Lincolnshire
COUNTY COUNCIL
Working for a better future

Open Report on behalf of Andy Gutherson, Executive Director – Place

Report to:	Environment and Economy Scrutiny Committee
Date:	**27 February 2024**
Subject:	**Service Level Performance against the Corporate Performance Framework 2023-24 Quarter 3**

Summary:

This report summarises the Service Level Performance against the Success Framework 2023-24 for Quarter 3. All performance that can be reported in Quarter 3 is included in this report.

Full-service level reporting to all scrutiny committees can be found here Service level performance data.

Actions Required:

To consider and comment on the Environment and Economy Service Level Performance for 2023- 24 Quarter 3.

1. Background

This report details the Service Level Performance measures for the Environment and Economy Scrutiny Committee that can reported in Quarter 3.

- 4 measures that exceeded their target ☆
- 1 measures that achieved their target ✔
- 2 measure did not meet their target ✖
- 1 measure that does not have a target (contextual)

1.1 Economy

1.1.1 Measures that exceeded their target

PI 69 Businesses supported by the Council ☆
April 2023- December 2023

Actual: 1,529
Quarter 2 Target: 1,154
Annual target: 1,700

Performance for Quarter 3 has seen an additional 819 Businesses Supported bringing the total for 2023/24 to 1,529, exceeding the target of 1,154.

The Business Lincolnshire Growth Hub has supported 557 businesses in Quarter 3 with this being the second financial quarter of a new UK Shared Prosperity shared service model. This has seen several new services commissioned. The scope of delivery includes generalist and specialist support for Manufacturing, Low Carbon, Retail Leisure & Hospitality, Agriculture and Horticulture, Finance Readiness, and Digitalisation as well as Scale Up, Start-up and Social Economy.

The Growth Hub has also provided International Trade Support including the Export Peer Network and Roundtable and the Empowering Small and Midsize Enterprises in International Trade programmes. There is also funded activity through the Mosaic Digital Hub which focuses on the Growth of the Digital sector.

Quarter 3 saw the launch of the sector specific 'Internationalisation month', this included the successful and well received delivery of a Going Global conference. Activity against the delivery profile has gained momentum, with the introduction of increased activity across all new programmes expected to generate significant output numbers over the remaining quarter of 2023/24 and into 2024/25.

In Quarter 3, 33 businesses were engaged on stage 1 of the Made Smarter industrial digitisation programme which involves assisting manufacturing businesses with data capture, assessment and a digital action plan, which will aim to increase efficiencies and reduce costs. This quarter also saw the implementation of an additional micro businesses element to the Programme, which will appeal to more businesses within Lincolnshire.

The Inward Investment service includes Team Lincolnshire (TL), inward investment enquiry handling and the account management of foreign owned businesses. Quarter 3 saw 197 businesses supported through the hosting and attendance at multiple events. This included a well-attended First Annual TL Conference, with 96 ambassadors, a presence at the Greater Lincolnshire LEP (Local Enterprise Partnership) Conference, and attendance at a Property and Business Expo in Nottingham. A December Team Lincolnshire networking event attracted 55 ambassadors and we have hosted Team Lincolnshire Coffee Clubs focussing on Intellectual Property and Brand Protection. We have held 15 Key Account Management meetings with our Foreign Direct Investors and have received 19 inward investment enquiries.

Multiply is a national initiative which aims to support people to understand and work with numbers in everyday life. In Quarter 3, the Multiply Grant scheme was launched for Year 2 of the Programme with 7 applications for Multiply Champions Grants processed, including 3 from North Sea camp Prison. A number of Businesses engaged through the Lets Talk Lincolnshire Multiply Survey – a Survey aimed at gauging information from the Lincolnshire citizens on how the Programme should help them.

