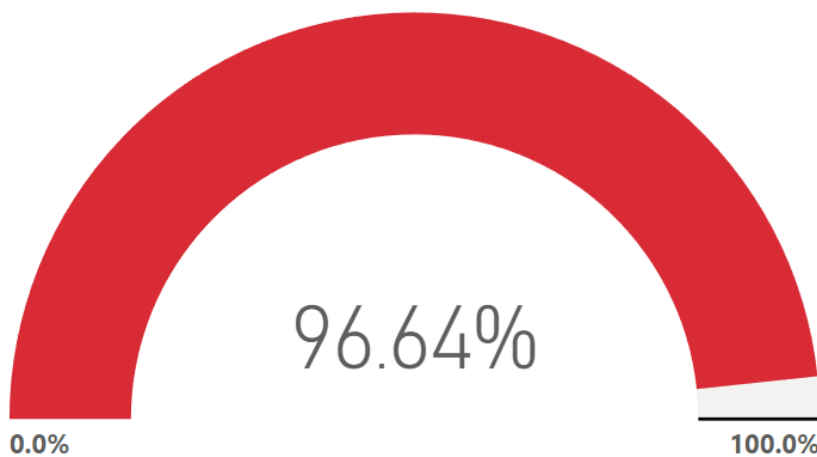
We have developed our 'risk scoring index' and are now able to target high risk households rather than areas. We are confident that this will also see an increase in Home Fire Safety Visits being carried out with less time used cold calling in 'areas'.



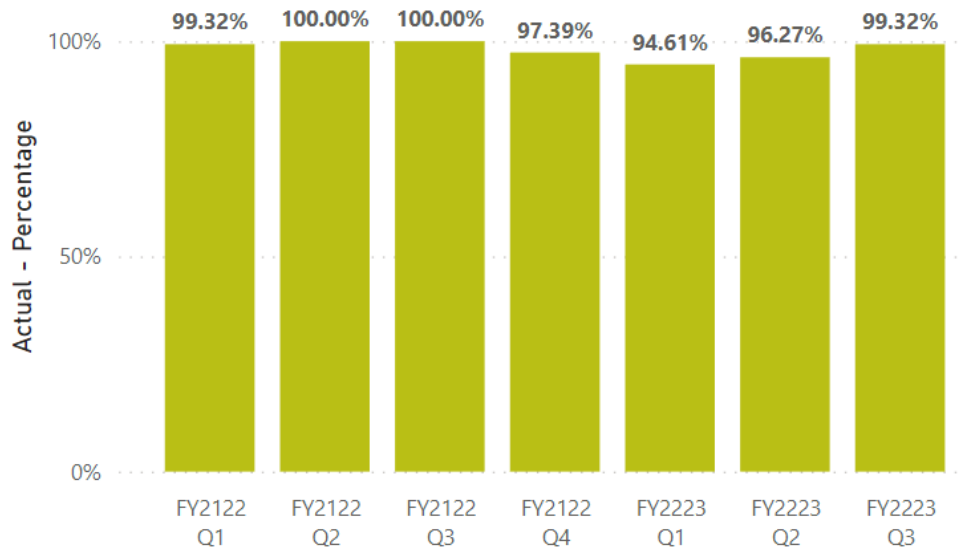


PI 168 – Percentage of building regulation applications responded to within 15 working days ✘

So far this year, we have met the deadline for responding to building regulation applications on 96.64% of occasions. We have received 447 applications and we responded within 15 working days to 432 of those, meaning we missed the deadline on 15 occasions, 9 of which were in the first quarter. This will continue to be monitored to ensure compliance with statutory requirements.



Cumulative as at December 2022



1.2.4 Contextual Measure, does not have a target:

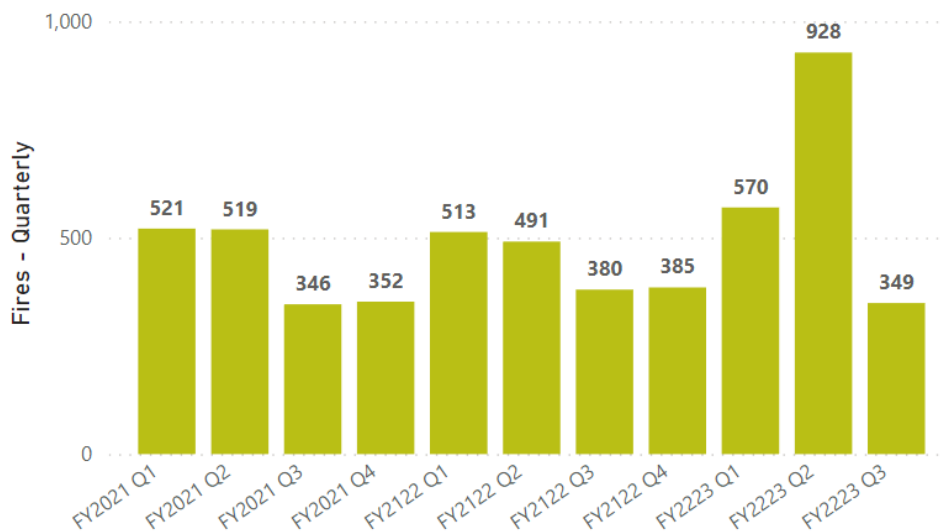
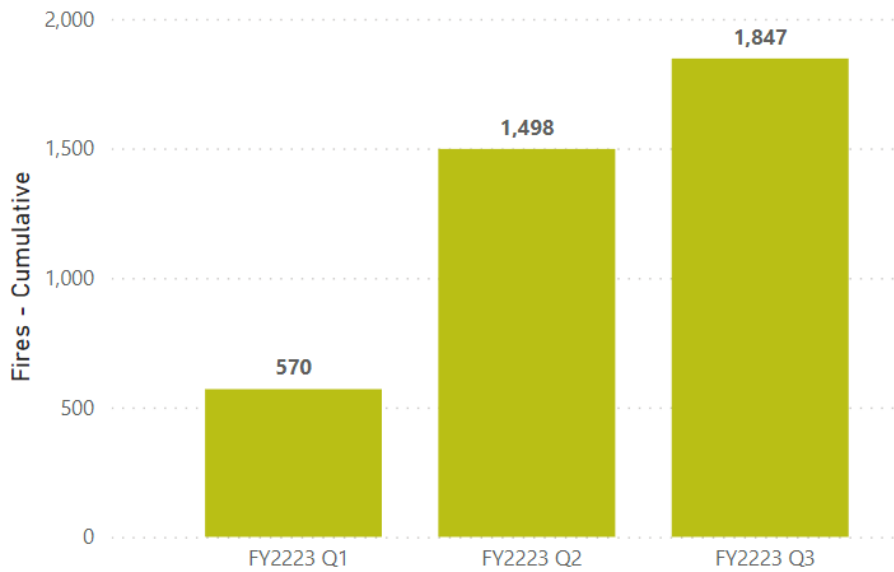
PI 164 – Total Fires

In the first 9 months of the year there have been 1,847 reportable fires within Lincolnshire. Whilst this is a significant increase on previous years, the Quarter 3 position is not as stark an increase as was reported at the end of Quarter 2, indicating that the number of fires during the most recent 3 months has returned to more recognisable levels (in many cases has seen a reduction compared to previous years) and that the increase was due to the prolonged period of hot and dry weather experienced during the summer months.

