



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

|            |                                                                                                 |
|------------|-------------------------------------------------------------------------------------------------|
| Report to: | <b>Public Protection and Communities Scrutiny Committee</b>                                     |
| Date:      | <b>25 July 2023</b>                                                                             |
| Subject:   | <b>Service Level Performance Reporting against the Success Framework 2022- 2023 - Quarter 4</b> |

**Summary:**

This report summarises the Service Level Performance against the Success Framework 2022-23 for quarter 4. All performance that can be reported in quarter 4 is included in this report.

Appendix A details the proposed key performance indicators to be reported to Public Protection and Communities Scrutiny Committee for 2023-24.

Full service level reporting to all scrutiny committees can be found here: [Corporate plan – Performance data - Lincolnshire County Council](#).

**Actions Required:**

Members of the Public Protection and Communities Scrutiny Committee are invited:

- (1)** To consider and comment on the Public Protection and Communities Service Level Performance for 2022-23 quarter 4.
- (2)** To review and agree the 2023-24 Performance Indicators for Public Protection and Communities as shown in Appendix A.

**1. Background**

This report details the Service Level Performance measures for the Public Protection and Communities Scrutiny Committee that can be reported in Quarter 4.

- 2 measures that exceeded their target
- 7 measures that achieved their target
- 4 measures did not meet their target
- 10 measures that do not have a target (contextual)

## **1.1 Community Safety**

### **1.1.1 Measures that exceeded their target.**

None in Quarter 4

### **1.1.2 Measures that achieved their target.**

None in Quarter 4

### **1.1.3 Measures that did not meet their target.**

None in Quarter 4

### **1.1.4 Measures that do not have a target (contextual).**

#### **PI 155 Number of domestic abuse victims receiving support:**

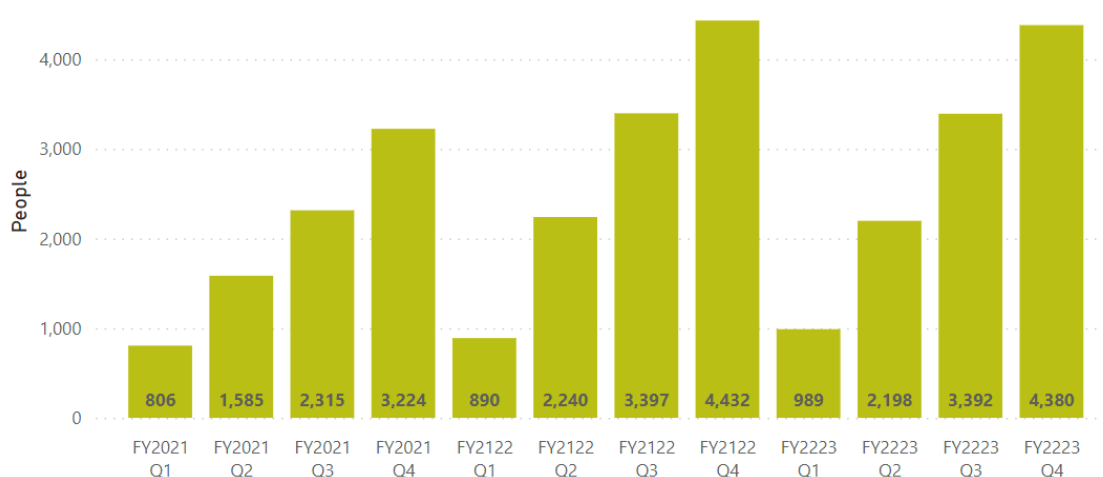
**Actual 4,380**

The total number of people supported during Q4 2022-23 is 988.

Of the 988 people supported, 498 are children and young people supported via the Outreach service (201 directly and 297 indirectly by working with the parent).

The remaining 490 people supported by domestic abuse services during Q4 2022-23 are adults.

The EDAN Lincs Outreach service also provided 'one off' advice and support to 4065 people during Q4 2022-23 in response to telephone and online enquiries. The number of people supported is within expected range.

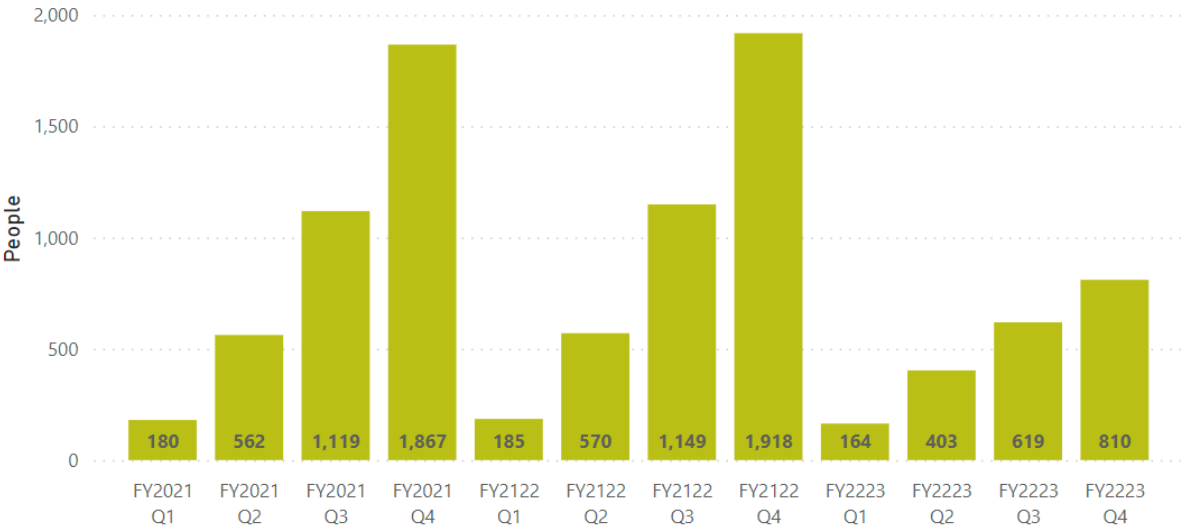


**PI 156 Number of domestic abuse victims supported through MARAC:**

**Actual 810**

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. The total number of repeat clients to MARAC in Q4 2022/23 is 69, meaning that an additional 69 clients were supported through MARAC.

Hybrid MARACs were trialled over a 3-month period. After Hybrids were trialled, Lincolnshire Domestic Abuse Partnership (LDAP) requested a survey for partners to complete and a report was compiled where a suggestion moving forward was for there to be 2 face-to-face MARACs a year (one in Lincoln and one in Boston). We also have complex and repeat MARACs once a month with managers in attendance which is running well.



**1.2 Trading Standards**

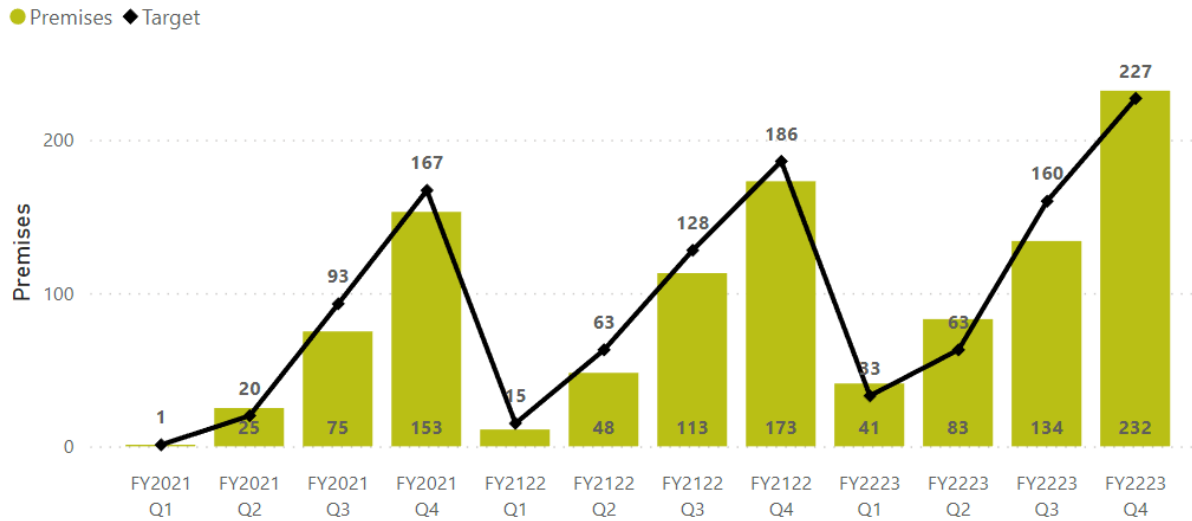
**1.2.1 Measures that exceeded their target**

**PI 3 High risk premises inspected by Trading Standards ★**

**Actual 232**

**Target 227**

In the 2022-2023 financial year, we undertook 32 animal health inspections, 26 food inspections, 134 feed inspections and 40 weights and measures inspections. 10 weighbridge inspections could not be completed this year as it was not possible to hire the equipment.



**1.2.2 Measures that achieved their target.**

None in Quarter 4

**1.2.3 Measures that did not meet their target.**

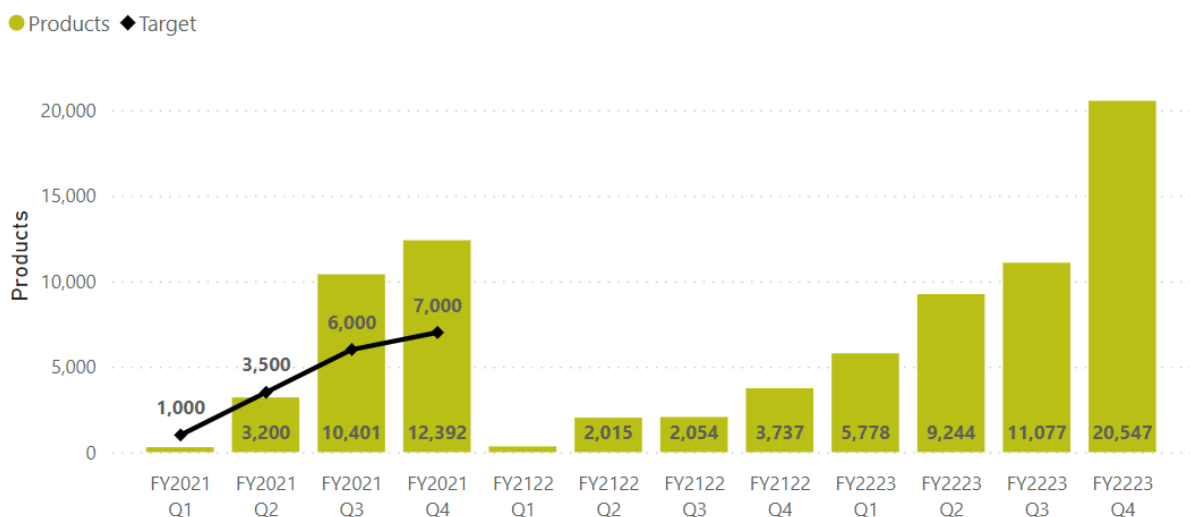
None in Quarter 4

**1.2.4 Contextual Measures, does not have a target**

**PI 1 Illicit alcohol and tobacco products seized:**

**Actual 20,547**

To date 20,547 illicit alcohol and tobacco products have been removed from the market. This is made up of 847 litres of alcohol, 18,730 packs of 20 cigarettes and 970 packs of 50g tobacco. Seizures were made from 51 visits to 36 premises. 19 investigations have commenced as a result of these seizures. 15 closure orders were issued including 4 premises that have been ordered to close for a second time after they continued to offend when they reopened. We continue to work with landlords of premises where we know illicit tobacco and cigarettes are being sold. This has resulted in 8 evictions, 18 premises closed and a further 11 where we are working with the landlord to address illicit tobacco sales or remove the tenant.

