



**Open Report on behalf of Martin Samuels,
Executive Director - Adult Care and Community Wellbeing**

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| Report to: | Public Protection and Communities Scrutiny Committee |
| Date: | 12 December 2023 |
| Subject: | Service Level Performance Reporting against the Success Framework 2023-24 Quarter 2 |

Summary:

This report summarises the Service Level Performance against the Success Framework 2023-24 for Quarter 2. All performance that can be reported in Quarter 2 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 Committee is invited to review and comment on the Public Protection and Communities Service Level Performance for 2023-24 Quarter 2.

1. Background

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

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

1.1 Community Safety

1.1.1 Measures that exceeded their target

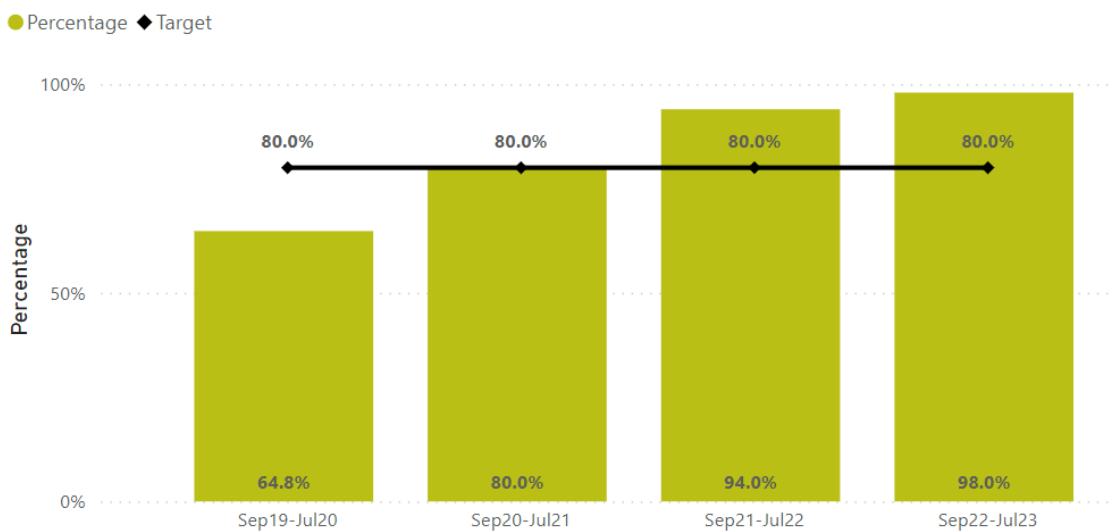
PI 153 Secondary schools in receipt of a stay safe day ☆

September 2022 - July 2023

Actual 98

Target 80

The target of delivering Stay Safe Days to 80% of mainstream secondary schools has been exceeded, attending 52 out of the 53 mainstream schools in the academic year. Therefore, there was only one mainstream secondary school that did not receive a Stay Safe Day. The Stay Safe Partnership also delivered Stay Safe Days during 2022-23 academic year to an additional 28 non-mainstream secondary schools including Pupil Referral Units, Special Educational Needs and Disabilities (SEND) provisions and independent schools. They also delivered to seven Colleges or Further Education Provisions.



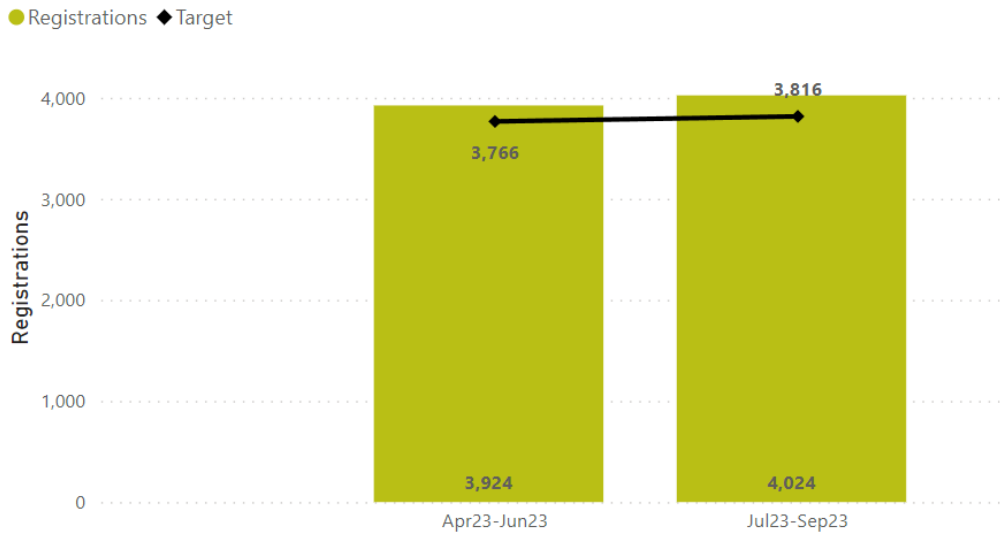
PI 177 Number of registration events within births, deaths and marriages ☆

July 2023 – September 2023

Actual 4,024

Target 3,816

Overall registrations events are up against target. All events are in line with expected demand.



1.1.2 Measures that achieved their target

None in Quarter 2.

1.1.3 Measures that did not meet their target

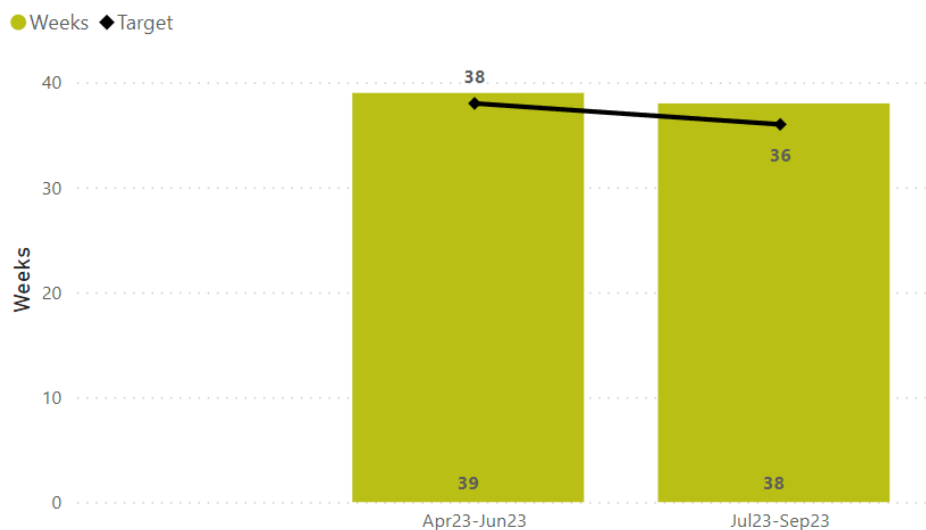
PI 176 Time to inquest taking place ✖

July 2023 – September 2023

Actual 38

Target 36

The service continues to focus on driving down the time to inquest and the number of cases over 12 months. The number of older cases is now at its lowest level since the start of 2020. The time to inquest is an average of all cases heard during this period. Once these over 12-month cases have been heard, we expect the time to inquest to fall.



1.1.4 Contextual Measures (do not have a target)

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

September 2022 - July 2023

Actual 6,447

6,447 Year 6 students in Lincolnshire received an E-Safety workshop during the academic year. Due to additional investment in staffing, 17,762 primary students received an E-Safety or Year 2 Emotions workshop in 2022/2023 academic year. Additional E-Safety workshops for Year 2 and Year 3 students were added this academic year. From 2023/2024 E-safety sessions will be available to all pupils from Year 2 to College age. Additional staff resource has enabled the delivery of at least one Online Safety workshop to 203 (of 266) primary schools or 76% of the county's primary provision. This is an increase of 253 additional workshops delivered to an additional 6,189 students, compared with the previous academic year. 4,699 Year 2 students received the Emotions Workshop provided by Lincolnshire Domestic Abuse Partnership and 13,063 Year 2, Year 3 and Year 6 students received an E-Safety workshop in Lincolnshire.