The Economic Infrastructure Business Accommodation Portfolio has 229 leasehold properties across 24 estates in 17 towns and villages. This comprises of 6 business centres
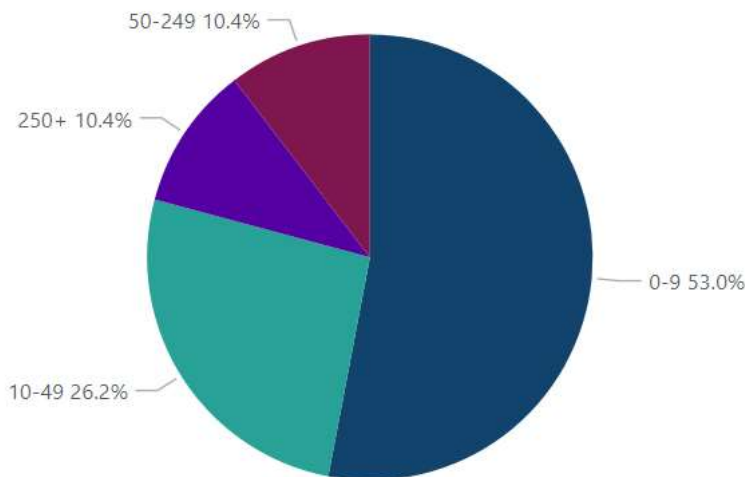
and other accommodation with 165 office units, 8 food workshops, 38 industrial workspaces, and 18 miscellaneous units.

The Economic Infrastructure Portfolio team enhances that service level to its tenants, continuing to support them by nurturing through effective relationships and physical and financial support. The team also refers businesses to the Business Lincolnshire Growth Hub to enable them access to advice and support to upskill and grow.
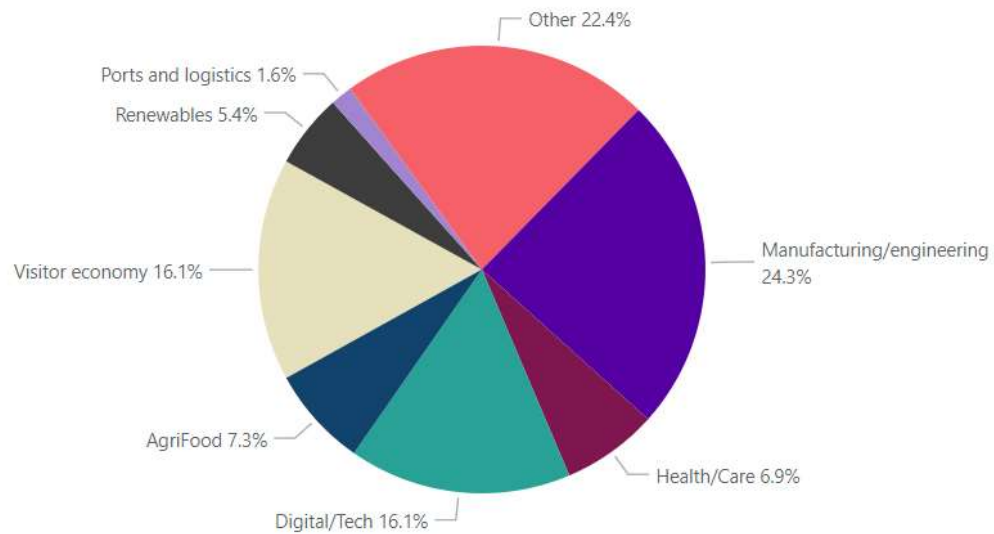
In Quarter 3, 137 tenants received accommodation support, including some who leased more than one unit. As a result of enhanced relationship management 2 Businesses received additional support during the quarter.

Businesses by Size

Businesses by Priority Sectors

- Other 22.4%
- Ports and logistics 1.6%
- Renewables 5.4%
- Visitor economy 16.1%
- AgriFood 7.3%
- Digital/Tech 16.1%
- Health/Care 6.9%
- Manufacturing/engineering 24.3%

April 2023 – December 2023

PI 70 - Qualifications achieved by adults ⭐
April 2023- December 2023

Actual: 1,376
Quarter 3 Target: 900
Annual Target: 1,400

Qualification Programme Background information
Lincolnshire receives around £11 million of Adult Education funding to deliver qualifications from the Education & Skills Funding Agency (ESFA). From this £11 million, Lincolnshire County Council's (LCC) allocation is just under £500,000 (4.5%).