The trends remain the same as reported at Quarter 2 – chimney fires and primary fires remain at similar numbers (albeit with a very small increase), but secondary fires have increased considerably – up from 607 at Quarter 3 last year to 1,045 this year. Analysis of the data shows that the increase in secondary fires has been in those fires involving grassland (which would include stubble fields, but not crops or haystacks) - up from 120 at Quarter 3 last year to 419 this year. This increase occurred during the summer months and the most recent 3 months have returned to levels seen in previous years.

As reported at the end of Quarter 2, there has been an increase in the number of fires reported with an unknown cause. The importance of recording accurate cause of fires is being re-iterated to operational crews as the additional information will allow us to carry out further trends analysis.

A review of data allows us to highlight specific geographical areas that have seen an increase in incidents. This, along with knowing why we have seen an increase, will allow us to carry out a review of partnership working with the National Farmers Union and Forestry Commission. This will then allow prevention plans to be developed and enacted as we head into 2023/24.



PI 165 – Fire fatalities in primary fires

At the end of the third quarter there have been 7 fire fatalities occurring in 6 separate incidents. However, we have been provisionally informed that 1 of those is unlikely to be fire related (although we await the confirmation from the Coroners’ Office) and another may also not be fire related, so this may reduce to 5 once the confirmation is received.

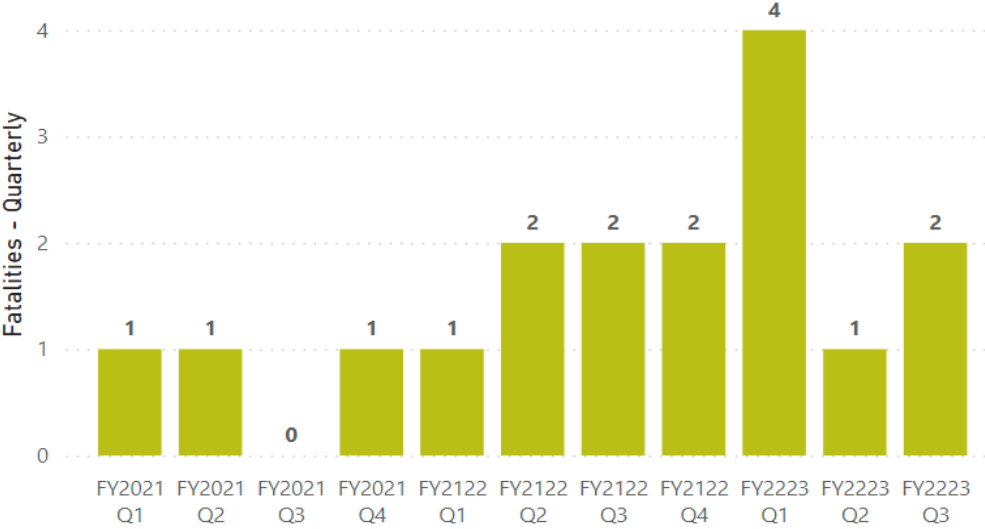
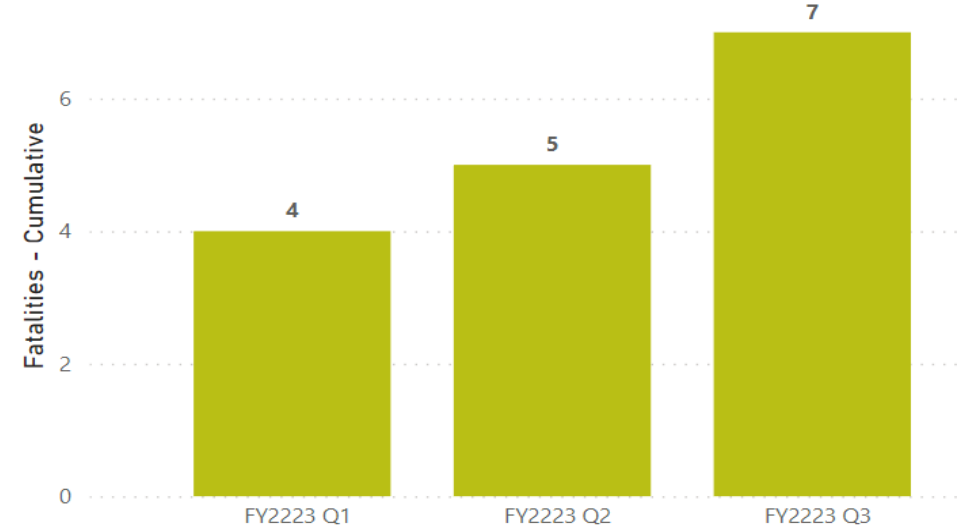
1 of the fatalities was a suicide, 4 resulted from accidental dwelling fires (3 incidents – 2 of which were cooking related, the third caused by smoking materials), 1 from a deliberate dwelling fire and 1 from a vehicle fire caused by a collision.

Partnership reviews are being carried out. The Prevention department have profiled individual circumstances of all those involved with a view to identifying themes or trends.

Currently, all individuals meet the 'SHERMAN'¹ profile, but this process allows us to identify any new or unique circumstances. Targeted prevention work continues to focus on the 4 main causes of fires (cooking, electrical, smoking and heating).

We have developed our profiling methodology and we aim to target those individuals who we identify as high risk more effectively and efficiently. Our agreed risk profile is challenged and updated following each review.

We have identified delays with receiving final Coroners' reports which will be discussed at the next available opportunity.



¹ SHERMAN: 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.

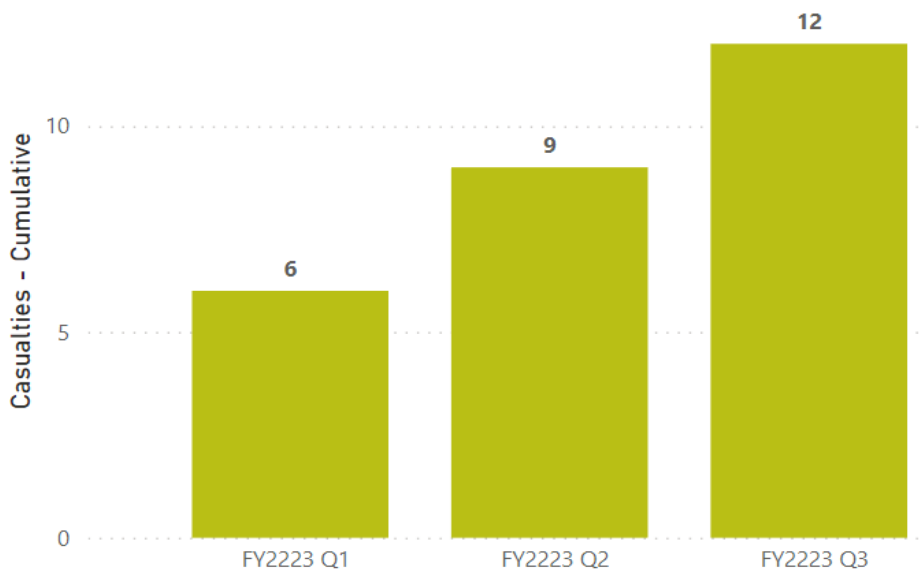
PI 166 – Fire casualties in primary fires

