

 We effectively target our resources

Maintenance of an adequate governance, risk internal control, regime

Annual governance statement by the Audit Committee

Good Governance can mean different things to people – in the public sector it means:

"Achieving the Intended Outcomes While Acting in the Public Interest at all Times"

It comprises of systems, processes and culture and values, by which the Council is directed and controlled and through which they account to, engage with, and where appropriate, lead their communities.

Our Governance Framework brings together an underlying set of legislative requirements, governance principles and management processes. It ensures that the Council's business is conducted in a legal and proper way – ensuring that public money is properly used - economically, efficiently and effectively.

Each year the Council is required to reflect on how its governance arrangements have worked – identifying any significant governance issues (key risks) that it feels should be drawn to the attention of the public – in the interests of accountability and transparency. We do this through this Annual Governance Statement. This measure is reported annually in Q1, with a 3 month (1 quarter) lag, so the Annual Governance Statement and Internal Audit Report for 2018/19 is reported in Q1 2019/20.



About the latest performance

The Council continues to have strong governance, risk and control arrangements in place that work well. We have undertaken a review of these arrangements and our Annual Governance Statement 2019 identified one significant governance issue - IT Governance. Improvement plans are in place and monitored through our performance management framework.

Further details

2015/2016	2016/2017	2017/2018
Effective	Effective	Effective

About the target

The arrangements will be effective or ineffective. The Annual Governance Statement will identify any significant governance issues and the Head of Internal Audit opinion provides a Red, Amber, Green (RAG) rating on Governance, Risk and Control (including Financial Control).

About the target range

Due to the nature of this measure a range is not applicable.

About benchmarking

Due to the nature of this measure, benchmarking is not applicable.

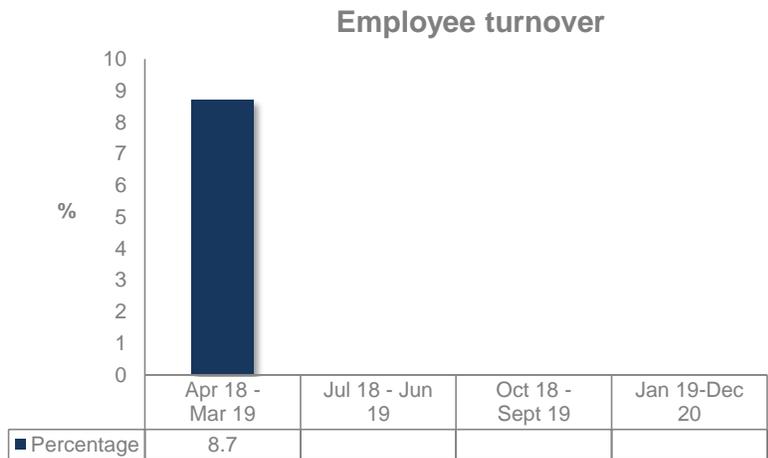
 We effectively target our resources

Maximise the organisational strength, capacity, resilience and wellbeing to deliver the Council's strategic objectives through people

Employee turnover

The number of voluntary leavers in a 12 month period as a percentage of the average headcount in the period.