LCC uses its qualification funding allocation to fill gaps in Further Education (FE) qualification programmes across the county. Through the annual commissioning process, Providers are asked to submit their delivery plans for the following academic year detailing, at a course level, demand for qualification programmes at a local level (both from prospective learners as well as local employers) and how they will focus on geographical areas of need. Through the commissioning moderation process duplication is removed and courses ranked in accordance with the strategic priority of supporting our key sectors, innovation and progression opportunities. A recommendation is then made to the council's Learning Board for discussion and approval.

LCC also uses some of its Community Learning allocation to engage with hard-to-reach learners and progress them onto other FE funded provision. For example, 19% of Boston College LCC learners progressed onto other courses that they deliver.

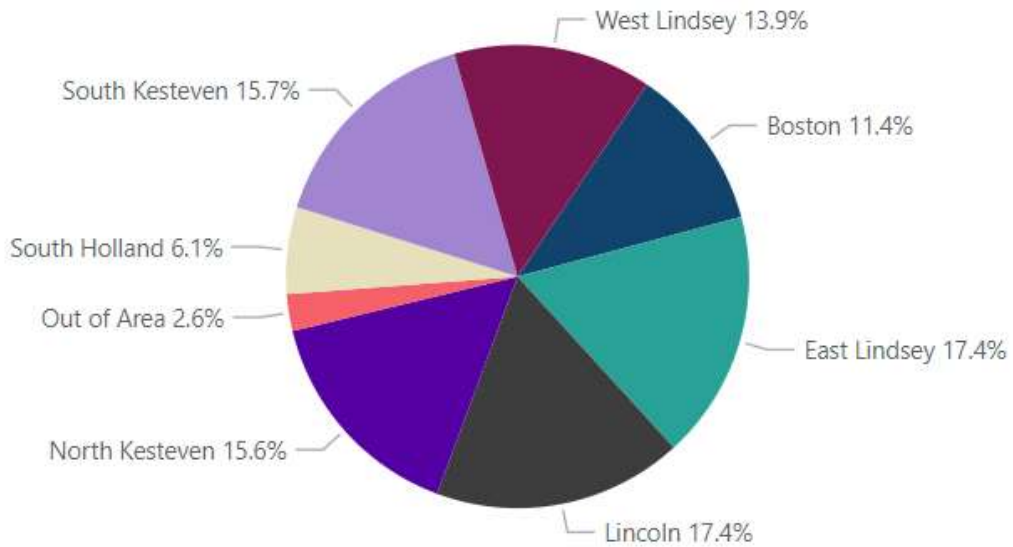Quarterly performance information:

The number of qualifications achieved by adults at the end of Quarter 3 was 1,376 which has exceeded the target of 900. This increase in performance builds on the position reported at the end of Quarter 2 and reflects the success of a project that offers qualifications through sector specific provision including First Aid, Health and Safety and Food Safety. Due to the nature of this project, targeting the 'seldom heard', it wasn't possible to set a qualification target. Of the 1,376 qualifications that were achieved between April and December, 63% of them were delivered in classroom settings, with 37% delivered online.

Provision continues to be aimed at targeted learners with the effect that 59% of qualifications were achieved by male learners, 66% were achieved by unemployed learners and 34% by learners with no, or low levels of prior attainment. 51% of qualifications achieved were at Entry Level with 27% at Level 1, 21% at Level 2 and 1% at Level 3.
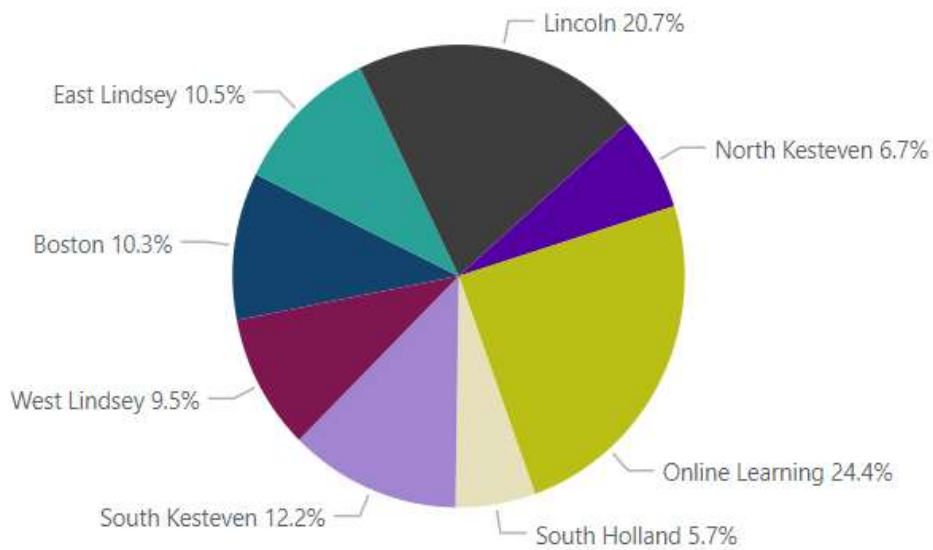
With a continued focus on supporting employability, the range of qualifications was varied and included 104 GCSE's or functional skills in English or maths as well as a host of other vocational qualifications. In support of Lincolnshire's priority employment sectors, 514 qualifications related to the wider care sectors, 333 to construction, 162 to accountancy and business administration and 139 to hospitality.