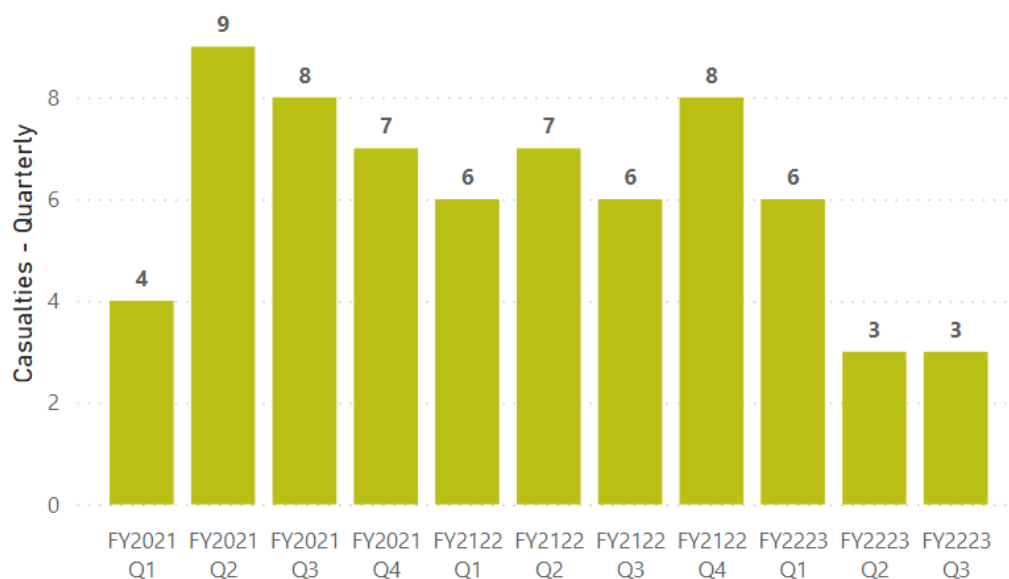
There have been 12 fire related casualties so far this year, 6 of which occurred in the first quarter. Compared to Quarter 3 last year, we have seen a decrease in the number of fire related casualties.

9 of the 12 casualties resulted from accidental dwelling fires – these were from 8 separate incidents, 6 of which were cooking related (1 from the same incident that resulted in a fatality), 1 was caused by smoking materials and 1 was caused by an electric blanket. The 3 remaining casualties resulted from the following – 1 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).

Only 3 of the 12 casualties suffered severe injuries, with the remaining 9 suffering slight injuries (although still requiring more treatment than could be given at the fire ground). There are no trends around the circumstances leading to the injuries, largely due to the small numbers involved.

Whilst datasets are small, we continue to compare to national data to allow us to look for themes and trends which will then influence prevention activities. Our longer-term analysis of risk considers larger datasets in order to better inform targeting activities and prevention work.





PI 169 – Risk Based Inspection Programme (RBIP) progress

Inspections and annual targets

Premises	Type	Inspections	Annual Target	Inspection Frequency
High Risk	Non Sleeping	56	50	24 months
High Risk	Sleeping	110	122	12 months
Medium Risk	Non Sleeping	175	288	48 months
Medium Risk	Sleeping	305	219	36 months
Total		646	679	

High risk premises (non-sleeping risk) - 56

High risk premises (sleeping risk) - 110

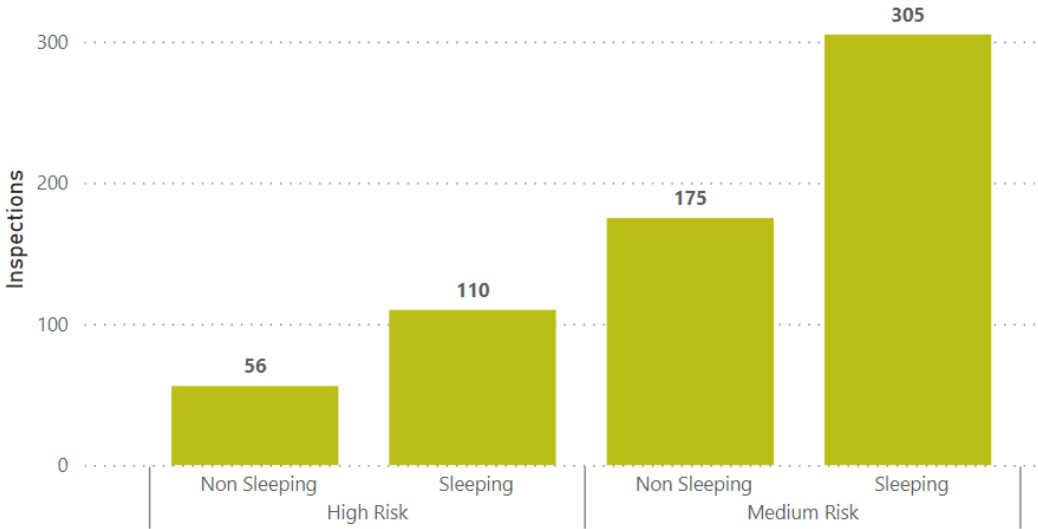
Medium risk premises (non-sleeping risk) - 175

Medium risk premises (sleeping risk) - 305

At the end of Quarter 3 we are reporting that we are 95% complete (646 completed against the total number of 679). We are ahead of schedule for completion. We continue to develop our new fire safety inspectors which will support an increased capacity within the team. Additional areas of the role can also then be completed to support the overall capability and capacity of the team.

A number of fire safety audits completed to date have been carried out following intelligence received, e.g., a complaint from a member of the public or a post fire follow up, and are captured in the overall total. These additional audits are categorised as per the risk of the building involved and contribute to the delivery of the risk based inspection programme.

Due to the nature of the risk based inspection programme and to support the completion of the additional audits, we continue to review and re-prioritise work as required.

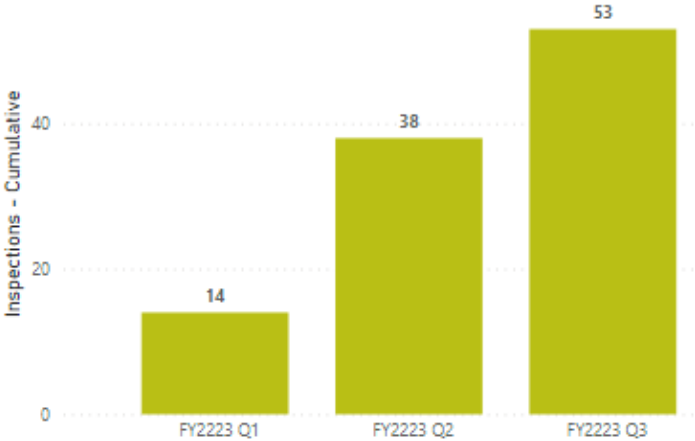


Cumulative as at December 2022

PI 170 – Petroleum licensing inspections

We have carried out 53 petroleum inspections in the first 9 months of the year. We have introduced a three yearly risk-based inspection programme and are on target to complete the required 65 audits for 2022/23.

