



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

Report to:	Public Protection and Communities Scrutiny Committee
Date:	19 September 2023
Subject:	Service Level Performance Reporting against the Success Framework 2023-2024 Quarter 1

Summary:

This report summarises the Service Level Performance against the Success Framework 2023-24 for Quarter 1. All performance that can be reported in Quarter 1 is included in this report.




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

Actions Required:

The Public Protection and Communities Scrutiny Committee is invited to review and comment on the Public Protection and Communities Service Level Performance for 2023-24 Quarter 1.

1. Background

This report details the Service Level Performance measures for the Public Protection and Communities Scrutiny Committee that can be reported in Quarter 1.

- 6 measures exceeded their target 
- 2 measures achieved their target 
- 4 measures did not meet their target 
- 12 measures do not have a target (contextual)

1.1 Community Safety

1.1.1 Measures that exceeded their target

PI 177 Number of registration events within, births, deaths and marriages ★

Actual 3,924

Target 3,766

Overall registrations events are up against target although birth registrations have seen a drop in number of around 10%.

● Registration ◆ Target



1.1.2 Measures that achieved their target

None in Quarter 1.

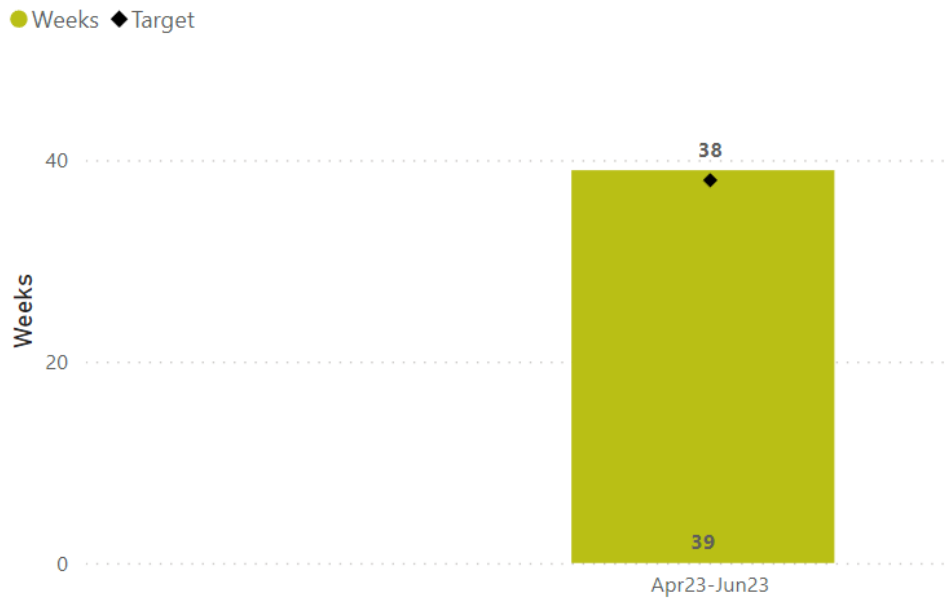
1.1.3 Measures that did not meet their target

PI 176 Time to inquest taking place ✘

Actual 39

Target 38

Progress continues to be made in reducing over 12 month cases. This is set to continue throughout the year.



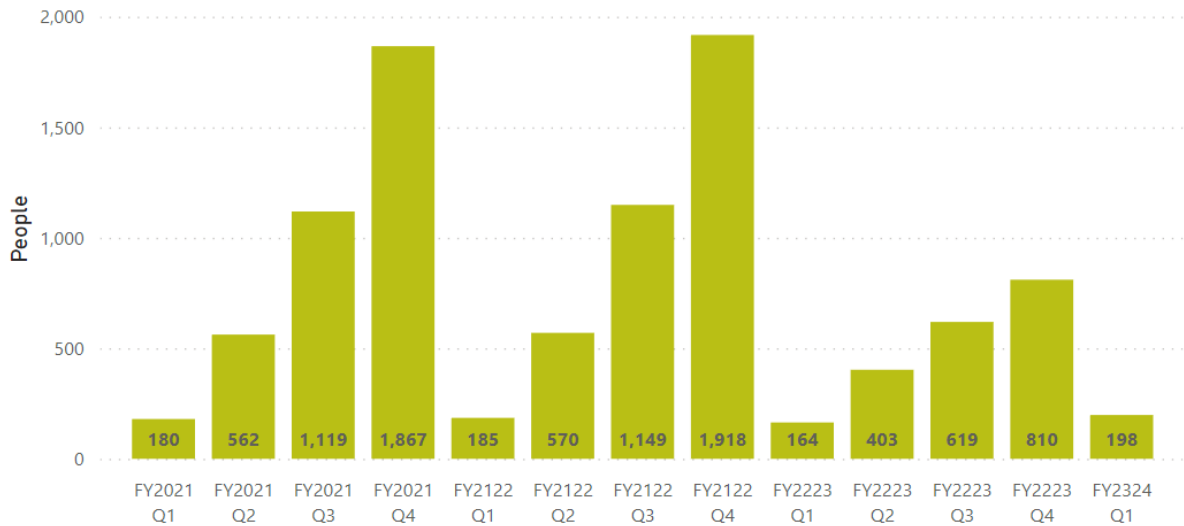
1.1.4 Contextual Measures (do not have a target)

PI 156 Number of domestic abuse victims supported through MARAC

Actual 198

MARAC (Multi-Agency Risk Assessment Conference) 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 (198) and do not include repeats. The total number of repeat clients to MARAC in Quarter 1 2023/24 is 85, meaning that in addition to the 198 new clients, 85 repeat clients were also supported through MARAC.

Face to Face MARACs have been agreed by partners to take place twice a year in the warmer months. The first will be held in September 2023 in Lincoln and Boston venues. Domestic Abuse Operations Lead and MARAC's admin will monitor how successful this is and look to hold more in Spring/Summer 2024 and review attendance accordingly. Complex and repeat MARACs run once a month and have consistently had a full agenda of cases.



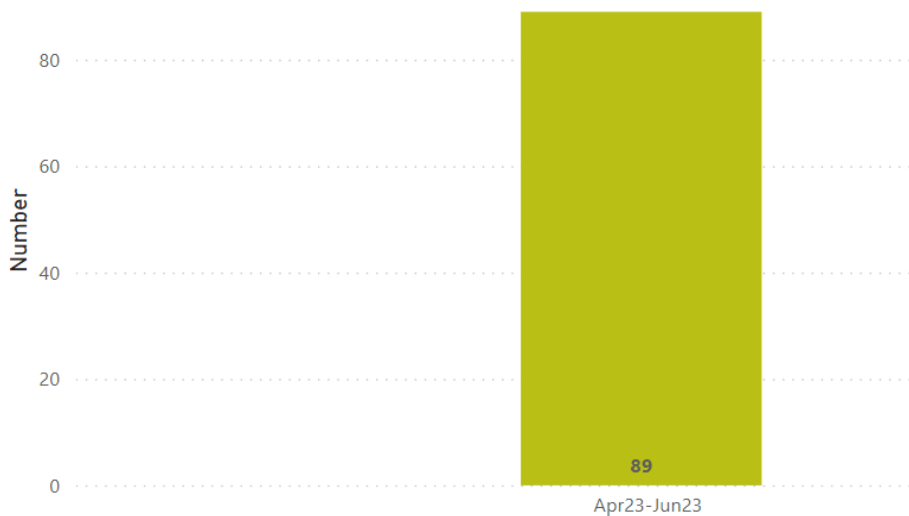
PI 175 Volume of Fraud interventions

Actual 89

The total number of fraud interventions in Quarter 1 2023-24 is 89.

Within the first quarter, 13 new call blockers have been installed into residential properties in Lincolnshire. The total number of call blockers deployed in the county is 72 which blocked 2,857 potential fraudulent phone calls.

31 community/professional fraud prevention and protection presentations have been delivered to 461 residents in Lincolnshire and 29 face to face fraud interventions with victims has taken place within the first quarter.



1.2 Trading Standards

1.2.1 All PIs within Trading Standards are reported as contextual (do not have targets)

PI 1 Illicit alcohol and tobacco products seized

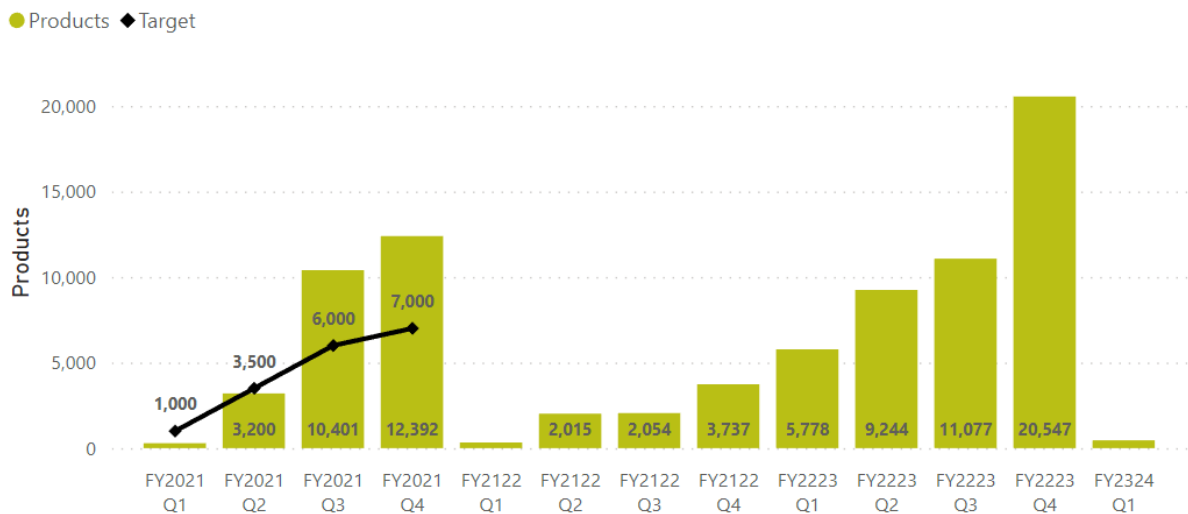
Actual 460

In Quarter 1, 460 products have been removed from the market. This equated to 460 packs of cigarettes or 9,200 cigarettes. Seizures were made from three premises in Spalding, Lincoln and Boston.