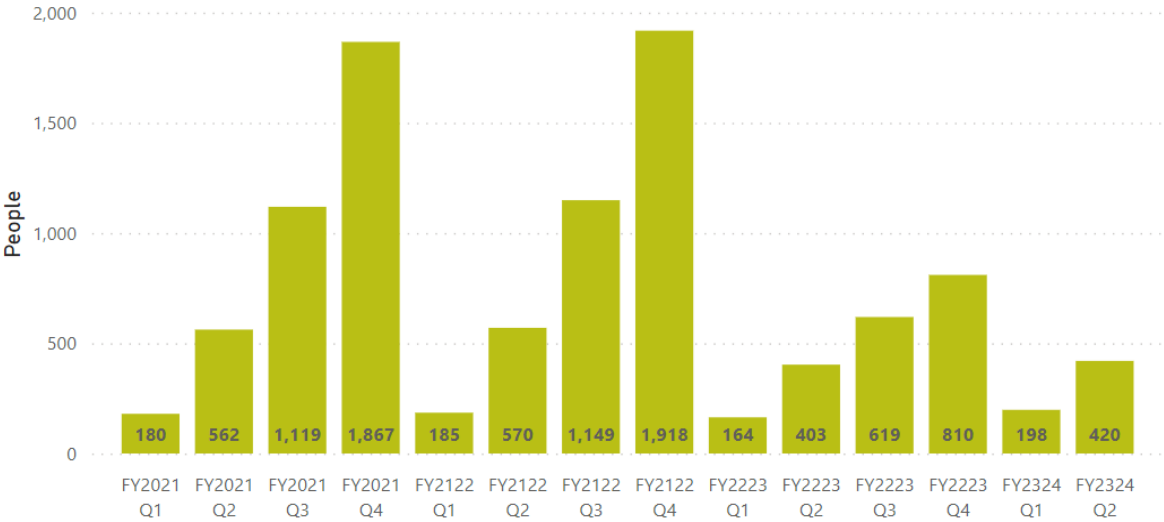
PI 156 - Number of domestic abuse victims supported through MARAC

April 2023 - September 2023

Actual 420

The Multi-Agency Risk Assessment Conference (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 Quarter 2 2023/24 is 69, meaning that an additional 69 clients were supported through MARAC. Face to Face MARAC took place in September and a survey was completed by partners who attended that week. A report was completed by the

Domestic Abuse (DA) Operational Lead, making recommendations on moving forward with MARAC. This will be discussed at Steering Group/Ops/Strategic meetings where necessary. Complex and repeat MARAC runs once a month. There has been the odd month with no complex and repeat MARAC being held. Most meetings have 2/3 cases on the agenda and attendance is good by senior partners.

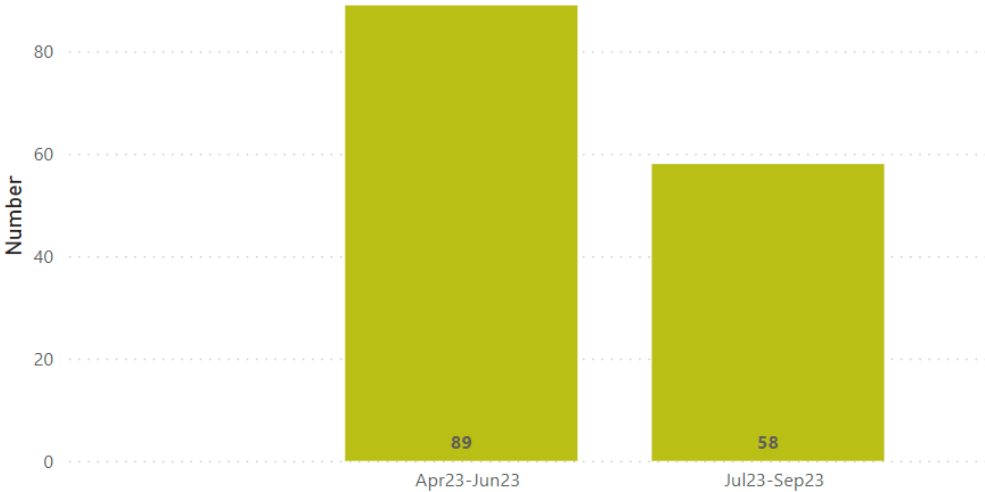


PI 175 - Volume of Fraud interventions

July 2023 - September 2023

Actual 58

The total number of fraud interventions in Quarter 2 2023/24 is 58. Within Quarter 2, eight new call blockers have been installed into residential properties in Lincolnshire. The total number of call blockers deployed in the county is 78 which blocked 2,980 potential fraudulent phone calls in Quarter 2. 18 community/professional fraud prevention and protection presentations have been delivered to 314 residents in Lincolnshire.



1.2 Trading Standards

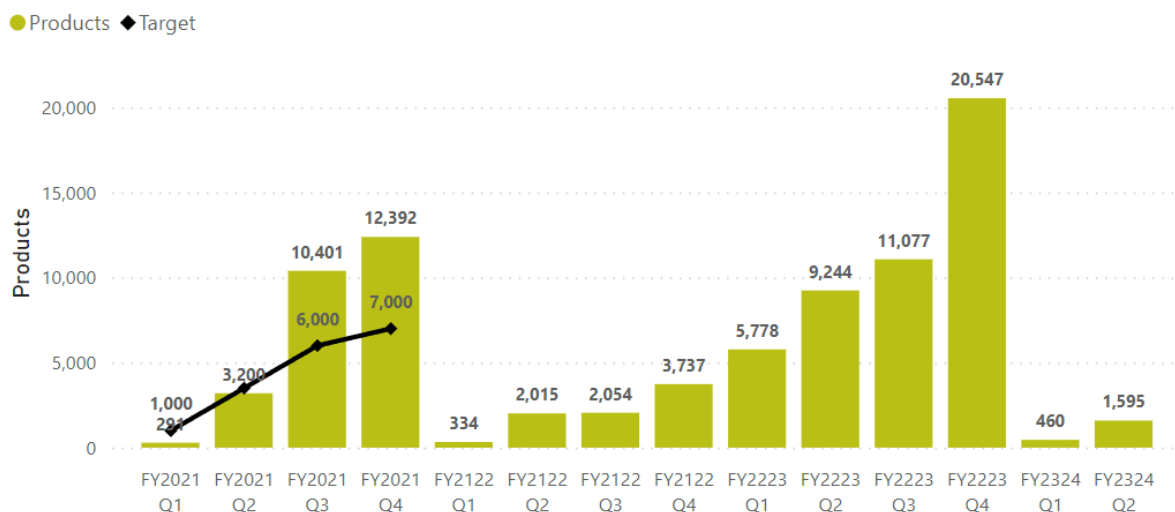
1.2.1 All PIs within Trading Standards are reported as contextual (do not have targets)

PI 1 Illicit alcohol and tobacco products seized

April 2023 - September 2023

Actual 1,595

To date, 1,595 illicit tobacco products have been removed from the market. This is made up of 1,418 packs of 20 cigarettes and 177 packs of 50g tobacco. Seizures were made from nine visits to eight premises. One investigation has commenced as a result of these seizures. 17 closure orders were issued including three premises that have been ordered to close for a third time and two 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.



PI 2 Unsafe products removed from the market

April 2023 - September 2023

Actual 4,518

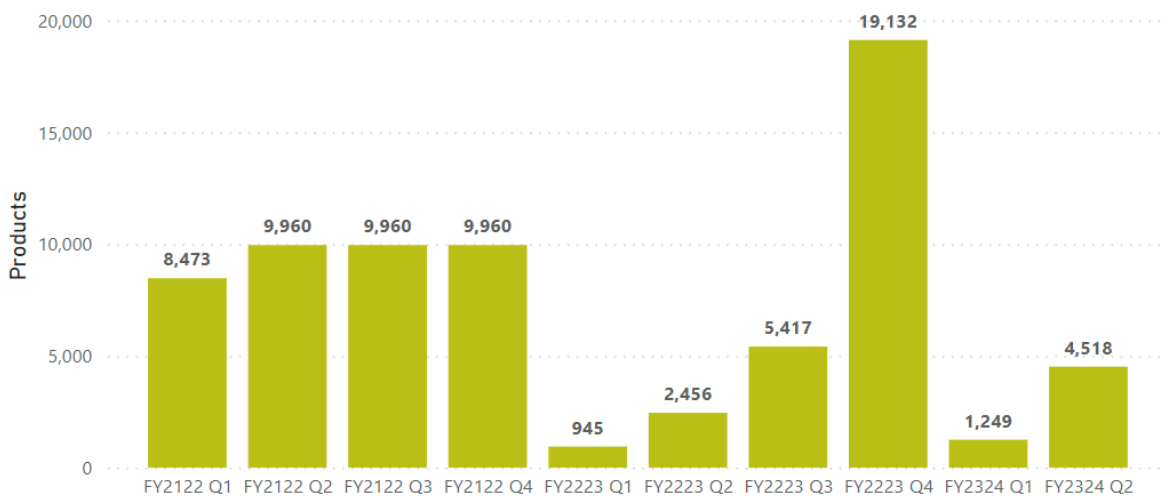
To date, 4,518 unsafe products were removed from the market. This includes 4,274 non-compliant vapes. The sale of vapes is a national issue for all Trading Standards authorities in terms of non-compliance with Tobacco and Related Products Regulations and the sale of vapes to children. At the beginning of October, the government launched an eight week public consultation on future policy for smoking and vaping. Proposals being consulted on include:

- Making it an offence for anyone born on or after 1 January 2009 to be sold tobacco products.

- Restricting the flavours and descriptions of vapes so that vape flavours are no longer targeted at children, and regulating point of sale displays in retail outlets so that vapes are kept out of sight from children and away from products that appeal to them, such as sweets.
- Regulating vape packaging and product presentation, ensuring that neither the device nor its packaging is targeted to children.
- Considering restricting the sale of disposable vapes, linked to the rise in vaping in children and also incredibly harmful to the environment.
- Exploring further restrictions for non-nicotine vapes and other nicotine consumer products such as nicotine pouches.
- Exploring whether increasing the price of vapes will reduce the number of young people using them.
- Introducing new powers for local authorities to issue on-the-spot fines (fixed penalty notices) to enforce age of sale legislation of tobacco products and vapes.

We await the results of this and the implications for the work of the service.

74 pairs of counterfeit sunglasses have been seized. Counterfeit sunglasses may not provide any protection at all from ultra-violet rays. 170 non-compliant pipes were also seized.