Please note that Quarter 1 and Quarter 2 were previously reported as 7 and 18 but after some investigation into how this data is captured these have been amended to 14 and 38. Our recording and reporting process continues to develop to ensure that we are able to provide timely and accurate information as required. Whilst reviewing and developing this process, one of the categories of ‘job type’ was omitted from the reporting process and as such a number of petroleum licensing audits had not been counted in the previous figures. A further review of the updated figures and process has been carried out, with activity levels now reflective of work carried out.

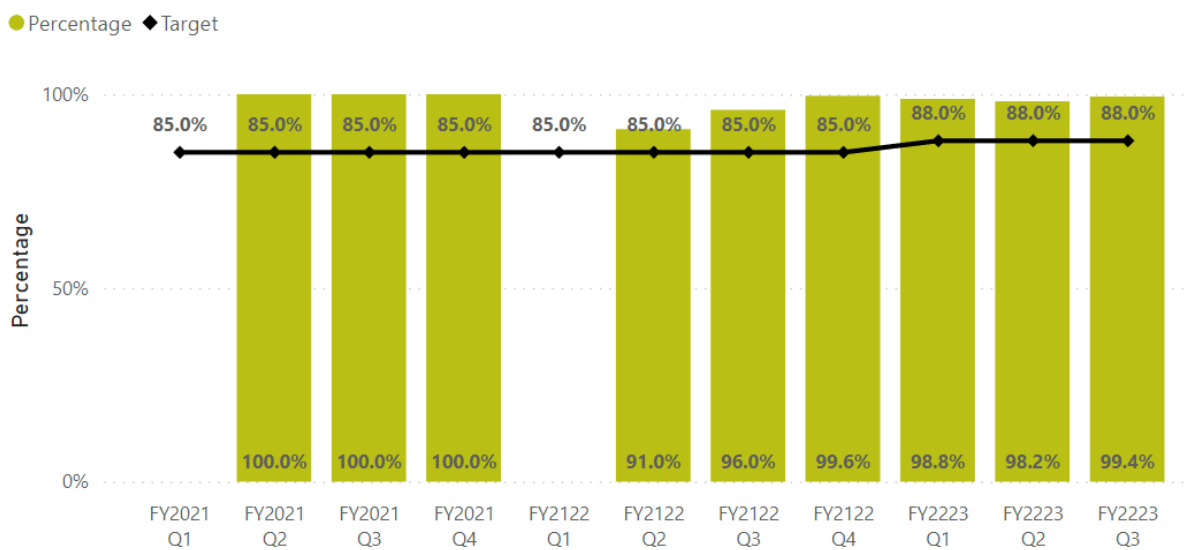


1.3 Libraries and Heritage

1.3.1 Measures that exceeded their target:

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

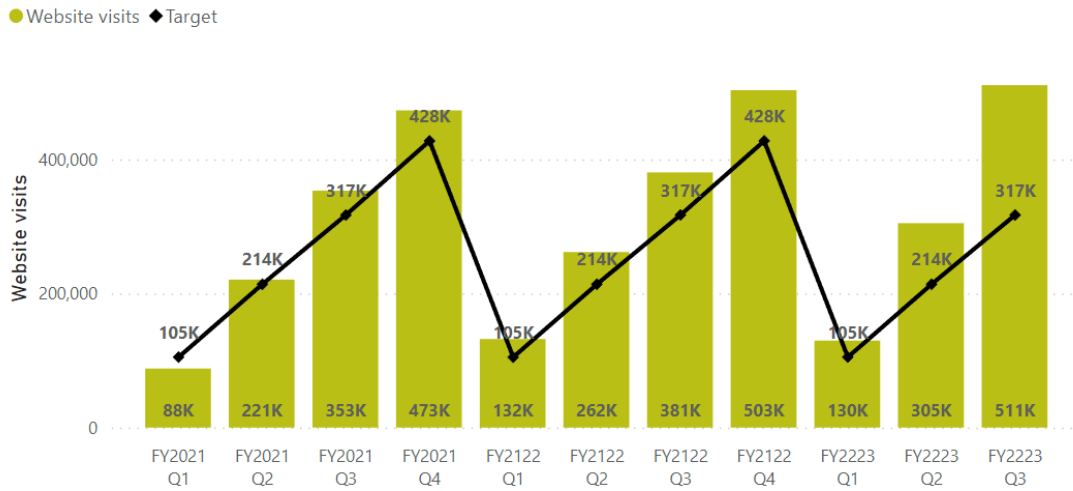
99.4% of visitors to our cultural venues rate their overall experience as Good or Very Good, exceeding the 88% corporate target, and once again highlighting the consistently high-quality visitor experience across our cultural offer. Whilst we use our onsite feedback forms to collate and report visitor experience, it is important to ensure that visitor experience is captured across comparable feedback platforms. As such, we can report that on average, visitors rated their experience across our heritage sites as 4.6 out of 5 across both Trip Advisor and Google Reviews.



1.3.2 Measures that achieved their target

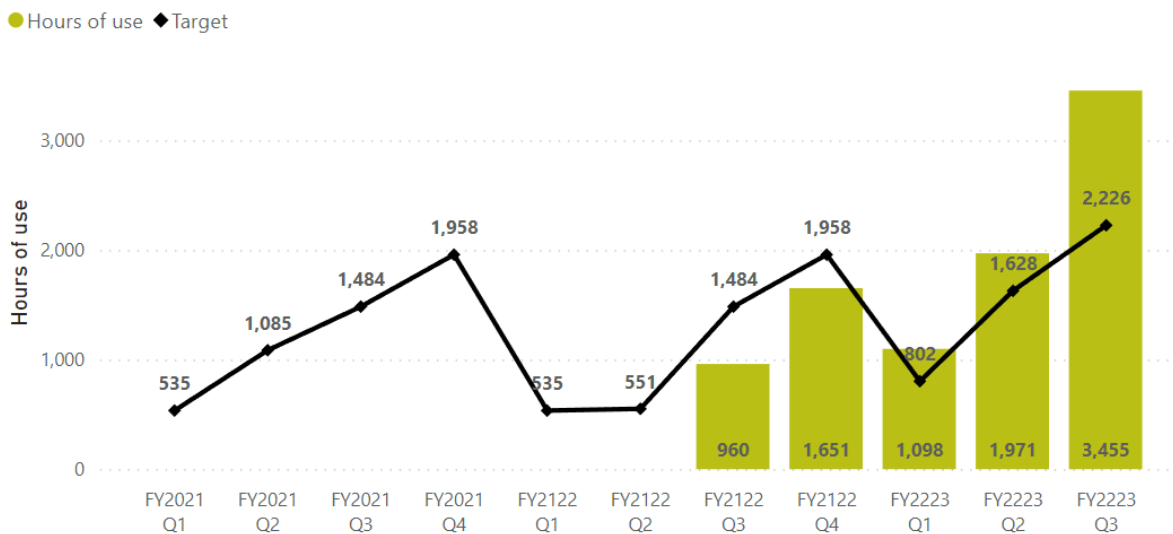
PI 37 – Visits to library website ✓

205,925 visits have been recorded for Quarter 3, bringing the cumulative total to 510,923, and surpassing the target by 193,805 views. As online engagement continues to increase, the service is keen to ensure that our online presence maintains this level of engagement throughout Quarter 4.