In Quarter 1, we have also secured five closures orders (four in Boston, one in Spalding) against shops selling illicit tobacco products. These will ensure the premises remain closed for three months whilst we pursue criminal prosecutions and work with landlords to remove tenants, whose profits result from the proceeds of crime. This was the first closure order issued for the Spalding shop, three of the Boston shops have received three closure orders in total and one of the Boston shops is now subject to its second closure order. In total, 20 closure orders have been issued for 11 shops across the county since the process started late in 2021/22. These consist of 13 closure orders for five Boston premises, six closure orders for five Lincoln premises and one closure order for one Spalding premises.

Presently we are progressing 20 active investigations concerning illicit tobacco and processing 13 prosecutions through the courts.

In Quarter 1, the service has implemented a new team structure which is now formalising and implementing sampling and inspection plans for the year ahead. Progress has also been affected by reduced capacity as staff across the service have temporarily been moved to undertake urgent work for an ongoing criminal prosecution.



PI 2 Unsafe products removed from the market

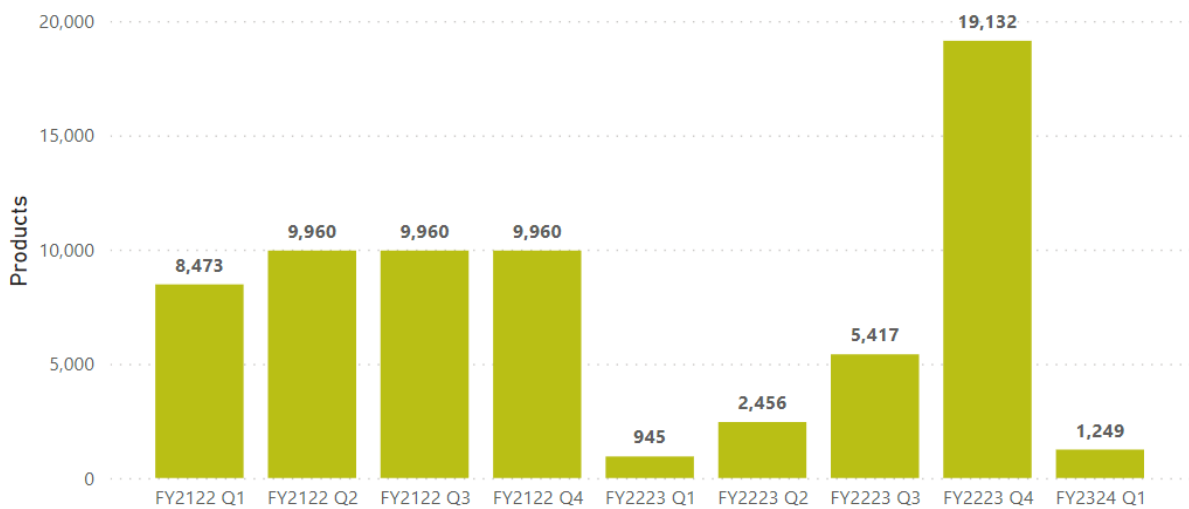
Actual 1,249

In Quarter 1, 1,249 unsafe goods were removed from the market. This was made up of 1,175 vapes and 74 counterfeit and unsafe sunglasses.

Vapes were seized from three premises in Boston, all now subject to a three month closure order, and one premises in Louth. Sunglasses were seized from a market stall in Skegness.

We also concluded a prosecution in Quarter 1 for a shop that had sold vapes to underage children as part of our test purchasing. This was the second occasion the shop had sold, despite previous advice from Lincolnshire Trading Standards. The business received costs and fines of just over £3,300. The seller received a Home Office Caution. Intelligence led underage sales test purchases will resume in Quarter 2.

In Quarter 1, the service has implemented a new team structure which is now formalising and implementing sampling and inspection plans for the year ahead. Progress has also been affected by reduced capacity as staff across the service have temporarily been moved to undertake urgent work for an ongoing criminal prosecution.



1.3 Fire Safety

1.3.1 Measures that exceeded their target

PI 171 Average response to dwelling fires ★

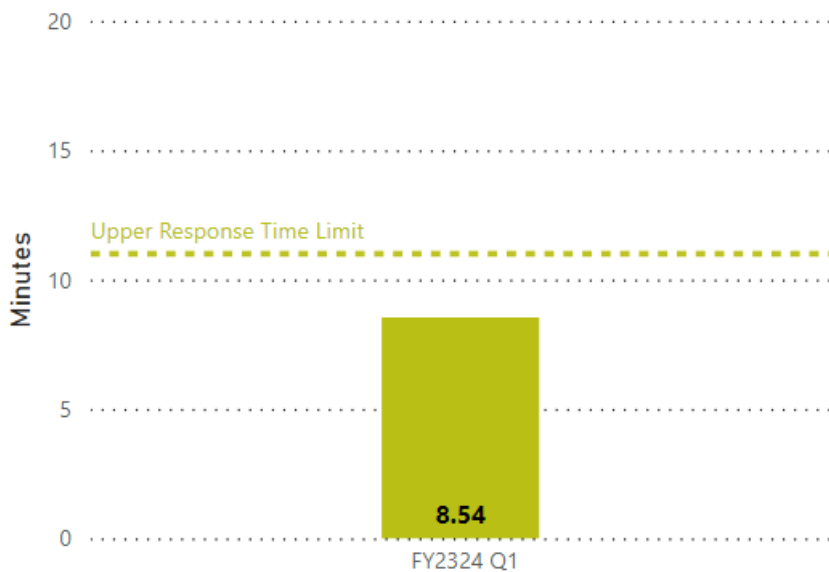
Actual 8.54

Target 11.00

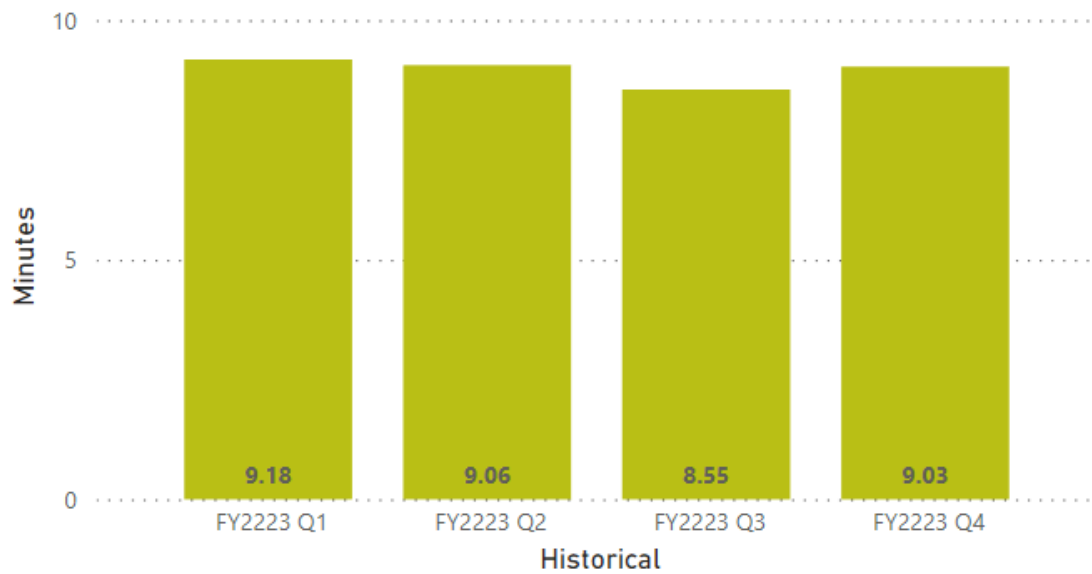
Our response to dwelling fires over the first three months of 2023/24 (8 minutes and 54 seconds) has shown a slight improvement compared with the same period of 2022/23 (9 minutes 12 seconds).

Our average time to handle 999 calls and alert responders of incidents have increased slightly, compared with the same period last year, which is to be expected as the Service is currently training three new Control Operators. The average time for our fire crews to respond to the station and mobilise to the incident is also taking slightly longer. This could be down to a few reasons (time of day, increased road users, traffic flow issues and/or location of responders), but the drivetime to the incidents has recorded a quicker time compared with last year. Again, this could have multiple reasons but is likely due to the location of the incident. We will continue to monitor response times going forward and as recruits complete their training, we are confident that call handling times will reduce.

