

Minutes of a meeting of the **PERFORMANCE MONITORING PANEL** held in the Meeting Room 1, Council Offices, Priory Road, Spalding, on Wednesday, 15 November 2023 at 6.30 pm.

PRESENT

B Alcock (Chairman)
M D Booth (Vice-Chairman)

P Barnes
C J T H Brewis
N Chapman
S Chauhan

A Harrison
S Hutchinson
J L Reynolds
J Whitbourn

D J Wilkinson
A R Woolf
A C Beal

In Attendance: The Assistant Director – Strategic Growth and Development, the Assistant Director – Leisure and Culture, the Business Intelligence and Change Manager, the Community Safety & Enforcement Manager, the Leisure Services Officer, the Principal Planning Officer and the Democratic Services Officer.

Apologies for absence were received from or on behalf of Councillors L J Eldridge, M Geaney and S-A Slade. Councillor A C Beal attended as substitute for Councillor M Geaney for this meeting only.

31 MINUTES

AGREED:

That the minutes of the following meetings be signed by the Chairman as a correct record:

- a) Joint Performance Monitoring Panel and Policy Development Panel meeting held on 25 July 2023;
- b) Performance Monitoring Panel held on 13 September 2023; and
- c) Joint Performance Monitoring Panel and Policy Development Panel meeting held on 11 October 2023.

32 ACTIONS

Consideration was given to the actions which arose at the 13 September 2023 Performance Monitoring Panel meeting, and the tracking of previous outstanding actions.

Action By

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Members considered the update and made the following comments:

- Members referred to action 25c and agreed that a representative from Parkwood Leisure, the council's contracted leisure provider, be invited to the Performance Monitoring Panel on an annual basis.

AGREED:

That the actions and responses be noted.

33 DECLARATION OF INTERESTS.

There were none.

34 QUESTIONS ASKED UNDER STANDING ORDER 6

There were none.

35 TRACKING OF RECOMMENDATIONS

There were none.

36 ITEMS REFERRED FROM THE POLICY DEVELOPMENT PANEL.

There were none.

37 KEY DECISION PLAN

Consideration was given to the Key Decision Plan dated 7 November 2023.

AGREED:

That the Key Decision Plan be noted.

38 Q2 PERFORMANCE REPORT 2023/2024

Consideration was given to the report of the Assistant Director – Corporate which provided an update on how the Council was performing for the period 1 July 2023 to 30 September 2023.

The report was introduced by the Business Intelligence and Change Manager which provided an overview of how the Council

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was performing against its key performance indicators. Full details were provided at Appendix A of the report.

The following key points of the report were outlined:

- An improvement in performance from Q1 had been seen overall with some previously underperforming indicators moving to 'on' or 'above' target (green) and others which were slightly below target were within an agreed tolerance level; and
- An update was given for each area where performance was below target (red), as follows:

Percentage of cases opened at homelessness prevention stage (red):

- Increased cases during the Q2 period represented the seasonal trend;
- The team had spent the majority of Q2 catching up with Full Housing Assessments which had improved from 8 weeks to within 3 days. As a result, the team was in a position to focus on prevention which aimed to reduce the number of cases transferring to 'relief' cases;
- Whilst approaches at relief stage were largely out of the council's control, the percentage of cases closed where homelessness had been prevented was within the council's control. The Q2 performance in this area had exceeded the previous four quarters and was significantly higher than the East Midland's average; and
- An upcoming review of the homelessness website by the team aimed to:
 - Improve the customer journey and utilise improved digital pathways for residents to access services; and
 - Expedite the outcome should residents move from a prevention case to a relief case.

Combined Housing Benefit and Council Tax speed of processing changes (PSPS) (red):

- High volumes of work had been encountered during the period; and
- The speed of processing Housing Benefit Only claims was 20.67 days in September 2023 which represented an improvement in performance. The improvements had continued into October 2023 and therefore had not raised concern.