PI 38 – Community use of libraries ✓

Community use continues to thrive across Lincolnshire Libraries, with a cumulative total of 3,455.30 hours to date 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, and two excellent exhibitions in the gallery at Lincoln Central by the Lincoln Camera Club and the University of Birmingham following a project at HMP Lincoln exploring its history and creative writing with current inmates. Spalding hosted an exhibition by the local Art and Crafts Society which proved popular, and Skegness hosted a number of Police drop-in sessions for local residents to seek reassurance and share information regarding local issues in the town. Community use across the libraries continues to include the independent readers and writers’ group and local/family history societies, all of which continue to be popular.

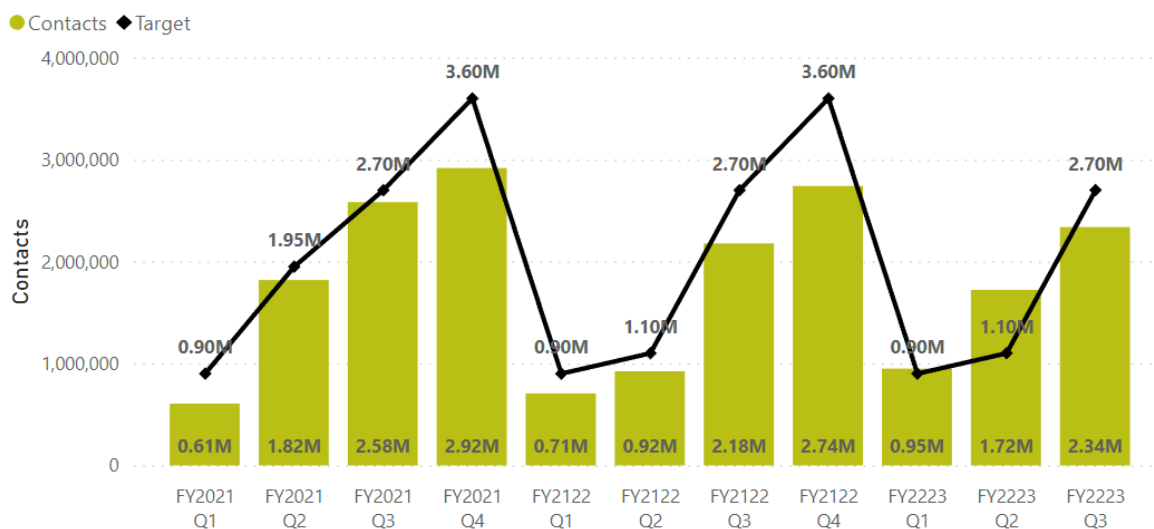


1.3.3 Measures that did not meet their target:

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

Q3 continued to see a steady level of interactions across the heritage service, with a cumulative total of 2,337,625 interactions, including in person, via phone, email or via the website and social media. The decommissioning of our Lincs to the Past website has impacted on our level of interactions, and whilst the new Lincolnshire Archives Online Catalogue replaces this service, we continue to work to further increase engagement and appeal to bring interactions up to previous Lincs to the Past levels.

Our increase in social media presence continues to provide a connection between the community and our heritage sites, for which the public respond with huge positivity across our different social media platforms. The Castle, Archives, Collection & Usher Gallery, and the Museum of Lincolnshire Life all have a regular online presence, and the introduction of our new Battle of Britain Visitor Centre Facebook page is enabling visitors to keep up to date with the latest news and events, engaging the public with the stories of the Battle of Britain Memorial Flight.



PI 36 - Visits to Core Libraries and Mobile Library services ✘

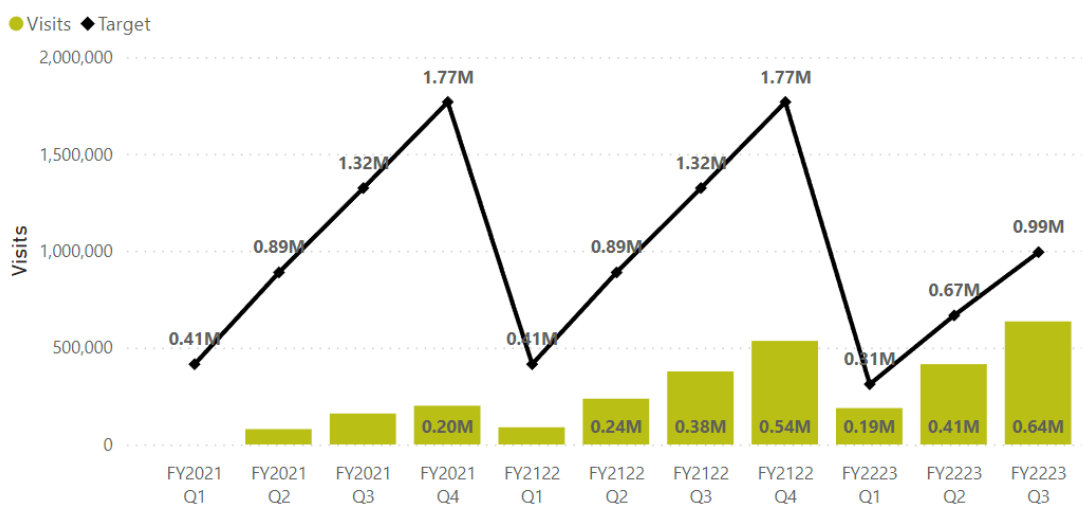
This quarter has welcomed 224,791 visits across our core libraries and mobile services, and whilst this quarter represents a quieter period within the financial calendar due to the festive period, we are reporting very similar visits to those during the summer months within Quarter 2.

Whilst the national trend continues to suggest a change in visitor patterns with regards to physical visits across libraries, we are pleased to report this is not impacting on issues, as those visiting less frequently continue to take more books on each visit, equating to a 3%

increase on December issues in comparison to those recorded pre-covid in December 2019, together with 76% of physical visits.

The increase in opening hours is demonstrating a positive increase in visits, with Woodhall Spa in particular, exceeding their December 2019 visits due to increased opening hours. Whilst average physical visits remain below those recorded pre-covid across the service, it is important to note that our e-visits have increased, with website views increasing month by month, and digital issues continuing to represent almost a quarter of all issues.

In summary, covid has altered the way in which our customers engage with the library service, evidenced by a positive increase in issues per visit, and increased usage of our digital platforms.