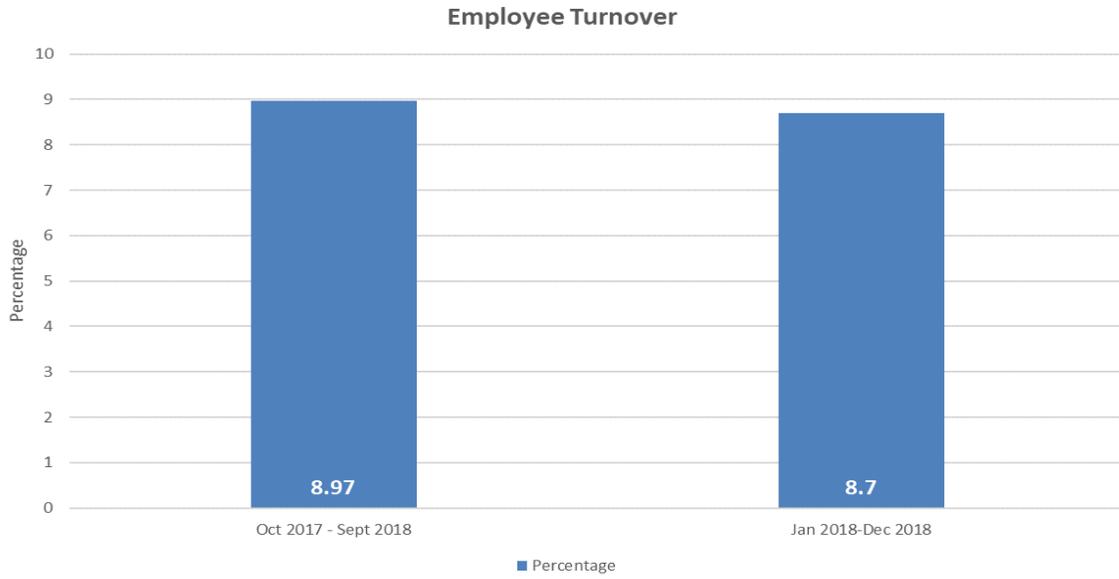
 Measured 



About the latest performance

This indicator measures the total number of voluntary leavers as a percentage of the average headcount over the 12 months between April 2018 and March 2019. This relates to 416 leavers of an average headcount of 4782 for the period. Overall turnover (inclusive of dismissals and redundancy) is 10.62% for the period.

Further details



About the target

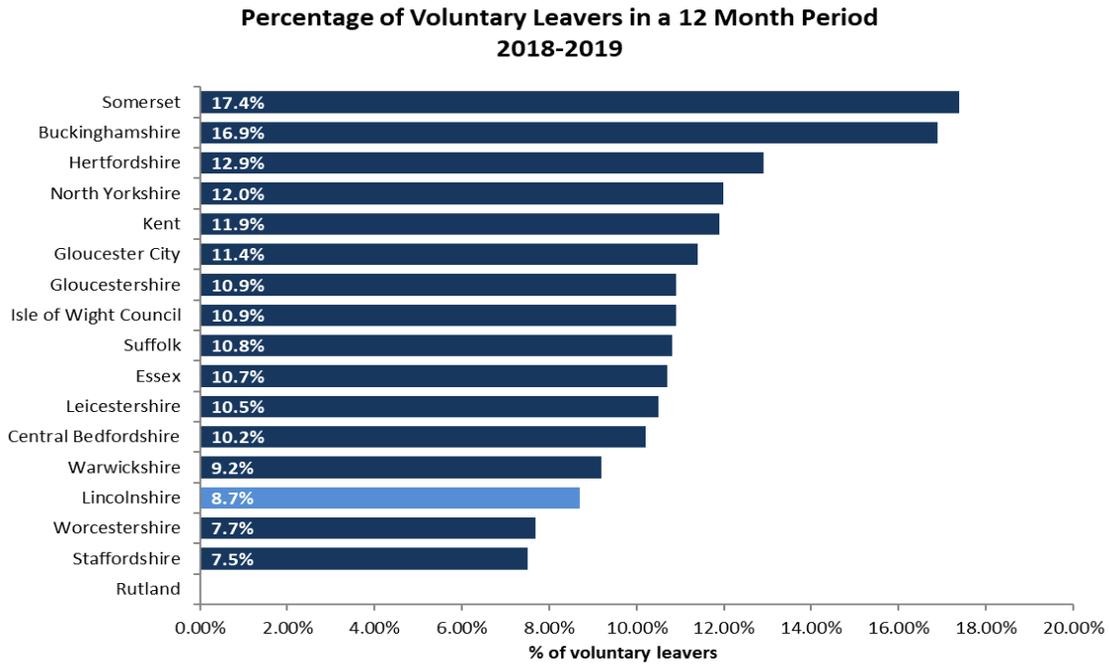
This measure is included for context and so a target is not applicable.