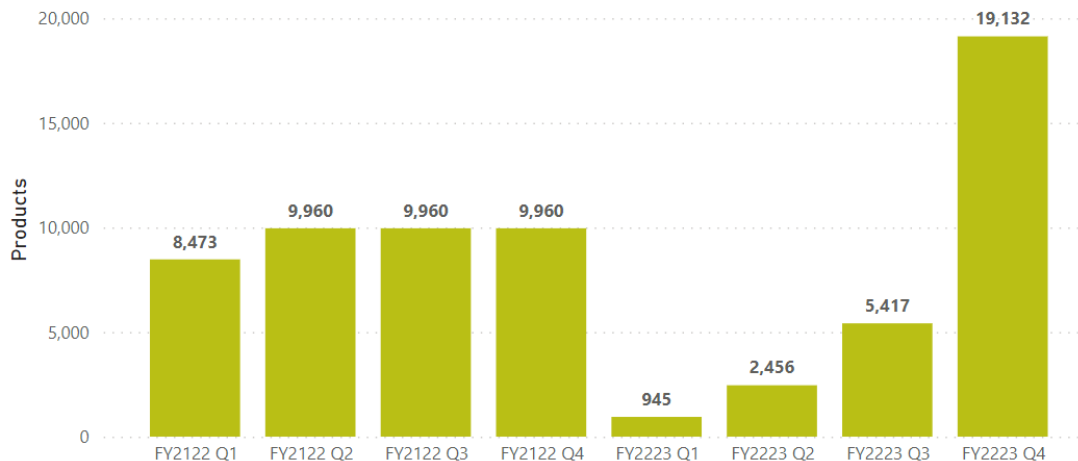


## PI 2 Unsafe products removed from the market:

### Actual 19,132

In the 2022-2023 financial year, 19,132 unsafe products were removed from the market. This includes 9,578 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. The Department for Health and Social Care has pledged £3 million in funding to support Trading Standards nationally to tackle the issues of non-compliance. In 2022-2023 Trading Standards have undertaken several age restricted sales test-purchasing operations. In total there have been 12 sales of vapes from 45 attempts, a 27% failure rate. Businesses failing have been advised and have or will be retested in upcoming operations.

In addition to the 9,578 vapes Trading Standards Officers have also removed a further 9,585 unsafe products from the market. Most of these products were discovered during a series of inspections at a trader/importer premise. Suspension notices were issued in respect of 5 noncompliant electrical products initially. After testing 2 were brought into compliance and 3 removed permanently from the market and withdrawal and recall notices were issued. A further 20 products were placed under suspension notices during a follow up inspection while testing was carried out. Officers have worked with the business operator throughout. In total from the 9,230 products removed from the market 1,058 electrical products have been permanently withdrawn from sale and recalled from customers, 1,072 electrical products have been brought into compliance and can now be sold and 7,100 household furnishings have been brought into compliance with the addition of appropriate labelling and instructions.



### 1.3 Fire Safety

#### 1.3.1 Measures that exceeded their target

None in Quarter 4

### 1.3.2 Measures that achieved their target

#### PI 169 Risk based inspection programme (RBIP) progress ✓

**Actual 861**

**Target 679**

High risk premises (sleeping risk) - 151.

High risk premises (non-sleeping risk/other) – 77.

Medium risk premises (sleeping risk) - 331.

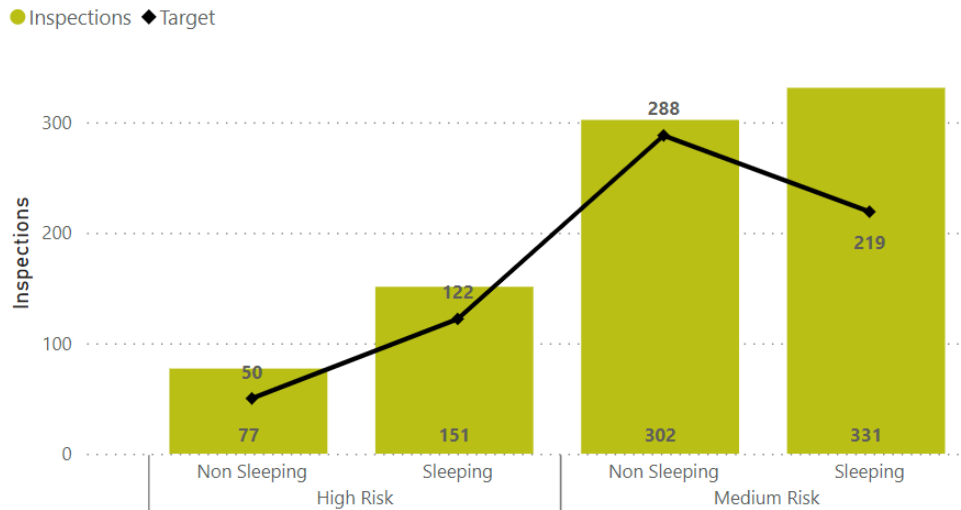
Medium risk premises (non-sleeping risk/other) – 302.

The total target number of audits for the year was 679, with the breakdown of risk category above. We have achieved 861 audits for the financial year. Local dashboards currently have a slight discrepancy in the numbers showing. This is due to the way audits were initially recorded, e.g., audits completed and having their relative risk rating reduce from high to medium, and therefore not showing when running reports. This has been remedied for 2023/24 and we are confident of a more robust recording and reporting process going forward.

Audits were prioritised with priority given to those premises that were furthest out of inspection date, followed by high-risk premises with a sleeping risk, other high-risk premises, medium risk premises with a sleeping risk, other medium risk premises - in that order. We continue to prioritise those buildings that are furthest overdue as we progress into 2023/24. This may result in priority being given to lower risk premises, but this will only be for a defined period until all overdue audits have been completed.

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.

Work to continue to develop and enhance the RBIP methodology to ensure local risk drives activity is being carried out. Partner datasets are being explored to support further understanding and identification of risk. In addition to this we will be using the National Fire Chiefs Council 'Other Buildings' fire risk methodology to enhance our profiling process.



### Inspections and annual targets

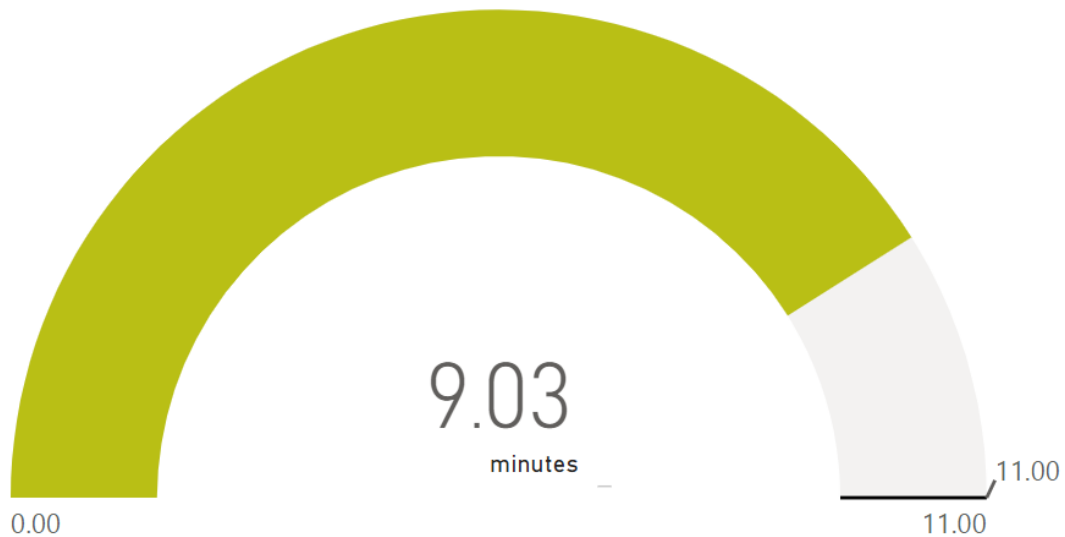
| Premises    | Type         | Inspections | Annual Target | Inspection Frequency |
|-------------|--------------|-------------|---------------|----------------------|
| High Risk   | Non Sleeping | 77          | 50            | 24 months            |
| High Risk   | Sleeping     | 151         | 122           | 12 months            |
| Medium Risk | Non Sleeping | 302         | 288           | 48 months            |
| Medium Risk | Sleeping     | 331         | 219           | 36 months            |
| Total       |              | 861         | 679           |                      |

### PI 171 Average response to dwelling fires ✓

**Actual 9.03 minutes**

**Target 11 minutes**

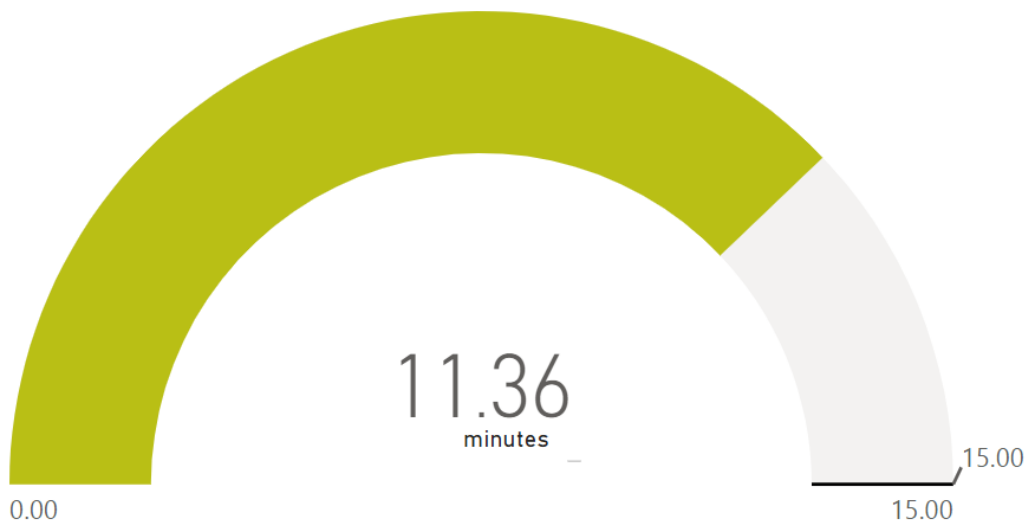
In 2022/23 Lincolnshire Fire and Rescue achieved an average response time to dwelling fires of 9 minutes and 3 seconds which is within the standard of 11 minutes. Comparing to previous years this is an improvement on the time achieved in 2021/22 (9 minutes 19 seconds), slightly slower than in 2020/2021 (8 minutes 56 seconds) but quicker than 2019/20 (9 minutes 12 seconds). In measuring the component parts of the attendance to incidents it is worth noting that our call handling time has been maintained at 61 seconds which is constant for the last 3 years. The average crew turnout time from station has improved on last year and crews turned out in an average of 1 minute 57 seconds last year, and the average drivetime is in line with previous years, which given the first full year of post covid restrictions is encouraging. Finally, it must be noted that dwelling fires have reduced over the last 4 years and this average drivetime was measured over 285 incidents, which is the only year in the last 4 there have been less than 300 incidents.