1.3 Fire Safety

1.3.1 Measures that exceeded their target

PI 171 Average response to dwelling fires ★

April 2023 - September 2023

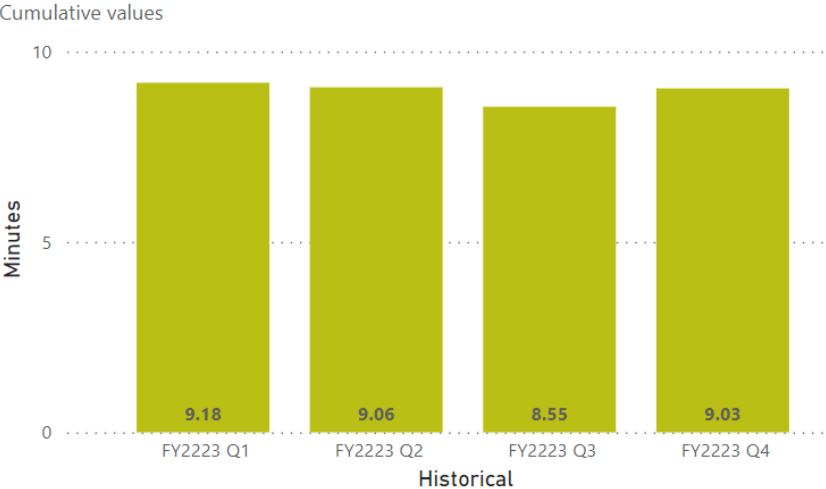
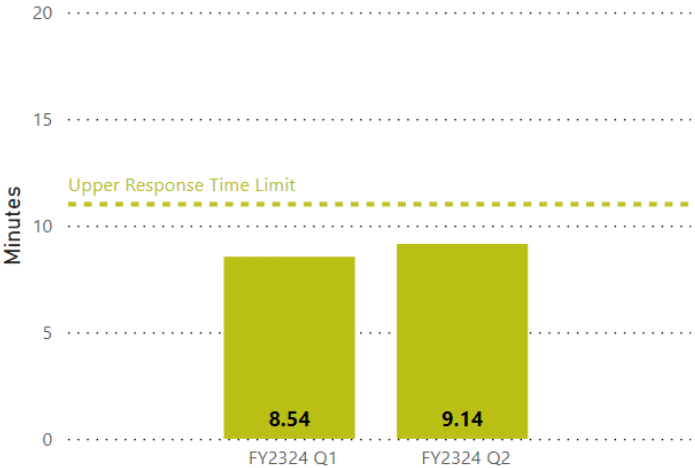
Actual 9.14

Target 11.00

At 9m14s we continue to be better than target for our average response time to dwelling fires. Although we have seen a small increase compared with Quarter 2 2022/23 (9m06s), this is only an additional eight seconds on average, and we are still better than our Quarter 2 2021/22 time (9m27s).

If we look at the three components of our response time, we can see that the average time to handle calls and alert resources has increased slightly, as has the average time crews have taken to mobilise, but the average journey time to dwelling fires has reduced slightly. At the end of the Quarter 1, we reported an increase in call handling time, which we had anticipated due to the Service recruiting and training three new Control Operators, and although the overall call handling time for the six-month period continues to show a small increase, the most recent three individual months show this is reducing as expected.

We will continue to monitor the data going forward and identify any specific issues, but we expect to see a continued reduction in the call handling times on a monthly basis as recruits complete their training.



PI 172 Average response to all other incidents

April 2023 - September 2023

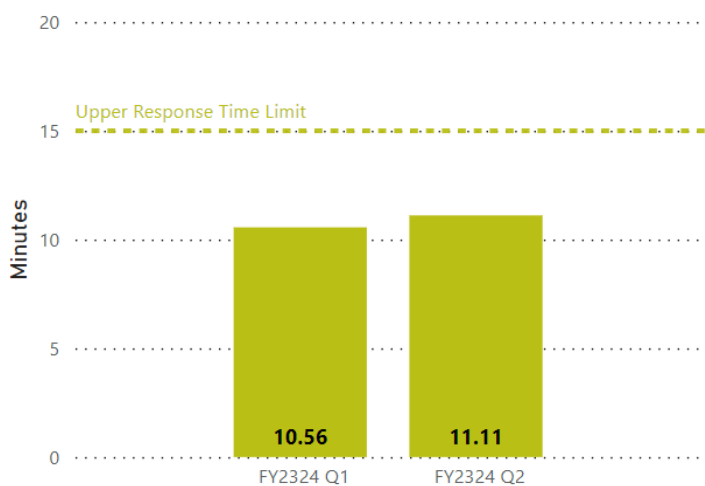
Actual 11.11

Target 15.00

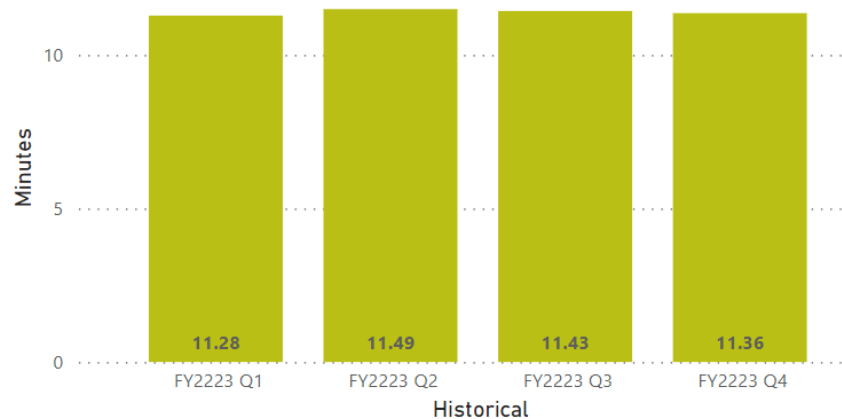
We continue to be better than target for our average response time to all other incidents (excluding co-responder incidents). We have also seen a reduction of 38 seconds compared with the same period last year.

Conversely to our average response to dwelling fires, we have seen a reduction in all three components of the data (time taken to handle the calls, time taken for crews to mobilise, and the journey time). The difference between the two datasets could, in part, be due to the number of incidents involved – dwelling fires are much smaller in number than ‘all other incidents’ so any outliers in the data could skew the averages.

Going forward into the third quarter, we may see an increase in the response time to ‘all other incidents’ due to the spate of flooding experienced during October but we will continue to monitor the data and report any trends accordingly.



Cumulative values



1.3.2 Measures that achieved their target

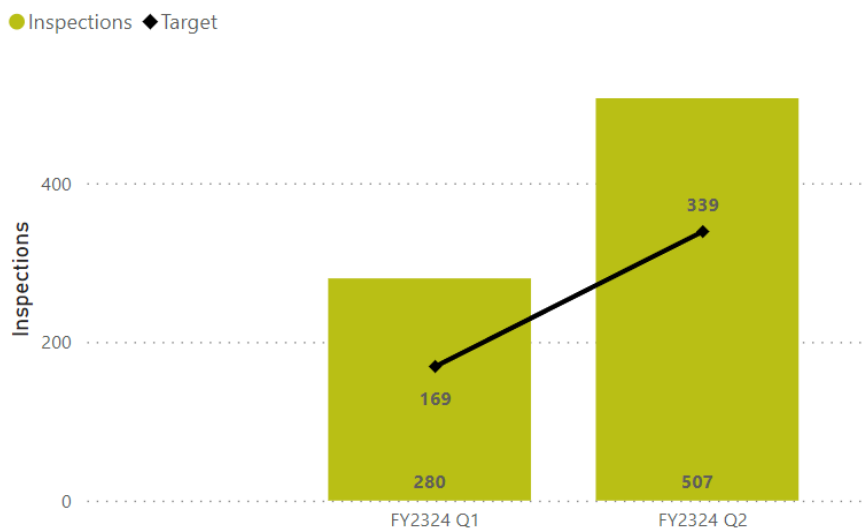
PI 169 Risk based inspection programme (RBIP) progress ✓

April 2023 - September 2023

Actual 507

Target 339

In the first six months of the year we have completed audits on 507 premises in our Risk Based Inspection Programme (RBIP) and are well on the way to achieving our annual targets. 70 of the audits have been in high-risk premises, and 437 in medium-risk premises as the team continue to prioritise those premises that are furthest out of inspection date. Partner datasets have now been blended within the Risk Based Inspection Programme which allows local risk to drive activity.