Freedom of Information access (FOIA) and complaint responses (red):

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- The total amount of requests for Q2 was 173, of which 144 were FOIA requests and the remainder related to Subject Access, Police and Law Enforcement;
- 92 FOIA requests were responded to within 20 working days; 19 were late and 33 were overdue;
- Recent intervention to streamline the delivery of FOIA had taken place. Through the guidance of the shared Group Information Governance Manager, steps had been taken to enable the BBC and ELDC compliance achievement rate of 95-99%, to be attained at SHDC;
- Restrictive deadlines had been implemented which encouraged improved service engagement and facilitated earlier identification of service personnel responsible for the FOIA;
- Delays in FOIA cases being referred to Legal personnel had been reduced;
- Regarding complaints, 26 issues had been received during Q2, of which 11 had received responses by the deadline;
- There had been a backlog of work within the Information Governance team which had resulted in delays relating to the logging of complaints and follow-up processes;
- Adherence to complaint deadlines had been challenging due to high service workloads; and
- The Group Information Governance Manager had added capacity by handling 60 first contact complaints and rolling out best practices across the partnership.

Customer Contact (red)

- Customer contact performance had improved significantly across a range of indicators;
- Some areas were slightly below target however a tolerance of 5 per cent had been agreed; and
- The recorded data detailed 'year to date' performance as this reflected the PSPS contract monitoring approach. The commentary related solely to Q1.

Members considered the report and made the following comments:

- Regarding reported FOI requests, members queried the number which could be considered 'general enquiries' and therefore had the potential to be answered by improvements to published website information.
 - The Business Intelligence and Change Manager responded that the team was vigilant in this respect and assessed whether the information was readily

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- available on the website prior to the registering a FOI request;
 - The website was being reviewed to ensure that content was clear; and
 - The number of requests deemed to be 'general enquiries' would be investigated and reported to the panel after the meeting.
- In respect of complaints, members enquired whether a common theme had been identified.
 - The Business Intelligence and Change Manager responded that:
 - a pattern was not evident from the 26 'true' complaints however a breakdown would be shared with the panel at the 23 January 2024 meeting; and
 - Where a customer query could be easily resolved, these cases were intercepted and addressed by officers prior to the registration of an official complaint and thereby the processing period was reduced.
- A discussion ensued around the increased trend in respect of rough sleepers and members queried the following:
 - The reason for the increased trend;
 - Whether departmental resource issues had affected response times;
 - Whether rough sleepers were from the South Holland district or elsewhere;
 - The implications of encampments on private property, such as in shop doorways;
 - The efforts being made to engage with rough sleepers during the night;
 - The practical support available for rough sleepers in terms of hostel accommodation, hot food and drink; and
 - The number of empty properties owned by the council which may contribute to a solution.
- The Business Intelligence and Change Manager responded that:
 - A seasonal increase in homelessness approaches had been received during the quarter;
 - The data was dependent upon whether the resident was at prevention or relief stage; any identified trends would be shared with the panel;
 - The annual rough sleeper count was due to take place the day after the current meeting and the data would be shared with the panel; after the data was

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- collated, the homelessness team would connect with Change4Lincs regarding support for rough sleepers; and
 - The workload of the SHDC homelessness team was considered manageable, at 28.8 cases per officer.
- The Community Safety and Enforcement Manager responded that:
 - The rough sleepers in Spalding were known to the council and regular support was offered;
 - Individuals became homeless due to a range of different personal circumstances and the right support needed to be offered - all options were explored; and
 - Change4Lincs engaged with rough sleepers during the night and provided support with the accessing of services based on need; this could include assistance with completion of paperwork; access to a mobile phone; and provision of water and food vouchers.

Members recognised the complex issues which affected this area and that the relevant officer was not present at the meeting to provide a fuller response. It was therefore requested that the relevant officer be invited to attend the 23 January 2023 Performance Monitoring Panel meeting in order to answer member questions.

- Members noted that some Key Performance Indicators (KPIs) were not measured against targets but were recorded as 'trend only' and queried the reason for this.
 - The Business Intelligence and Change Manager responded that 'trend only' usually applied to new KPIs in their first year, after which time an improvement target would be set for subsequent years. The panel had previously asked for such trends to be included in the report prior to a target being set; and
 - 'Trend only' was considered the optimum mechanism in some areas, such as 'staff turnover'.
- In respect of the Year 1 trend, members suggested that a target be set with the understanding that this would be adapted thereafter on receipt of feedback/data.
 - The Business Intelligence and Change Manager responded that:
 - The framework was currently being reviewed for the following municipal year and many of the current 'trend only' KPIs would have targets for 2024/2025;
 - There was a reluctance to include targets for

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new areas of performance due to the lack of data upon which a realistic target could be based; nonetheless, the Business Intelligence and Change Manager noted the request and would investigate the matter to see what could be done.