About the target range

A target range is not applicable to this measure.

About benchmarking

The benchmarking data is provided through the PPMA (Public Services People Managers Association) from a request to member Councils.



 We effectively target our resources

Maximise the organisational strength, capacity, resilience and wellbeing to deliver the Council's strategic objectives through people

Sickness absence

The number of working days lost to the authority due to sickness absence per Full Time Equivalent (FTE). One FTE is equivalent to a 37 hour week. Two employees that work 18.5 hours per week (0.5FTE each) are the equivalent of 1 FTE.

Numerator = total number of working days lost due to sickness absence.

Denominator = average number of FTE employed for the rolling 12 months.

The total number of days lost are calculated by totalling an employee's total number of hours of sickness and dividing this by 7.4 (a standard working day). The report includes all permanent and Temporary (those on Fixed Term Contracts (FTC)) employees. This includes Fire and rescue Whole-time Firefighters. The report includes all days lost through sickness due to disability or long term sickness even if staff are not paid. The report excludes agency staff, contractors, Retained Firefighters and school employees.

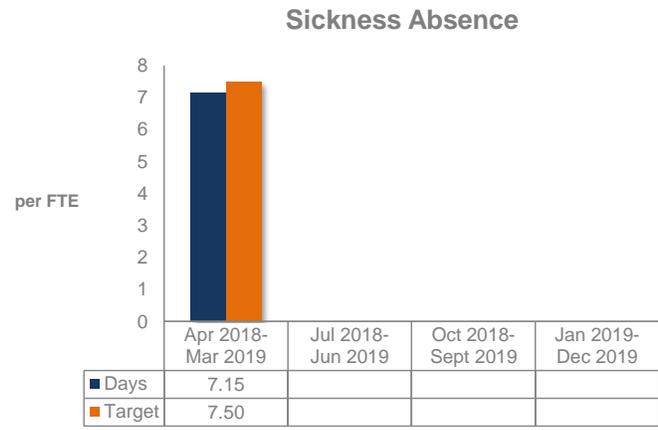
Working days means days scheduled for work excluding holidays and leave. In the instance of an employee reporting sick part way through a working day, authorities should record the information to the nearest half-day shift.

 **Achieved**

7.15
per FTE
April 2018 - March 2019



7.50
per FTE
Target for April 2018 - March 2019

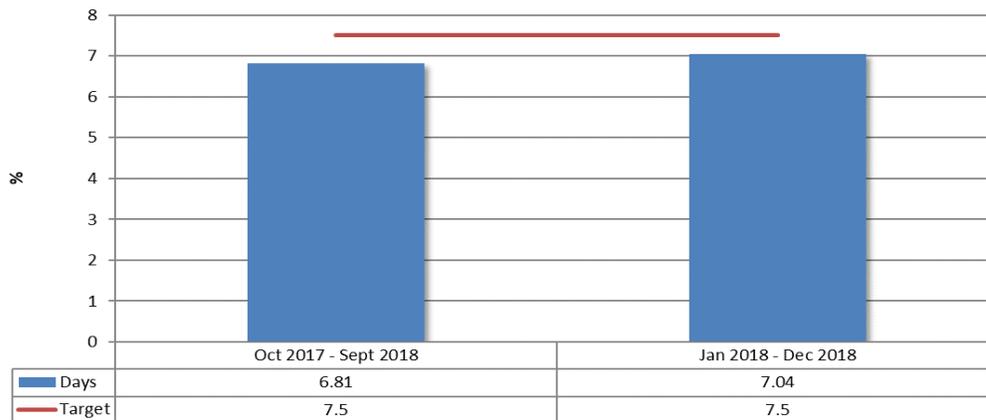


About the latest performance

This indicator shows the days lost per FTE for the 12 months between April 2018 and March 2019. We have achieved the target this quarter; on-going application of our sickness absence policy helps to manage employee sickness rates.