Inspections and annual targets

| Premises | Type | Actual Inspections | Annual Target | Inspection Frequency |
|-------------|--------------|--------------------|---------------|----------------------|
| High Risk | Sleeping | 52 | 122 | 12 months |
| High Risk | Non Sleeping | 18 | 50 | 24 months |
| Medium Risk | Sleeping | 100 | 219 | 36 months |
| Medium Risk | Non Sleeping | 337 | 288 | 48 months |
| Total | | 507 | 679 | |

1.3.3 Measures that did not meet their target

PI 167 Home Fire Safety Visits carried out ✗

April 2023 - September 2023

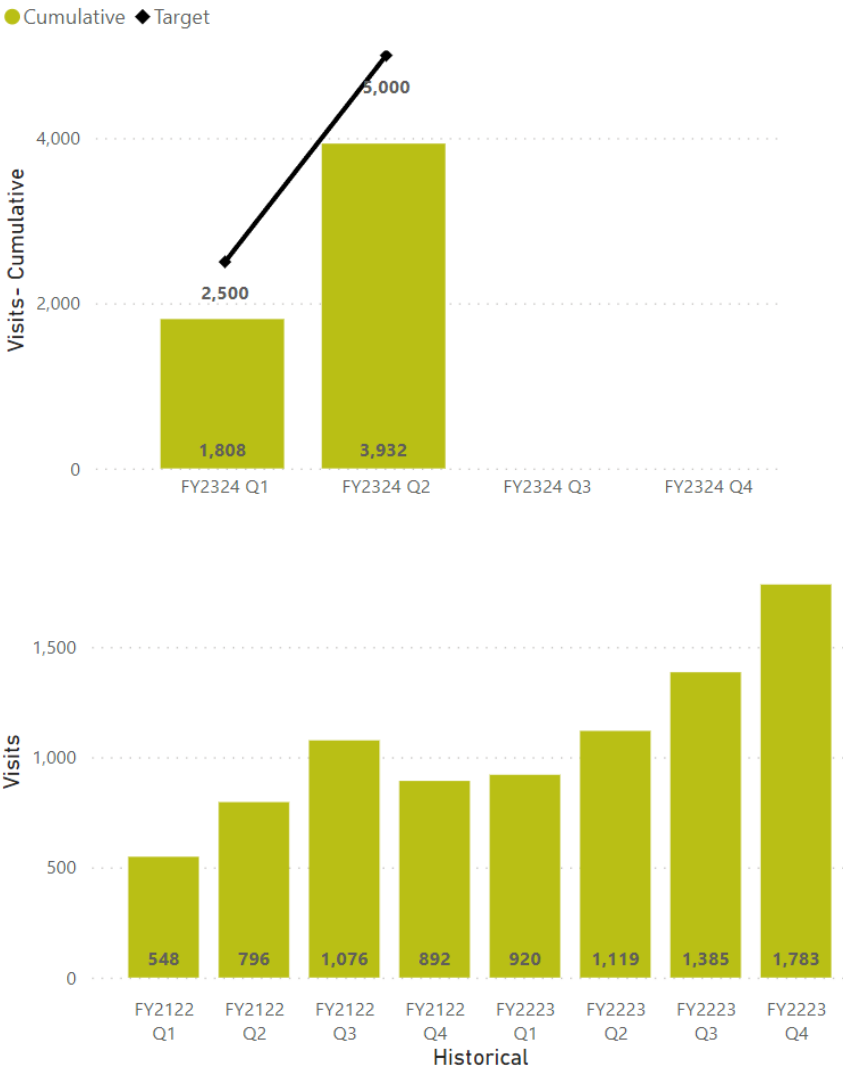
Actual 3,932

Target 5,000

We are currently behind target but have almost doubled the number of Home Fire Safety Visits compared with last year. We have a 10% tolerance either side of our 10,000 annual target but we are currently outside of that tolerance range.

A recent recruitment campaign has allowed us to fill vacancies within the Prevention Team, with a view to increasing the numbers going forward. We have developed our risk modelling and identification methodology, which will allow us to be more effective and efficient with delivering home fire safety visits.

The number of visits carried out is monitored on a monthly basis. Continued improvements will allow us to work towards our annual target.



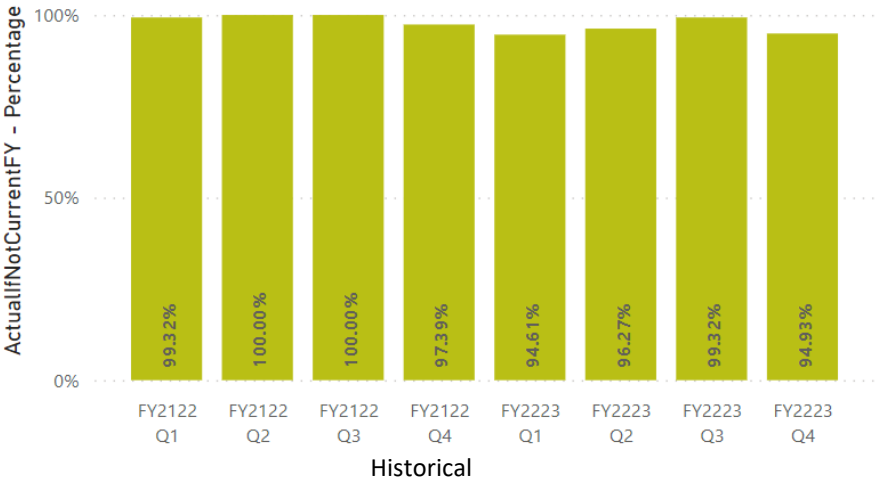
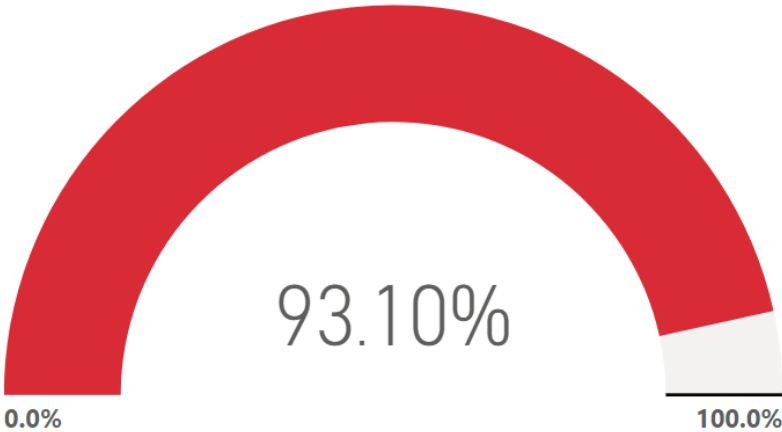
PI 168 Percentage of building regulation applications responded to within 15 working days ✘

April 2023 - September 2023

Actual 93.1
Target 100

We are behind target and have seen a slight reduction in the percentage of building regulation applications responded to within 15 working days. In the first half of the year, we have received 290 applications and we have responded within the deadline on 270 occasions. Of the 20 occasions where we missed the deadline, 10 occurred during June, with the most recent three months seeing only five miss the deadline.

The team has seen a number of qualified inspectors leave and as a result we have recruited into vacant posts. A programme of development is allowing us to build capacity and capability into the team and we are confident that consultations will be carried out within required timescales.



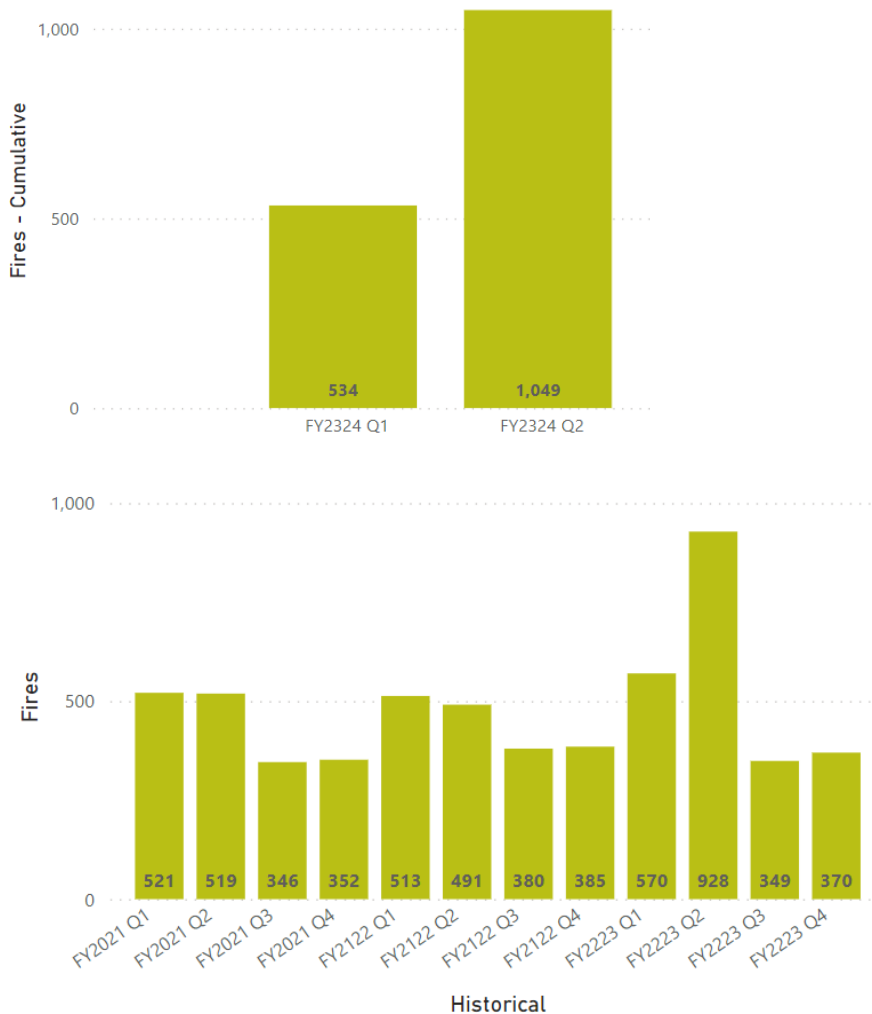
1.3.4 Contextual Measure (does not have a target)

PI 164 Total Fires

April 2023 - September 2023

Actual 1,049

Compared to the same period last year, we have seen a 30% reduction in the number of reportable fires in the County. Last year saw a prolonged period of hot and dry weather resulting in an increase in fires and although we are still slightly higher than Quarter 2 2021/22, we are now very close to levels seen in previous years. All types of fire have seen a reduction this year, but the biggest has been in secondary fires (down from 943 last year to 547 this year). The most significant decrease has been in fires that involved grassland (down from 410 last year to 156). This is where the biggest impact from the hot and dry weather of last summer was seen, although we are still a little higher than Quarter 2 the year before last. Analysis of incident data allows us to identify trends relating to causes, properties, and locations of fires, which allows us to target prevention work. We will continue with our partnership approach to prevention to ensure that key safety messages and activities are embedded to support further reductions.

