

Appendix B

Summary of those measures where the target was not achieved in Quarter 1

The following two commissioning strategies performed well (all but 1 measure reported in Quarter 1 achieved the target):-

1. [Community resilience and assets commissioning strategy](#) the following measure did not achieve the target in Quarter 1. This is related to an on-going issue and the measure did not achieve the target during 2018/2019

[Visits to core libraries and mobile library services](#) (Measure 36)

There were 337,590 visits in Quarter 1 compared with a target of 404,060 which is 66,469 visits below target (April 18,008 visits; May 23,328 visits and June 25,133 visits). As previously reported the low number of visits is attributed to not being able to keep a pace with the changing IT requirements and therefore expectations of our customers. It also needs to be recognised that this is against a national picture of declining library visits as well as there being more options for our customers within their local communities from the independent Community Hub provision (these visits are not counted in this figure). The Library Service is embarking on an IT refresh programme across all library sites; the investment in IT is expected to impact against visitor figures and attract more customers back to sites.

2. [Protecting and sustaining the environment](#) commissioning strategy the following measure did not achieve the target in Quarter 1. This is related to an on-going issue and the measure did not achieve the target during 2018/2019.

[Household waste recycled](#) (Measure 78)

In Quarter 1 we have seen a reduced level of composting. This, combined with reduced tonnages sent to the Mixed Dry Recycling (MDR) processor in Quarter 1, means we are predicting a lower recycling rate compared to last year. The contamination level is being addressed with the district councils as part of the *Joint Municipal Waste Management Strategy* and the next MDR contract. The national recycling rate has also reduced from 45.1% in 2016/17 to 44.8% in 2017/18, with initial estimates for 2018/19 indicating this downward trend is set to continue. The national *Resources and Waste Strategy* includes a commitment to review the current measurements metrics used to report recycling performance.

The following 2 commissioning strategies had mixed performance (some measures achieved and some measures did not achieve the target)

1. [Protecting the public commissioning strategy](#) – the following three measures have not achieved the target in Quarter 1.

[Illicit alcohol and tobacco products seized](#) (Measure 1)

As the work of Trading Standard is intelligence led, the number of products seized does not directly reflect the level of activity undertaken by the service. The annual target of 7,000 is profiled to reflect that the bulk of activity is expected to take place during July – December (Quarter 2 and Quarter 3). The Quarter 1 target of 1,000 has not been achieved as 517 illicit products were seized. The products seized in Quarter 1 consist of 10,100 cigarettes (505 packets) and 600g tobacco (12 packs). However the service is confident that the annual target will be achieved. This judgement is based on the number of products seized in July which will be reported in Quarter 2.

[Satisfaction with response to crime and anti-social behaviour](#) (Measure 13)

Data is reported with a one quarter delay and so the latest data relates to 2018/2019. Satisfaction that the police and local council are working in partnership to deal with community safety issues has fallen both nationally (England and Wales 2017/2018 58.8% down to 55.0% in 2018/2019 and regionally (East Midlands 2017/2018 55.5% down to 49.5% in 2018/2019). Despite this trend, satisfaction levels in Lincolnshire (57.4% 2018/2019) have remained similar to last year (57.5% 2017/2018) and are currently the highest in the East Midlands. The target of 60% 2018/2019 was set to meet or exceed the national average for England and Wales.

[Adults Reoffending](#) (Measure 14)

This measure is reported with a one quarter delay, so Quarter 4 is the latest performance. Although the outturn of 29.9% did not meet the expected target of 27.1% (a lower percentage of adult reoffender indicates better performance), the percentage of adults re-offending has reduced compared with Quarter 3 (30.4%) and so the measure is classified as 'Improving but not achieved'.

Between April 2017 and March 2018 there were 5,742 adult offenders (the cohort). In the twelve months following identification (between April 2017 to March 2019), of those 5,742 adult offenders, 1,717 re-offended resulting in the 29.9% adult re-offending rate. On average, each re-offender committed 3.9 additional crimes within twelve months of their index offence. The most prolific offenders continue to be adopted by the ARC (*Assisting Rehabilitation through Collaboration*) scheme.

The local re-offending rate considers offenders who are formally informed by Lincolnshire Police that they will be recorded as being responsible for committing a

crime over a three month period and then those offenders who commit another offence in Lincolnshire during a twelve month follow-up period. The index offences (the first offence captured within the three month period) referred to could be any Home Office 'notifiable' offence. The following index offences had been committed (listed most commonly committed to least commonly committed):- Shoplifting, Violence With Injury, Drug Possession, Violence Without Injury, Public Disorder, Criminal Damage, Drug Trafficking, All Other Theft Offences, Possession Of Weapons Offences, Miscellaneous Crimes Against Society, Burglary, Vehicle Crime, Other Sexual Offences, Bicycle Theft, Theft From The Person, Robbery Of Personal Property, Rape, Robbery Of Business Property, Arson.

Shoplifting and Burglary are the index offences with the highest reoffending rates (note the re-offence may not be the same as the index offence).

2. [Wellbeing commissioning strategy](#) the following two measures have not achieved the target in Quarter 1.

[Percentage of alcohol users left specialist treatment successfully](#) (Measure 31)

This measure is reported with a one quarter lag and so the latest performance is for Quarter 4. Performance for Quarter 4 is 36.1% against a target of 40%. Although the target was not achieved, performance has improved compared to the previous quarter (32.4% in Quarter 3). Recent benchmarking and value for money exercises have shown local performance is good when compared to other areas with a similar demographic. It is envisaged this target will fluctuate around 35% and there are currently no plans to amend the target. The measure did not achieve the target during 2018/2019.

[People successfully supported to quit smoking](#) (Measure 111)

This measure is reported with a one quarter delay, therefore Quarter 4 performance is the latest available data for this measure. The annual target for 2018/2019 is 3,200 compared with an outturn of 2,260. Although the target was not achieved, performance is classified as 'Improving but not achieved' as in Quarter 4 there was an increase of 194 people successfully stopping smoking compared to the previous quarter (715 in Quarter 4 compared with 521 in Quarter 3). The current contract ended at the end of June 2019. As previously reported, the new integrated lifestyle service commenced in July 2019 and incorporates the stop smoking service alongside other interventions such as weight management and support to increase physical activity. The measure did not achieve the target during 2018/2019.

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