Please note: There may be small discrepancies between the figures reported last year and those referenced within the commentary. This is due to the re-classification of a small number of incidents after reporting has taken place which results in a slight change to the average response time.



Cumulative values



PI 172 Average response to all other incidents ★

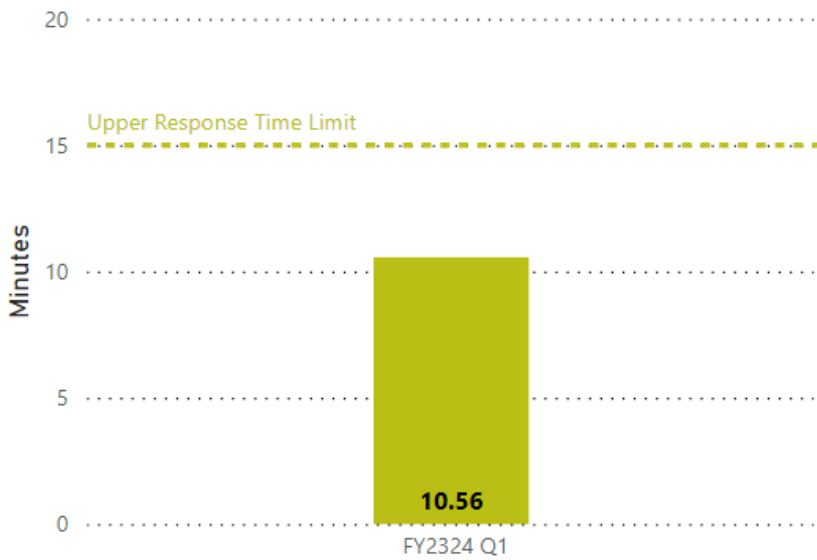
Actual 10.56

Target 15.00

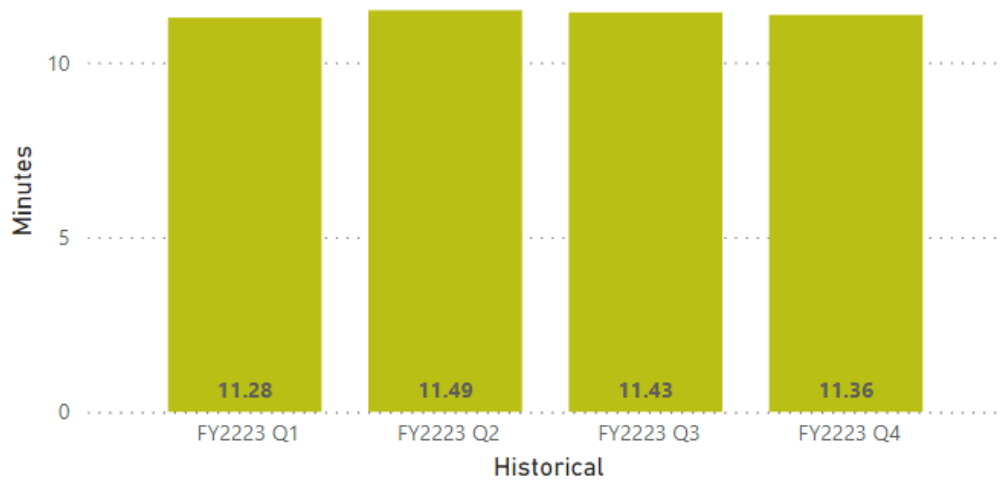
Our response to other incidents so far in 2023/24 has been achieved in 10 minutes 56 seconds which again is within our target of a 15-minute average. Compared with the same period of 2022/23 the times are similar as we achieved a response of 10 minutes 58 seconds.

As with dwelling fires, our average call handling time to other incidents has increased slightly compared to last year but this is as expected due to having new recruits within the Control Room. Conversely to dwelling fires, the average time for our crews to respond to the station for other incidents is slightly quicker. The difference between the incident types could, in part, be due to the numbers involved – dwelling fires are much smaller in number than ‘other incidents’ which may result in the average being skewed by a small number of outliers within the data. We will continue to monitor response times going forward and as recruits complete their training, we are confident that call handling times will reduce. It should also be noted that during the first quarter of 2022/23 Lincolnshire Fire and Rescue (LFR) responded to 1,456 other incidents compared to the 1,390 other incidents in the same period of 2023/24.

Please note: There may be small discrepancies between the figures reported last year and those referenced within the commentary. This is due to the re-classification of a small number of incidents after reporting has taken place which results in a slight change to the average response time.



Cumulative values



1.3.2 Measures that achieved their target

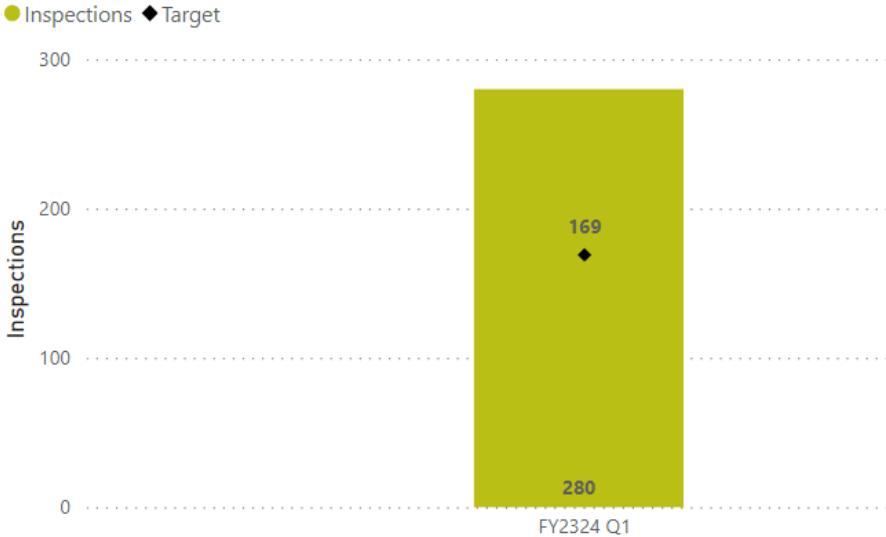
PI 169 Risk based inspection programme (RBIP) progress ✓

Actual 280

Target 169

The team continue to focus on those premises furthest out of inspection date. Partner datasets (intelligence) is ensuring that local risk is driving Protection activity. We are ahead of schedule and will continue to review the risk methodology to ensure it remains

accurate and current. Work has been carried out to develop the reporting processes, although we have noticed a small discrepancy within the report. Our initial report detailed 283 audits, but further work has detailed 280 audits completed. This was a result of three audits on FloSuite not being closed until July, and as such will be counted in Quarter 2 figures.



Inspections and annual targets

Premises	Type	Actual Inspections	Annual Target	Inspection Frequency
High Risk	Sleeping	26	122	12 months
High Risk	Non Sleeping	13	50	24 months
Medium Risk	Sleeping	57	219	36 months
Medium Risk	Non Sleeping	184	288	48 months
Total		280	679	

1.3.3 Measures that did not meet their target

PI 167 Home Fire Safety Visits carried out ❌

Actual 1,808

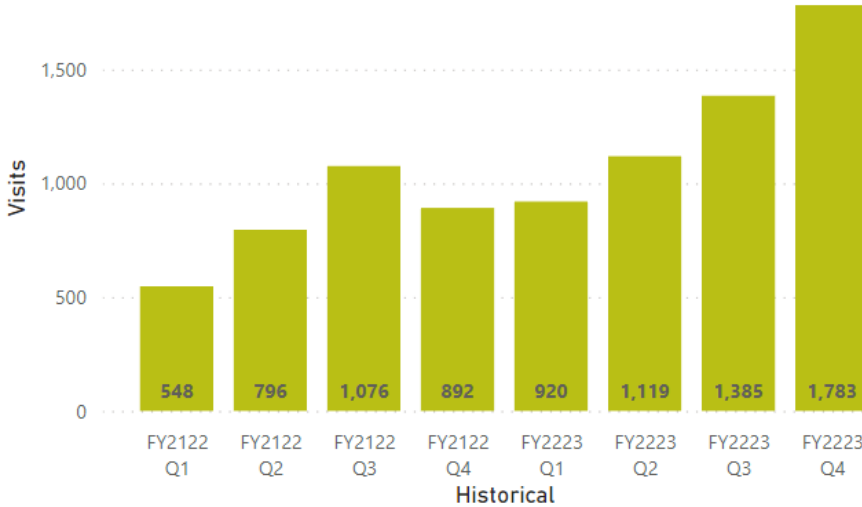
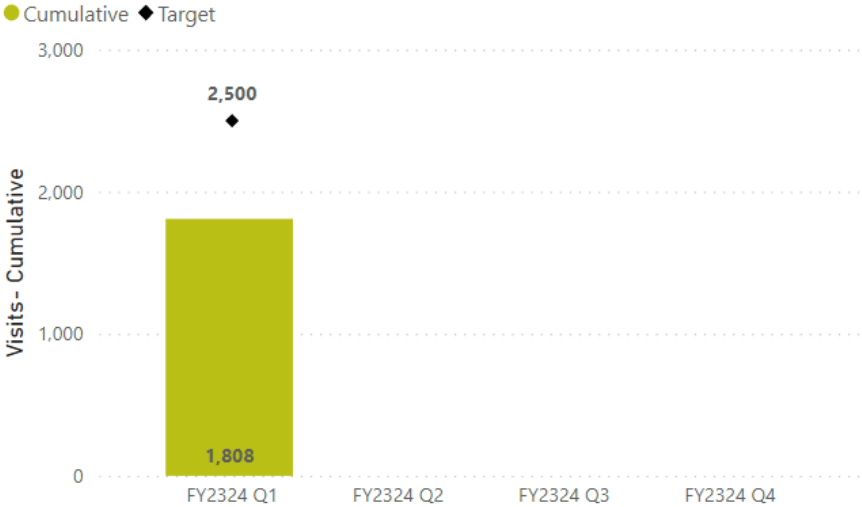
Target 2,500

We are currently behind target, but we have seen a significant increase compared to this time last year. We have agreed a 10% tolerance either side of our 10,000 annual target this year, but we are still currently outside of that tolerance range.