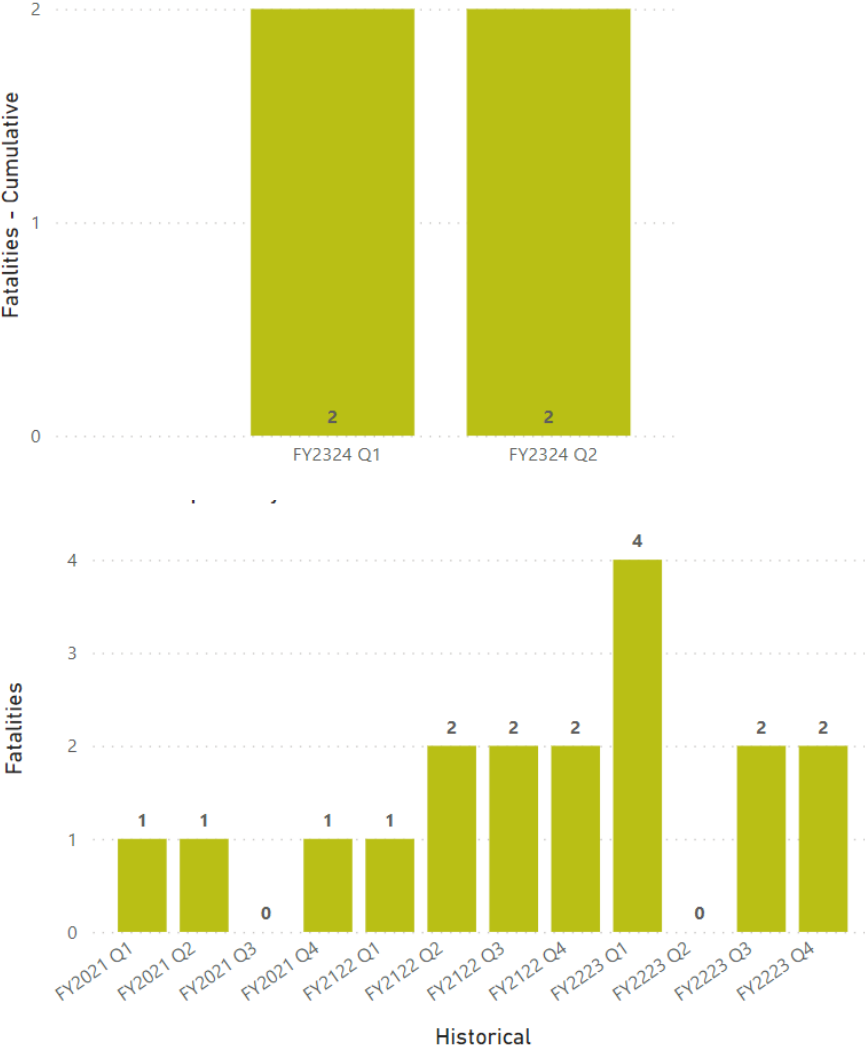


PI 165 Fire fatalities in primary fires

April 2023 - September 2023

Actual 2

There have been two fire related fatalities so far this year, which is a decrease on the same period last year, both of which occurred during the first Quarter so have been previously reported. Both fatalities occurred in accidental dwelling fires caused by smoking materials and whilst the two properties had working smoke alarms that raised the alarm, sadly the people involved had contributing factors that impeded their ability to/means of escape or from being aware of the fire. All incidents involving fire fatalities and serious injuries are subject to a formal partnership review. This process highlights any common themes or learning to inform future working practices.



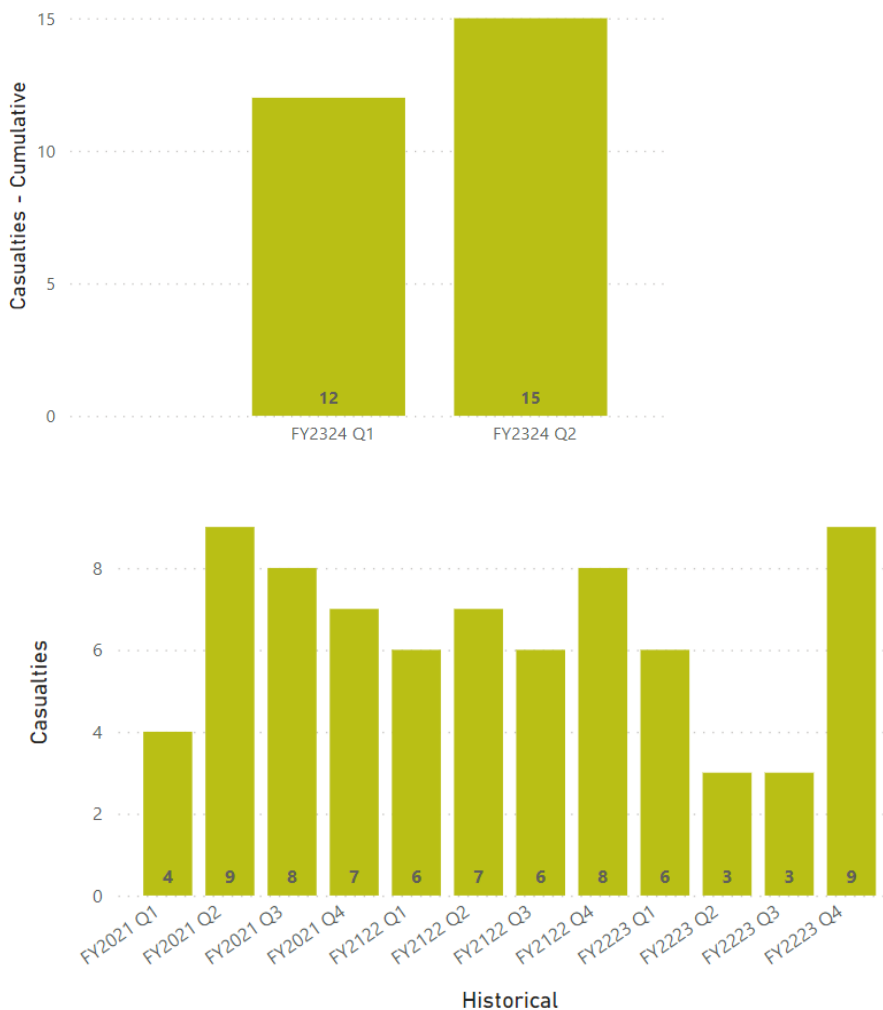
PI 166 Fire casualties in primary fires

April 2023 - September 2023

Actual 15

As previously reported, we have seen an increase in the number of people injured in fires (requiring more treatment than could be given at the fire ground) compared with last year. This increase occurred during April alone (eight of the 15 casualties) and subsequent months have returned to levels comparable with previous years. The 15 injuries resulted from 13 incidents, the majority of which were dwelling fires (12 of the 15 injuries, 10 of the 13 incidents).

Of the 10 dwelling fires, five were accidentally caused by smoking materials and seven had working smoke alarms that raised the alarm. It is important to note that the number of dwelling fires caused by smoking materials remains at a low level, but with this proportion of the injuries (as well as both fatalities) resulting from such fires, it is clear this needs to remain a priority area for our community safety work. Our Tobacco Control Advocate continues to contribute to this important element of our prevention work.



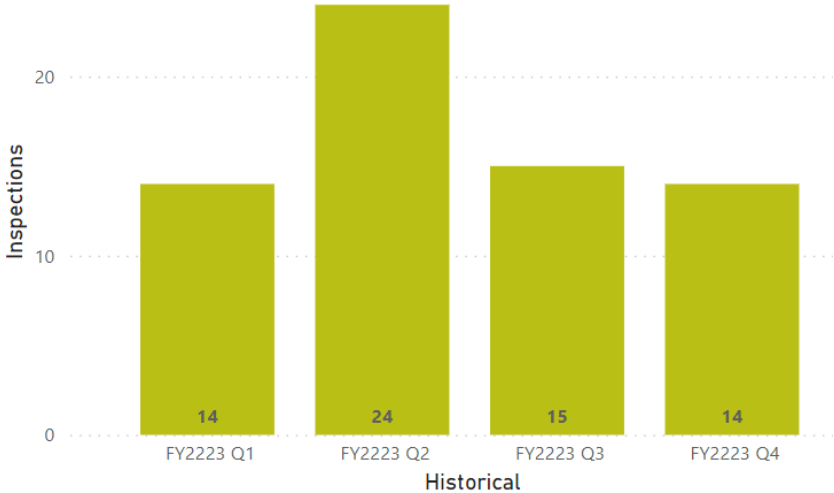
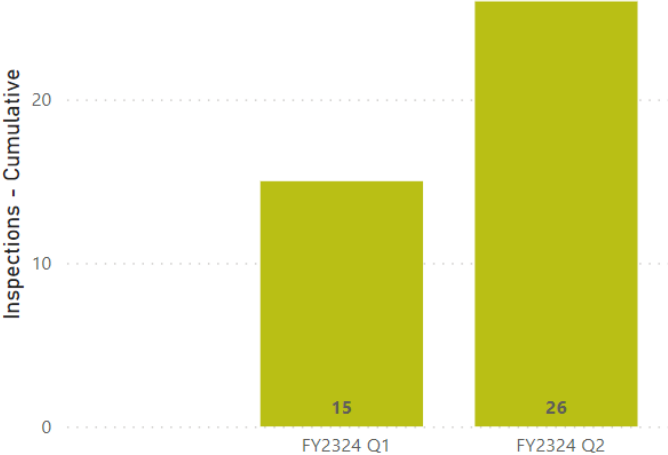
PI 170 Petroleum licensing inspections

April 2023 - September 2023

Actual 26

Annual target 74

In the first six months, we have completed 26 petroleum audits. This is a reduction compared with Quarter 2 last year as a result of having to re-prioritise work within the team. Capacity and capability are being developed within the team to allow us to complete audits in line with the annual target.