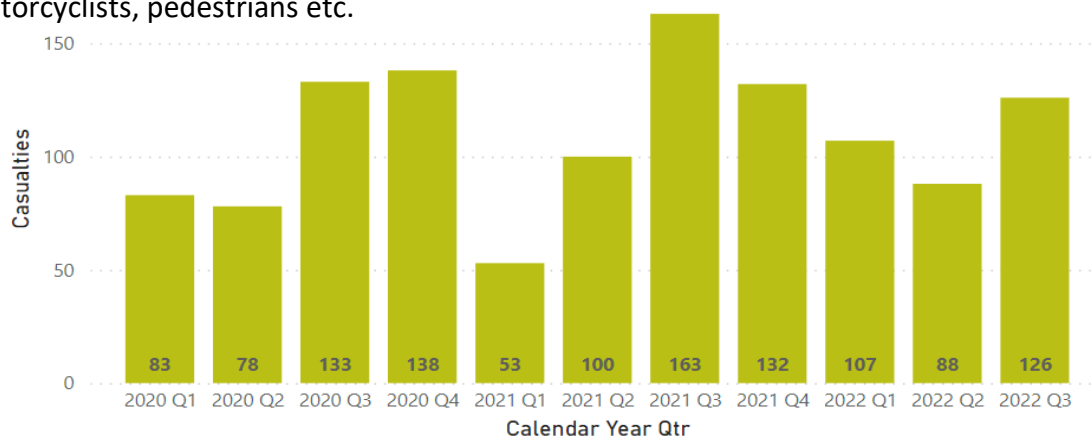


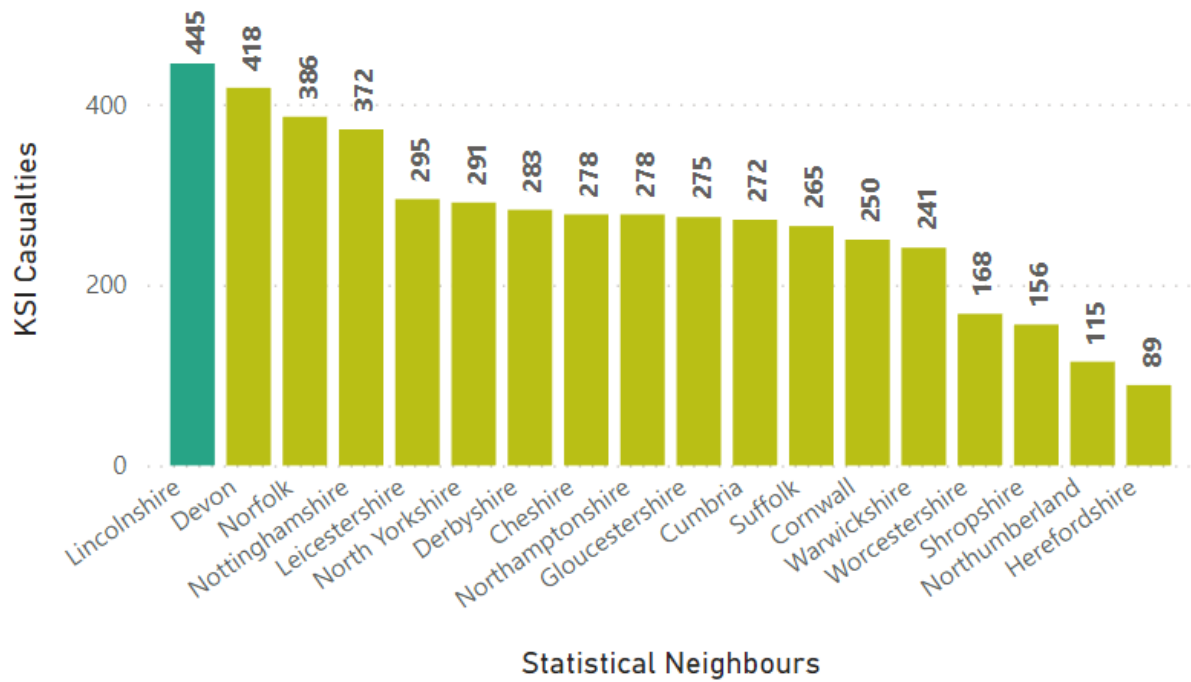
1.4 Road Safety

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

PI 11 - People killed or seriously injured in road traffic collisions:

This figure is higher than the Quarter 2 figure of 2022. It appears that traffic flow figures seem to be returning to normal following the Covid restrictions. However, analysis of the collision and casualty data does not indicate any clear commonality or pattern. The overall Killed or Seriously Injured (KSIs) are mirrored across all user groups such as car drivers, motorcyclists, pedestrians etc.

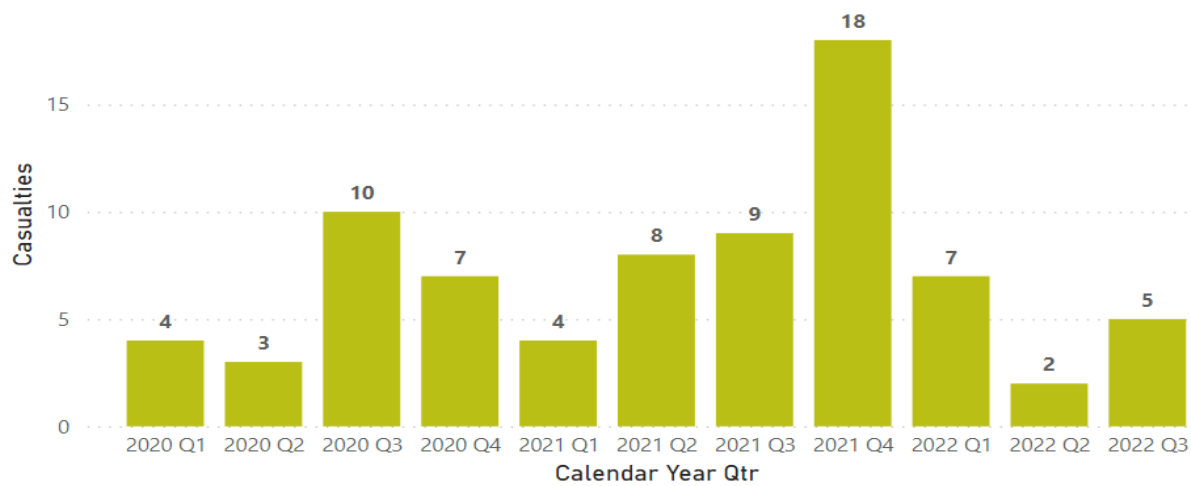


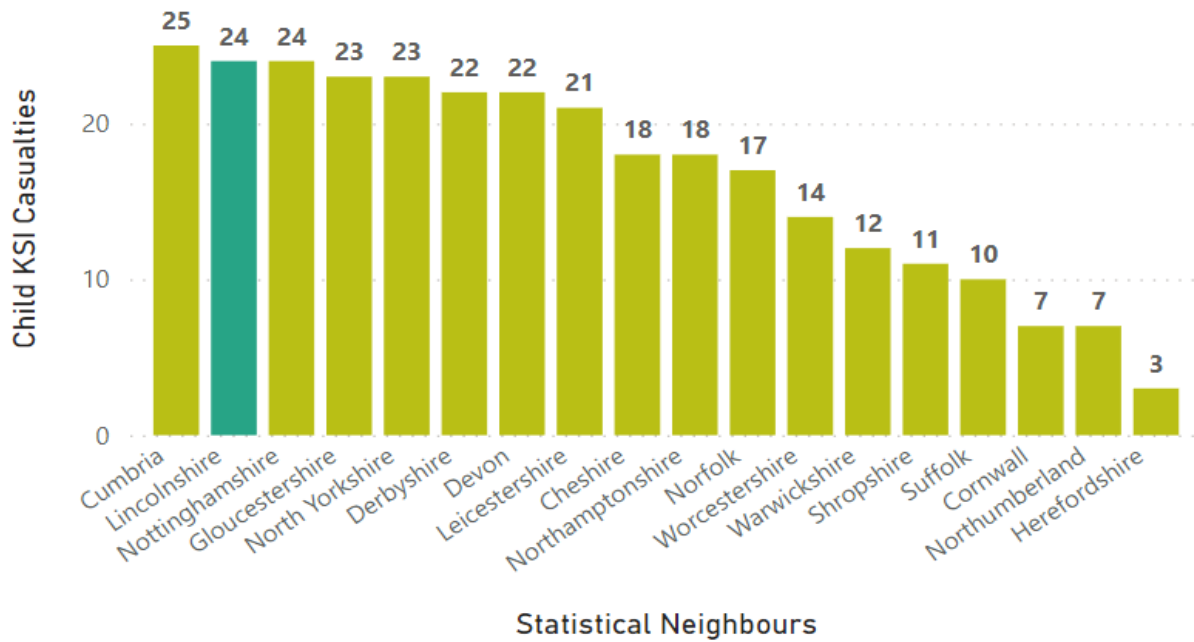


Benchmarking as at December 2020.