Number of learners (based on learner postcode)

West Lindsey 13.9%
South Kesteven 15.7%
Boston 11.4%
South Holland 6.1%
Out of Area 2.6%
East Lindsey 17.4%
North Kesteven 15.6%
Lincoln 17.4%

Number of enrolments (based on postcode location of the course)

Lincoln 20.7%
East Lindsey 10.5%
North Kesteven 6.7%
Boston 10.3%
West Lindsey 9.5%
Online Learning 24.4%
South Kesteven 12.2%
South Holland 5.7%

August 2023 – December 2023

PI 71 - Amount of external funding attracted to Lincolnshire ⭐
April 2023- December 2023

Actual: £9,878,598
Quarter 2 Target: £7,643,791
Annual target: £14m

An additional £1,518,447 of external funding was received in Quarter 3 2023/24 bringing the cumulative Actual for the year to £9,878,598 which is above the Quarter 3 target of £7,643,791.

Funding received in Quarter 3 is broken down as follows:
- Funding of £102,980 was secured from the Department for Business and Trade (DBT) for the Business Lincolnshire Growth Hub service.
- UK Shared Prosperity Funds of £39,197 to provide Service Delivery to 7 Local Authorities across the Greater Lincolnshire Region.
- The Department for Business and Trade (DBT) contribution for Quarter 3 of £14,250 to support foreign owned businesses who are being key account managed across the region.

Further funding received during Quarter 3 is:
- Adult Education Budget from Department for Education (DfE) £548,637.
- Multiply Numeracy Programme £350,272.
- Local Electric Vehicle Infrastructure Capability Funding from Department for Transport £243,450.
- Local Enterprise Partnership funding received of £151,377.
  - £144,677 for Career Hub Grant Income Claim.
  - £6,700 to further progress Defence Board.
- Made Smarter Government Initiative £68,284.

1.1.2 Measures that achieved their target.

None in Quarter 3

1.1.3 Measures that did not meet their target.

None in Quarter 3

1.2 Flooding

1.2.1 All Flooding PIs are reported as Measured (do not have targets)

PI 72 Flooding incidents investigated
October 2023- December 2023

During Quarter 3 Lincolnshire was severely affected by Storm Babet which caused 723 properties to be internally flooded with a further 504 properties suffering external flooding. 48 roads were needed to be closed and there were 98 further instances where highways suffered flooding. This storm has generated a need for 180 section 19 investigations alongside 5 instances of non-storm related flooding.

In total 185 investigations were commenced in Quarter 3 covering a total of 732 internally flooded properties. As at the end of the Quarter 3 period (October to December 2023), there were a total of 239 ongoing Section 19 reports being prepared as a result of investigations being undertaken, spanning from 2019 to present.

On 2 January 2024 (Quarter 4 reporting period) the County suffered further flood events following Storm Henk. The figures for this storm will be added as part of the Quarter 4 reporting but early indications show that there is likely to be 131 internally flooded properties of which 42 flooded in both Babet and Henk. It is possible that at least a further 68 section 19 reports will be required.

