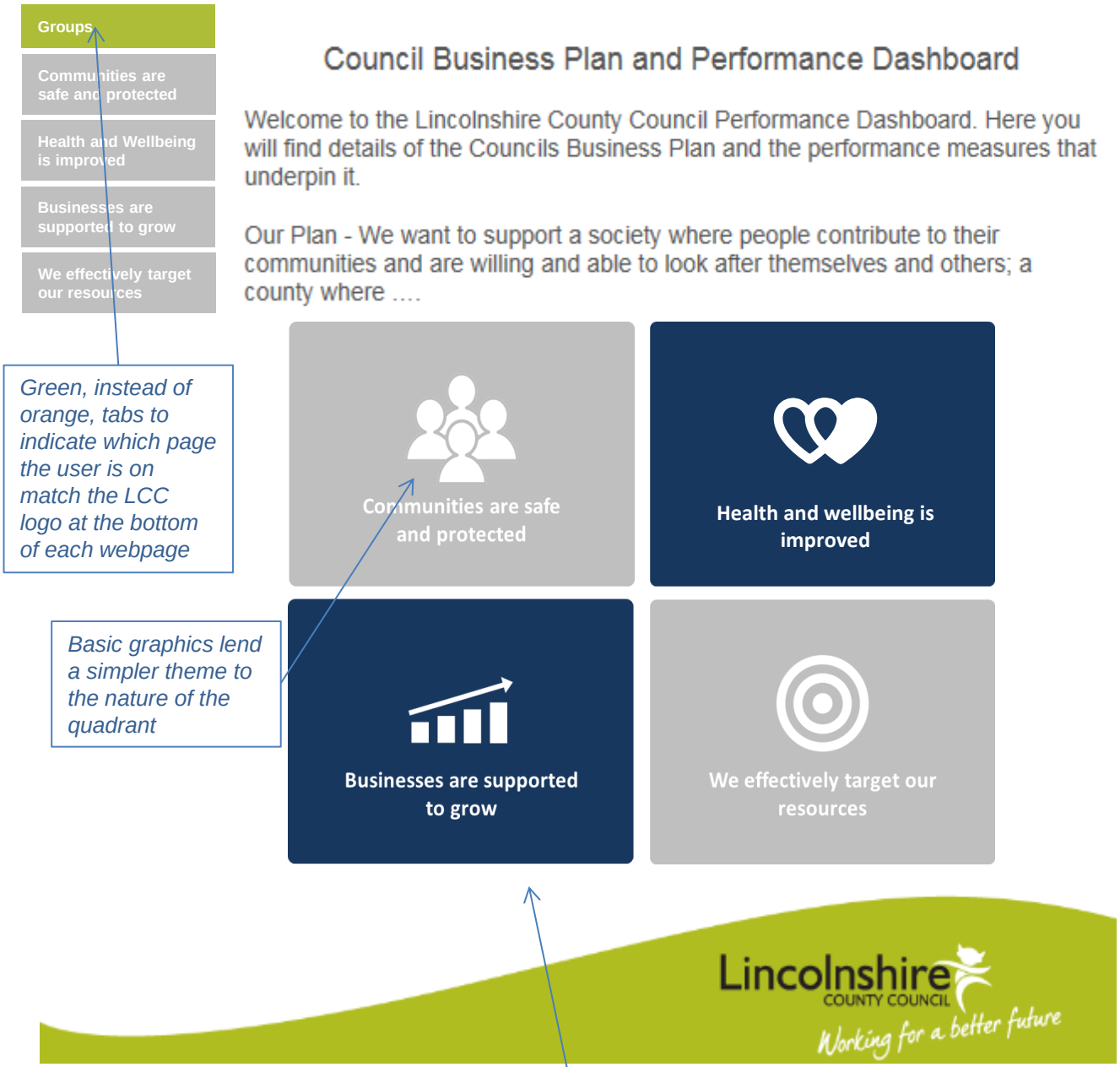
Appendix A
Proposed changes to Performance Reporting against the Council Business Plan

Current dashboard featuring colour variations

Side menu also displays current screen in orange which doesn't tie in with any other colours on the page.