PI 12 - Children killed or seriously injured in road traffic collisions:

This figure is slightly higher than the Quarter 2 figure of 2022, certainly when comparing percentages. It appears that traffic flow figures seem to be returning to normal following the Covid restrictions. However, analysis of collision and casualty data does not indicate any clear commonality or pattern regarding child KSIs.





Benchmarking as at December 2020.

1.5 Trading Standards

1.5.1 Measures that exceeded their target:

None in Quarter 3.

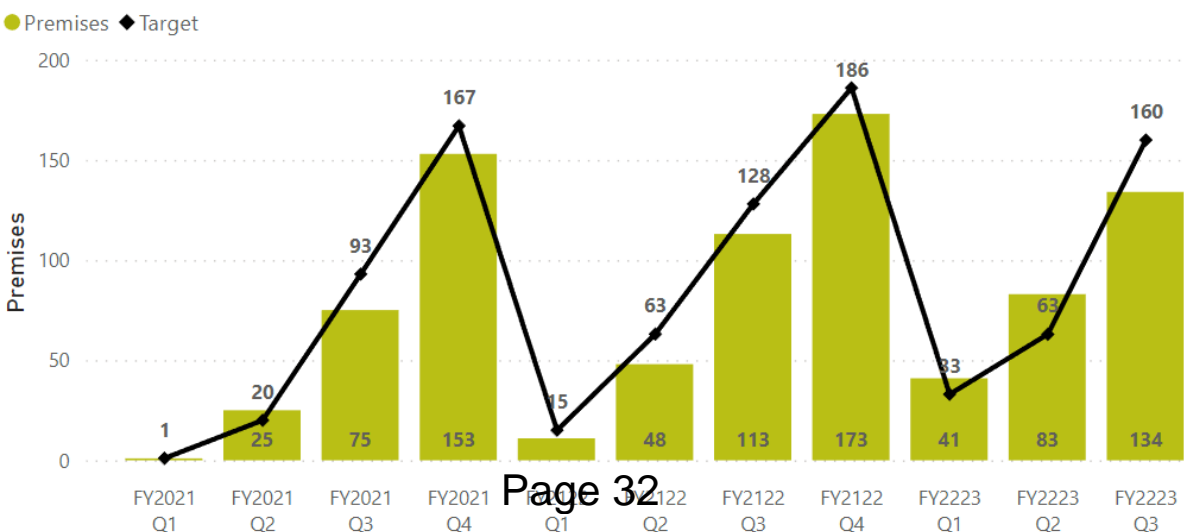
1.5.2 Measures that achieved their target:

None in Quarter 3.

1.5.3 Measures that did not meet their target:

PI 3 – High risk premises inspected by Trading Standards ✖

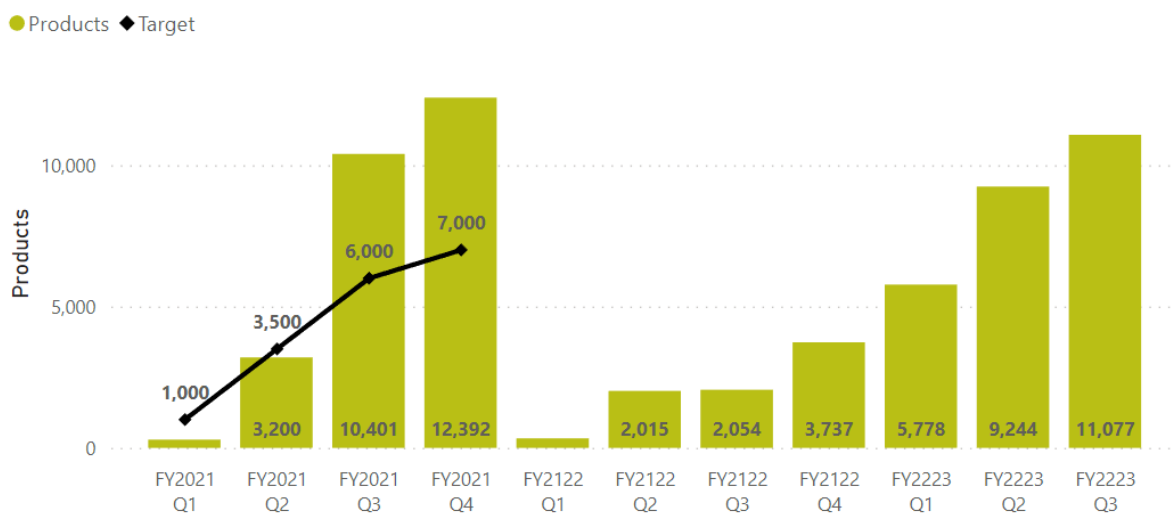
To date we have undertaken 25 animal health inspections, 22 food inspections, 72 feed inspections and 15 weights and measures inspections. Progress slowed in the third quarter whilst we dealt with the unprecedented number of avian influenza outbreaks across Lincolnshire. However, we are confident the target will be achieved by the end of the year.



1.5.4 Contextual Measures, does not have a target

PI 1 - Illicit alcohol and tobacco products seized

To date 11,077 illicit alcohol and tobacco products have been removed from the market. This is made up of 842 litres of alcohol, 9,576 packs of 20 cigarettes and 659 packs of 50g tobacco. Seizures were made from 38 visits to 27 premises. 15 investigations have commenced as a result of these seizures. 14 closures orders have been issued to date this year. 4 of these were second closure orders issued to the same 4 premises following re-opening and re-offending. We continue to work with landlords of premises where we know illicit tobacco and cigarettes are being sold. This has led to 8 evictions, 14 tobacco premises closed and a further 14 premises where we are working with the landlord to address illicit tobacco sales or remove the tenant.