1.4 Libraries and Heritage

1.4.1 Measures that exceeded their target

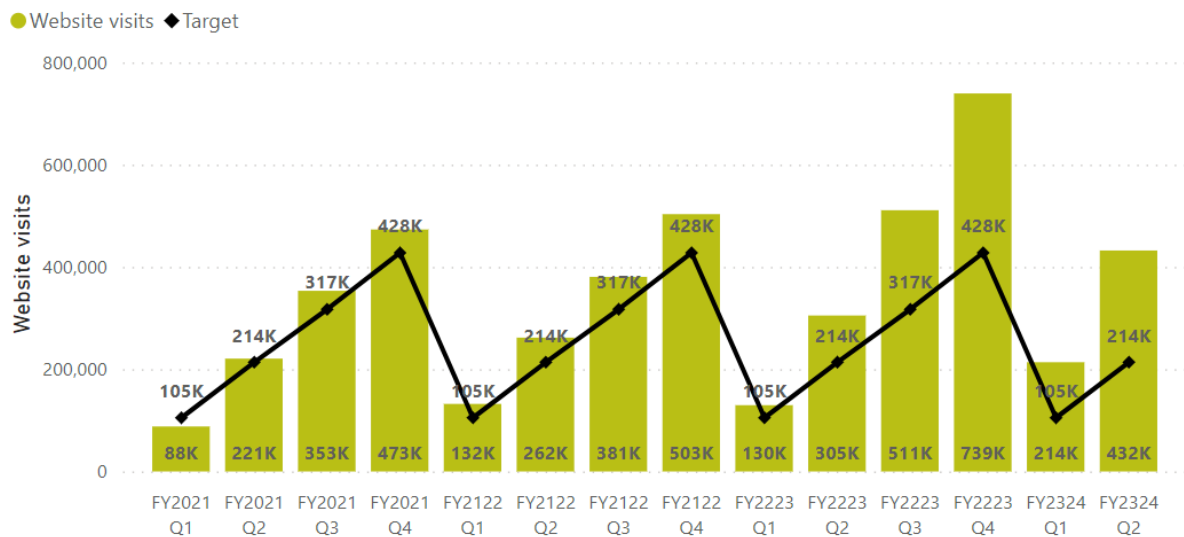
PI 37 Visits to library website ☆

April 2023 - September 2023

Actual 432,170

Target 213,731

218,521 visits have been recorded to both the Greenwich Leisure Limited (GLL) website and Lincolnshire County Council (LCC) web pages between July and September 2023, exceeding the target to date by 102%. As online engagement continues to increase, the service is keen to ensure that online presence maintains this level of engagement throughout Quarter 3.



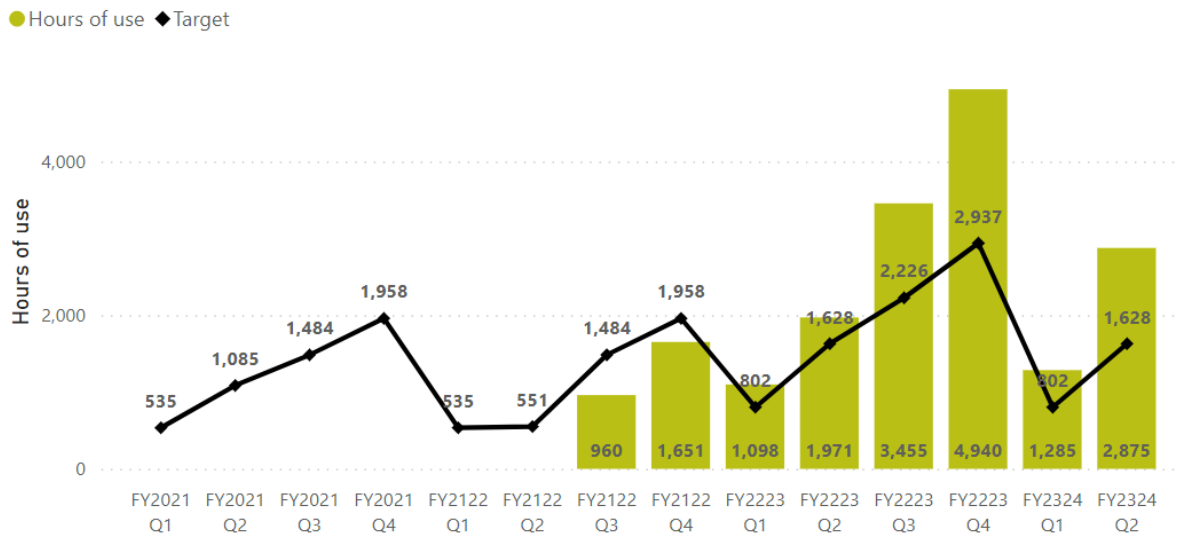
PI 38 Community use of libraries ☆

April 2023 - September 2023

Actual 2,875

Target 1,628.35

Libraries continue to be a vital community asset across Lincolnshire, with a total of 1,590 hours between July and September 2023. This success is largely down to the wide variety of community events and groups offered across the libraries, including the new Advice in the Community sessions by Citizens Advice at Lincoln Central Library, various book events, and outreach sessions with the National Health Service (NHS) Digital Inclusion team. 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.

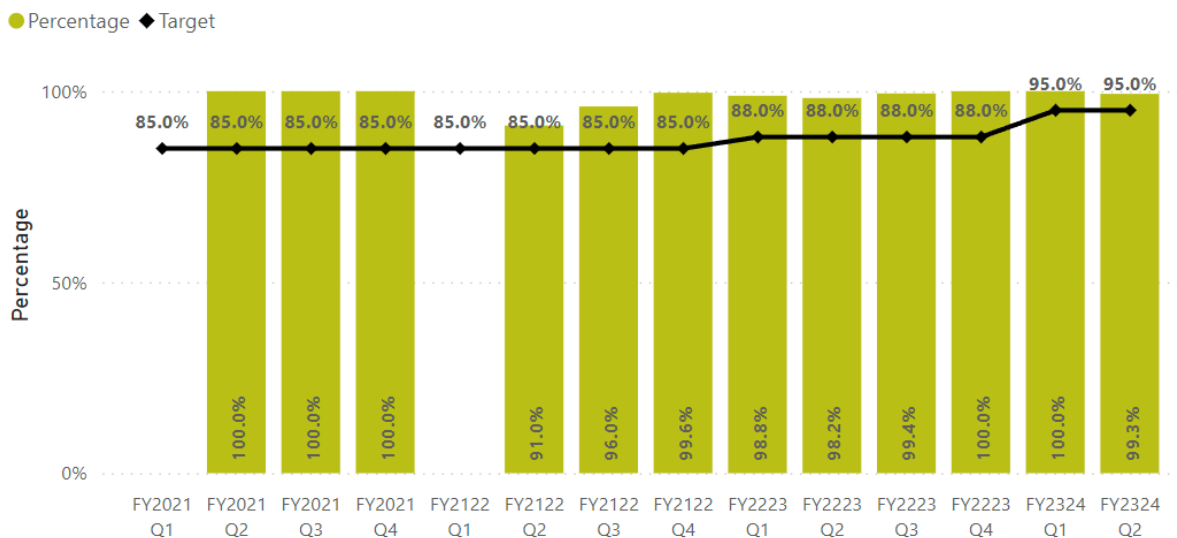


PI 129 Overall enjoyment of the services as measured by visitor feedback forms ★
 July 2023 - September 2023

Actual 99.3
Target 95

Our summer events programme attracted almost 90,000 visitors to our heritage sites during Quarter 2, with 99.3% of visitors to our cultural venues rating their overall experience as Good or Very Good, exceeding our increased target of 95%, 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. We are sure that the various events planned across Autumn will continue to provide a high-quality visitor experience for all who engage with our heritage sites.