Vacancies within the Prevention Team have been filled on a long-term temporary basis and the monthly Community Safety meeting have this as a priority, and it is an area that is

being closely monitored. Enhancements in the way operational crews will record outcomes of visits have been made (e.g. using Microsoft Forms to capture data in a more efficient manner). We are confident that this will see a more efficient and effective way of working which will result in an increase in outputs. Specialist roles within the Prevention Team have been reviewed and it has been agreed that Managers will take more responsibility, freeing up Advocates to deliver more visits.

Recognising that we are behind target, we are assured that the areas of improvement identified will support an increase in visits being carried out, to bring us back in line with the annual target. Changes in processes have resulted in a 96.5% increase in outputs compared with this time last year. With further work to be carried out and implemented, we are confident that we will see further improvements.

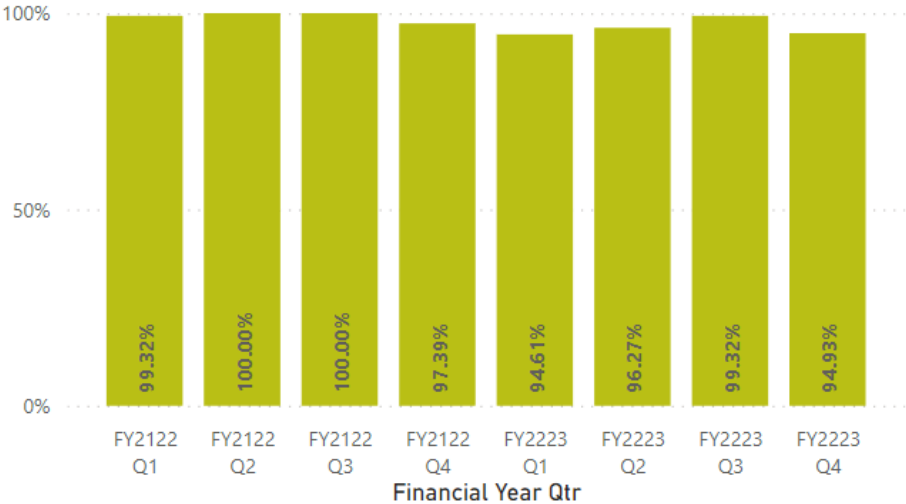
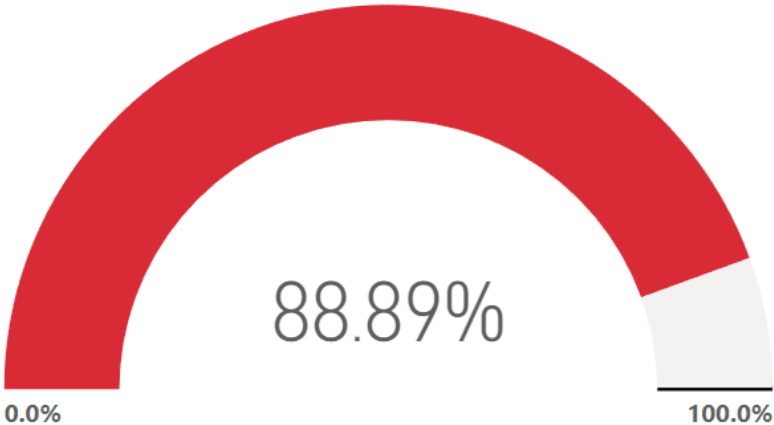


PI 168 Percentage of building regulation applications responded to within 15 working days ✘

Actual 88.89
Target 100

We are behind target and have also seen a slight reduction compared to Quarter 1 last year. In the first quarter of the year, we have received 144 building regulation applications and we have responded within the deadline to 128 of those. We have missed the deadline on 16 occasions, 11 of which were in June.

The Protection Team has seen three experienced members of the team leave, which has resulted in reduced capacity. Capacity and resilience within the team continue to be developed, with new inspectors carrying out required training to support responses to applications. All consultations have now been responded to with further support being offered to ensure capacity and resilience is improved to allow targets to be met.

