

**Open Report on behalf of Richard Wills,  
Executive Director for Environment and Economy**

Report to:	<b>Environment and Economy Scrutiny Committee</b>
Date:	<b>17 July 2017</b>
Subject:	<b>Quarter 4 Performance Report (1 January to 31 March 2017)</b>

**Summary:**

This paper demonstrates that there has been good performance against the existing indicators for Environment and Economy. It also suggests that members may wish to use a new suite of indicators to help them to scrutinise performance against commissioning strategies in the future.

**Actions Required:**

Members of the Environment and Economy Scrutiny Committee are invited to:

- 1) Consider the six performance indicators which have been achieved, the measured performance in three indicators, and one indicator which has not been met.
- 2) Support officers working to produce a new suite of indicators which better reflect the commissioning strategies that are being prepared and in particular the interaction between the commissioning strategies.

## **1. Background**

Scrutiny committees receive a quarterly report about the performance of the work area for which they have scrutiny responsibilities. In the previous council there was an Economic Scrutiny Committee and an Environmental Scrutiny Committee, and indicators were prepared for each of those committees. This report provides the final report on progress during the previous council.

The attached information sheets show that there were ten indicators relating to environment and economy - six to environment and four to economy. Of those ten indicators, six have been achieved and there has been measured performance against three.

The only indicator that was not met was the percentage of household waste recycled. The Year End Total for 2016/17 was forecasted at 47.3%, however a total year rate of 46.8% was achieved. Whilst there was a small increase in composting tonnages compared to last year, these are notoriously variable

depending on factors such as weather. There was an increase in the rejection rate of Mixed Dry Recyclables which is reducing even further the quantity of actual recyclables being collected at kerbside. The aspirational target of 55% was set in our Joint Municipal Waste Management Strategy which needs to be addressed in the production of a revised strategy.

Members will be aware that the indicators are useful as they stand, but that the discussion at the previous Environment and Economy scrutiny committee concerned a role for the scrutiny committee in shaping policy and scrutinising performance at a more strategic level. At the same time, officers have been tasked centrally with producing commissioning strategies for their service by September 2017.

There are two commissioning strategies that are most relevant to the Environment and Economy scrutiny committee -one concerning growth and the environment, and one concerning enterprise growth. A third commissioning strategy -concerning Highways and Transport- is also relevant. The attached arrow-shaped diagram shows how the commissioning strategies connect together and how they all contribute to promoting growth in Lincolnshire.

Given the discussion at the previous meeting of the Environment and Economy Scrutiny Committee, and the clear connections between the emerging commissioning strategies, it would appear to be beneficial to prepare new indicators which better help the committee to scrutinise performance.

One other way of assessing performance is via customer compliments/complaints. Because the majority of the services that are scrutinised by this committee are strategic rather than operational the number of compliments/complaints is always low. However, the attached report shows that there had been eight formal compliments and four complaints; three of the complaints were not substantiated and one was partially substantiated. This is useful information, but in the future it would be beneficial to support the formal compliments/complaints reporting with a wider report on business and community satisfaction with the environment and economy.

## **2. Conclusion**

Progress against performance indicators continues to be very good. It is suggested that a review of indicators to reflect the new committee structure is done.

## **3. Consultation**

### **a) Have Risks and Impact Analysis been carried out??**

N/A

## b) Risks and Impact Analysis

N/A

## 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Sustaining and Developing prosperity through infrastructure diagram
Appendix B	Customer Satisfaction Survey
Appendix C	Q4 Performance Indicators

## 5. Background Papers

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

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