

### Summary of those measures that did not achieve the target this quarter

#### Communities are safe and protected

The [Protecting the public commissioning strategy](#) comes within the remit of the Public Protection and Communities Scrutiny Committee. This commissioning strategy performed well in Q3 with only one measure [High risk premises inspected by Trading Standards](#) (M3) not achieving the target this quarter. The service has completed 117 of the planned high risk inspections as follows:- 19 animal health inspections; 20 food inspections and 78 animal feed inspections. Performance is slightly behind plan but the service remains confident of completing all planned inspections for the year-end target.

The [Children are safe and healthy commissioning strategy](#) comes within the remit of the Children and Young People Scrutiny Committee. This commissioning strategy performed well, with only one measure [Children who are subject to a child protection plan](#) (M24) not achieving the target this quarter. The number of children subject to a Child Protection Plan is 388 (26.6 per 10,000 children) at the end of December 2019 and the target is 330 (22.8 rate per 10,000). The number of children subject to a Child Protection Plan will fluctuate as the decision for a child to be subject to a plan is based on the individual risk to the child. An analysis has taken place to understand the current numbers, and since this was done there has been a decrease in the number of open plans. An independent audit has been completed and the findings will be reported to the Children and Young People Scrutiny Committee on 6 March 2020. Benchmarking continues to show performance is better than all England and our statutory neighbours.

#### Health and wellbeing is improved

The [Community resilience and assets commissioning strategy](#) comes within the remit of the Public Protection and Communities Scrutiny Committee. This commissioning strategy performed well, with only one measure [Visits to Core Libraries and Mobile Library services](#) (M36) not achieving the target this quarter.

This quarter there are 104,096 visits below the target (Oct -41,948; Nov -29,649 and Dec -32,500). 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 the 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. 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. Greenwich Leisure Limited, a non-profit organisation which runs the libraries on the Council's behalf, has a marketing plan to entice customers back to site once the IT transition has been completed. GLL has installed new Public Network computers at all core sites including new print facilities,

with the exception of Bourne. These have received great feedback from customers, with new options for printing for customers being very popular. Community Hubs will be implemented over the coming months. It is the intention that the whole project will be completed by Spring 2020.

The [Wellbeing commissioning strategy](#) comes within the remit of the Adults and Community Wellbeing Scrutiny Committee. This commissioning strategy had mixed performance last quarter and this quarter. The following three measures did not achieving the target this quarter:-

### **People are supported to live healthier life styles**

- Performance for the [Percentage of alcohol users that left specialist treatment successfully](#) (M31) this period has declined slightly, to 34.1% from 34.9% last quarter. Data has a three month time lag and reflects performance at the end of September 2019. During the period, the number of successful discharges increased, despite the percentage decreasing slightly, due to the total numbers accessing treatment increasing at a greater rate. During this period, only 2.7% of those leaving treatment re-presented within 6 months of discharge, indicating that the treatment received is good quality and achieving long term sustainable outcomes for those accessing the service.
- [People are supported to successfully quit smoking](#) (M111) Data for the number of people successfully supported to stop smoking has a three month time lag and so represents performance at the end of September 2019. The new service provider was mobilised on the 1 July 2019 and the target will shortly be changed to reflect contractual requirements. One You Lincolnshire has a cumulative target of 1,980 quits over the three quarters from July 2019 to March 2020, weighted more heavily to the later quarters. Current performance is good, and well on the way to achieving this.

### **People's health and wellbeing is improved**

- [Chlamydia diagnosis](#) (M34) Performance is reported with a two quarter lag. Q1 is the latest data available. The target has been missed this quarter, however Lincolnshire performance is only slightly below that of our comparator local authority areas. The service continues to seek improved performance through partnership work, particularly with GP surgeries and in the way the service is delivered. Online testing continues to be popular and achieves a high level of successful diagnoses. Relationships are also being developed through Maternity and Gynaecological services to collaborate on improving targeted testing and treatment.

The [Specialist Adult Services commissioning strategy](#) comes within the remit of the Adults and Community Wellbeing Scrutiny Committee. This commissioning strategy performed well with only one measure [Adults aged 18-64 with a mental health problem living independently](#) (M117) not achieving the target this quarter. The low performance of 64.7% against the target of 75%, is a reflection of the change in working practices within community mental health teams. LPFT is reducing the number of people managed on Care Programme Approach (CPA) and instead is providing intensive support via their community based care management team.