Details of all current section 19 investigations, along with their status, can be found on the Flood and Water Management Scrutiny Committee meeting page on the Lincolnshire County Council website Browse meetings - Flood and Water Management Scrutiny Committee (moderngov.co.uk)
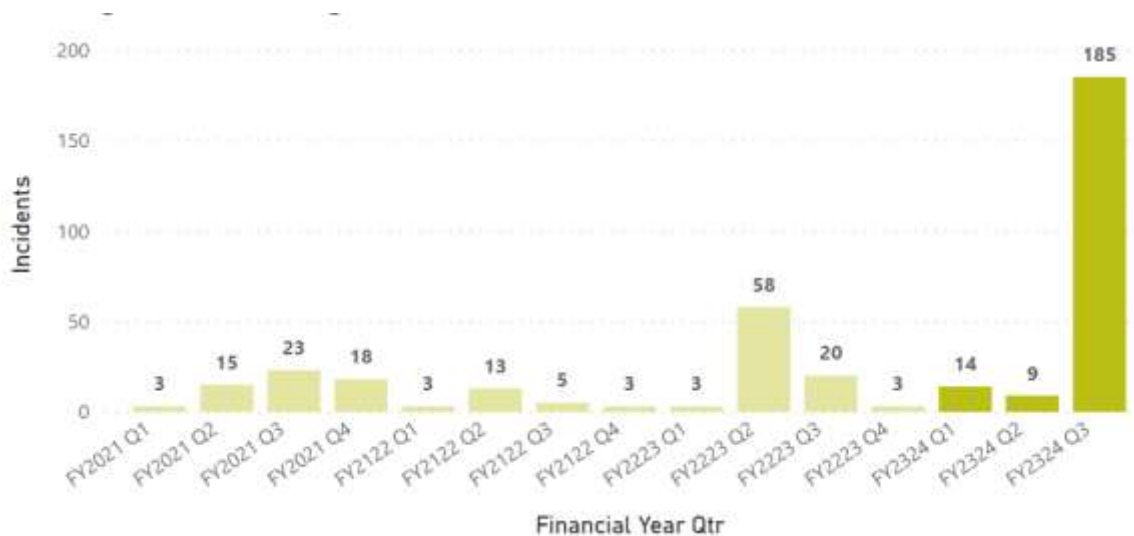
1.3 Waste

1.3.1 Glossary of terms of the waste hierarchy

All local authorities and businesses have a legal responsibility to apply the "waste hierarchy" in dealing with waste. The waste hierarchy is a simple ranking system used for the different waste management options according to which is the best for the environment. The most preferred option is to prevent waste, and the least preferred choice is disposal in landfill sites.

Prevention
Reducing the amount of waste which is produced in the first place is the highest priority as it helps sustain raw materials for longer which is a major objective of a Circular Economy. This can be achieved by using less material in design and manufacture and keeping products for longer. We have a KPI for the amount of "Household Waste Collected" in kilograms per household which has an annual target of 1000kg/HH. This can be affected by economic factors as people produce less waste if they spend less money but overall and is difficult to influence. However, it does show the trends in how much waste we produce.

Re-use
Preparing materials for re-use in their original form is the second-best approach to dealing with waste. This can be achieved by checking, cleaning, repairing and refurbishing items. Using charity shops is a good method of reusing. In Lincolnshire we are planning to introduce a re-use process at Household Waste Recycling Centres whereby residents can present materials which is then passed onto other residents without having to recycle or incinerate.

Recycling
Recycling involves processing materials that would otherwise be sent to landfills and turning them into new products. It's the third step of the waste management hierarchy because of the extra energy and resources that go into creating a new product. We measure recycling rates for all material which is presented at Household Waste Recycling Centres where it is delivered by the public. We also measure the overall recycling rate which includes all

materials including wheely bins at the kerbside and recycling centres. Treatment of food and organic waste by Anaerobic Digestion is classed as recycling which is why it is preferrable to incineration.

Recovery

When further recycling is not practical or possible, waste can be treated through such processes as incineration to recover energy. In Lincolnshire we operate an Energy from Waste facility which turned 57% of our waste into energy in 2020/21 which was sold as electricity to the National Grid. Material for recovery is normally collected in the black bin at each household or can be collected at recycling centres. This is preferable to landfilling waste as there is less impact on the environment as greenhouse gases are reduced.

