

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

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| Report to: | Environment and Economy Scrutiny Committee |
| Date: | 10 July 2018 |
| Subject: | Environment Quarter 4 Performance Measures (1 January to 31 March 2018) |

Summary:

This report describes progress against the indicators in the council business plan. It shows that one indicator has been met fully, that there has been measured progress against three indicators, and that two indicators have not been met.

Actions Required:

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

- 1) Consider the performance against the indicators and highlight any recommendations, changes or actions for consideration; and,
- 2) Seek assurance from senior managers on how they will maintain and improve performance against the indicators.

1. Background

The Lincolnshire County Council (LCC) business plan has six indicators for the Environment that are reported quarterly. One indicator has been met, there has been measured progress against three, and two have not been met.

The two that have not been met relate to the Joint Municipal Waste Management Strategy, which is now out of date, and is currently being fully revised. The draft new strategy will be considered by the Environment and Economic Scrutiny Committee in due course.

This quarter, Environment & Economy has received 4 complaints. This is a decrease of 52 since the previous quarter, when 56 complaints were received, largely relating to a single matter. When comparing this quarter with Q4 2016/17, there was no increase with 4 complaints again being received for that period.

2. Conclusion

Performance continues to be good against the most relevant measures. Where performance is not meeting the indicators it is because the indicators are outdated, and work is in progress to replace these indicators.

3. Consultation

a) Have Risks and Impact Analysis been carried out?

N/A

b) Risks and Impact Analysis

N/A

4. Appendices

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| These are listed below and attached at the back of the report | |
| Appendix A | Q4 Performance Indicators (Environment) |
| Appendix B | Q4 E&E Customer Complaints information |

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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