Current dashboard uses different colours for each quadrant, none of which correlate to any particular meaning or use.

Proposed new dashboard featuring colour uniformity

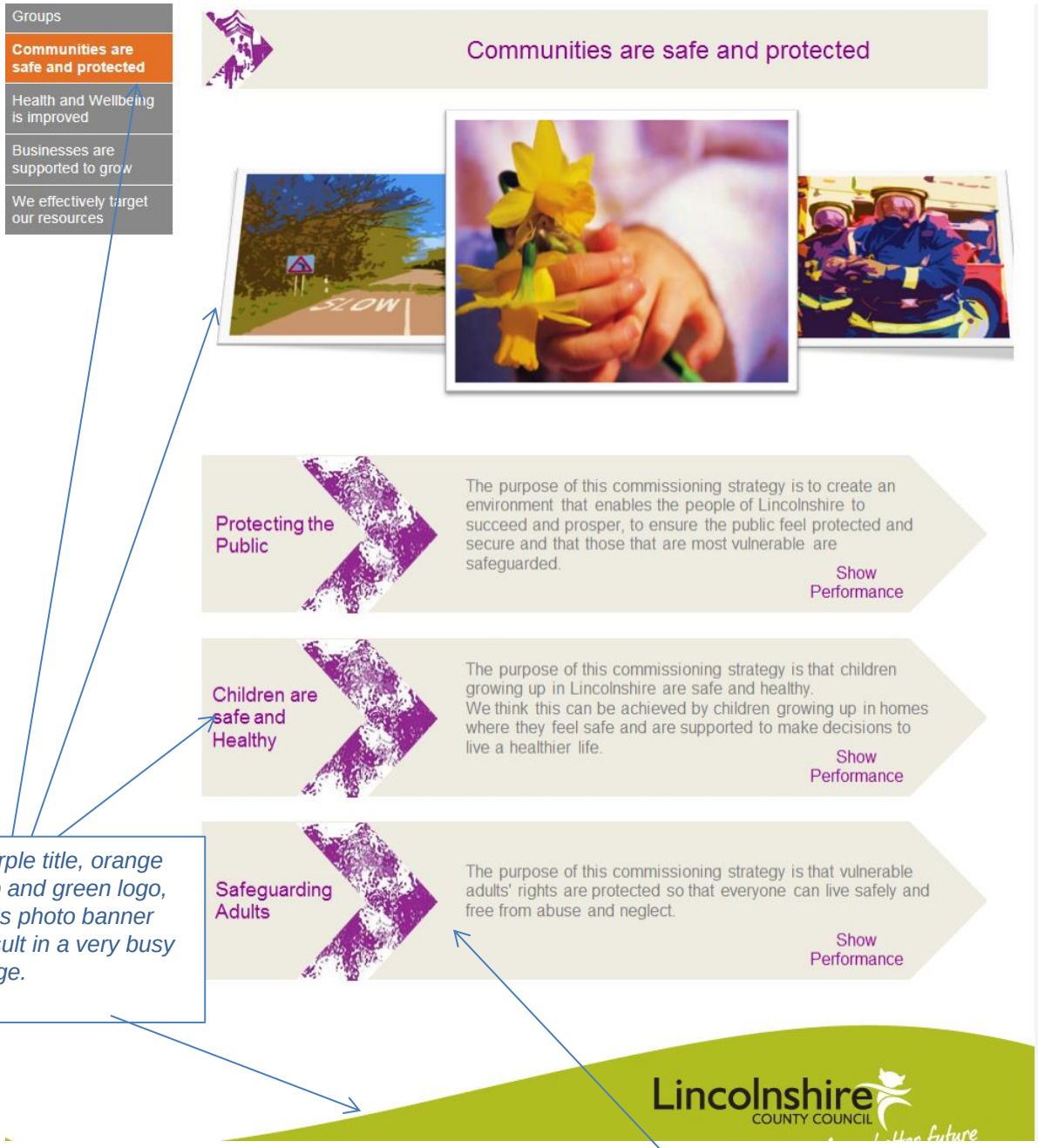


Green, instead of orange, tabs to indicate which page the user is on match the LCC logo at the bottom of each webpage

Basic graphics lend a simpler theme to the nature of the quadrant

Proposed changes introduce a tidier, more uniform colour scheme which also ties in with the new style of graphics.

