

Summary of those measures where services have highlighted success in Quarter 1.

[Protecting the public commissioning strategy](#)

Reduce the number of young people committing a crime

- The rate of [Juvenile first time offenders](#) (M15) (104 per 100,000) continues to fall and remains well below the National (England) rate of 238 per 100,000. Lincolnshire also performs better than the regional rate (East Midlands - 237) and against our current 'Youth Offending Team Family' benchmark of 239.
- The latest published figures (June 2019) from the Youth Justice Board for the [Juvenile reoffending](#) target (M125) place the National (England) performance at 38.1% (for the period from April 2017 to June 2017). Lincolnshire is currently continuing to perform better than this national rate, as well as against the regional (East Midlands) rate of 35.9% and the current 'Youth Offending Team Family' benchmark of 39.0%. Lincolnshire's outturn for April – June 2017 (the latest available data) was 34.4%. A lower percentage of re-offending indicates better performance.

Reduce fires and their consequences

- The number of [primary fires](#) (M19) was lower than the target for Quarter 1, and compared to Quarter 1 last year (9.7% reduction in the number of primary fires down from 267 to 241). The biggest reduction has been in the number of dwelling fires (down from 95 at Quarter 1 last year to 80).
- The number of [deliberate primary fires](#) (M21) was lower than the target for Quarter 1, and compared to Quarter 1 last year (a reduction of almost 28% in the number of deliberate primary fires down from 51 to 37). Deliberate vehicle fires continue to account for the largest proportion of these incidents so it is pleasing to see another reduction in these (down from 35 in Quarter 1 2017/18, to 17 in Quarter 1 2018/19 to 14 this year). Historically, deliberate dwelling fires have accounted for the next biggest proportion of these incidents, however this has reduced significantly so far this year (down from 13 in Quarter 1 last year to only five) and they now only account for 13.5% of the total this year.
- The number of [deliberate secondary fires](#) (M22) was lower than the target for Quarter 1, and compared to the same period last year we have also seen a 15% reduction in the number of deliberate secondary fires (down from 72 to 61). Due to the numbers being relatively small at this point in the year it is difficult to pick out any definite trends, but the data shows that deliberate grassland fires have more than halved (down from 17 to only eight). Deliberate fires involving refuse/refuse containers continue to account for the majority of deliberate secondary fires (38 of the 61 – 62%) although we have

seen a small reduction compared to Quarter 1 in previous years (down from 62 in Quarter 1 2017/18, to 42 in Quarter 1 last year, to 38 this year).

Children are safe and healthy commissioning strategy

- We continue to robustly monitor the number of children who become looked after through the support panel, which has a gate keeping function (i.e. making sure all other options have been explored before bringing children into care). When it is necessary to bring children into Local Authority care, significant work is undertaken in order to enable the children to return to the families at the earliest possible opportunity. As a result of this continual monitoring and oversight we continue to have less [children looked after](#) (M23) per 10,000 compared to our statistical neighbours' most recent published data.

Wellbeing commissioning strategy

Peoples' health and wellbeing is improved

- The NHS Health Check data for Quarter 4 (latest performance available) shows that we continue to exceed our target and outperform regional and national average performance (we are ranked 15th of 152 counties in England) for [People aged 40- 74 offered and received an NHS health check](#) (M33).
- Lincolnshire is ranked second out of nine comparator local authorities in the East Midlands Region for the Detection Rate Indicator of [Chlamydia diagnosis](#) (M34). Positive test results remain high at 12% (target 8%) suggesting the services remain well targeted. Online self-testing remains a popular and growing pathway for many and provides high positivity levels. New young person clinics have been well-received, indicating this service is well targeted.

People are able to live life to the full and maximise their independence

- The Wellbeing Service has consistently met this customer-led outcome measure throughout its first year of service delivery. The measure (M110) is the percentage of people exiting the Wellbeing Service who demonstrated [overall improvements across the outcomes](#), which they identified when entering the service. In 2018/19 customers most frequently requested support to maximise their independence, manage their money and improve their social contacts. Customers were supported to achieve their self-determined outcomes through up to twelve weeks of direct support and signposting to local community resources. There are eight outcomes which the service focuses on and these are around supporting people to Manage Money, Participation, Social Contact, Physical Health, Mental Health and Wellbeing, Substance Misuse, Independence and Staying Safe. This measure is reported with a one quarter delay and so Quarter 4 data is the latest information available.

- [People supported to maintain their accommodation](#) (M112) exceeded the target with 95% of service users who identify that access to settled accommodation is a barrier to them living independently have been successfully supported to reduce this. This measure captures the overall improvement in outcomes achieved by people accessing housing related support services following on from their contact with the service. An individual will self-report improvements in self harm, reduction in medication and reduced dependency on substance misuse avoiding harm to others.
- The service provider has exceeded targets consistently over the last three months (first quarter) for [Emergency and urgent deliveries and collections completed on time](#) (M113). There was a slight increase in demand in the month of May. This was managed effectively by ensuring adequate resources were in place to cater for increased demand. The delivery of emergency and urgent pieces of equipment is crucial as the situations within which these are requested will often involve individuals who require equipment in order to support discharge from hospital, prevent hospital admission or provide end of life care.