Further details

**Sickness Absence (per FTE)
October 2017 - December 2018**



About the target

The target has been set to 7.5 days to encourage continuing downwards trend in sickness.

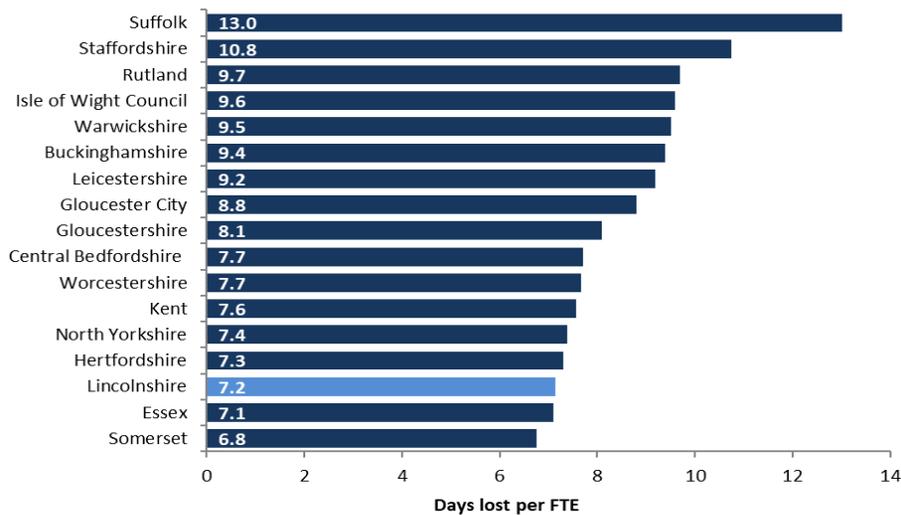
About the target range

A target range is not applicable to this measure.

About benchmarking

The benchmarking data is provided through the PPMA (Public Services People Managers Association) from a request to member Councils.

**Sickness Absence per FTE
2018-2019**





We effectively target our resources

New support services partnership contracts perform effectively and efficiently to allow the Council to achieve its commissioning outcomes

Achievement of KPIs - VINCI Facilities Partnership Limited contract

An overall score of over 75% is required for the contractor to benefit from financial incentives gained by performing lower than their target costs.

At the start of the next year the Employer reviews the targets and weightings for Key Performance Indicators. The Council reserves the right to suspend the application of any gain share which the Contractor may be entitled to in the event of any occurrence of an investigation of Regulatory Body e.g. Health and Safety Executive, Environment Agency, and in the event of a successful prosecution and/or claim disallow the application of the gain share.

Key performance indicators provide percentage scores against baseline performance for the overall service and for each individual service area of the VINCI Facilities Partnership Limited contract. The contractor's performance is incentivised to stimulate continuous improvement in providing the service.

The contractor's score determines their access to any financial gain accrued through performing below their target costs submitted at tender.

Services measured and their percentage weighting are:-

Project services – 22.5%;

Managed services – 15%;

Hard FM Services – 22.5%;

Soft FM services – 22.5%;

Other property services – 12.5%; and

General service – 5%.

A higher percentage of KPIs achieved indicates a better performance.