Current quadrant commissioning strategy menu



Purple title, orange tab and green logo, plus photo banner result in a very busy page.

Although the menu colour scheme correlates to the quadrant menu colour scheme, the colour itself does not lend any functionality to the viewing of the strategies or measures.

Proposed quadrant commissioning strategy menu

Groups

Communities are safe and protected

Health and Wellbeing is improved

Businesses are supported to grow

We effectively target our resources

Communities are safe and protected

Photo banner remains as previous to break up the page and keep some colour

Protecting the public

The purpose of this commissioning strategy is to create an environment that enables the people of Lincolnshire to succeed and prosper, to ensure the public feel protected and secure and that those that are most vulnerable are safeguarded.

Show performance

Children are safe and healthy

The purpose of this commissioning strategy is that children growing up in Lincolnshire are safe and healthy. We think this can be achieved by children growing up in homes where they feel safe and are supported to make decisions to live a healthier life.

Show performance

Safeguarding Adults

The purpose of this commissioning strategy is that vulnerable adults' rights are protected so that everyone can live safely and free from abuse and neglect.

Show performance

Simple graphic is used at the beginning of the menu drop down box, compared with the previous large arrow in the middle of the box.

Drop down box shape has changed from arrow to rounded ends – smoother presentation and overall feel to the page.

Proposed changes to Individual Measure Graphics

Alcohol related anti-social behaviour incidents

2,853

Incidents

Achieved

Current graphics type for a quarterly reported cumulative measure

Lincolnshire COUNTY COUNCIL
Working for a better future

Communities are safe and protected

Tile outline and banner colour completely changes depending on performance

Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse

Alcohol related anti-social behaviour incidents

This measure is a count of Police recorded Anti Social Behaviour incidents. An Anti Social Behaviour incident is classed as alcohol-related if it fulfils one of the following criteria:
Where alcohol has been identified as contributing to the incident.
The incident is classed as either 'street drinking' or 'drunken behaviour'.
The caller's initial description of the incident contains the words 'drunk', 'drink', 'alcohol', 'intoxicated', or 'urinate'.

Achieved

2,853

Incidents

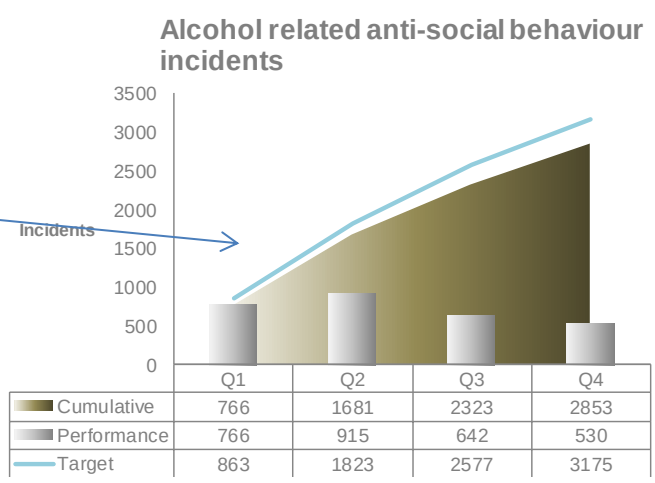
Quarter 4 March 2017

3,175

Incidents

Target for March 2017

Similar colours on the chart can confuse the understanding of the performance when printed out in greyscale



	Q1	Q2	Q3	Q4
Cumulative	766	1681	2323	2853
Performance	766	915	642	530
Target	863	1823	2577	3175

Alcohol related anti-social behaviour incidents

2,853

Incidents

Achieved

Alcohol related anti-social behaviour incidents

2,853

Incidents

Not achieved

Proposed graphics type for a quarterly reported cumulative measure

Outline colours of the tile are now uniform across all levels of performance with just the text and indicator graphic changing colour

Communities are safe and protected

Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse

Alcohol related anti-social behaviour incidents

This measure is a count of Police recorded Anti Social Behaviour incidents. An Anti Social Behaviour incident is classed as alcohol-related if it fulfils one of the following criteria:
Where alcohol has been identified as contributing to the incident.
The incident is classed as either 'street drinking' or 'drunken behaviour'.
The caller's initial description of the incident contains the words 'drunk', 'drink', 'alcohol', 'intoxicated', or 'urinate'.
A lower number of alcohol related anti-social behaviour incidents indicates a better performance.