[Community resilience and assets commissioning strategy](#)

Enable and encourage people to participate in Lincolnshire's culture

- Heritage sites have exceeded the target for [traveller review ratings from Trip Advisor](#) of excellent and/or very good (M128) this quarter (91%), consistently delivering a high quality service to visitors.
- Heritage sites have exceeded the target for [overall visitor experience](#) of excellent and/or very good reviews of visitors' overall experience, as measured by the visitor feedback forms (M129) this quarter (99%), consistently delivering a high quality service to visitors.

[Readiness for Adult Life Commissioning Strategy](#)

- The Virtual School Team works effectively with our social workers, carers, students and education providers to ensure that transitions from Year 11 into Year 12 are successful and that all students have an appropriate educational placement that meets their needs post 16. Once they have accessed a place in Sixth Form or College we regularly monitor and review their progress to ensure they are appropriately supported to become confident learners. At 92.08%, Quarter 1 performance of [16-17 year old Looked After Children participating in learning](#) (M45) is above the 91.09% recorded in the previous Quarter and is significantly above the 87.50% recorded at the same time last year.

Sustaining and growing business and the economy

- 114 new [jobs were created](#) (M68) in Quarter 1. 68 jobs were at 29 companies who accessed support through the Growth Hub, this includes 18 jobs that were created at 13 companies who received grant funding of over £1,000 each. Growth amongst foreign direct investment businesses has led to the creation of 32 jobs including 19 at the new Siemens gas turbine service centre in Lincoln and ten at Rockstar Games, the American gaming giant. Across our portfolio of business sites six new jobs have been created, including four based at the North Sea Observatory at Chapel St Leonards. Finally, a further eight jobs were created as a result of the *LEADER [Liaison Entre Actions de Développement de l'Économie Rurale]* programme, where although the programme is now closed, projects approved in previous years continue to create new jobs within Lincolnshire.
- 303 [businesses were directly supported](#) (M69) in Quarter 1. 214 businesses were supported through the Growth Hub, including 40 that received £101,000 of grant funding and 174 who received direct support from an adviser, or attended an event such as a digital workshop around aligning marketing and sales for growth. A proactive campaign to support businesses both inside and outside of Lincolnshire resulted in 21 receiving support through the *Team Lincolnshire Ambassador Scheme*, with an additional 10 being supported following leads generated at MIPIM or through other inward investment enquiries. The *Foreign Account Management Programme* provided intensive support to 14 companies including Moy Park at Grantham in relation to redundancies, and Alpego, a new inward investment in the Boston area. At our managed Business Centres, nine companies (including Facial Palsy based at Eventus in Market Deeping, WAF Electrical at Aura in Skegness and MMC at Mercury House in Gainsborough) received a range of financial and administrative support. Lastly, a further 35 businesses were supported through the Lindsey and Coastal Action Zones and the Wash Fens and Kesteven Local Action Groups.
- 220 [qualifications were achieved by adults](#) (M70) during Quarter 1. Performance has exceeded the target because some learners chose to take their qualifications early. A wide range of qualifications were delivered, all of which aim to help learners into work. These include Maths and English, payroll, accounting, book keeping, customer service, hair dressing, beauty therapy and first aid. 130 of these qualifications were delivered by contracted learning providers at locations across the County, whilst the remaining 90 were delivered through our in-house family learning service.
- £1,962,319 of [external funding was attracted](#) (M71) in Quarter 1. This was achieved through three European Regional Development Fund (ERDF) projects which extends our Growth Hub activity into its second phase and includes the *Manufacturing Growth Programme* and *Better off in Business*, a scheme delivered by The Prince's Trust, targeted at 18 to 30 year olds. The *Witham Sleas Blue Corridor* was also approved which is a partnership scheme across North and South Kesteven to protect the biodiversity and ecosystems infrastructure around the Rivers Sleas and Witham. A further seven ERDF

projects are at appraisal and are hoped to be contracted during 2019/20. A final local ERDF call was announced on 28 June 2019 to commit remaining funds and it is anticipated that projects submitted under this call will be contracted by December 2020. Extension requests to our current *European Social Fund* programmes are progressing and should be included in this financial year's target as well as further grants awarded under the *European Agricultural Fund for Rural Development*.

Protecting and sustaining the environment

Increase recycling

- The [Household Waste Recycling Centre](#) (HWRC) recycling rate (M76) for Quarter 1 is expected to be higher than the forecast for the year overall, due to the growing conditions in Quarter 1, which resulted in more compostable green waste. We are forecasting an improvement on the HWRC recycling rate from last year, due to more outlets for recyclable material and a reduction in residual waste being presented at the sites.
- In Quarter 1 we sent a reduced tonnage of [recycling material collected at the kerbside](#) (M77) to our processor compared to Quarter 1 2018/19. Around 28% of what our Waste Collection Authorities collected from kerbside was non-recyclable this quarter, which is an improvement from the contamination at this point last year.

How we effectively target our resources commissioning strategy

Maintenance of an adequate governance, risk internal control, regime

- 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 (M90) identified one significant governance issue - IT Governance. Improvement plans are in place and monitored through our performance management framework.

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