- Members expressed concern regarding the number of staff who felt informed about the partnership and its decision-making. The value of 52 per cent was low, and the trend had not improved despite the issue being known for over a year. More effort was required to rectify the position.
 - The Business Intelligence and Change Manager responded that:
 - Where responses of 'yes' and 'sometimes' were combined, the value rose to 89 per cent for the partnership, and to 91 per cent for SHDC; and
 - The Corporate Management Team were aware of the issue and an update would be circulated to the panel in respect of work being undertaken by the Communications Team;
- Members queried the reason for the increased number of working days lost to sickness.
 - The Business Intelligence and Change Manager would seek a response from H.R. (PSPS) which would be circulated to panel members after the meeting.
- Members requested sight of performance data for ELDC and BBC so that partnership trends could be compared and learning shared. Could the data be included in the report.
 - The Business Intelligence and Change Manager responded that whilst the navigation of a combined partnership performance report would be challenging, the respective ELDC and BBC performance reports could be shared.

AGREED:

That the contents of the report be noted.

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Consideration was given to the report of the Assistant Director – Leisure and Culture which provided the Panel with an update on leisure provision.

The Leisure Services Officer introduced the report which outlined the following:

- Performance overview of the Castle Swimming Pool, the Castle Sports Centre and the Peele Leisure Centre for both Q1 and Q2 2023/24;
- The contractual position with the leisure services provider, Parkwood Leisure;
- The Castle Swimming Pool usage data at Appendix A;
- The Castle Sports Centre usage data at Appendix B; and
- The Peele Leisure Centre usage data at Appendix C.

Members considered the report and made the following comments:

- Members referred to point 4.3 of the report and queried the loss of 281 Health and Fitness Memberships due to the closure of Gousto.
 - The Leisure Services Officer responded that:
 - Discounted corporate membership rates were offered to employees of large companies and therefore the closure of Gousto had invalidated the corporate membership package for those individuals; and
 - An alternative annual membership package had been offered and taken up by some ex-Gousto employees within the one month qualifying period.
- Members referred to the faulty boilers and asked if the supplier had been held accountable and whether the old boilers had been reinstated. Members sought reassurance that any remedy would not have a detrimental financial impact on SHDC.
 - The Leisure Services Officer gave the following update on behalf of the Assets Team who were dealing with aspect:
 - Two additional boilers were due to be installed on site in December 2023 which would serve to double capacity should issues be encountered with the reinstated boilers; and
 - The Property Services Manager was seeking compensation for the faulty boilers which

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were deemed unfit for purpose.

- Members noted that pages 71 and 73 of the agenda were duplicates.
- Members asked whether there had been any enforcement of contract instances during the period of the report.
 - The Leisure Services Officer responded that there had not been any such instances during Q1 and Q2 2023.
- Members thanked officers for the production of a clear and understandable report. The data was encouraging however some downward trends needed to be discussed with Parkwood. Members stated the importance of achieving a successful facility which contributed to SHDC's responsibilities in respect of health and wellbeing.
 - The Leisure Services Officer would ensure that members comments were relayed to Parkwood at their next contract meeting, which was due to take place the following week.

AGREED:

- a) That after consideration of the report by the Performance Monitoring Panel, the performance outcomes be noted; and
- b) That as stated at minute item 32, a representative of Parkwood Leisure be invited to attend the Performance Monitoring Panel for this item on an annual basis.

40 CRIME AND DISORDER REPORT

Consideration was given to the report of the Assistant Director – Wellbeing and Community Leadership which provided members with an update on Community Safety Partnership work at a local and county level.

The Community Safety and Enforcement Manager introduced the report which included an update on the following areas:

- South and East Lincolnshire Community Safety Partnership which included: anti-social behaviour (ASB); hate crime; safer streets and night-time economy; the safety of women and girls; and vulnerability and safeguarding;
- SHDC anti-social behaviour enforcement team activity

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which highlighted an increase in complex cases;

- Community Warden role;
- CCTV;
- Neighbourhood Policing;
- Public Space Protection Order (PSPO); and
- Safer Lincolnshire Partnership (SLP).