Banner colour and graphics reflect the tile

Achieved

2,853

Incidents

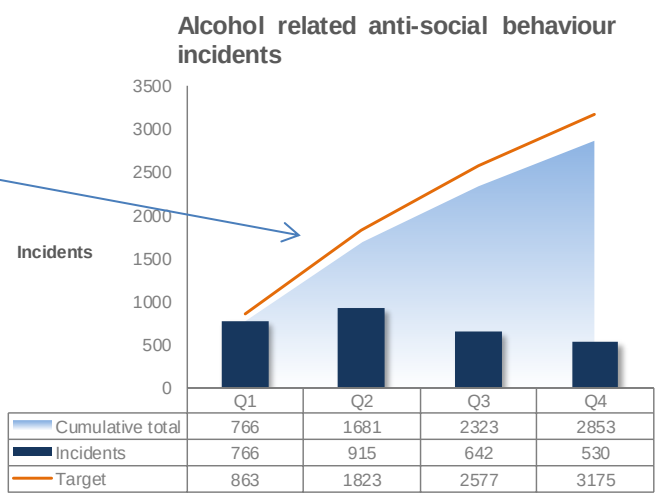
Quarter 2 September 2017

3,175

Incidents

Target for September 2017

Use of higher contrast colours appear clearer on greyscale prints



Average time taken to match a child to an adoptive family

173

Days

Achieved

Current graphics type for a quarterly reported non-cumulative measure

Lincolnshire COUNTY COUNCIL *Working for a better future*

Communities are safe and protected

Children are safe and healthy

Average time taken to match a child to an adoptive family

Average number of days between the local authority receiving the court order to place a child and the local authority deciding on a match to an adoptive family

Achieved

173

Days

Quarter 4 March 2017

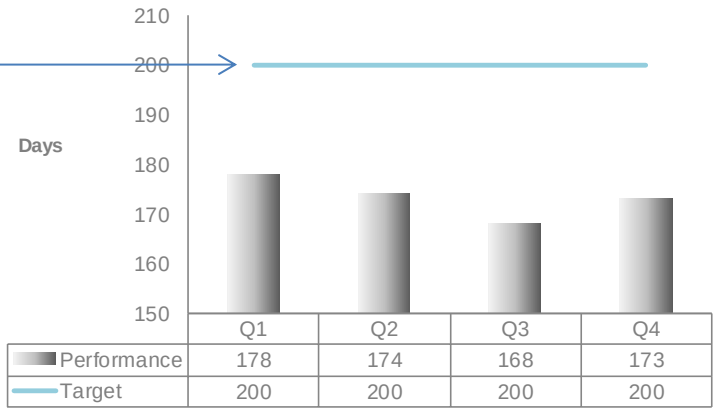
200

Days

Target for March 2017

Target line colour difficult to distinguish and doesn't match the colour of the target figure