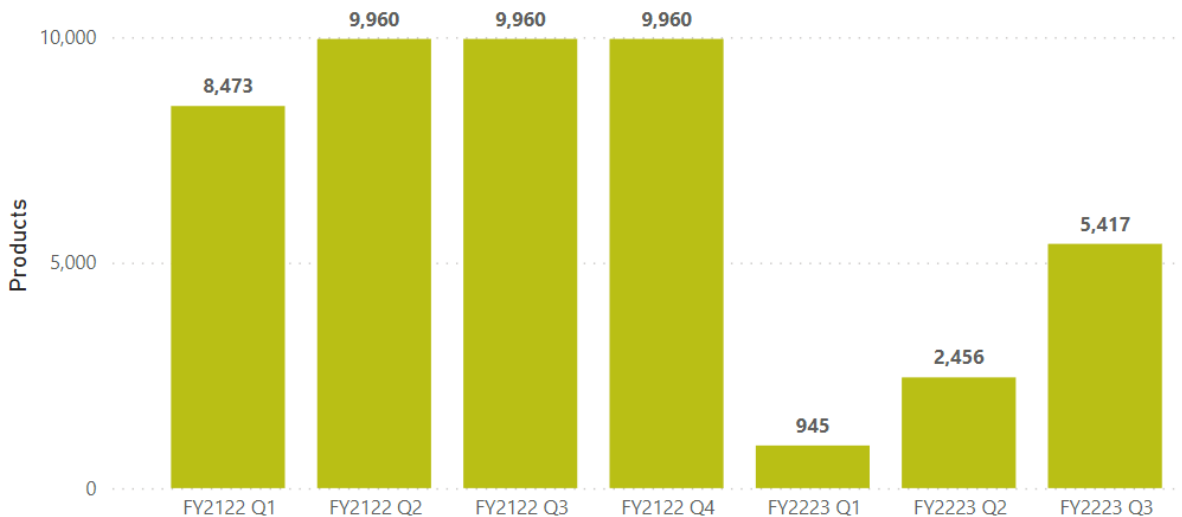


PI 2 - Unsafe products removed from the market.

To date 5,417 unsafe products have been removed from the market so far this year. This includes 5,062 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 underage sales (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 Regulation Authority (MHRA) 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 issued 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. Final product numbers subject to withdrawal and suspension will be provided this month.



1.6 Volunteering

1.6.1 Measures that exceeded their target:

None in Quarter 3.

1.6.2 Measures that achieved their target:

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

The volunteer centres supported to a wide range of groups and organisations. Support included:

- governance
- online forums and regular networking opportunities
- funding advice
- funding readiness online training and support

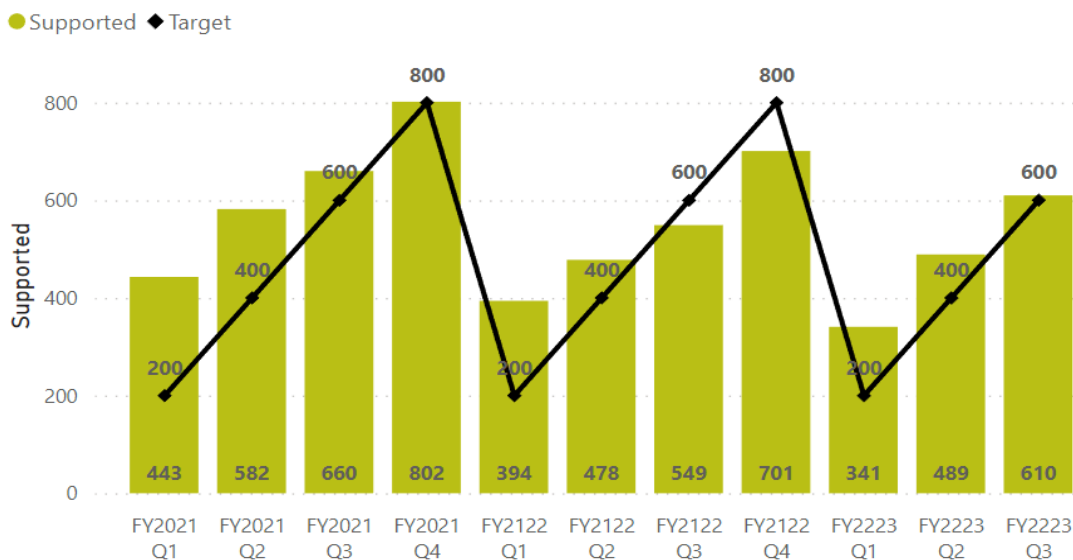
- support to develop new roles and recruit volunteers
- advice and support with DBS checks
- online training platform for their volunteers.

Funding advice and support continues to be most popular. The Funding Ready training programme supported 27 organisations through workshops and one-to-one support. Further funding ready workshops are scheduled for February 2023.

Local groups have been supported to secure £86,592 external funding. Activities in this area have exceeded last year’s volumes of funding with over £550,000 secured to date.

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

The portal currently has 89 grants open to applications and 59 closed grants.



PI 105 – People supported who have accessed volunteer opportunities ✓

The numbers of volunteers have reduced slightly this quarter due to the Christmas period. Planned outreach and marketing activity should see an increase in the new year.

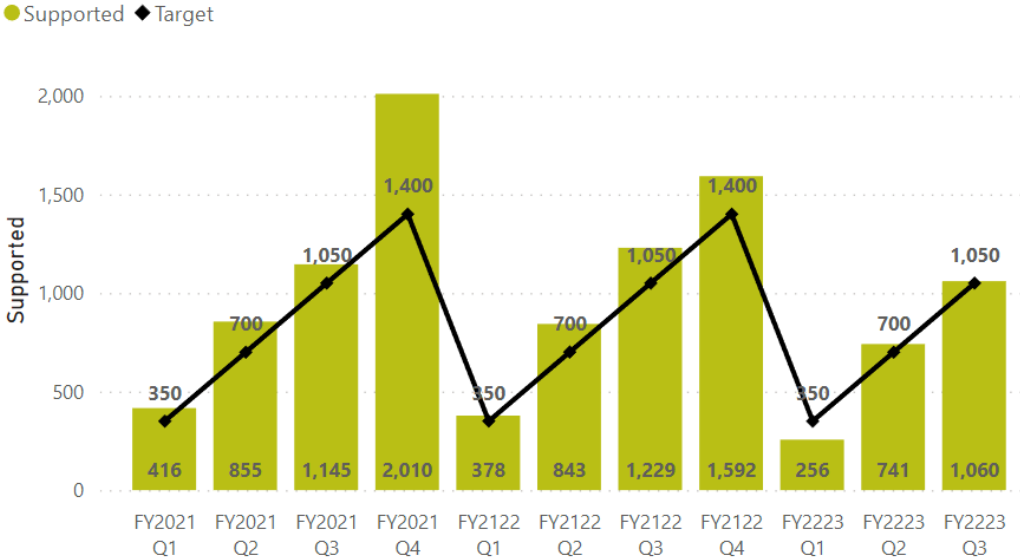
There has been an increase in volunteers who need extra support with language, disability, and transport issues. The cost-of-living crisis is also affecting the recruitment of volunteers.

Currently there are over 400 live opportunities advertised across Lincolnshire. Evidencing a huge demand for volunteers. Opportunities include:

- volunteer befrienders
- community transport volunteers
- emerging need for volunteers to support with warm spaces and night light cafes.

The volunteer management training programme is being delivered in February. The online training portal also continues to support new and existing volunteers.

New opportunities for Employer Supported Volunteering (ESV) will be a priority during 2023.



1.6.3 Measures that did not meet their target:

None in Quarter 3.

2. Conclusion

This report summarised the Service Level Performance against the Success Framework 2022-23 for Quarter 3. The Public Protection and Communities Scrutiny Committee is requested to consider and comment on the report and make suggestions or recommendations to relevant Officers and Executive Members.

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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