Achieved

96.1

%

Quarter 1 June 2019

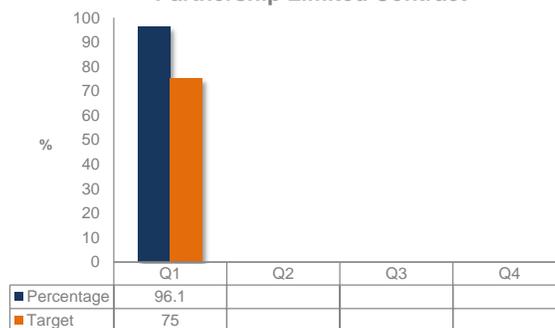


75

%

Target for June 2019

Achievement of KPIs - VINCI Facilities Partnership Limited Contract

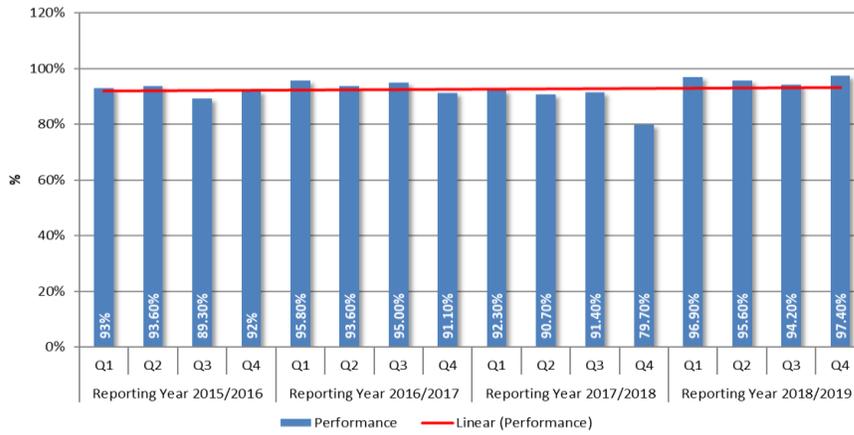


About the latest performance

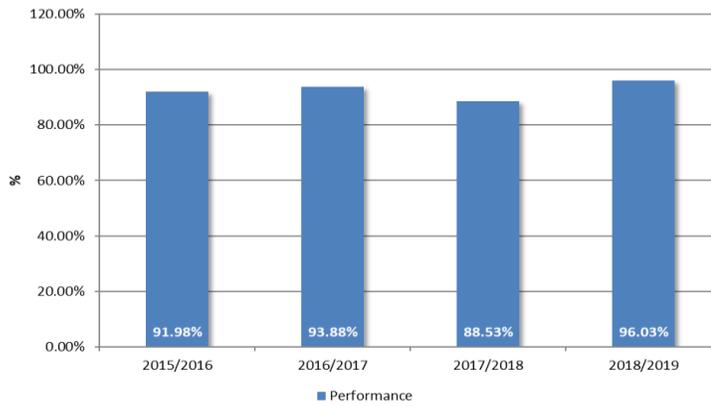
There is a slight dip on Q4 2018/19 by 1.3 percentage points. There were four performance failures on completion of reactive and planned maintenance work and also key stakeholder scoring has dipped to 76%. Good or Very Good feedback from customers dropped to 88% from 91% score in the previous quarter. All other indicators remain consistently high.

Further details

Achievement of KPIs - VINCI Facilities Partnership



Average Annual Achievement of KPI's - VINCI Facilities Partnership



About the target

A score of 75% was set at tender stage. It is deemed to be commercially appealing whilst still ensuring high standards. In order for the Contractor to be eligible to any gain share they must achieve an overall performance of 75% and 75% for each Service Category. Lincolnshire County Council has set a aspirational internal target of 90% to influence target outcomes based on continuous improvement.

About the target range

No target range has been set for this measure.

About benchmarking

There is an aspiration to benchmark performance in the future.



We effectively target our resources

Meet external information assurance compliance requirements

NHS Digital – Data Security and Protection Toolkit

The NHS Digital – Data Security and Protection Toolkit is an online system which allows NHS organisations and partners to assess themselves against a defined set of policies and standards.



Achieved

Compliant

Compliant/non-compliant



Further details

	2016/2017	2017/2018	2018/2019
Compliance	Compliant	Compliant	Compliant

About the target

The target is compliance with the requirement to successfully submit the NHS Digital – Data Security and Protection Toolkit

About the target range

A target range does not apply as the outcome is compliance or non-compliance.

About benchmarking

Benchmarking is limited to reviewing the current submission status via the online NHS portal of other organisations using the NHS Digital – Data Security and Protection Toolkit.

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