Average time taken to match a child to an adoptive family



	Q1	Q2	Q3	Q4
Performance	178	174	168	173
Target	200	200	200	200

Proposed graphics type for a quarterly reported non-cumulative measure

Lincolnshire COUNTY COUNCIL
Working for a better future

Communities are safe and protected

Children are safe and healthy

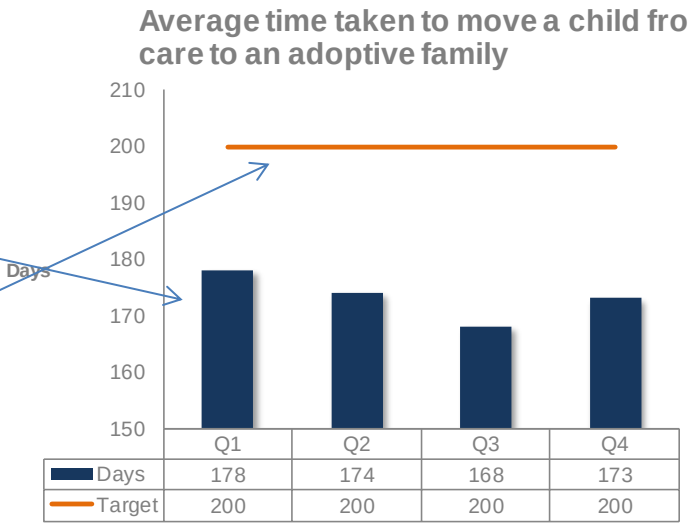
Average time taken to move a child from care to an adoptive family

Average number of days between the child entering care and moving in with their adoptive family. A lower number of days taken to move a child from care into an adoptive family indicates a better performance.

Achieved

173
Days
Quarter 1 June 2017

200
Days
Target for June 2017



Permanent tile, banner and graph columns are now the same colour to create a more consistent and less fussy look

Target line changed to a more prominent colour and matched with the target figure colour

Unsafe and Counterfeit goods removed from market

27,292

Products

Achieved

Current graphics type for a quarterly reported cumulative measure without quarterly breakdown

Lincolnshire COUNTY COUNCIL
Working for a better future

Communities are safe and protected

The public are protected from unsafe and dangerous goods

Unsafe and Counterfeit goods removed from market

This measure is a count of the numbers of unsafe goods removed from the market in Lincolnshire, reducing the risk of any of these products causing harm to the end-user. This includes illicit goods (largely counterfeit) but not including alcohol and tobacco. An 'unsafe good' is any product that does not conform to European and/or UK safety standards and regulations or does not meet the definition of a safe product in the General Product Safety Regulations 2005. The measure is a count of the product as sold to the consumer. E.g. a pack of 2 walkie talkies would count as 1. There are many types of product that could be unsafe and would be the responsibility of Trading Standards and this includes electrical items, cosmetics, clothing, furniture and toys. These figures are dependent on successful legal process, meaning forfeiture or surrendering of the products.

These measures only show the cumulative performance without quarterly figures

Achieved

27,292

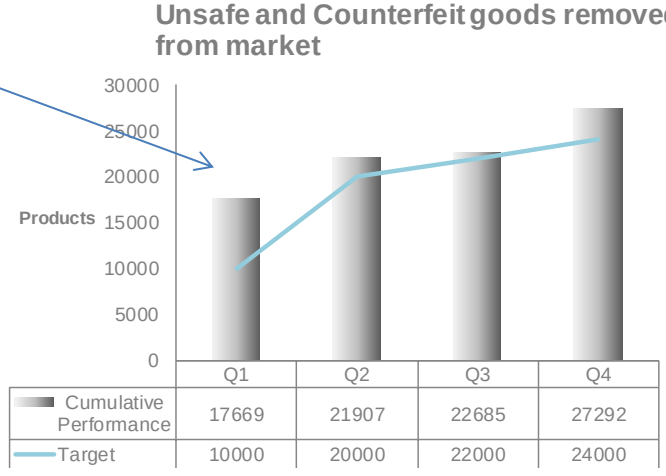
Products

Quarter 4 March 2016

24,000

Products

Target for March 2016



Unsafe and Counterfeit goods removed from market

27,292

Products

Achieved

Current graphics type for a quarterly reported cumulative measure with quarterly breakdown added

Lincolnshire COUNTY COUNCIL
Working for a better future

Communities are safe and protected

The public are protected from unsafe and dangerous goods

Unsafe and Counterfeit goods removed from market

This measure is a count of the numbers of unsafe goods removed from the market in Lincolnshire, reducing the risk of any of these products causing harm to the end-user. This includes illicit good (largely counterfeit) but not including alcohol and tobacco. An 'unsafe good' is any product that does not conform to European and/or UK safety standards and regulations or does not meet the definition of a safe product in the General Product Safety Regulations 2005. The measure is a count of the product as sold to the consumer. E.g. a pack of 2 walkie talkies would count as 1. There are many types of product that could be unsafe and would be the responsibility of Trading Standards and this includes electrical items, cosmetics, clothing, furniture and toys. These figures are dependent on successful legal process, meaning forfeiture or surrendering of the products. A higher number of Unsafe and Counterfeit goods removed for the market indicates a better performance.