The following information was appended to the report:

- Community Safety Strategy Action Plan 2023-2024 at Appendix A;
- 7 Minute briefing Violence Against Women and Girls at Appendix B;
- ASB in South Holland at Appendix C;
- Annual CCTV Report 2022-2023 at Appendix D;
- SHDC Parishes CCTV Performance Data Q1 and Q2 at Appendix E;
- Neighbourhood Policing Commitment Booklet 2023 at Appendix F; and
- Safer Lincolnshire Partnership Report at Appendix G. An updated Appendix G (appended to the minutes) had been made available since the publication of the agenda which detailed key actions in the following areas:
 - The ASB Core Priority Group - progress continued with the Task and Finish Groups in respect of noise nuisance;
 - The Crime and Disorder Core Priority Group – partnership work with Trading Standards and Lincolnshire Police had led to the installation of 80 call blocker units in 2022/2023 and had resulted in direct financial savings; communication and engagement activities also sought to raise awareness of online criminal traders;
 - The Reducing Reoffending Core Priority Group - funding had been secured to progress the Lincolnshire Women and Girls Strategy and the development of a Women's Centre Approach for Lincolnshire;
 - The Drug and Alcohol Core Priority Group; and
 - The Serious Violence Core Priority Group.

Regarding the recommendation of the report in the respect of complex cases, the Community Safety and Enforcement Manager relayed the following:

- An increased and cyclical trend in ASB cases had been identified relating to drug, alcohol and mental health concerns; and
- Opportunities to explore best practices was called for, in

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order to resolve the issue and help ongoing cases.

Members considered the update and made the following comments:

- Members referred to 3.7 of the report which showed a map of reported ASB incidents in the district and asked why all incidents had not been included. Members asked to be informed of trends in their wards.
 - The Community Safety and Enforcement Manager responded that:
 - Work was underway with the software provider to ensure that all incidents were mapped;
 - The mapping exercise deliberately located reports to a general ward zone, rather than being zoned at street level, so that individuals could not be identified; the reporting of incidents/trends to members whilst ensuring anonymity was therefore challenging however possibilities would be investigated; and
 - The map could be used by members to encourage reporting where concerns had not been raised.
- Members stated that a CCTV response had not yet been forthcoming regarding an ASB incident reported by a Parish Council and that police access to local CCTV footage, held at the Boston facility, needed to be easily and locally available.
 - The Community Safety and Enforcement Manager would request a response from the CCTV Manager however the following response was given:
 - Work was being explored regarding the transfer of information;
 - Volunteers were now in place at the Boston facility to view requested camera footage which could be relayed to officers in Spalding; and
 - The Community Safety and Enforcement Manager would liaise with the member concerned regarding the reported incident.
- The following discussion took place regarding dangerous driving:
 - Dangerous driving in residential areas had been reported to members by residents; mobile speed

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- cameras needed to be deployed in known speeding hot-spots;
 - Members acknowledged the work of Community Speed Watch (CSW) which, supported by the police, had collated speed camera evidence to successfully reduce speed limits and change behaviours;
 - Some members highlighted the limitations to CSW which could not prosecute and stated that behaviour changes were encouraged through penalties; and
 - Members were encouraged to relay issues to Inspector Nick Waters who responded to issues; and to engage with CSW to enable future change;
 - The Community Safety and Enforcement Manager responded that reported issues were acted upon and resulted in specific police speed reduction campaigns.
- Members recognised that the comprehensive report included details of multiple workstreams in place to address crime and disorder issues however long-term problems sustained and trends increased. Members questioned whether the current approach would yield results and how success would be measured.
 - The Community Safety and Enforcement Manager responded that:
 - A strategic approach to dealing with crime and disorder was being taken;
 - Analysts provided information so that issues could be targeted;
 - Clear actions and outcomes were in place;
 - Many issues were complex and affected the whole country; officers liaised with other district councils and best practices were shared;
 - The SHDC Community Safety team worked directly with various panels and individuals at a local level where impact was evident; and
 - The achievement of measurable outcomes would be reported in the next Safer Lincolnshire Partnership report and presented to the panel in summer 2024.
- Members stated that public confidence in the police system was low, and whilst the reporting of incidents was encouraged, members asserted that the reporting system was not fit for purpose and this effectively disincentivised the reporting of crime. The following main points were