The [Safeguarding Adults commissioning strategy](#) comes within the remit of the Adults and Community Wellbeing Scrutiny Committee. This commissioning strategy performed well with only one measure [Adult Safeguarding concerns that lead to a Safeguarding enquiry](#) (M130) not achieving the target (48.25%) this quarter. The outturn was 42.6%. The highest number of concerns which do not progress to enquiry relate to provider services. To address this, the service has worked with the Commercial Team, Lincolnshire Safeguarding Adults Board (LSAB) and Lincolnshire Care Association (LINCA), to develop a provider generated concern form for residential homes which will be launched shortly. It is hoped that this will reduce the number of poor practice concerns referred to safeguarding. This form allows residential home providers to evidence that they have identified and responded appropriately to practice issues/themes. The completed forms are reviewed by the contracts team as part of their on-going monitoring.

## **Businesses are supported to grow**

The [Protecting and sustaining the environment commissioning strategy](#) comes within the remit of the Public Protection and Communities Scrutiny Committee. This commissioning strategy performed well, with only one measure [Household waste recycled](#) (M78) not achieving the target this quarter. There has been an increase in the tonnage sent to the Mixed Dry Recycling (MDR) processor compared to Q3 last year but the contamination level remains around 30% which is comparable 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 Resource and Waste Strategy includes a commitment to review the current measurement metrics used to report recycling performance. We are currently reviewing our measures to be more in line with how the national rate is calculated.

[Sustaining and growing business and the economy commissioning strategy](#) comes within the remit of the Environment and Economy Scrutiny Committee. This commissioning strategy performed well, with only one measure [Jobs created](#) (M68) not achieving the target this quarter.

The number of new jobs created as a result of the Council's support has increased to 192 which includes 48 for this quarter. As a result of inward investment 36 new jobs were created including:-

- 4 at Alpego at Frampton Fen, Boston, with the potential for further growth in the future;
- Annyalla Chicks have continued to invest and expand with new broiler and breeder farms throughout Lincolnshire creating a further 9 jobs;
- Dynex Semiconductors are expanding their Research and Development Engineering Team and have appointed 15 new highly skilled engineers to assist them with their auto sector work;
- A further 8 jobs were created at Minebea, Tillotts Pharma and Nordic Seafoods.

As a result of the LEADER programme a further 10 new jobs were created.

Finally at our portfolio of business sites, 2 new jobs were created at Oak House, by OCG Software LTD, who specialise in cloud-based systems for businesses to store their data online.

Although 192 jobs have now been created in 2019/2020, the target of 300 for Q3 has not been met. The Sustainable Business Growth Programme started its new phase of delivery on 1 July but because it takes time for jobs to be created due the Growth Hub's intervention, no new jobs have been attributed to this programme since that date. However, the take up of grants in Q3 was significantly high and Growth Hub advisers are currently visiting their clients to collect job outputs as a result of their support. The service is expecting to see an increase in jobs created through this route during Q4.

The quarterly economic survey (produced in partnership with the Greater Lincolnshire Local Enterprise Partnership, Chamber of Commerce, and University of Lincoln) shows that business confidence is currently fluctuating and on that basis the overall year-end target may not be achieved. This is particularly evident for inward investment jobs where several large scale investments originally expected in 2019/2020 may transpire differently to what was originally planned.

The [Sustaining and growing prosperity through infrastructure commissioning strategy](#) comes within the remit of the Environment and Economy Scrutiny Committee. This commissioning strategy performed well, with only one measure [Public Satisfaction with Highways and Transport Services](#) (M108) not achieving the target this quarter. The National Highways Transport network satisfaction survey results are published in October each year. This year has seen an increase in performance from 48% to 50%, however this does not reach the target of 52%, which was based on higher levels of satisfaction in previous years. The aim is still to meet and exceed the target. A large rise (5%) in satisfaction with highways maintenance in 1 year and increases in all other areas means we are still on track, however, the annual nature of the national survey means it will not be reported until Q3 2020/2021.