The high contrast version with cumulative performance shown here

Quarterly performance now shown individually

Achieved

27,292

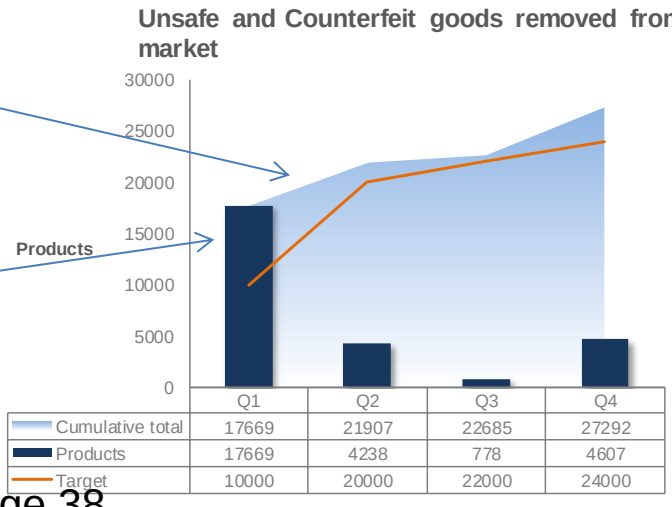
Products

Quarter 2 September 2017

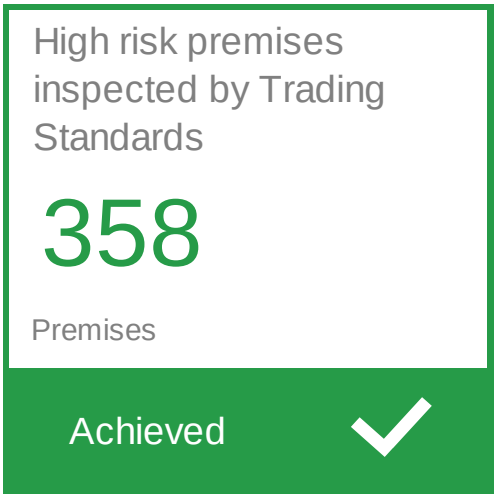
24,000

Products

Target for September 2017



Comparison of current and proposed performance tile types



Current tile graphics featuring outline colour changes

Communities are safe and protected

Protecting the Public

The purpose of this commissioning strategy is to create an environment that enables the people of Lincolnshire to succeed and prosper, to ensure the public feel protected and secure and that those that are most vulnerable are safeguarded.

Show Performance

Illicit alcohol and tobacco products seized 8,125 Products Achieved ✓	Unsafe and Counterfeit goods removed from market 27,292 Products Achieved ✓	High risk premises inspected by Trading Standards 358 Premises Improving but not achieved ^
Alcohol related anti-social behaviour incidents 2,853 Incidents Achieved ✓	Alcohol related violent crime incidents 1,470 Incidents Achieved ✓	