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raised:

- Long call answering times to the non-emergency 101 telephone service had led to the abandonment of report attempts;
 - The online reporting system was difficult to use and required improvements; automated replies often indicated that no action would be taken;
 - As a result, a true picture of crime in the area was not being captured and this impacted negatively on the assessment of required resources;
 - Whilst members expressed confidence in the commitment of police officers, their resources were inadequate, and the Member of Parliament (M.P.) and the Police and Crime Commissioner (P.C.C.) had not been successful in securing sufficient funding to address the issue; and
 - Members debated whether an invitation be extended to either a police representative or the M.P. to attend a future meeting to discuss the issues raised however both were ruled out at this stage. Nonetheless, members did agree to individually lobby the MP for necessary improvements to the reporting system.
 - The Community Safety and Enforcement Manager responded that ongoing issues should be reported to the Community Safety Team. The team met regularly with the local policing team where local issues were relayed and solutions discussed.
-
- Members expressed concern that complex cases received support whereas ASB issues, which impacted the wider community, were considered minor and therefore not prioritised.
 - Members referred to the CCTV data at point 4.1 of the report and stated that this was a positive development.
 - Members referred to the Safety of Women and Girls progress commentary within Appendix A and noted that further CCTV installations awaited BT fibre upgrade works. Infrastructure improvements were therefore required in order to reduce crime. Members suggested that the S&ELCP lobby BT for urgent action in this area.
 - The Community Safety and Enforcement Manager would relay members comments to the CCTV manager and report back to the committee.

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- Members suggested that the South and East Lincolnshire Community Safety Partnership review the provision of youth services in order to address issues in communities.

AGREED:

After consideration of the Crime and Disorder Report by the Performance Monitoring Panel:

- a) That the contents of the report be noted;
- b) That the exploration of opportunities to assist with complex cases was supported;
- c) That the annual report come forward to the Performance Monitoring Panel in May/June so that annual data from the previous financial year could be provided; and
- d) That the comments of the Panel be noted and feedback relayed, by the Community Safety and Enforcement Manager, to relevant parties.

41 REVIEW OF IMPLEMENTED PLANNING DECISIONS

Consideration was given to the report of the Head of Planning which reported on the review undertaken with members and asked the panel to consider its findings.

The Principal Planning Officer introduced the report which detailed the following:

- Background and purpose of the exercise which fulfilled the Local Government Association best practice and adhered to SHDC constitutional requirements;
- An overview of the tour which took place on 25 October 2023; and
- Conclusions drawn from the exercise

The summary of comments from the tour was outlined at Appendix A.

Members considered the report and made the following comments:

- Members thanked officers for arranging and leading on the tour which included a range of interesting sites.
- Members applauded one site in particular for its utilisation

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of innovative and attractive design and suggested that this approach be influential for other sites in the district.

- Members stated that design should have a greater weighting in the decision-making process; the aesthetics of developments regarding use of materials and features needed greater consideration in some cases.
- Members noted concerns regarding the upkeep of play equipment on new estates and clarity was required regarding who was permitted to use it: the residents of the respective estates or the wider community.
- Members noted the comments in Appendix A regarding recommended improvements to open spaces controlled by management companies, and stated that:
 - SHDC needed to give serious consideration to the purpose of any designated open spaces;
 - Where open spaces were not maintained or completed as expected by the management company, SHDC needed to consider what action could be taken to ensure conditions were met;
 - Members questioned the benefits of open spaces and their need to be managed versus larger private gardens. Concerns were raised that management companies had been traded, with the probable aim of profit, which would likely pose an increased financial burden upon residents in the future; and
 - Members were concerned if the Drainage Board 9 metre buffer strips were included as part of the allotted open space.
- Members agreed that future visits to review implemented Planning decisions include the wider participation of members from the Planning Committee; some members suggested that the exercise should be mandatory training for Planning Committee members.