Disposal

When all else fails, materials that cannot be reused, recycled, or recovered for energy will be landfilled. This is an unsustainable method of waste management because waste that sits in landfills can continue to have a damaging environmental impact as such sites continuously release large amounts of damaging carbon into the atmosphere. In 2020/21 we sent 3% of our waste to landfill and such material includes hazardous waste which cannot be treated and certain inert materials such as soil and rubble. Landfills can also leak chemicals and toxic liquids that can contaminate the soil and groundwater.

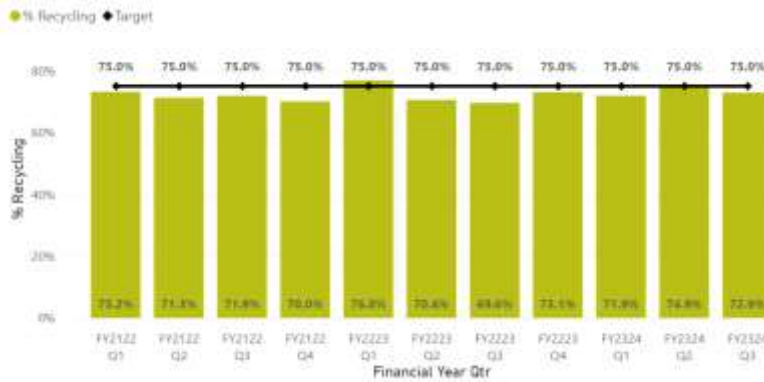### 1.3.2 Quarter 2 Waste performance graphs

PI 161 - Household waste collected (kilograms per household) ✓
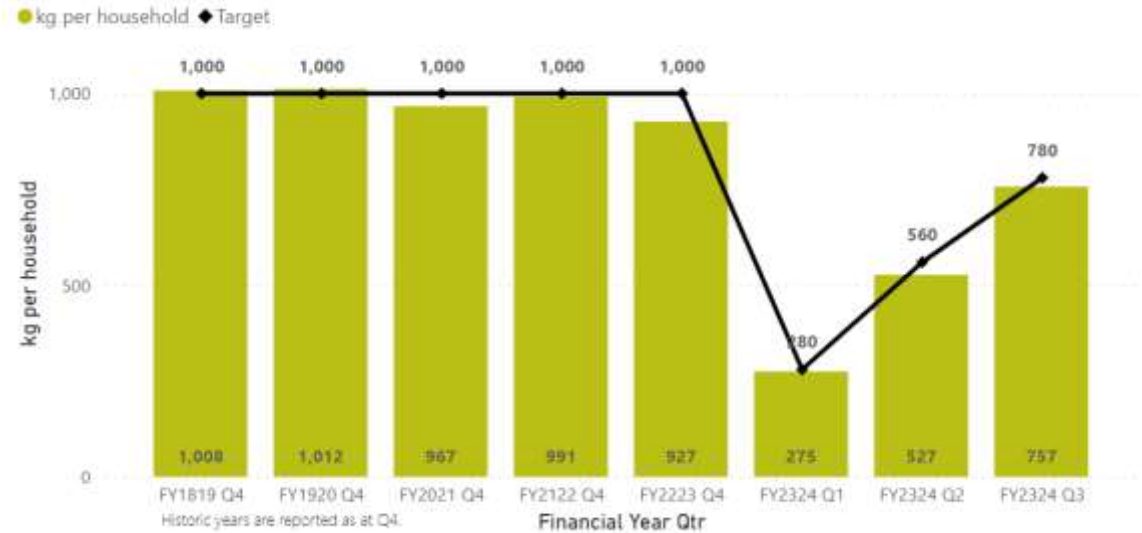
PI 160 Recycling Rate (new national formula) ✘
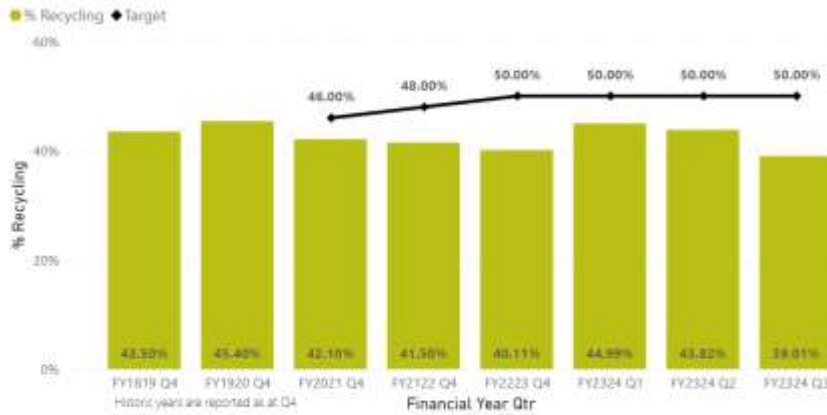
PI 76 Recycling at County Council owned Household Waste Recycling Centres ✘