**PI 172 Average response to all other incidents ✓**

**Actual 11.36 minutes**  
**Target 15 minutes**

In 2022/23 Lincolnshire Fire and Rescue achieved an average response time to other incidents (excluding co-responder) of 11 minutes and 36 seconds which is within the standard of 15 minutes. Comparing to previous years this is slightly slower than the time achieved in 2021/22 (10 minutes 59 seconds), in 2020/2021 (10 minutes 58 seconds) and 2019/20 (11 minutes 05 seconds). In measuring the component parts of the attendance to incidents it is worth noting that our call handling time achieved in 2022/23 (1 minute 45 seconds) there has been a slight variance of a few seconds in the past three years mainly due to the difficulty in attaining an incident location (many don't occur at an addressable location). The average crew turnout time from station took slightly longer (2 minute and 37 seconds last year), and the average drivetime is in line with previous years, which given the first full year of post covid restrictions is encouraging. Finally, it must be noted that the service experienced a very busy summer due to the heatwave which increased mobilisations significantly in July and August of which the majority of incidents were secondary fires.





### 1.3.3 Measures that did not meet their target:

#### PI 167 Home Fire Safety Visits carried out ✖

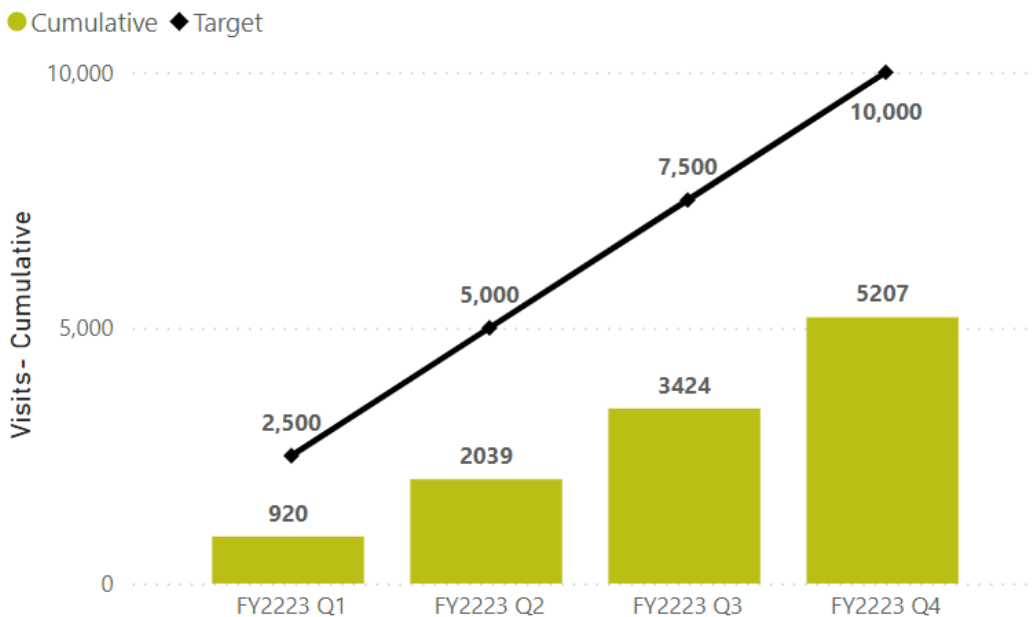
**Actual 5,207**

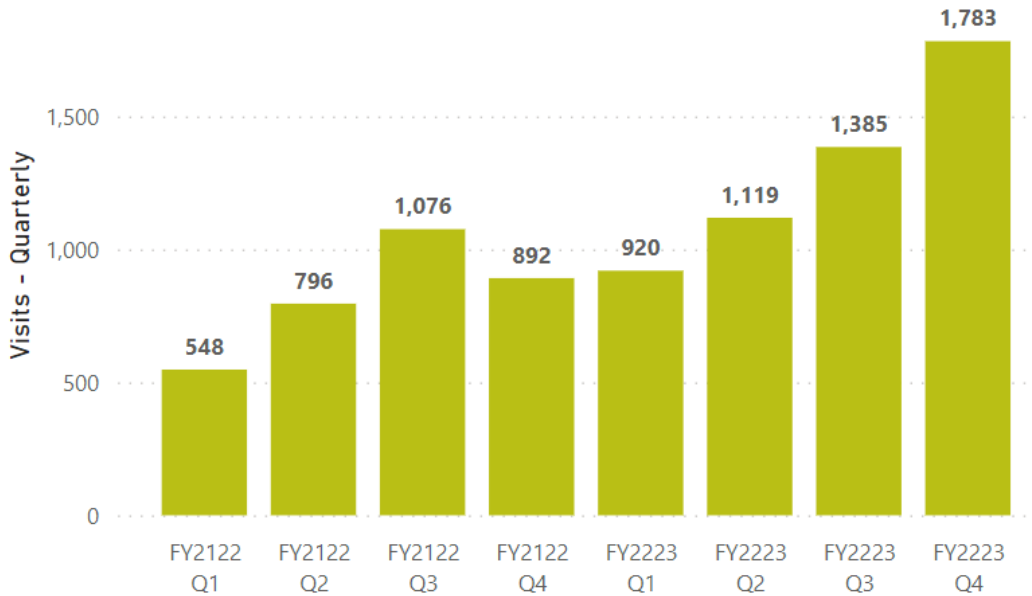
**Target 10,000**

We have carried out a great deal of work over the last 12 months to refine our recording and reporting processes. We are comfortable that we now have a more robust process in place to allow us to accurately report on the number of Home Fire Safety Visits carried out by both operational crews and our community safety advocates.

Our administration processes have been reviewed and we have identified some efficiencies that we believe will allow us to continue to increase the number of Home Fire Safety Visits we complete. Our proactive targeting process, (allocation and recording of visits), has been updated and being rolled out to our wholetime stations throughout May.

The number of Home Fire Safety Visits we aim to complete is linked in with our 5-year delivery plan and we will continue to monitor progress. We are able to categorise our identified risks, allowing us to focus on our 'very high' and 'high' risk communities.



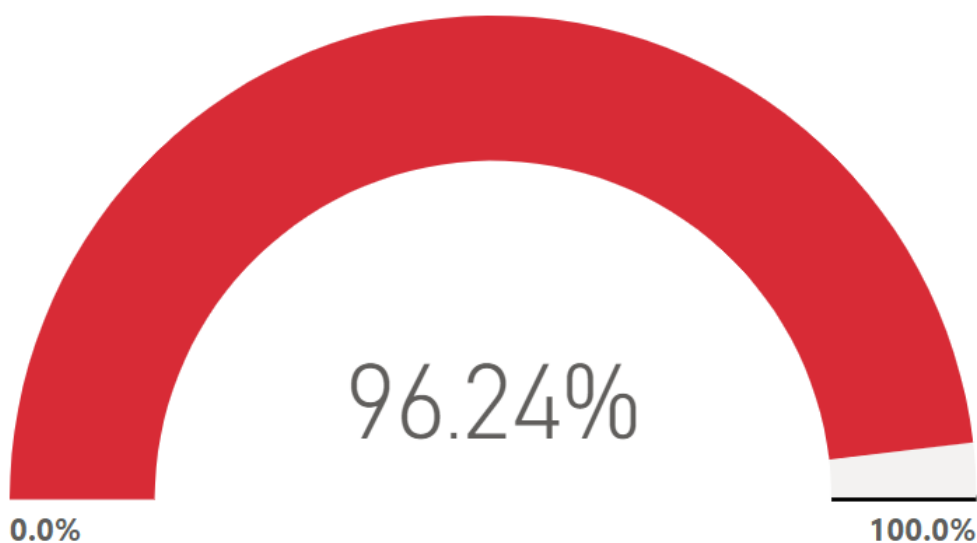


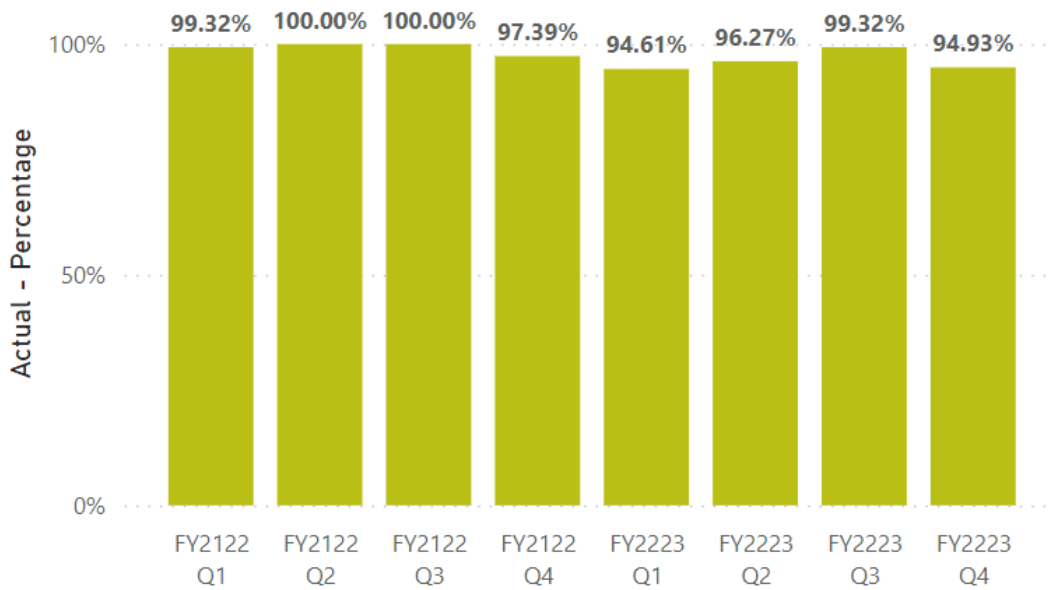
**PI 168 Percentage of building regulation applications responded to within 15 working days ✘**

**Actual 96.24%**  
**Target 100%**

We have missed the target for this indicator but have missed our tolerance range by only 14 applications. We received 585 building regulations applications throughout the year and responded within the deadline to 563 of those.