1.4.2 Measures that achieved their target

PI 36 Visit to core libraries and mobile library services ✓

April 2023 - September 2023

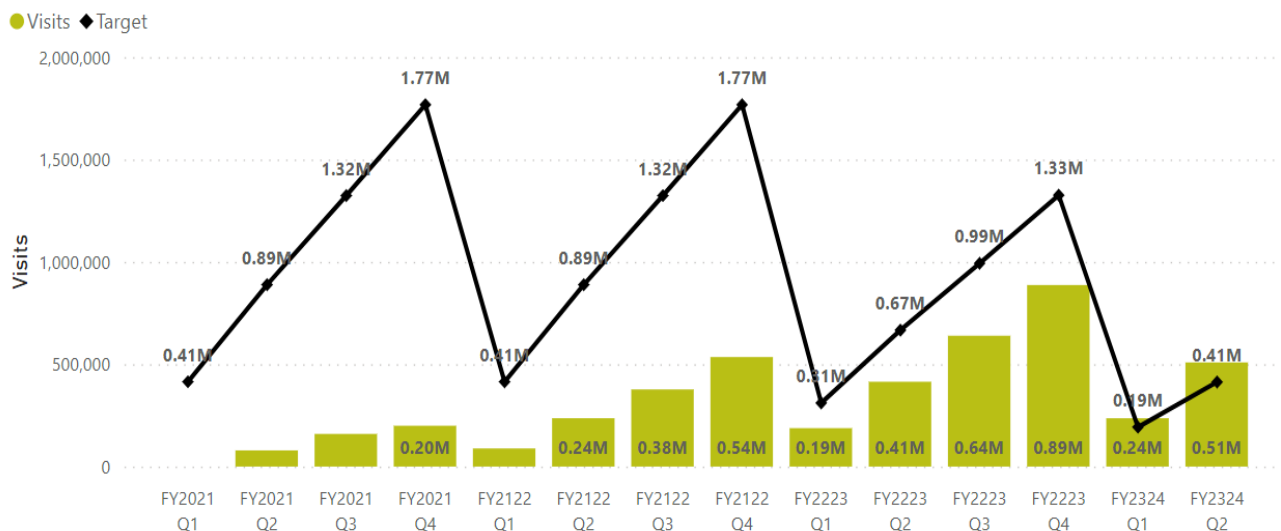
Actual 508,714

Target 413,187

The library service has continued to thrive throughout Quarter 2, reporting an overall 23% increase in visits when compared to last year's figures. We are pleased to report that for August in particular, visits saw a 20% increase on last year, partly due to the success of this year's Summer Reading Challenge, in which participation reached record levels when compared to previous years, resulting in both extra visits and borrowing across sites.

Our issues continue to increase, reporting a year-on-year increase of 12%, with Quarter 2 in particular exceeding pre-covid levels by 10%. Whilst digital issues continue to represent approximately 25% of all issues, visitors are continuing to make the most of their local library, with approximately 75% of all issues comprising of physical issues. Our new App launched in April and has seen a total of 54,843 app launches across the quarter, increasing month on month.

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 ✗

April 2023 - September 2023

Actual 1,277,975

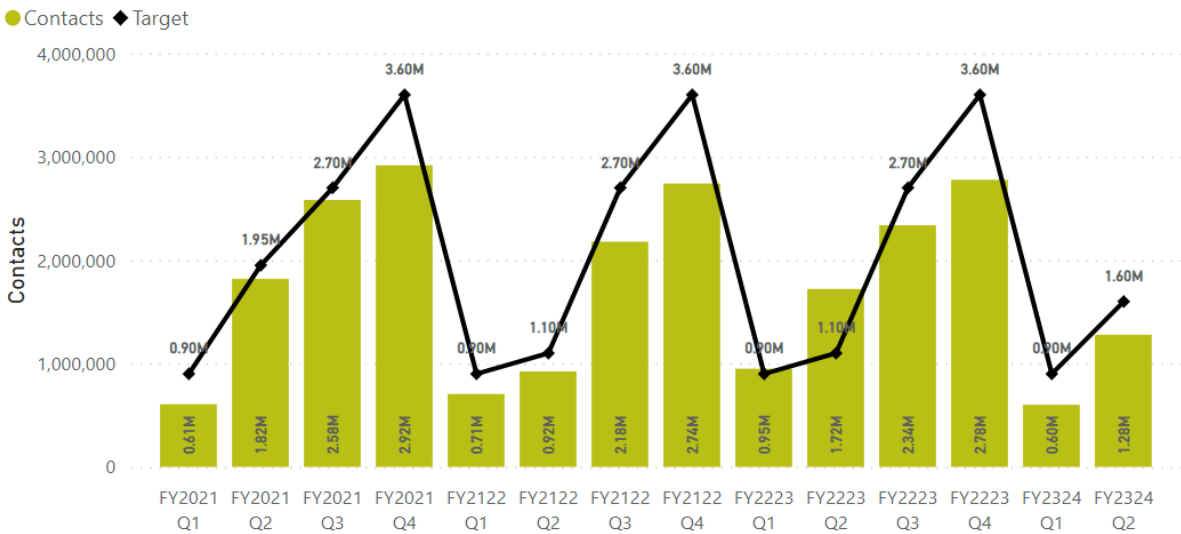
Target 1,600,000

Quarter 2 has had a steady level of interactions across the heritage service, with a cumulative total of 1,277,975 interactions, including in person, via phone, email or via the website and social media. When compared with the 2022/23 Quarter 2 target, the 2023/24 target has increased by approximately 45%. This is due to the realistic expectation of increased interactions post Covid.

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, more work is required to develop the same level of services that were available with Lincs to the Past, which is why we are currently seeing reduced engagements. We continue to work hard to enhance the online catalogue which should increase engagement and appeal in the future.

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. However, the absence of our TikTok profile, due to a decision made by the local authority to cease using the app on the network, has heavily impacted on our interactions figures, with previous engagements with TikTok reaching over 300,000 across a three-month period. All our heritage sites consistently demonstrate a regular online presence, and recent work has been undertaken to establish the best platforms for each site as we look to strengthen the content created, increasing online visibility, enhancing collaboration across our sites, and attracting more visitors to our sites.

As expected, our visits increased during the summer months compared to the same period last year, which could be attributed to the Women’s World Cup Final and the glorious weather during Steampunk.



1.5 Road Safety

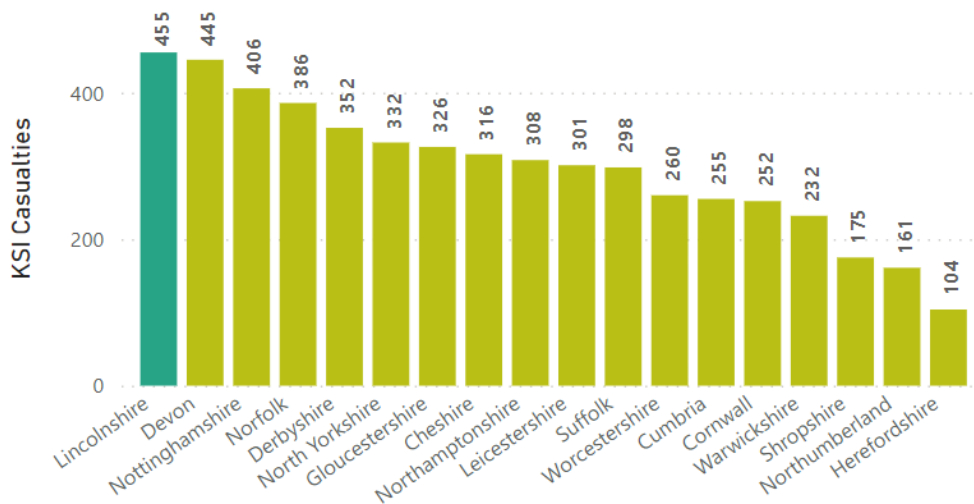
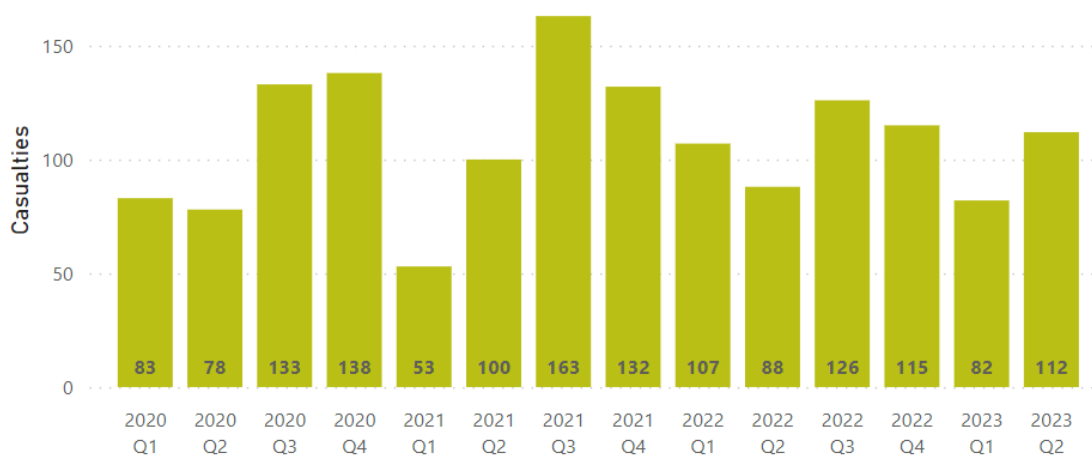
1.5.1 All PIs within Road Safety are reported as contextual (do not have targets)

PI 11 People killed or seriously injured in road traffic collisions

April 2023 - June 2023

Actual 112

This figure is higher than the Quarter 2 figure for 2022 of 88. 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