AGREED:

Following consideration of the Review of Implemented Planning Decisions report by the Performance Monitoring Panel:

- a) That the contents of the report be noted;
- b) That the Review of Planning Decisions tour occur every two years, in place of the current annual process;

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- c) That future member invitation for the Review of Planning Decisions tour includes members of the Planning Committee; and
- d) That members' comments be noted by the Principal Planning Officer and relayed to relevant Planning officers.

42 JOINT ANNUAL SCRUTINY OF THE SOUTH & EAST LINCOLNSHIRE COUNCILS PARTNERSHIP

Consideration was given to the report of Councillor Chris Brewis (SHDC) on behalf of the Partnership Scrutiny Task Group which asked the panel to review the Partnership's progress against the opportunities identified in the business case and key lines of enquiry.

Councillor C Brewis, Chairman of the Joint Annual Scrutiny of the S&ELCP Task Group, introduced the report by highlighting the following areas:

- Officers and members of the task group were thanked for their participation in the task group and input into the drafting of the report;
- Staff were thanked for their frank responses as stated at page 160 of the report;
- The scrutiny exercise was an enjoyable experience, and the partnership was progressing in a positive direction;
- The Report of the Panel was at Appendix A and recommendations included the following areas:
 - ICT;
 - Communication;
 - Capacity; and
 - Alignment;
- The Scoping document of the task group was at Appendix B;
- Questionnaire Themes were detailed at Appendix C;
- The Partnership Progress Document 1 was at Appendix D; and
- The Partnership Progress Document 2 was at Appendix E;

Members considered the report and made the following comments:

- The Chairman of the task group, Cllr Brewis, was thanked for his work and the preparation of the report; and
- The Chair and Vice Chairman of PMP, who were members of the task group, reported that an ICT issue required rectification in respect of Microsoft Teams connectivity

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across the partnership.

AGREED:

Following consideration of the Joint Annual Scrutiny of the South & East Lincolnshire Councils Partnership Task Group report by the Performance Monitoring Panel:

- a) That the report (Appendix A) and associated recommendations be noted; and
- b) That the recommendations stated in the report be considered at the next Cabinet meeting.

43 PERFORMANCE MONITORING PANEL WORK PROGRAMME

Consideration was given to the report of the Assistance Director – Governance which set out the Work Programme of the Performance Monitoring Panel; requested items for consideration for inclusion; and asked the Panel to consider a member's request to examine the delivery of services provided by all GP surgeries in South Holland.

The Democratic Services Officer introduced the report and advised the panel of the following updates to the Work Programme:

- An update regarding the Sir Halley Stewart Playing Field Task Group would come forward to the panel at the 23 January 2024 meeting. The lead officer for this item was clarified as the Strategic and Operational Property Manager; and
- A tracker update in respect of the SHDC Peer Review Action Plan would come forward to the committee as part of the Performance Report item in early summer 2024. The item would be scheduled when committee meeting dates for 2024/2025 were confirmed.

The following discussion ensued around a members request to examine the delivery of services provided by all GP surgeries in South Holland:

- Some residents had encountered barriers when attempting to secure face-to-face GP appointments;
- The default culture of securing a face-to-face GP appointment had not recovered since the instigation of phone appointments during the Covid period;
- Phone appointments were not suitable for everyone; long call waiting times were often experienced; and whilst

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callers were regularly made aware of their status within the queueing system, for some this had necessitated the abandonment of the call attempt;

- Where appointments were not available, residents had been advised to call NHS 111 or visit a hospital. Members stated that this approach increased existing pressures faced by hospitals;
- It was known that some doctors were forced to work from home due to insufficient space at surgeries;
- Members expressed concern regarding the accountability of primary care and felt that the current system had become a barrier to good health and wellbeing of the community. There were known instances where people had suffered; and
- As GP surgeries were contracted to deliver primary care on behalf of the NHS, members felt it would be useful to understand the nature of the contracts and requested that a relevant NHS contact attend the 23 January 2024 Performance Monitoring Panel meeting to impart guidance on the matter.
 - The Assistant Director – Strategic Growth and Development agreed to approach a known NHS contact regarding an invitation to attend the 23 January 2024 meeting.