PI 162 Household waste to landfill (percentage) ⭐

1.3.3 Quarter 3 Summary of Waste performance

The household waste collected for Quarter 3 is 757kg per household and that is below the target of 780kg which is good news as prevention is the highest objective of the waste hierarchy. This means that less waste is being presented by the public with less haulage and processing needed.

The overall recycling rate for all waste streams is 39.01% which is below the target of 50%. It is difficult to understand why kerbside recycling continues to struggle but it is hoped that with the government's new guidelines for "Simpler Recycling", we will be able to considerably improve in this area, in particular the separate collection of food waste should provide an increase of approximately 7%.

The recycling rate at Household Waste Recycling Centres is 72.9% for Quarter 3. This is slight reduction from quarter 2, however this can be attributed to seasonal variation associated with the reduction of green waste presented at the recycling centres.

The performance indicator for landfill waste continues to be very low which is excellent news. The target for the full year is 5% but we are projecting an actual rate of 0.31%. Landfill has historically been used where we have unplanned outages at the Energy from Waste facility and is the last resort. We may never achieve 0% waste to landfill, but we will always strive towards that target.

National Context

The 4 performance indicators show good trends in how we manage waste, and it should be noted that we are already meeting most of the government's planned changes. Simpler Recycling aims to minimise waste and drive-up recycling rates to meet the targets of the Environment Act 2021. Nationally, between 2000 and 2022 there has been an increase of 11% in recycling rates to 42%. However, in recent years household recycling rates have plateaued at around 42% to 44% which reflects what has happened in Lincolnshire.

Simpler Recycling requires the following materials to be collected across all authorities:

- paper and card,
- plastic,
- glass,
- metal,
- food waste,
- garden waste

However, it should be noted that the government is concerned about the number of bins households may need and have therefore relaxed the approach to allow co-mingled recycled materials. Fortunately, Lincolnshire has successfully met this requirement for many years and therefore the only change we will have to make is to have separate food waste collections by April 2026. Separate food waste will require capital expenditure to our Waste Transfer Stations, but there should be significant revenue savings once collections of food begin. It is estimated that Lincolnshire residents produce approximately 30,000 tonnes of food waste per year which is currently mixed with other material in residents' black bins and processed at the Energy from Waste facility at a cost of £65 - £99 per tonne. If we dispose of food waste at an Anaerobic Digestion (AD) facility the disposal cost will be significantly lower and may be nett £0 which could provide an annual revenue saving of £2 million - £3 million. This is similar to the recent approach with paper and card whereby the material is collected separately and recycled at a paper mill. The paper and card are much

cleaner as it is uncontaminated and has much greater value which provides a constant income for the authority.

A second benefit of separate food waste disposal will be an improvement in our recycling rate. AD is classed as recycling which will move the food waste from Recovery to Recycling on the Waste Hierarchy and will provide an approximate 7% improvement in the overall recycling rate.

There is a great deal of government emphasis on improving recycling rates, but waste prevention should always be our highest priority and disposal of material through landfilling should always be our last resort. Overall Lincolnshire has excellent services already in place, but the Environment Act requirements represent a commercial opportunity which will further benefit the environment.

2. Conclusion

The Environment and Economy Scrutiny Committee is requested to consider and comment on the report.

3. Consultation

a) Risks and Impact Analysis
n/a

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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