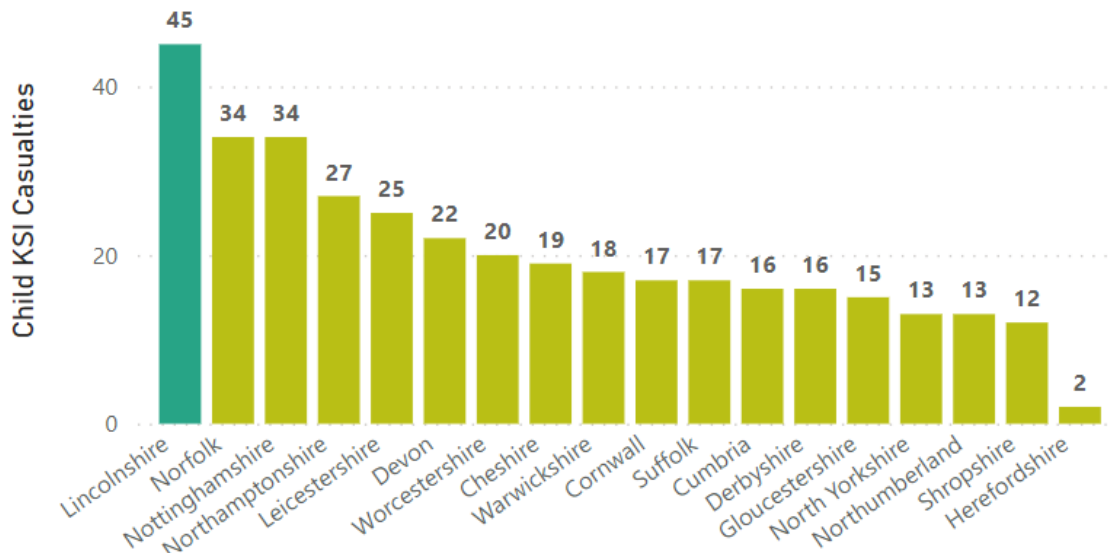
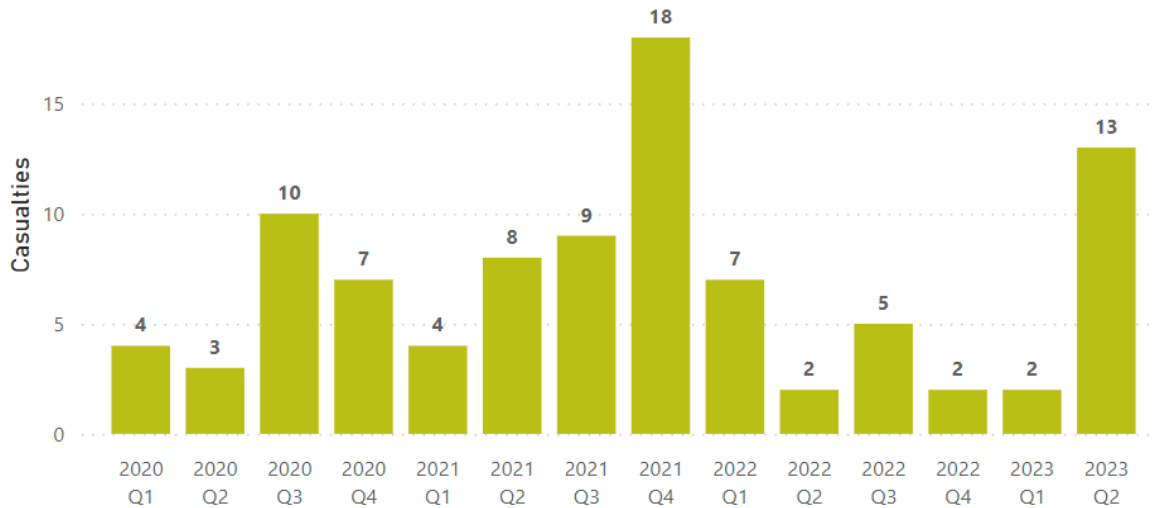
Actual as at December 2021

PI 12 Children killed or seriously injured in road traffic collisions

April 2023 - June 2023

Actual 13

This figure is higher than the Quarter 2 figure for 2022 of two and the Lincolnshire Road Safety Partnership (LRSP) is monitoring this data to look for any commonality.



Statistical Neighbours

Actual as at December 2021

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

April 2023 - September 2023

Actual 457

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 328 organisations across Lincolnshire with:

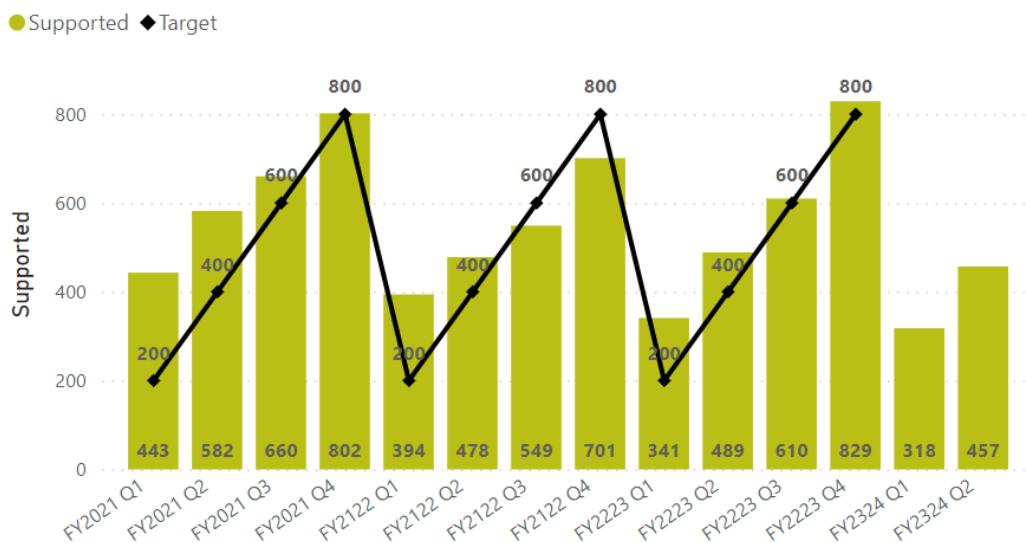
- practical advice and resources
- online forums and regular networking opportunities
- funding advice
- funding readiness online training and support
- support to develop new roles and recruit volunteers
- advice and support with Disclosure and Barring Service (DBS) checks
- online training platform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

Funding advice and support continues to be most popular, and the Funding Ready training programme supported 39 organisations through workshops and one-to-one support.

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

The Find a Funder page had an average of 157 visits per month and the portal currently has 100 grants open to applications and 62 closed grants.

Six newsletters were sent out in the last quarter to 432 subscribers.

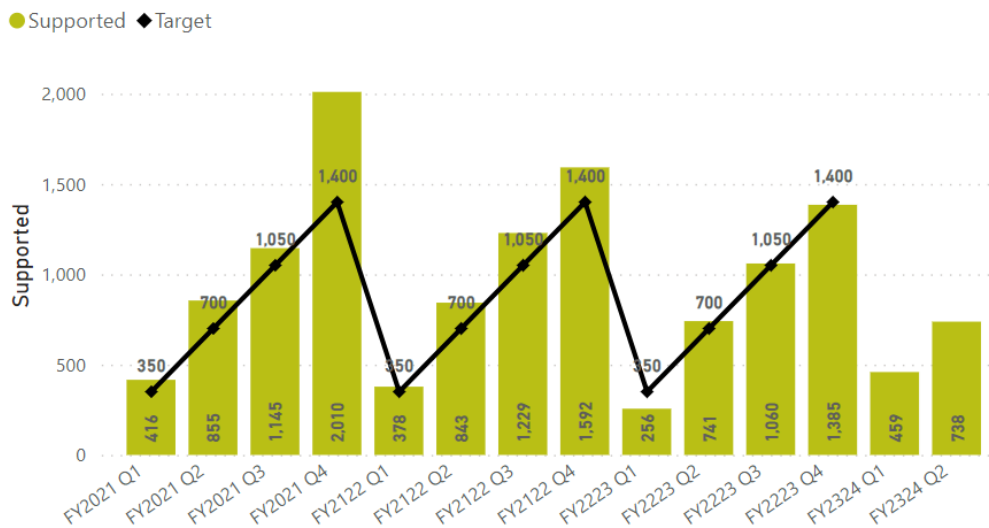


PI 105 People supported who have accessed volunteer opportunities

April 2023 - September 2023

Actual 738

During this quarter, the volunteer centres supported 279 volunteers to access a broad range of volunteering opportunities in Lincolnshire. The volunteer centres have been successful at being re-accredited as Volunteer Centres through the National Association for Voluntary and Community Action (NAVCA). The nationally accredited Volunteer Centre Quality Award (VCQA) demonstrates commitment to continuous improvement and the assessment considers how services are delivered against the five core functions of a volunteer centre as well as working collaboratively with local partners. There has been a reduction in the volume of new volunteers accessing opportunities during the quarter which was to be expected following the 'Big Help Out' and other promotion and outreach during the last quarter including the Lincolnshire Show. There has been increased engagement with volunteer host organisations to understand their longer-term volunteering needs as well as delivering a programme of volunteer management training during the quarter which has received very positive feedback. Moving forward, we will continue to work with partners to launch a new platform which will provide an online searchable volunteering database and will increase visibility of opportunities and ultimately increase the volume of volunteers in Lincolnshire.



2. Conclusion

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

3. Consultation

a) Risks and Impact Analysis

N/A

4. Background Papers

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

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