AGREED:

- a) That the content of the report be noted; and
- b) That a NHS contact be invited to attend the 23 January 2024 Performance Monitoring Panel meeting.

44 ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

45 TO CONSIDER RESOLVING THAT, UNDER SECTION 100A (4) OF THE LOCAL GOVERNMENT ACT 1972, THE PUBLIC BE EXCLUDED FROM THE MEETING FOR THE FOLLOWING ITEM(S) OF BUSINESS ON THE GROUNDS THAT IT INVOLVES THE LIKELY DISCLOSURE OF EXEMPT INFORMATION AS DEFINED IN PARAGRAPH 3 AND 4 OF PART 1 OF SCHEDULE 12A OF THE ACT.

AGREED:

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That under section 100A (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 3 and 4 of part 1 of Schedule 12A of the Act.

46 RESTRICTED MINUTE

Members considered the exempt minute from the 13 September 2023 Performance Monitoring Panel meeting.

AGREED:

That the exempt minute from the 13 September 2023 Performance Monitoring Panel meeting be signed as a correct record.

(The meeting ended at 8.49 pm)

(End of minutes)

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Safer Lincolnshire Partnership Update November 2023

Report Author: Zoe Walters, Interim Business Manager, Safer Lincolnshire Partnership.

1.1. Safer Lincolnshire Partnership

The Safer Lincolnshire Partnership (SLP), as the informally-merged community safety partnership (CSP) for Lincolnshire, has the following statutory duties:

- To prepare and implement a partnership plan that sets out a strategy for the reduction of reoffending, crime and disorder, combating substance misuse, understand serious violence, community engagement and addressing the priorities identified in the strategic assessment.
- To set up protocols and systems for information sharing.
- To regularly engage and consult with the public about their community safety priorities and issues.
- To hold one or more public meetings during each year.
- To commission Domestic Homicide Reviews following notification from the Police of a domestic homicide.

1.2 Strategic Assessment

As referenced in 1.1, the SLP has a statutory duty to carry out a strategic assessment to identify issues to be addressed in the area. The last assessment was produced in 2021 to inform the priority issues to be addressed by the partnership from April 2022-25.

The current strategic priorities are outlined below:

Anti-Social Behaviour:

Strategy: Targeted prevention work based on evidence, problem solving options for complex and longer-term neighbourhood Anti-Social behaviour.

Crime & Disorder – Fraud – Digitally Enabled Fraud and Identity Theft

Strategy: Reduce victimisation through targeted prevention work

Reducing Reoffending

Strategy: Provide alternatives to Criminal Justice for those in transition years, with appropriate support and diversion and link with the Integrated Offender Management Strategy

Drug and Alcohol

Strategy: Ensure support services are available, utilise the evidence base to ensure prevention work is targeted in areas of greatest deprivation, use evidence base to address Drug Related Deaths

This core priority group also serves as the Lincolnshire Combatting Drugs Partnership as defined in statute.

Serious Violence

Strategic Aims: Prevention, protection, intervention and rehabilitation. The full serious violence strategy is due to be publicly published at the end of January 2024, as per central government timescales.

1.3 Current status of Priorities – actions and activity to date:

Anti-Social Behaviour Core Priority Group

- Completed the review of the ECINS Partnership Agreement
- The ASBRAC Operating Procedures and ASB Strategy have been reviewed and agreed by the Core Priority Group.
- Coordination of the Lincolnshire ASB Awareness Week communications project, in July 2023, with a specific focus on raising awareness of the ASB Case Review Process (Community Trigger Process).
- Continue to progress Task and Finish Groups in relation to noise nuisance.
- The ASB Coordinator is working alongside the Lincolnshire Office of Police and Crime Commissioners (OPCC) in relation to the Community Remedy Consultation.

Crime and Disorder Core Priority Group

- Working in partnership with Trading Standards and Lincolnshire Police 80 call blocker units were installed in 2022-23. With direct financial savings of over £100,000 at an individual level and across health, social care and police sectors. A business case is in progress to secure funding for additional units.
- Undertaken a number and range of communication and engagement activities to raise awareness of online criminal traders. Communication and engagement continues and upon review of Action Fraud data it is anticipated that the CPG can plan a targeted approach.