All of the 14 applications where the deadline for response was missed, were completed in a timely manner. As we continue to develop the capabilities and capacity of the team, further resilience is being added and we hope to further minimise the number of consultations where the response deadline is missed.





### 1.3.4 Contextual Measure, does not have a target

#### PI 164 Total Fires

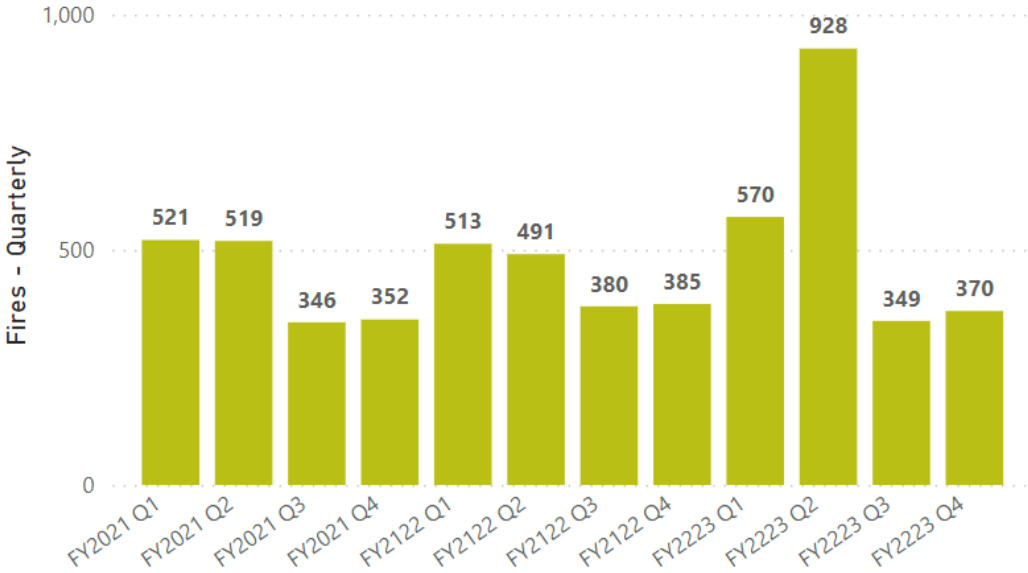
##### Actual 2,217

There have been 2,217 reportable fires in Lincolnshire during 2022/23, which is a 25% increase compared with 2021/22 (27% increase compared with the average of the previous 3 years). As previously reported, the increase this year occurred during the summer months where we experienced spells of very hot and dry weather. Compared with the average of the previous 3 years, June 2022 saw a 63% increase, July 177%, and August 93%. Of the remaining 9 months of the year, 7 saw the total number of fires reduce or remain the same as the 3-year average.

The increase was seen almost entirely in secondary fires (up from 758 last year to 1,198 this year – 58% increase) and analysis of the data shows the biggest increase was in fires involving grassland (up from 149 to 438 – 194% increase). This would include all types of grassland such as hedges and roadside vegetation etc but would also include stubble fields (although not crops or haystacks).

The top 3 cause of fires has been deliberate ignition (603 of the 2,217 – 27%), controlled burning (224 – 10%) and cooking appliances (176 – 8%). However, as previously reported, there has been an increase in the number of fires where the cause has been unable to be established – up from 225 of the 1,769 in the last year (13% of the total), to 359 this year (16% of the total and a 60% increase).

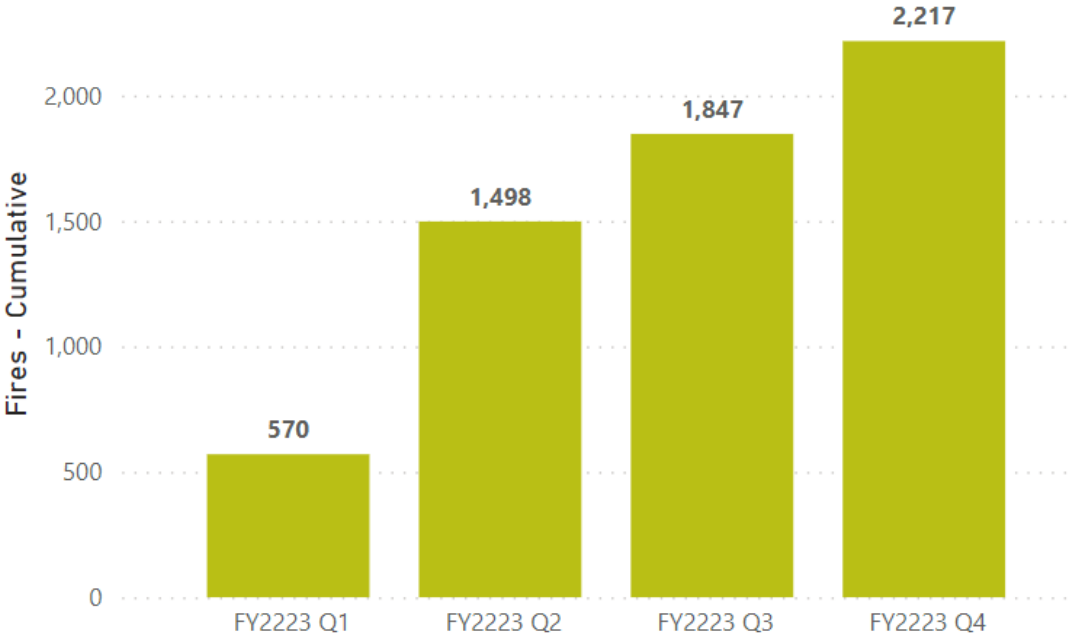
Targeted prevention work has been planned and prevention messaging and reduction work will be carried out with key partners, e.g., the National Farmers Union and the Forestry Commission. Initial meetings to discuss the plans have already taken place, with further meetings planned for the end of May/June 2023 to confirm messaging and campaign work. Lincolnshire County Council Communications Team are engaged and will look to support the campaign work.



**PI 165 Fire fatalities in primary fires**

**Actual 8**

There have been 8 fatalities resulting from fire, occurring in 7 incidents. 5 occurred in accidental dwelling fires (4 incidents – 2 of which were cooking related, 2 caused by smoking materials), 2 occurred in vehicle fires caused by collisions and the remaining 1 was a suicide.

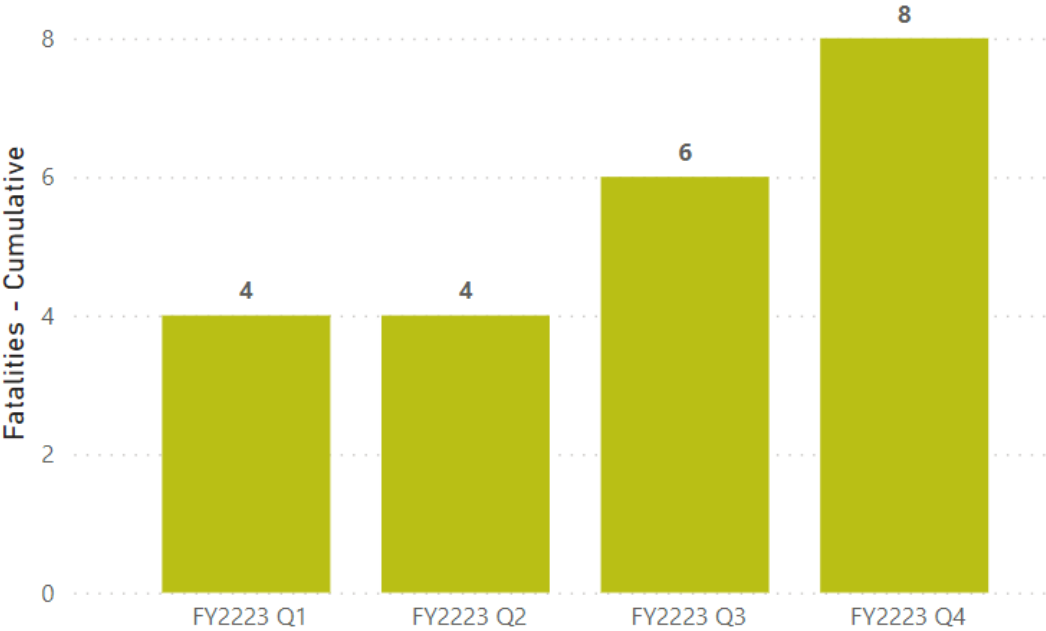


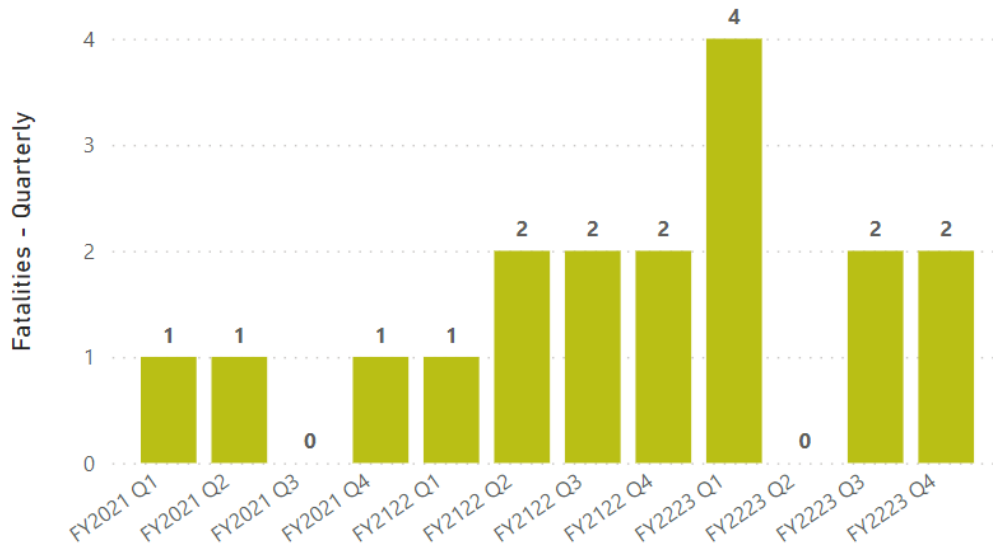
Please note that we have had confirmation from the Coroners' Office that a fatality from earlier in the year was not a result of the fire and as such the previously reported figures have been amended to take account of this. Earlier in the year, we reported a cumulative figure of 5 in Q2 which has now been amended to 4 and similarly the previously reported Q3 figure of 7 has now been changed to 6.

Recognising the increased number of fatalities for the year, we are awaiting updated national statistics to allow us to carry out a national comparison. We have carried out initial analysis of the details of the incidents, including behavioural factors, person factors and home factors. Whilst the results show that our 'SHERMAN' campaign remains relevant, a meeting is planned, (4th May), with the Integrated Risk Team to carry out a deep dive into all of the incidents. This will allow specific details, (against the three areas outlined above), to be identified and direct any future prevention work.