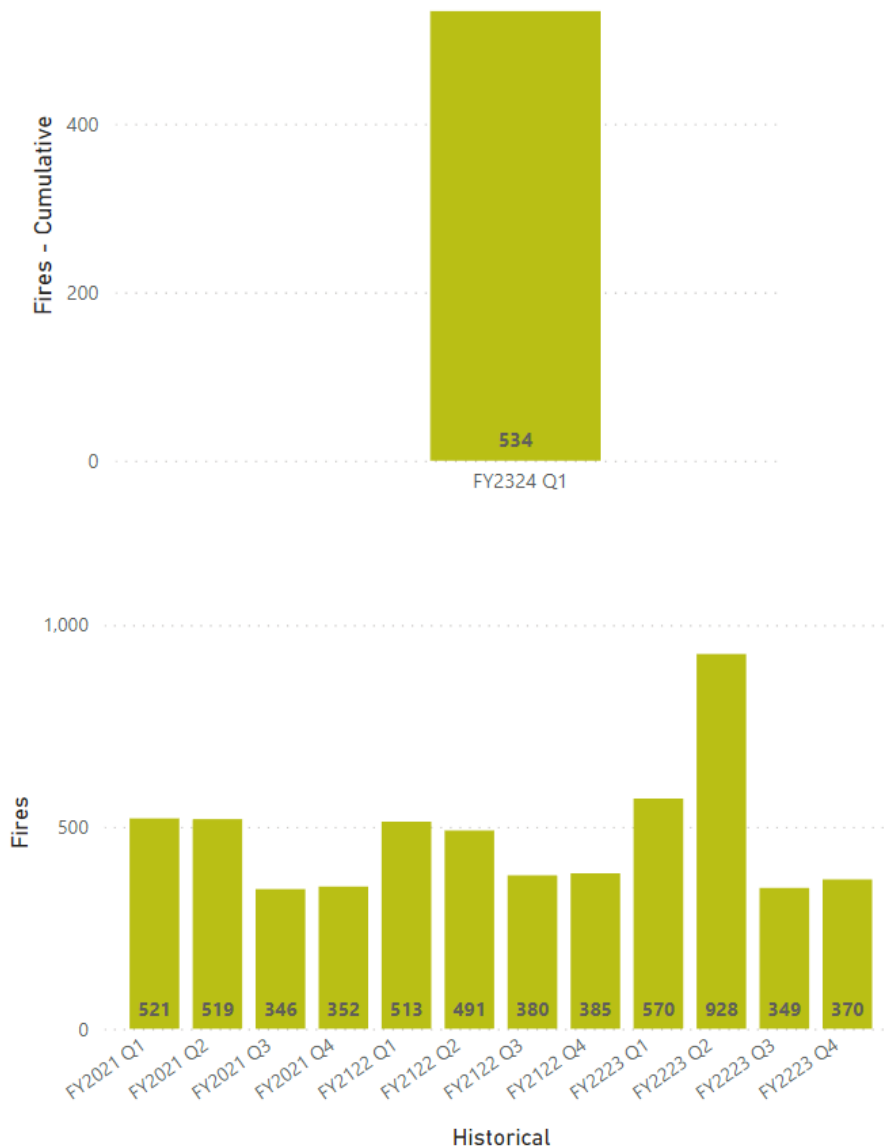


1.3.4 Contextual Measure (does not have a target)

PI 164 Total Fires

Actual 534

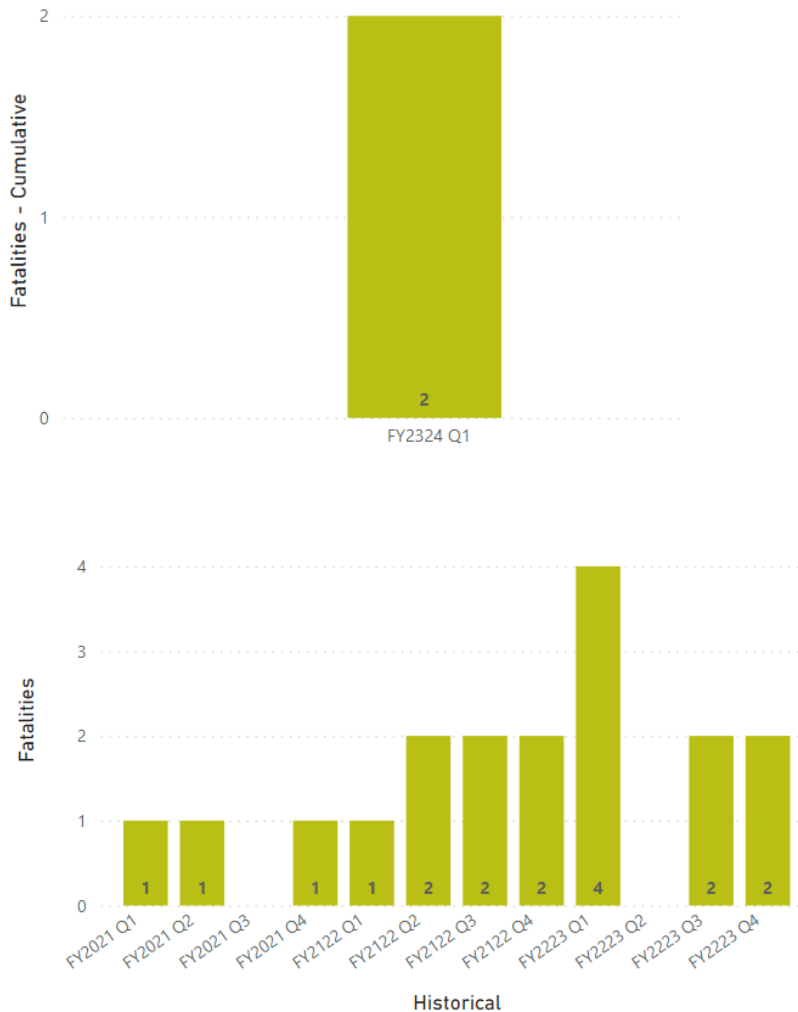
Compared to the same period last year, we have seen a 6% reduction in the total number of fires. This time last year, we had already had a period of very hot and dry weather which resulted in a significant increase in fires throughout the County, and although the numbers this year have reduced we are still not quite at the level seen in Quarter 1 2021/22. The reduction has, as expected, been seen in secondary fires but we have seen a small increase in primary fires – primarily in dwellings. The partnership approach to the Summer Safety campaign has allowed us to collectively raise the awareness across the County. Analysis has allowed us to identify that the main cause of dwelling fires is attributed to cooking. We have supported the national Fire Kills campaign which does focus on cooking safely and we will continue to focus prevention messaging on cooking safely.



PI 165 Fire fatalities in primary fires

Actual 2

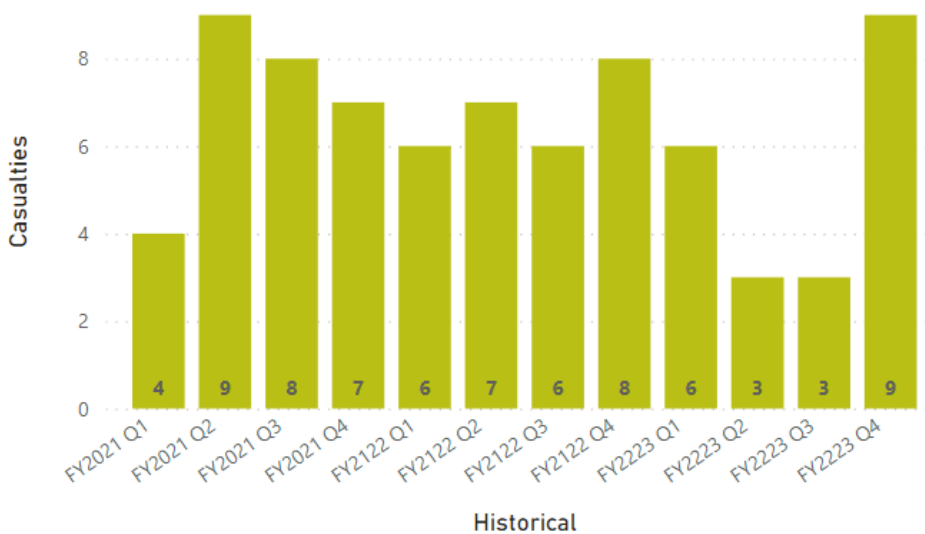
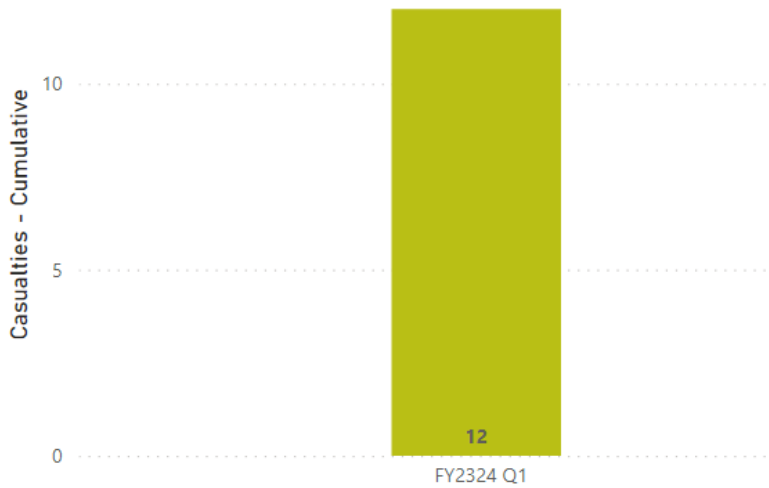
There have been two fatalities resulting from primary fires in the first quarter of the year, which is a reduction on Quarter 1 last year. Both occurred in accidental dwelling fires, both of which were caused by smoking materials. Both properties had working smoke alarms that raised the alarm, but both of the people involved sadly had contributing factors that impeded their means/ability to escape. Following the increase in fire fatalities last year, we have updated the way that all fatal fires (and those resulting in serious injuries) are reviewed. All reviews will now consider person (e.g. mobility, dementia), behavioural (e.g. smoking in bed) and home setting (e.g. lack of smoke detection) factors. We believe this will improve our ability to profile risk and therefore allow enhanced support to be offered to vulnerable individuals. All fatal fires are subject to a Partnership Review with learning shared internally and with partners.



PI 166 Fire casualties in primary fires

Actual 12

We have seen an increase in the number of casualties resulting from primary fires in the first quarter compared to last year. However, the increase was seen in April alone and the more recent months have seen the numbers return to numbers more comparable to previous years. The 12 casualties occurred in 11 incidents, all of which were dwelling fires – six of the fires (resulting in seven casualties) were accidental (two of which also resulted in fatalities), five were deliberate. Nine of the 11 properties had working smoke alarms that raised the alarm, but there are no trends around the causes of the fires or the circumstances leading to the injuries being sustained. Having recognised the significant increase in April, we have carried out some proactive targeting which has included promoting home safety messaging eg. escape plans, smoke detection and encouraging people not to tackle fires. We will continue to monitor numbers into Quarter 2.

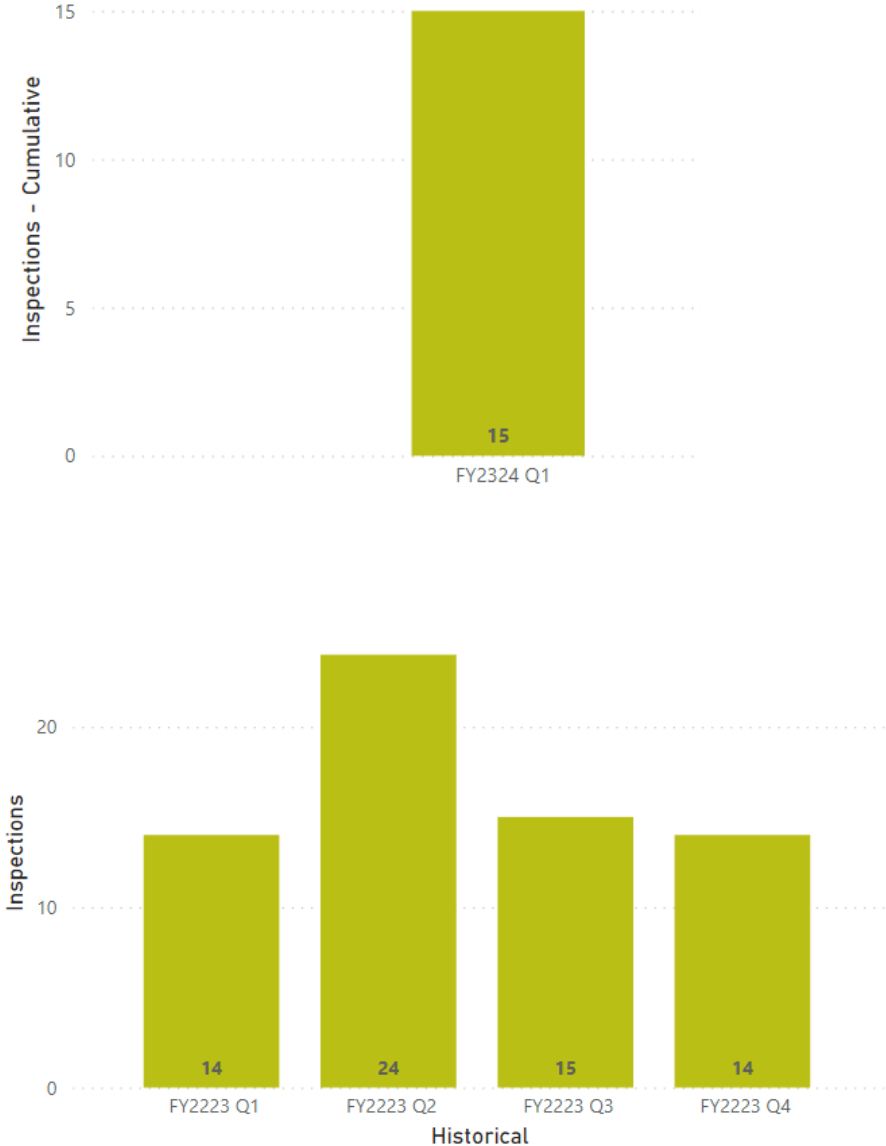


PI 170 Petroleum licensing inspections

Actual 15

Annual target 74

New members of the team have now completed training, which has increased the ability to support petroleum inspections. We are confident that the annual target will be met.