Reducing Reoffending Core Priority Group

- Launched a pilot of the Mental Health Treatment Requirement (work stream now aligned to the Drug and Alcohol CPG).
- Secured partnership commitment to working in partnership to increase the use of wider community sentence treatment requirements in Lincolnshire (work stream now aligned under the Drug and Alcohol CPG).
- Secured funding via the Ministry of Justice, OPCC, East Midlands Probation Service and Lincolnshire County Councils' Adult Care and Community Wellbeing directorate to progress the Lincolnshire Women and Girls Strategy. This includes the development of a Women's Centre Approach for Lincolnshire.
- Launched and undertook a review of the Lincolnshire Prisoner Release Housing Protocol. The task and finish group is now tasked to achieve the associated action plan which is aligned to recommendations made within the review.
- Continue to progress the development of the Integrated Offender Management Performance Framework.
- Piloting the use of the Reducing Reoffending Dashboard produced by the Community Safety Analytical Team.

Drug and Alcohol Core Priority Group

- Continued involvement with the Out of Courts Disposals Working Group and having oversight of diversionary options, where appropriate, to the Criminal Justice System for offences linked to substance misuse.
- Continued monitoring of Population and Health Management data to identify if those with repeat presentations at out of hours/emergency care services would have benefited from earlier intervention.
- The Drug and Alcohol Related Deaths Panel have recently met to discuss and agree the structure and format of the group. The main focus is to note “lessons” learned to inform future preventative activity.
- Continue to develop processes and mechanisms to integrate lived experience into workstreams.

Serious Violence Core Priority Group

- Serious Violence Strategy (V7) agreed at CPG and Strategy Board. This is due for publication in January 2024.
- Mapping exercise and public survey to identify current workstreams, interventions and public views across the county in relation to serious violence. This will be followed up with a gap analysis.
- Bidding opened to partners to apply for funding for projects that align to the strategy. These projects are to be delivered between October 2023 and March 2024. Following agreement of funding awards, the Serious Violence Delivery Plan will be submitted to the Home Office. The outcome of funding bids will be circulated to CPG members and project leads on 02.11.2023.

1.4 SLP Strategy Board (SB)

Annual General Meeting (AGM) and Annual Report 2022-23



SLP Annual Report
Final Version.pdf

- SLP held it’s AGM in March 2023 where the annual report, was presented.
- To ensure compliance with statutory duties this meeting was opened to the public.

Finance Review

- The initial purpose was to secure funding for 2024-25. This has been achieved.
- A broader workstream is in the initial stages of development to review and understand partner contributions across Lincolnshire Domestic Abuse Partnership, SLP, Lincolnshire Safeguarding Children Partnership and Lincolnshire Safeguarding Adults Board. This is being undertaken at the request of members of Strategy Board.
- The finance review also seeks to gain agreement of mechanisms to provide evidence of value for money and return on investment for partners and members.

Analysis

- A project has commenced, with background work completed at this stage, to increase analytical capacity and coordinate analytical teams across SLP partners.
- Recent analytical work has included supporting the Lincolnshire Domestic Abuse Specialist Service (LDASS) project following recommissioning, piloting the Reducing Reoffending Dashboard, undertaking a review of ASBRAC, and analysis of the annual Stay Safe Survey.

1.5 Domestic Homicide Review (DHR) Update

Domestic Homicide Reviews (DHRs) were established on a statutory basis under the Domestic Violence, Crime and Victims Act 2004. A key part of prevention and early intervention, Domestic Homicides main purpose is to prevent domestic violence and homicide and improve service responses for victims by developing a coordinated multi agency approach to ensure that abuse is identified and responded to effectively at the earliest opportunity. The overall responsibility for establishing a review rest with the local Community Safety Partnership (CSP). In Lincolnshire, following the Domestic Abuse Act 2021, this duty is discharged from Safer Lincolnshire Partnership (SLP), the informally merged CSP, to the Lincolnshire Domestic Abuse Partnership (LDAP).

Assurance will be provided by LDAP and incorporated into the SLP Annual Report each year. Additionally, LDAP will provide interim assurance once per year, at the end of quarter 2 or the start of quarter 3. Members of SLP SB have agreed that they will review DHR assurance provided by LDAP.