All fatalities are reviewed in support of our partner agencies with key learning captured and shared.

(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

### Actual 21

There have been 21 fire related casualties during 2022/23, occurring in 19 incidents. This is a reduction compared to last year and is the lowest we have seen for the previous 6 years.

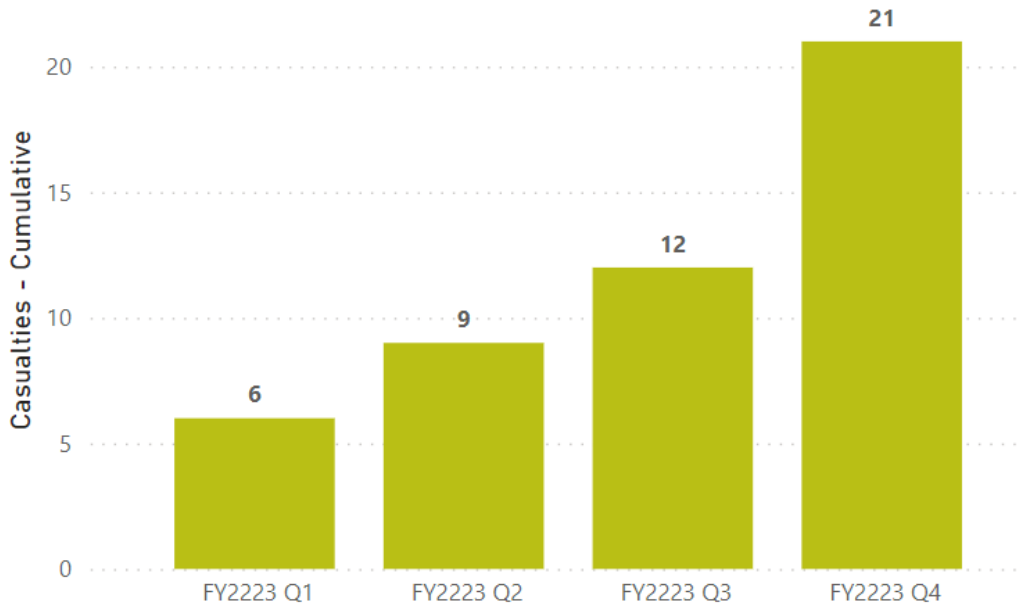
Analysis of the data shows that 13 of the 21 occurred in accidental dwelling fires (12 incidents – 6 of which were cooking related). Only 4 of the 21 casualties suffered serious injuries (requiring at least an overnight stay in hospital) with the remaining 17 suffering slight injuries (although still requiring more treatment than could be given at the fire ground).

9 casualties suffered burns, 7 suffered smoke inhalation, 3 a combination of burns and smoke inhalation, 1 shock and 1 who suffered a number of different injuries.

9 of the 19 incidents had specific factors recorded as contributing to the start of the fire, these include distraction (4 of the 9), falling asleep (1), medical conditions (1), excessive and dangerous storage (1), disabilities (1) and alcohol involvement (1).

13 of the 21 casualties had information recorded relating to the circumstances leading to them suffering the injuries. These included fighting the fire/attempting to (3 of the 13), suspected under the influence of alcohol or drugs (3), injured escaping (2), returned to the fire (2), trapped by the fire – unaware e.g., asleep (1), injured rescuing person (1), being bedridden (1).

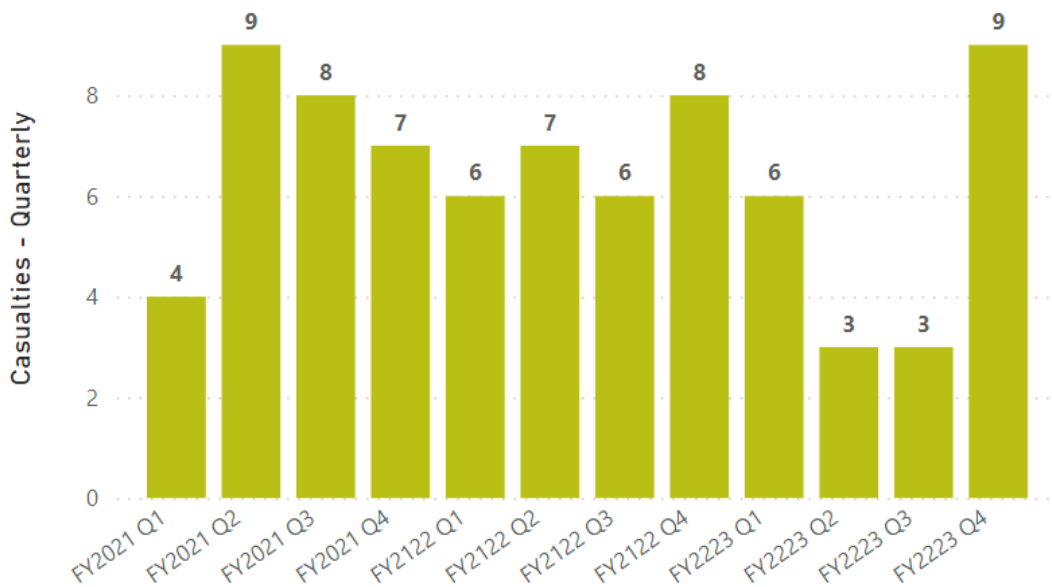
We continue to utilise the National Fire Chiefs Council 'Fire Kills' campaign, which focuses on a number of key areas, e.g., cooking and smoking safety. Our campaigns calendar identifies areas/themes to target at a local level and focus on specific areas of concern in Lincolnshire.

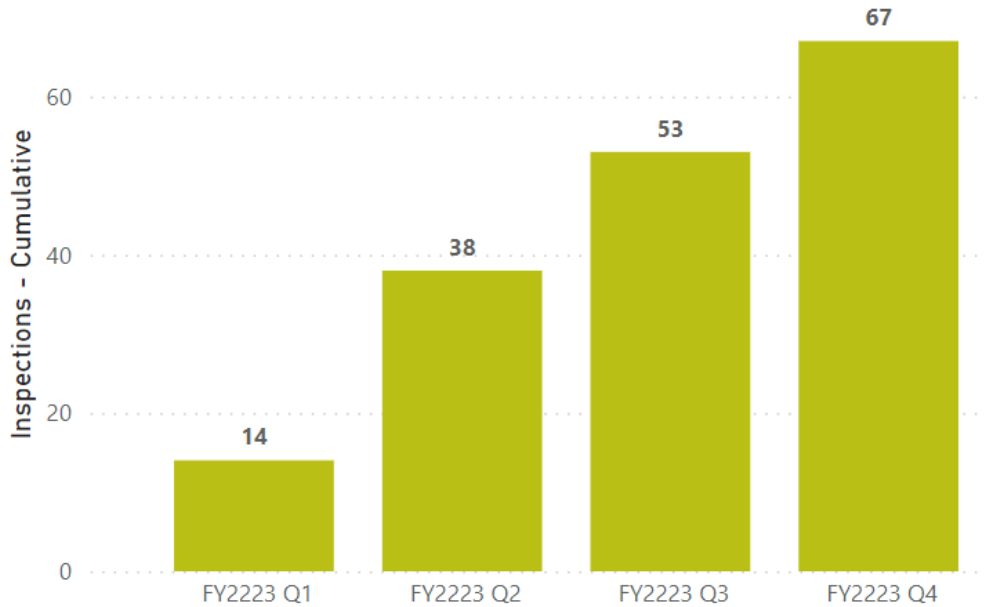


**PI 170 Petroleum licensing inspections**

**Actual 67**

We have completed 67 petroleum audits this year and have achieved the set target. Capacity and resilience within the team has been developed throughout the year and we are confident that we have a robust audit process in place.





## 1.4 Libraries and Heritage

### 1.4.1 Measures that exceeded their target

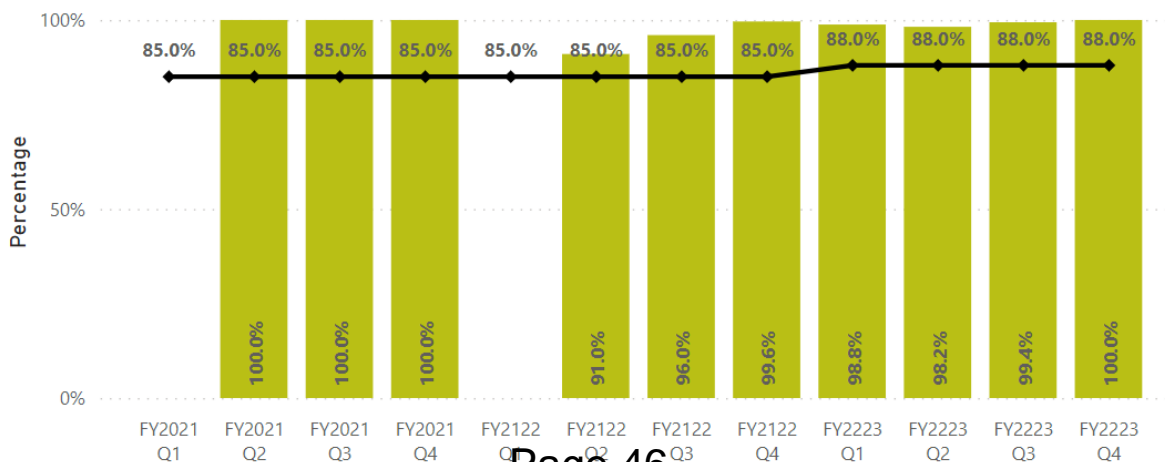
PI 129 Overall enjoyment of the services as measured by the visitor feedback forms ★

**Actual 100%**

**Target 88%**

We are proud that 100% of visitors to our cultural venues rated their overall experience as Good or Very Good between January and March, exceeding the 88% target, and demonstrating the importance of our dedicated and hardworking staff, who consistently go above and beyond to provide a high-quality experience for all our visitors. This brings our annual visitor enjoyment rating to 99.06%, and 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 4.8 out of 5 across both Trip Advisor and Google Reviews. We have increased our target for next year, ensuring we continue to strive for excellent visitor satisfaction across our heritage offer.