Proposed tile graphics featuring outline colour uniformity

Communities are safe and protected

Protecting the public

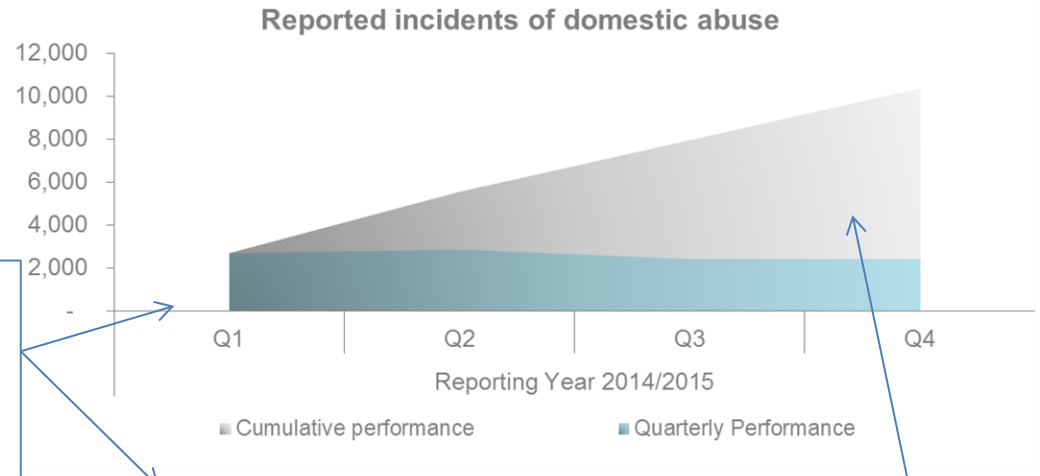
The purpose of this commissioning strategy is to create an environment that enables the people of Lincolnshire to succeed and prosper, to ensure the public feel protected and secure and that those that are most vulnerable are safeguarded.

Show performance

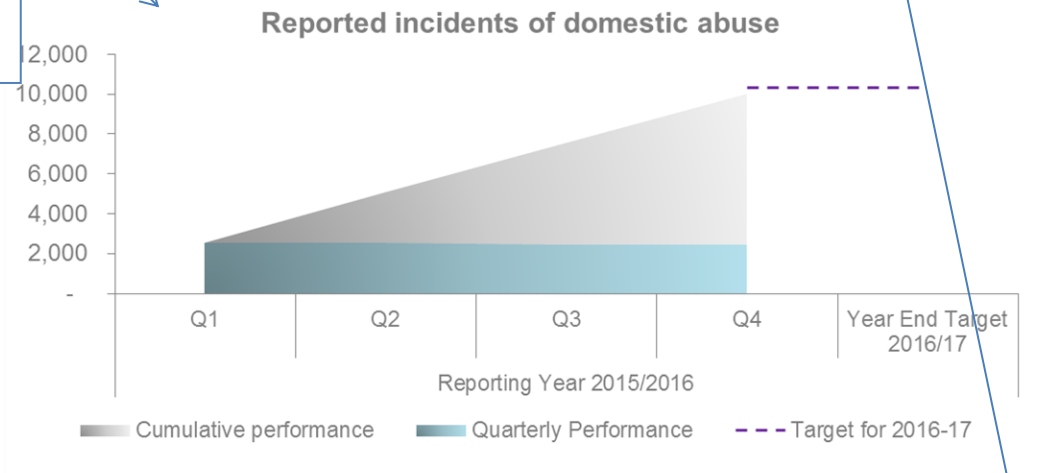
Illicit alcohol and tobacco products seized 8,125 Products Achieved	Unsafe and Counterfeit goods removed from market 27,292 Products Achieved	High risk premises inspected by Trading Standards 358 Premises Improving but not achieved
Intelligence reports relating to legal highs 2,853 Incidents Achieved	Alcohol related violent crime incidents 1,470 Incidents Achieved	