1.4 Libraries and Heritage

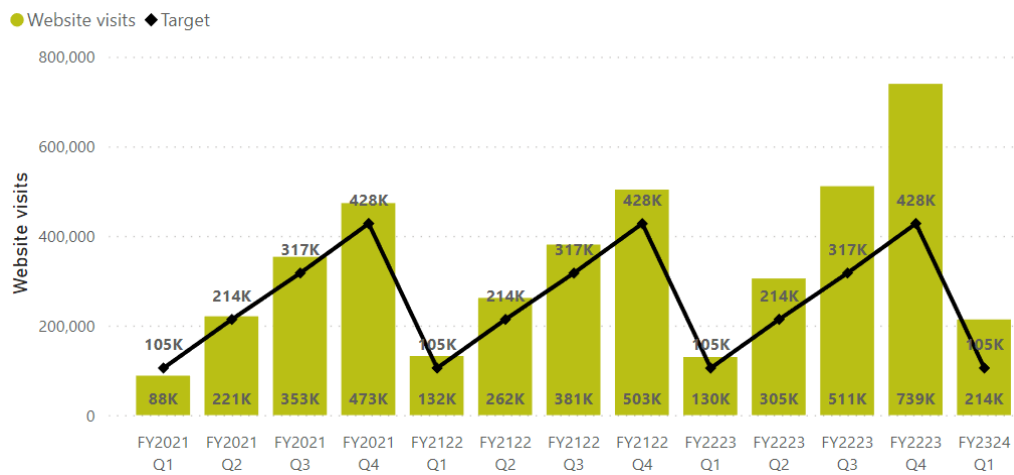
1.4.1 Measures that exceeded their target

PI 37 Visits to library website ☆

Actual 213,649

Target 104,992

There have been 213,649 visits recorded to both the Greenwich Leisure Limited (GLL) website and Lincolnshire County Council web pages during April to June, surpassing the target by 103%. As online engagement continues to increase, the service is keen to ensure that online presence maintains this level of engagement throughout Quarter 2.

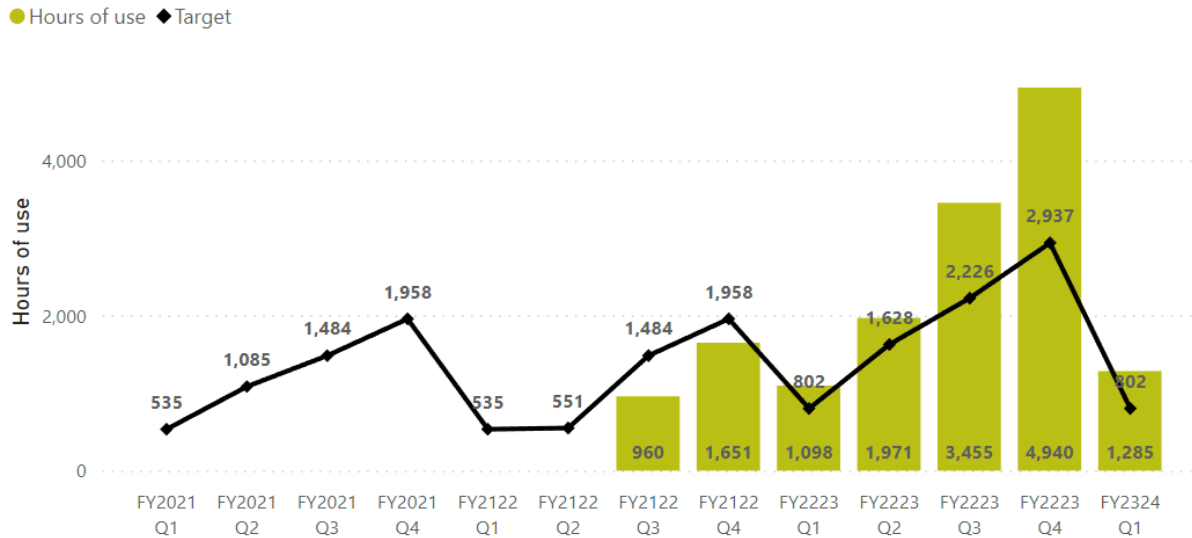


PI 38 Community use of libraries ☆

Actual 1,285

Target 802

Community use continues to thrive across Lincolnshire Libraries, with a total of 1,285 hours during April and June. This success is largely down to the wide variety of community events and groups offered across the libraries. This includes room hire by various community organisations, two excellent exhibitions by the Lincoln Camera Club and Spalding and District Arts and Crafts Society, an Easter holidays programme and various PSCO drop-in sessions for local residents to seek reassurance and share information regarding issues in their local area. 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.

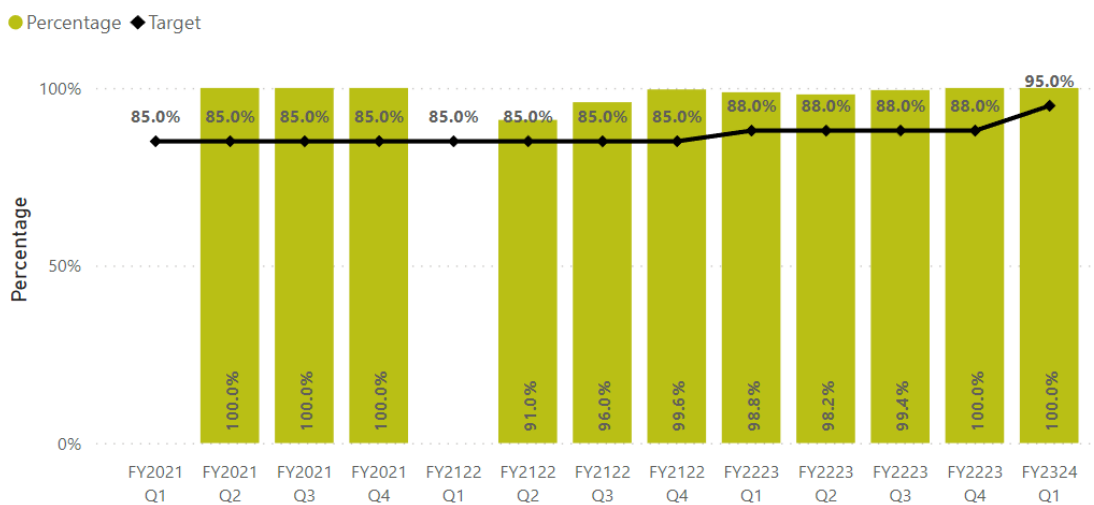


PI 129 Overall enjoyment of the services as measured by visitor feedback forms ★

Actual 100

Target 95

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 recently increased 95% 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. 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 4.6 out of 5 across both Trip Advisor and Google Reviews. We look forward to welcoming more visitors to our sites across the summer, whilst ensuring we continue to strive for excellent visitor satisfaction across our heritage offer.



1.4.2 Measures that achieved their target

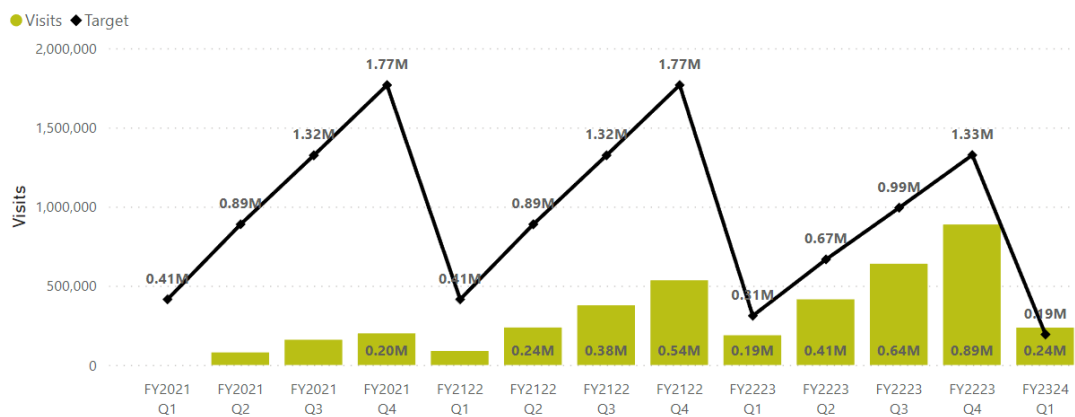
PI 36 Visit to core libraries and mobile library services ✓

Actual 236,108

Target 192,665

This quarter has welcomed 236,108 visits across our core libraries and mobile services, an increase of 48,000 compared to the same period for 2022/23, highlighting the successes of this quarter. We are pleased to report that for June in particular, visits reached over 80,000, an increase of 30% on the same period for last year, together with an increase of 16% on issues, whilst Public Network use and Wi-Fi use continues to thrive.