● Percentage ◆ Target





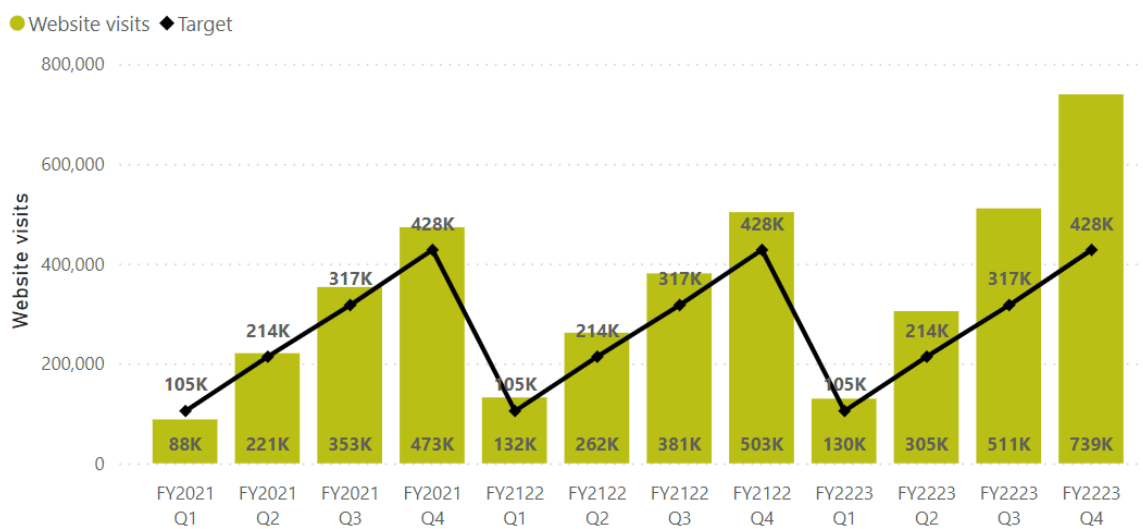
### 1.4.2 Measures that achieved their target

#### PI 37 Visits to library website ✓

**Actual 739,362**

**Target 427,637**

228,439 visits have been recorded for quarter 4, bringing the cumulative total to 739,362, and exceeding the target by 311,725 views. As online engagement continues to increase, the service is keen to ensure that online presence maintains this level of engagement throughout the next year.

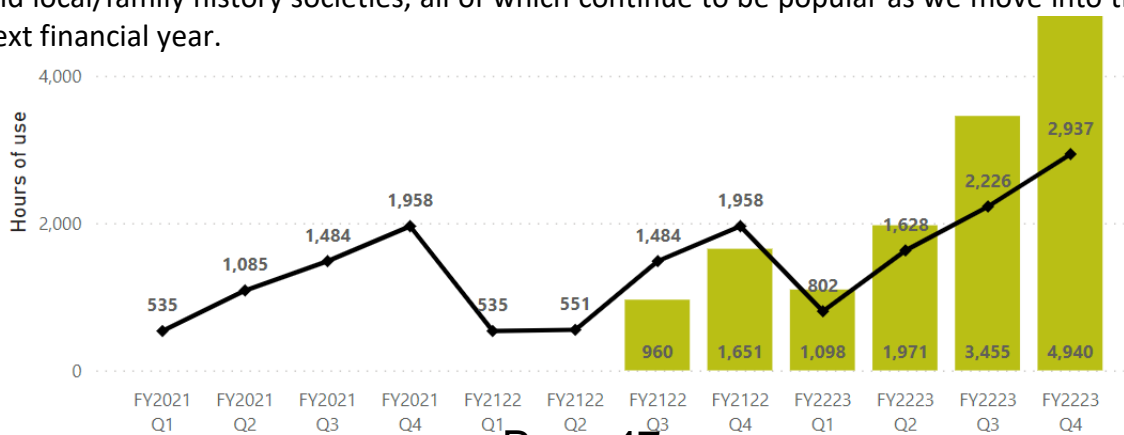


#### PI 38 Community use of libraries ✓

**Actual 4,940**

**Target 2,937**

Community use has been hugely successful across Lincolnshire Libraries, with a total of 4,940.30 hours recorded for this financial year, achieving over 50% above the target. 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, provision of short courses covering basic IT skills, home budgeting and CV writing, drop-in welfare sessions, and an exhibition by learners from HMP Morton Hall’s Education Department. 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 as we move into the next financial year.



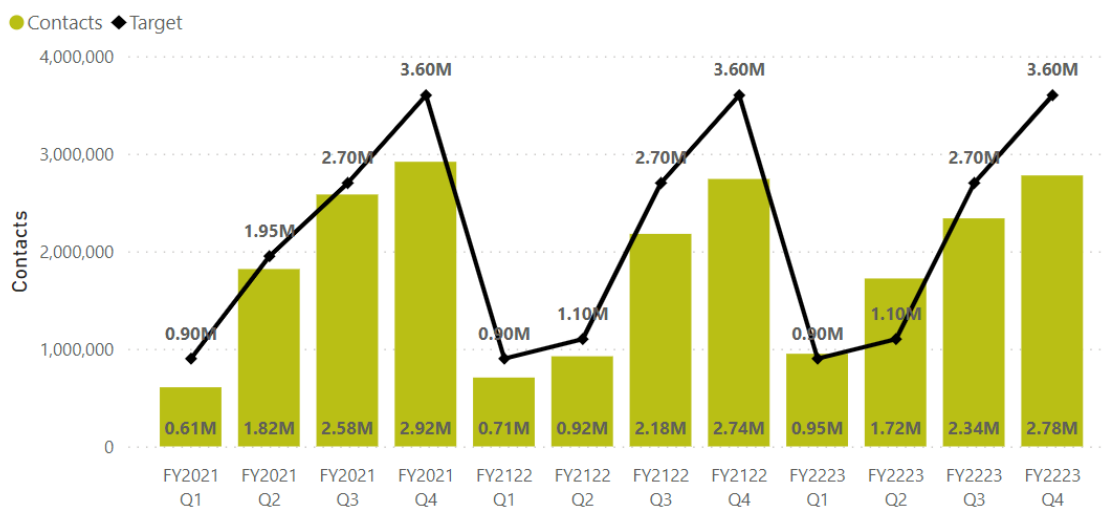
### 1.3.3 Measures that did not meet their target:

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

**Actual 2,777,739**

**Target 3,600,000**

Q4 continued to see a steady level of interactions across the heritage service, with a cumulative total of 2,777,739 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 proving popular, enabling visitors to keep up to date with the latest news and events, and engaging the public with the stories of the Battle of Britain Memorial Flight.



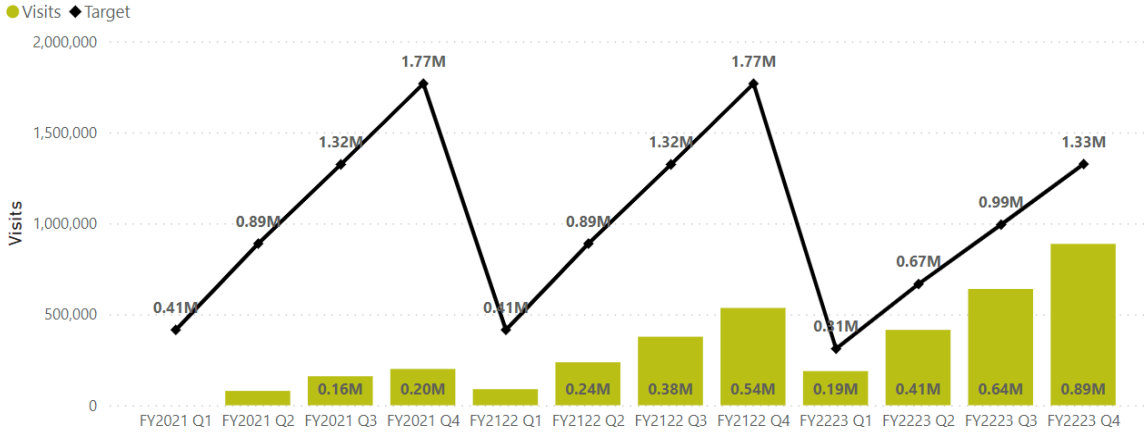
#### PI 36 Visits to Core Libraries and Mobile Library services ✘

**Actual 886,974**

**Target 1,325,809**

This quarter has welcomed 247,661 visits across our core libraries and mobile services, our busiest quarter for this year, with March reporting our highest month for both visits and issues post-pandemic. Our warm welcome initiative and the provision of accessible facilities and activities all contributed to the increase in visits, including a busy half term and increased general use of libraries, with families in particular spending considerable time in their local library. 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 and additional activities on offer.



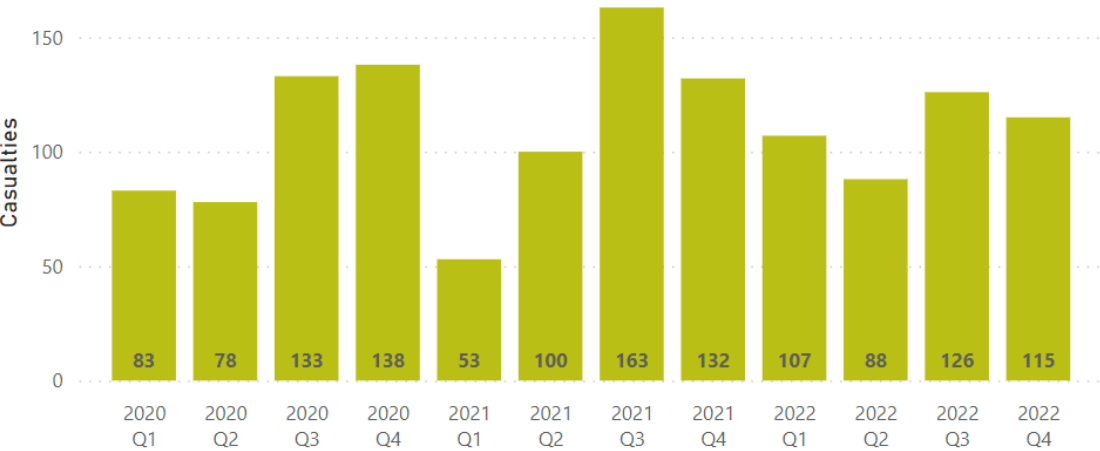
**1.5 Road Safety**

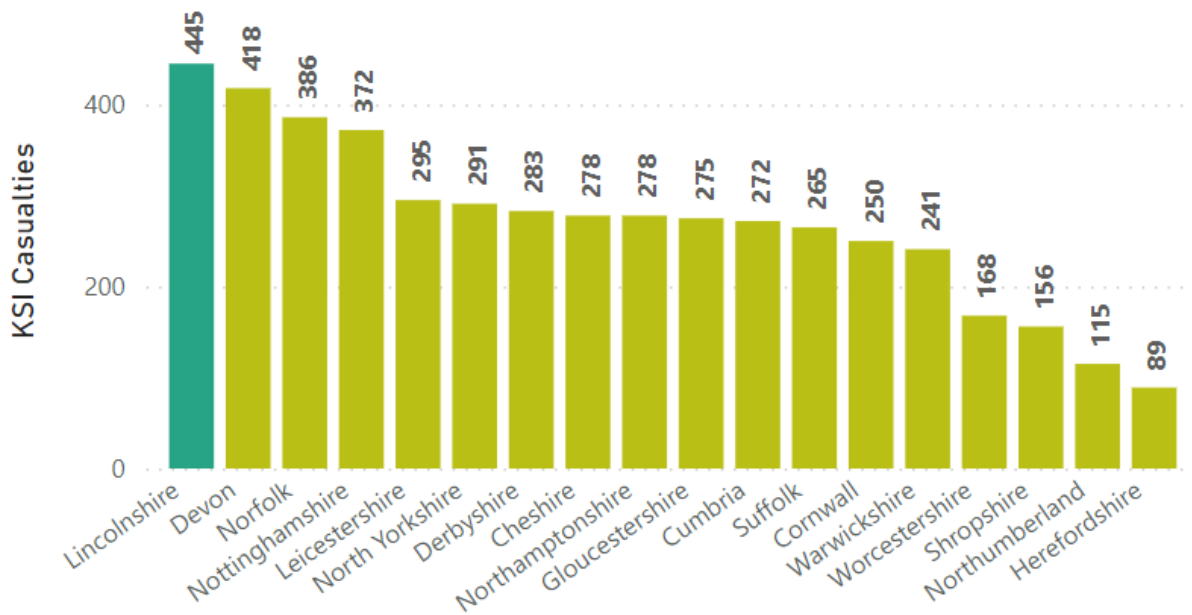
**1.5.1 All PIs within Road Safety are reported as contextual (do not have targets)**

**PI 11 People killed or seriously injured in road traffic collisions.**

**Actual 115**

This figure is lower than the Quarter 3 figure of 2022, and also lower than the Quarter 4 figure of 2021 and 2020. 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.