Proposed changes to Further Details section of the individual measures

Further Details – Old Graphical Display



Separate graph for different years makes comparison between years difficult



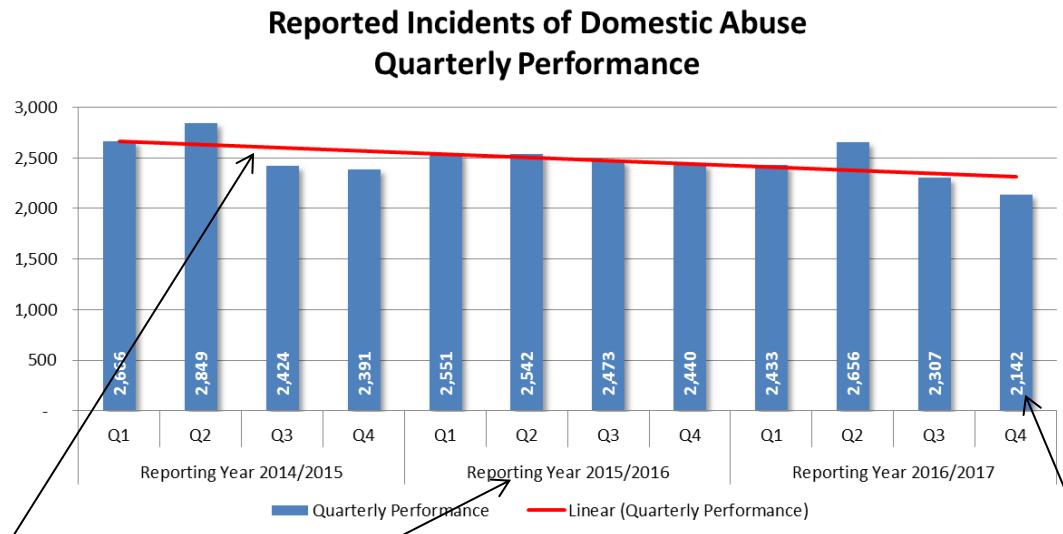
	Reporting Year 2014/2015				Reporting Year 2015/2016				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Year End Target 2016/17
Cumulative performance	2,663	5,512	7,936	10,327	2,551	5,093	7,566	10,006	
Quarterly Performance	2,666	2,849	2,424	2,391	2,551	2,542	2,473	2,440	10,306

Data table at the bottom of the graphs, and no data labels on the graphs themselves makes the data harder to read and it is difficult to ascertain which data pertains to which graph.

Graphs difficult to read.
Here the graph appears to indicate that reported cases of domestic abuse are increasing when, in fact, for this year, they are decreasing

Choice of colours not different enough, with separate areas difficult to discern when printed in black and white. Also, gradient of colour suggests another layer of data that doesn't exist

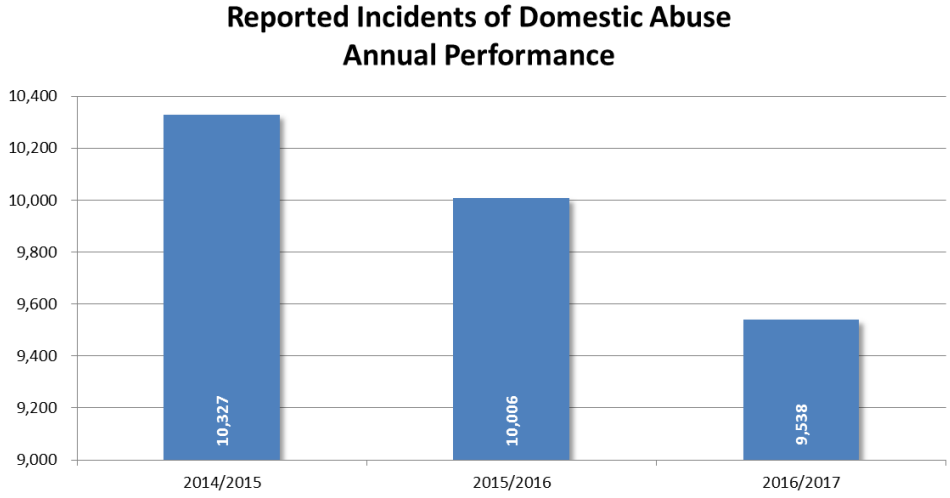
Further Details – New Graphical Display



Choice of colours brighter, easier to read, with the trendline obvious, even when printed in black and white

Multiple Years on the same graph
Data for different years displayed on the same graph make for a cleaner, more professional look. Also, more data (3years on this graph as opposed to only 2 years on separate graphs displayed previously) allows for better analysis of the data. As an example, the data for the last 3 years looks to have a random nature, however the trendline shows that it is actually declining.

Graphs easier to read
Data labels within each column clearly show the figure the column represents, with the quarter and reporting year clearly displayed below each section.



Collated data yearly data
Collating the data for the year helps to further illustrate how the data is changing as the years progress. Again, a data label within each column negates the need for a data table.