Recovery wise we were 7% ahead of 2019 on issues and 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. Our new App launched in April and has received a total of 19.7k launches across the quarter. In summary, our customers continue to engage with the library service, whether this be through the physical library or through a digital offer, evidenced by a positive increase in issues per visit, and increased usage of our digital platforms.



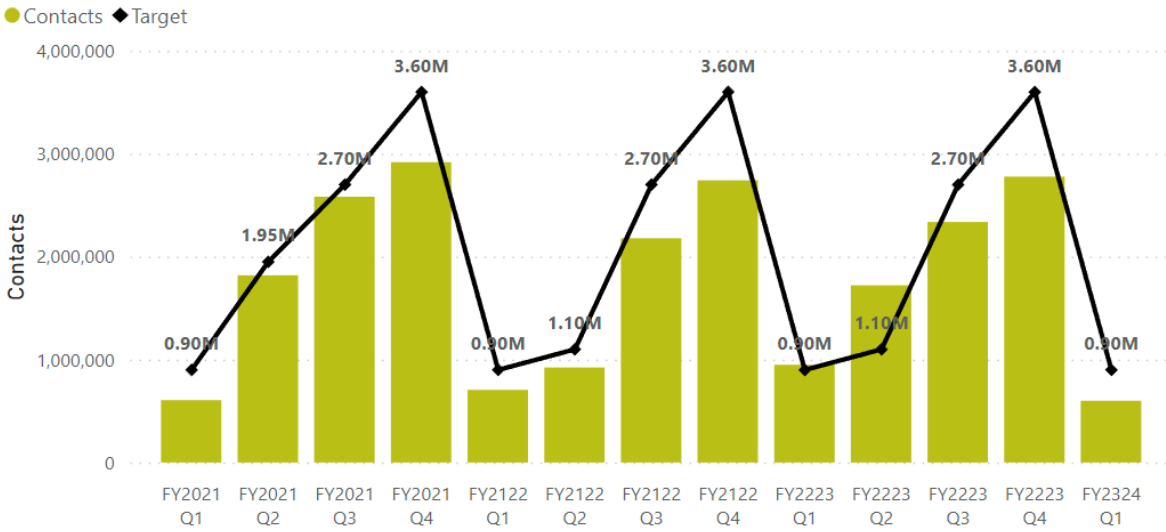
1.4.3 Measures that did not meet their target

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

Actual 601,173

Target 900,000

Quarter 1 has had a steady level of interactions across the heritage service, with a cumulative total of 601,173 interactions, including in person, via phone, email or via the website and social media against a target of 900,000. The decommissioning of our Lincs to the Past website continues to impact 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 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. We expect that with our summer programme, both visits and digital interactions through our online platforms will increase as a result.



1.5 Road Safety

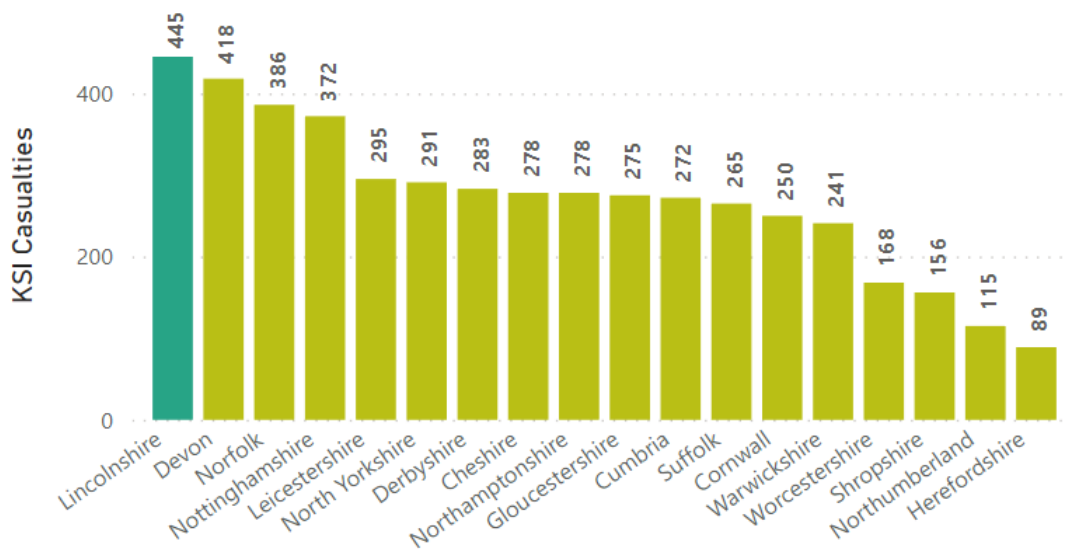
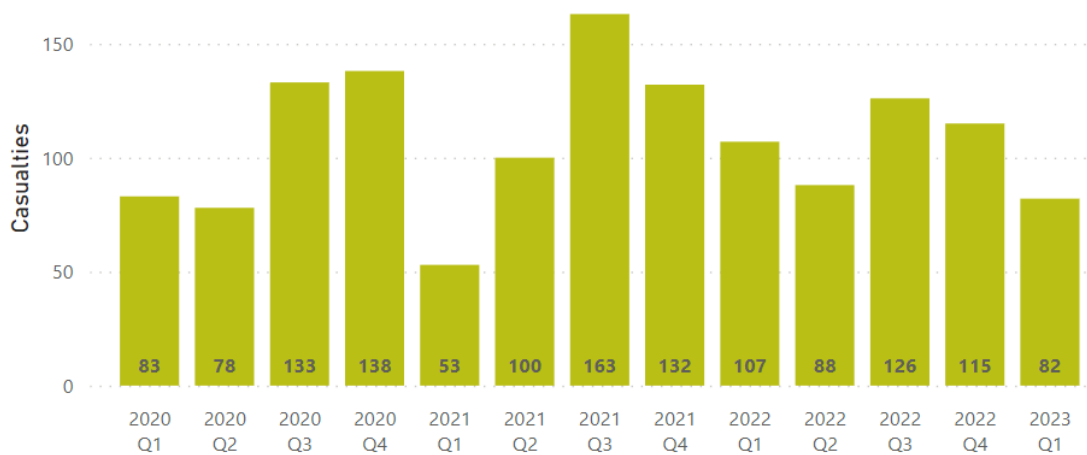
1.5.1 All PIs within Road Safety are reported as contextual (do not have targets)

PI 11 People killed or seriously injured in road traffic collisions

Actual 82

This figure is lower than the Quarter 4 figure of 2022, and also lower than the comparable Quarter 1 figure of 2022.

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.



Statistical Neighbours

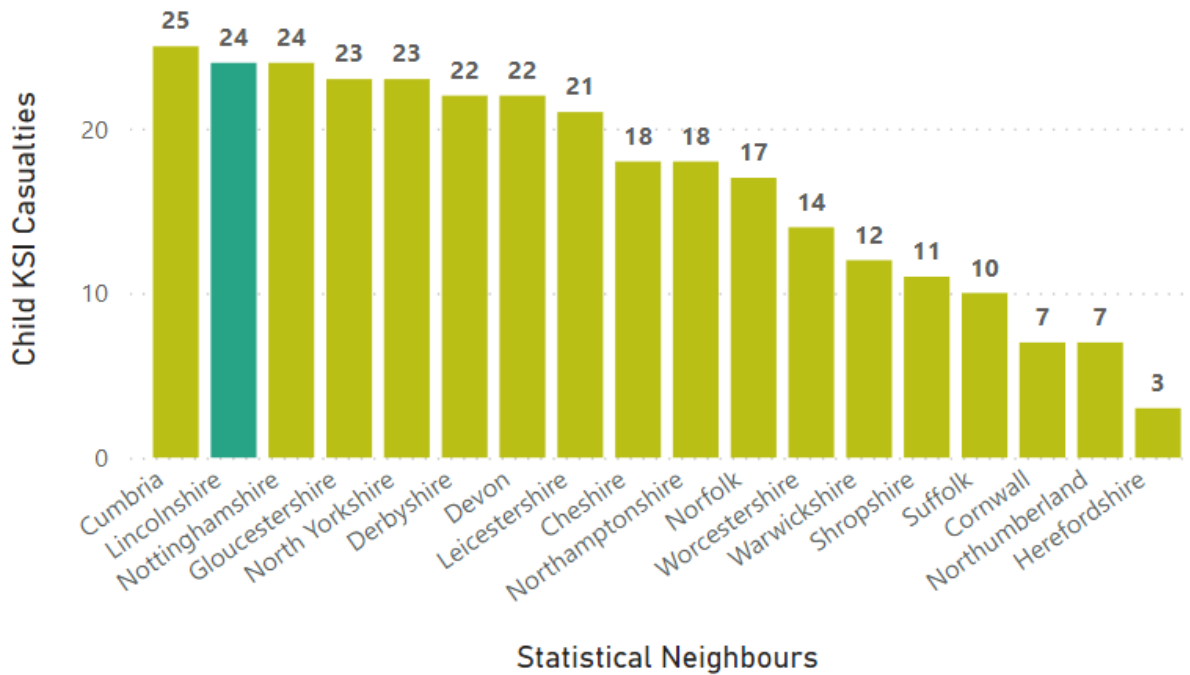
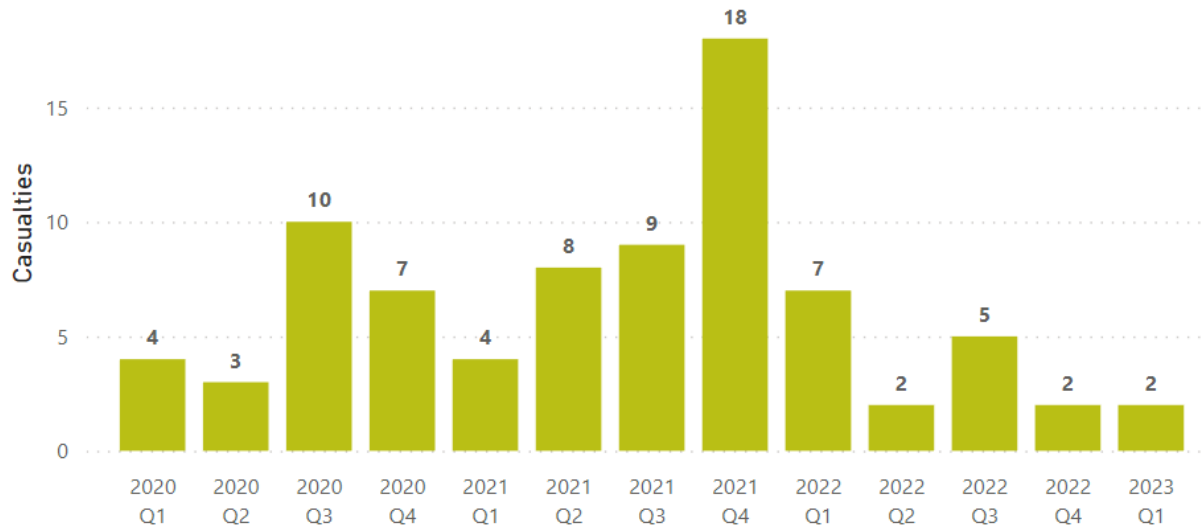
Actual as at Dec 2020