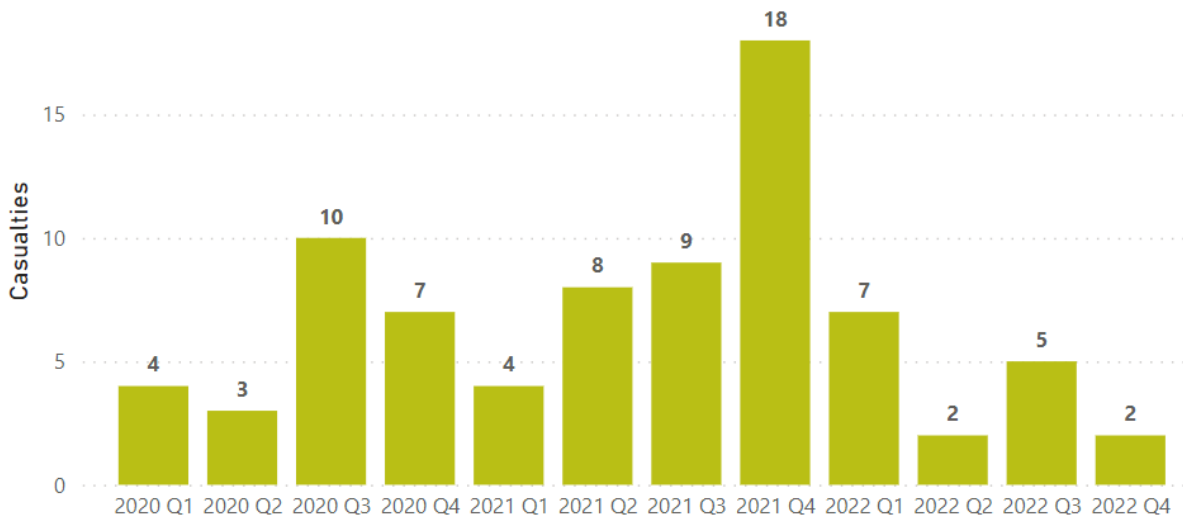


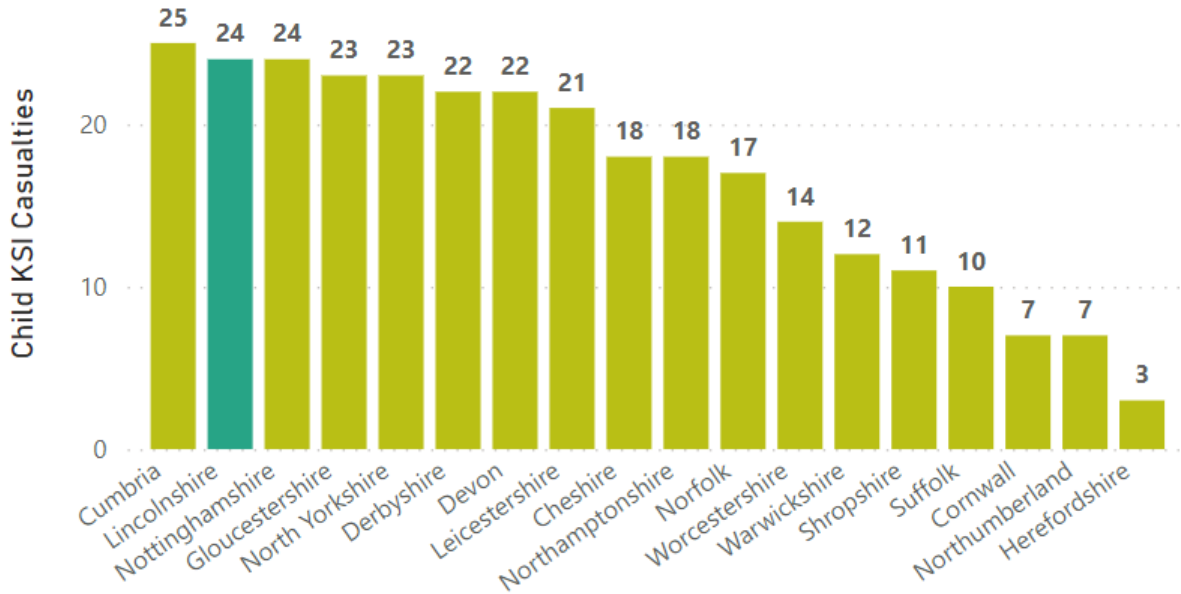
Benchmarking as at Dec 2020.

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

**Actual 2**

This figure is lower than the Quarter 3 figure of 2022, and also lower than the Quarter 4 figure of 2021 and 2020. Analysis of collision and casualty data does not indicate any clear commonality or pattern regarding child killed or seriously injured (KSI) figures.





Benchmarking as at December 2020

## 1.6 Volunteering

### 1.6.1 Measures that exceeded their target.

None in Quarter 4

### 1.6.2 Measures that achieved their target

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

**Actual 829**

**Target 800**

The Volunteer Centres continue to support local groups and organisations with advice, information and resources to help in delivering their vital services during these challenging times and providing support to their volunteers. During the quarter they have supported 437 (219 new) organisations across Lincolnshire with:

- practical advice and resources
- 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

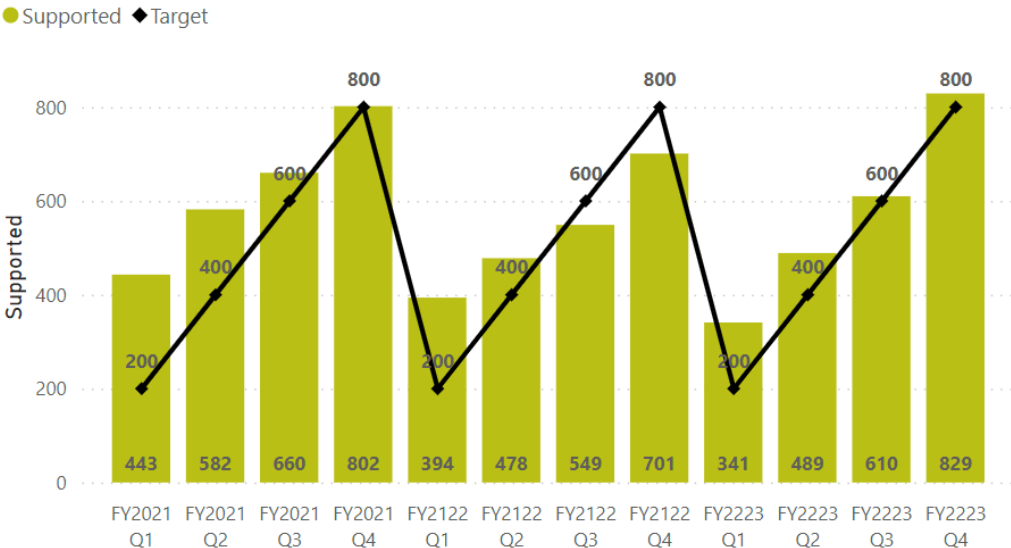
Their websites, social media presence and weekly newsletters remain key mechanisms for current awareness and information sharing. Social media posts and interactions have over 2,000 subscribers to their e-bulletins across Lincolnshire.

Voluntary sector forums continue to be very popular with a mix of area-based forums and topic-based forums facilitated during the quarter which were attended by over 100 groups and organisations.

Delivered 6 forums during quarter 4 which included presentations from The Centre for Reconciliation, Join Dementia Research, Lincolnshire Action Trust, Hearing Voices, Wellness Network Community Interest Company (CIC), Midlands Railway and Connect2Support.

Funding advice and support continues to be most popular, and the Funding Ready training programme supported 36 organisations through workshops and one-to-one support. Organisations have also been offered follow-up support to assist them in applying for grants, develop project plans etc.

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



**PI 105 People supported who have accessed volunteer opportunities ✓**

**Actual 1,385**  
**Target 1,400**

Supported 1,385 volunteers during the year to access a broad range of volunteering opportunities in Lincolnshire. There has been an increase in volunteers accessing face to face volunteer brokerage service and the online training platform as volunteering starts to return to settle following the Covid-19 pandemic.

There is huge demand for volunteers with over 450 live opportunities advertised across Lincolnshire. Volunteer befrienders and community transport volunteers remain sought after alongside the need for volunteers to support with warm spaces and night light cafes.

Volunteering outreach and promotion continues to be a priority area and it is anticipated that that volunteer numbers will increase further in the coming months.

The Volunteer Centres are keen to understand the ongoing needs of volunteer involving organisations across Lincolnshire and have therefore distributed an annual survey to explore this further. Initial planning has also commenced for a Lincolnshire Volunteering conference in 2024. As part of their commitment to continuous improvement, Voluntary Centre Services (VCS) and Lincolnshire Community and Voluntary Service (LCVS) are currently undertaking the renewal of the Volunteer Centre Quality Award (VCQA) through the National Association for Voluntary & Community Action (NAVCA).

Continue to work with partners through the Lincolnshire Community Strategy to undertake a volunteering review and progress a range of actions to develop volunteer pathways and ensure synergy between statutory and voluntary sector partners.