PI 12 Children killed or seriously injured in road traffic collisions

Actual 2

This figure is the same as the Quarter 4 figure of 2022, but lower than the comparable Quarter 1 figures of 2022, 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.



Actual as at Dec 2020

1.6 Volunteering

1.6.1 All PIs within Volunteering are reported as contextual (do not have targets)

PI 39 Voluntary and community groups actively supported in Lincolnshire

Actual 318

The Volunteer Centres continue to support local groups and organisations with advice, information and resources to help in delivering their vital services and providing support to their volunteers. During the quarter they have supported 318 organisations across Lincolnshire with:

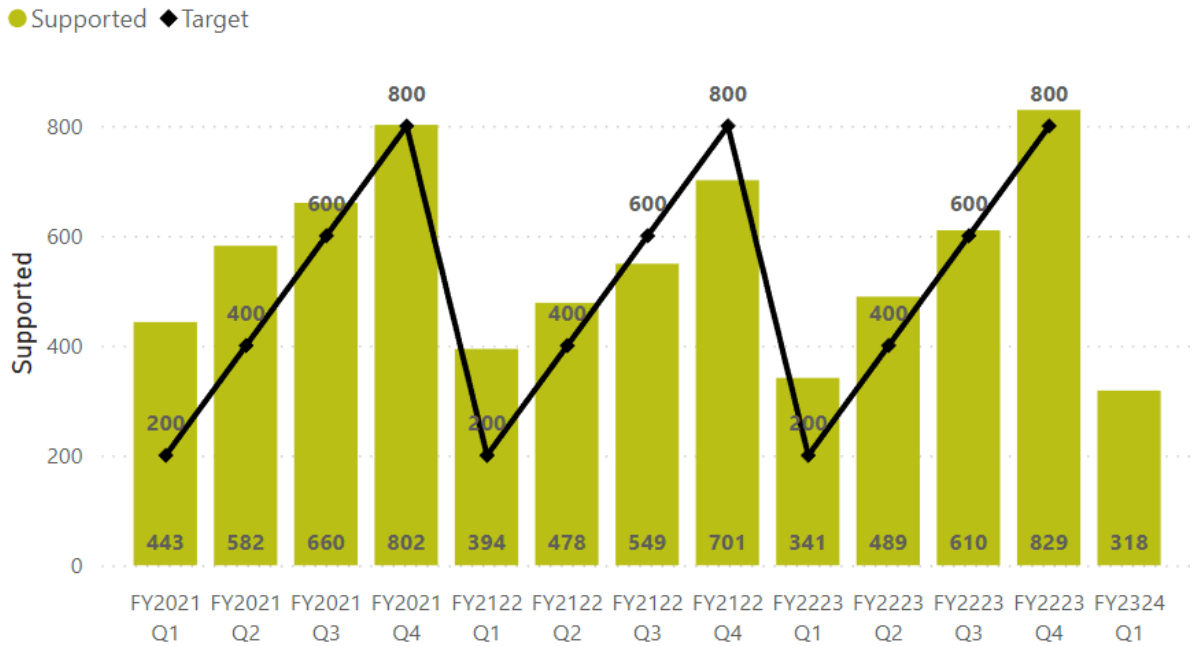
- practical advice and resources
- online forums and regular networking opportunities
- funding advice
- funding readiness online training and support
- support to develop new roles and recruit volunteers
- advice and support with DBS checks
- online training platform for their volunteers

Funding advice and support continues to be popular. The funding Ready training programme supported 39 organisations through workshops and one-to-one support. During the quarter, they have supported local groups and organisations to secure £170,649 external funding. Further funding ready workshops have been scheduled for next quarter.

They continue to co-ordinate the Lincs Funding Advice Network which hosted a recent Funding Fair. The fair was attended by 60 attendees and six funders with very positive feedback. This event included 1-1 funding surgery appointments.

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

The Find a Funder page had an average of 163 visits per month and the portal currently has 89 grants open to applications and 74 closed grants.



PI 105 People supported who have accessed volunteer opportunities

Actual 459

During this quarter, the volunteer centres supported 459 volunteers to access a broad range of volunteering opportunities in Lincolnshire. The ‘Big Help Out’ initiative gave people the opportunity to volunteer locally and mark His Majesty the King’s Coronation.

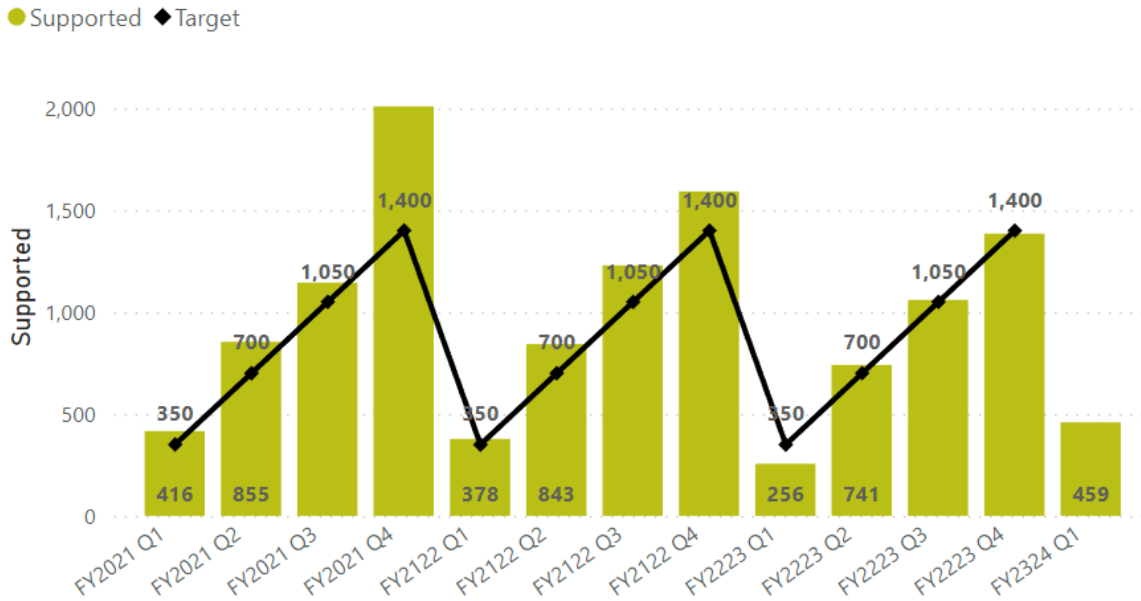
The volunteer centres have seen an overall increase of volunteers across the County as confidence in volunteering continues to rise and volunteering pathways develop with the Department of Work and Pensions (DWP) and other partners. They are also working with partners to create opportunities for Ukrainian refugees to volunteer and recently delivered two volunteering workshops for refugees.

There has also been an increase in employer engagement and interest in Employer Supported Volunteering (ESV) as well as various micro volunteering opportunities across the County.

Volunteering outreach and promotion remains a priority by attending a variety of local events including the Lincolnshire Show.

The volunteer management training programme is very popular with further sessions scheduled next quarter.

As part of the commitment to continuous improvement, the centres are undertaking the renewal of the Volunteer Centre Quality Award (VCQA) through the National Association for Voluntary and Community Action (NAVCA). This process assesses how they deliver against the five core functions of a volunteer centre as well as working collaboratively with local partners.



2. Conclusion

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