Trends & emerging needs:

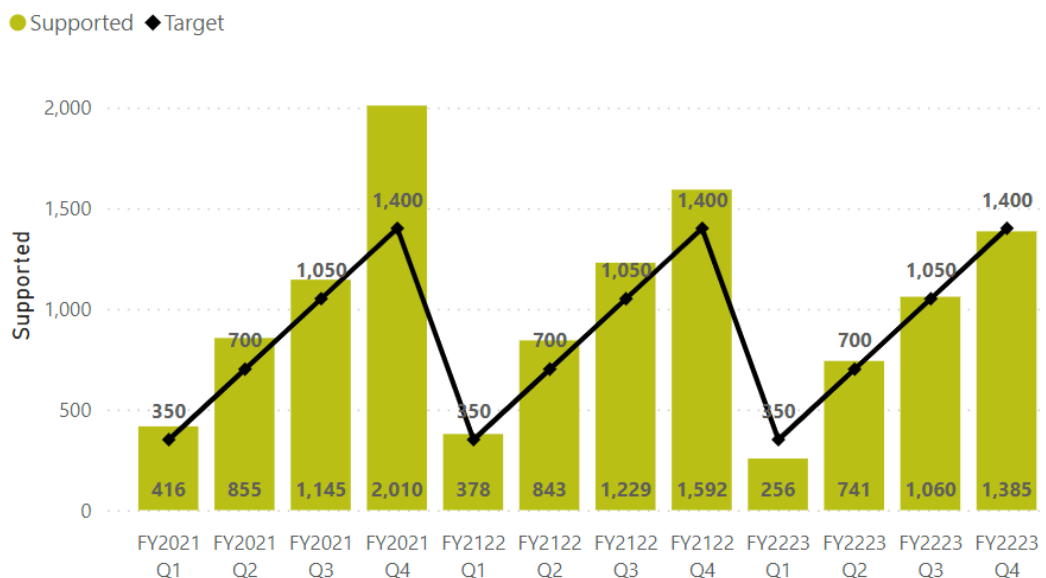
- an increase in referrals for volunteers with additional support needs such as language, disability and transport issues but are also seeing broader issues affecting volunteers such as the cost-of-living.
- developing 'Step into Volunteering course' to provide the tools to become 'Volunteer Ready' (including confidence and communication skills).
- further developed relationships with DWP and now hold volunteer appointment sessions fortnightly in Louth, Skegness, Boston, Spalding, Grantham & Sleaford, alongside Volunteers Centre co-locations in Lincoln and Gainsborough.

The online training platform continues to be popular with 54 volunteers utilising the platform during the quarter:

- 438 courses were completed during the year and the most popular courses were Health & Safety, GDPR, Equality & Diversity & Safeguarding.

A breakdown of the volunteering demographics continues to demonstrate a relatively broad split spilt of volunteers across Lincolnshire:

- peaks in Lincoln, West Lindsey and South Holland.
- a large proportion of volunteers between the ages of 19 and 25.
- this quarter has seen a slight increase in people volunteering to improve skills and knowledge and improve chances of paid work.
- the largest proportion of volunteers being either unemployed or unable to work through ill health.
- almost 50% of volunteers classified themselves as having a disability.



### 1.6.3 Measures that did not meet their target.

None in Quarter 4

## 2. Conclusion

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

## 3. Consultation

### a) Risks and Impact Analysis

N/A

## 4. Appendices

These are listed below and attached at the back of the report

|            |                                              |
|------------|----------------------------------------------|
| Appendix A | 2023-24 Service Level Performance Indicators |
|------------|----------------------------------------------|

## 5. 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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**Appendix A**  
**2023-24 Service Level Performance Indicators**

| <i>Scrutiny Committee: Public Protection and Communities (27)</i> |                                                                                       |             |                                                              |                                                                                |                                                                      |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------|--------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------|
| PI Number                                                         | Performance Indicator                                                                 | Directorate | If this PI is reported in Corporate Plan, PI number is given | Targets                                                                        |                                                                      |
|                                                                   |                                                                                       |             |                                                              | 2022-23 Q4 Outturn<br>Trajectory is 'Bigger is better' unless stated otherwise | 2023-24 target<br>Targets have been approved unless stated otherwise |
| <i>Service Area: Community Safety</i>                             |                                                                                       |             |                                                              |                                                                                |                                                                      |
| PI 153                                                            | Secondary schools in receipt of a stay safe day <b>(Targeted)</b>                     | ACCW        | no                                                           | 94% Annually in Q2 (Target 80%)                                                | 80%                                                                  |
| PI 154                                                            | Year 6 primary school children in receipt of an E-safety workshop <b>(Contextual)</b> | ACCW        | no                                                           | 6,670 Annually in Q2                                                           | Contextual                                                           |
| PI 156                                                            | Number of domestic abuse victims supported through MARAC <b>(Contextual)</b>          | ACCW        | no                                                           | 810 people                                                                     | Contextual                                                           |
| New!<br>PI 175                                                    | Volume of Fraud interventions <b>(Contextual)</b>                                     | ACCW        | no                                                           | n/a                                                                            | Contextual                                                           |
| New!<br>PI 176                                                    | Time to inquest taking place <b>(Targeted)</b>                                        | ACCW        | no                                                           | n/a                                                                            | 32 weeks                                                             |

| <b>Scrutiny Committee: Public Protection and Communities (27)</b> |                                                                                                  |               |              |                                          |                                   |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------|--------------|------------------------------------------|-----------------------------------|
| <b>New!</b><br><b>PI 177</b>                                      | Number of registration events within, births, deaths and marriages <b>(Targeted)</b>             | ACCW          | no           | n/a                                      | 15,048 registration events        |
| <b>Service Area: Trading Standards</b>                            |                                                                                                  |               |              |                                          |                                   |
| <b>PI 1</b>                                                       | Illicit alcohol and tobacco products seized <b>(Contextual)</b>                                  | ACCW          | no           | <b>20,547</b> products                   | Contextual                        |
| <b>PI 2</b>                                                       | Unsafe products removed from the market <b>(Contextual)</b>                                      | ACCW          | no           | <b>19,132</b> products                   | Contextual                        |
| <b>New!</b><br><b>PI 178</b>                                      | Number of business compliance checks completed including high risks premises <b>(Contextual)</b> | ACCW          | no           | n/a                                      | Contextual                        |
| <b>Service Area: Volunteering</b>                                 |                                                                                                  |               |              |                                          |                                   |
| <b>PI 39</b>                                                      | Voluntary and community groups actively supported in Lincolnshire <b>(Contextual)</b>            | Corporate     | <b>PI 70</b> | <b>829 supported</b><br>(Target 800)     | Changed to Contextual for 2023-24 |
| <b>PI 105</b>                                                     | People supported who have accessed volunteer opportunities <b>(Contextual)</b>                   | Corporate     | <b>PI 71</b> | <b>1,385 supported</b><br>(Target 1,400) | Changed to Contextual for 2023-24 |
| <b>Service Area: Fire Safety</b>                                  |                                                                                                  |               |              |                                          |                                   |
| <b>PI 164</b>                                                     | Total Fires <b>(Contextual)</b>                                                                  | Fire & Rescue | no           | <b>2, 217 fires</b><br>Smaller is better | Contextual                        |

**Scrutiny Committee: Public Protection and Communities (27)**

|               |                                                                                                      |               |    |                                                                  |                 |
|---------------|------------------------------------------------------------------------------------------------------|---------------|----|------------------------------------------------------------------|-----------------|
| <b>PI 165</b> | Fire fatalities in primary fires <i>(Contextual)</i>                                                 | Fire & Rescue | no | <b>8 fatalities</b><br>Smaller is better                         | Contextual      |
| <b>PI 166</b> | Fire casualties in primary fires <i>(Contextual)</i>                                                 | Fire & Rescue | no | <b>21 casualties</b><br>Smaller is better                        | Contextual      |
| <b>PI 167</b> | Home Fire Safety Visits carried out <i>(Targeted)</i>                                                | Fire & Rescue | no | <b>5,207 visits</b><br>(Target 10,000 visits)                    | 10,000 visits   |
| <b>PI 168</b> | Percentage of building regulation applications responded to within 15 working days <i>(Targeted)</i> | Fire & Rescue | no | <b>96.24%</b><br>(Target 100%)                                   | 100%            |
| <b>PI 169</b> | Risk based inspection programme (RBIP) progress <i>(Targeted)</i>                                    | Fire & Rescue | no | <b>861 inspections</b><br>(Target 679 inspections)               | 679 inspections |
| <b>PI 170</b> | Petroleum licensing inspections <i>(Contextual until Q4, then Targeted)</i>                          | Fire & Rescue | no | <b>67 inspections</b>                                            | 74 inspections  |
| <b>PI 171</b> | Average response to dwelling fires <i>(Targeted)</i>                                                 | Fire & Rescue | no | <b>9.03 minutes</b><br>(Target 11 minutes)<br>Smaller is better  | 11 minutes      |
| <b>PI 172</b> | Average response to all other incidents <i>(Targeted)</i>                                            | Fire & Rescue | no | <b>11.36 minutes</b><br>(Target 15 minutes)<br>Smaller is better | 15 minutes      |

**Service Area: Libraries & Heritage**

**Scrutiny Committee: Public Protection and Communities (27)**

|               |                                                                                                                 |       |    |                                                    |                        |
|---------------|-----------------------------------------------------------------------------------------------------------------|-------|----|----------------------------------------------------|------------------------|
| <b>PI 36</b>  | Visits to Core Libraries and Mobile Library services <b>(Targeted)</b>                                          | Place | no | <b>886,974 visits</b><br>(Target 1,325,809 visits) | 874,780 visits         |
| <b>PI 37</b>  | Visits to library website <b>(Targeted)</b>                                                                     | Place | no | 739,362 website visits<br>(Target 427, 637)        | 427,637 website visits |
| <b>PI 38</b>  | Community use of libraries <b>(Targeted)</b>                                                                    | Place | no | <b>4,940 hours</b><br>(Target 2,937.1)             | 2937.1 hours           |
| <b>PI 35</b>  | Contact with the heritage service either in person, on the phone, by email or via the website <b>(Targeted)</b> | Place | no | <b>2,777,739 contacts</b><br>(Target 3.6m)         | 2.76m contacts         |
| <b>PI 129</b> | Overall enjoyment of the services as measured by the visitor feedback forms <b>(Targeted)</b>                   | Place | no | <b>100%</b><br>(Target 88%)                        | 95%                    |

**Service Area: Road Safety**

|              |                                                                                     |       |    |                                            |            |
|--------------|-------------------------------------------------------------------------------------|-------|----|--------------------------------------------|------------|
| <b>PI 11</b> | People killed or seriously injured in road traffic collisions <b>(Contextual)</b>   | Place | no | <b>115 Casualties</b><br>Smaller is better | Contextual |
| <b>PI 12</b> | Children killed or seriously injured in road traffic collisions <b>(Contextual)</b> | Place | no | <b>2 Casualties</b><br>Smaller is better   | Contextual |

| PI number | Service Area      | PI name                                                                | Reason for removal                                                                                             |
|-----------|-------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| PI 3      | Trading Standards | High risk premises inspected by Trading Standards <b>(Targeted)</b>    | Will be incorporated into PI 178 Number of business compliance checks completed including high risks premises. |
| PI 155    | Community Safety  | Number of domestic abuse victims receiving support <b>(Contextual)</b> | No longer to be included in 23-24 reporting due to commissioning changes.                                      |

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