Lincolnshire COUNTY COUNCIL
Working for a better future

Executive

Open Report on behalf of James Drury, Executive Director - Commercial

Report to:	**Executive**
Date:	**06 October 2020**
Subject:	**Performance Reporting against the Council Business Plan 2019/2020 - Quarter 4**
Decision Reference:	**I020532**
Key decision?	**No**

Summary:

This report presents an overview of performance for Quarter 4 (Q4) against the Council Business Plan 2019/2020. The Executive can view performance on the website using this link. Overall there is an increased number of Commissioning Strategies that performed really well (9), compared with Q3 (6). The Coronavirus (Covid-19) pandemic has had an impact on performance of a number of measures in Q4.

Recommendation(s):

That the Executive notes and considers the 2019/2020 Quarter 4 performance.

Alternatives Considered:

1. No alternatives have been considered to recommendation 1 as it reflects factual information presented for noting and consideration.

Reasons for Recommendation:

To provide the Executive with information about Quarter 4 performance against the Council Business Plan 2019/2020.

1. Background

The Council Business Plan 2019/2020 was approved by Council on 22 February 2019. This report provides the Executive with highlights of Q4 performance. The full range of performance is hosted on the Lincolnshire Research Observatory (LRO) available to view on this link. Q4 performance would usually be reported to the Executive in early July, however due to the impact of the Covid-19 pandemic the report was deferred.

2. Headlines of Quarter 4 Performance

2.1 Of the 17 commissioning strategies reported in Q4:-

- 9 performed really well (all measures reported this quarter achieved the target);
- 4 performed well (all but 1 measure reported this quarter achieved the target); and
- 3 had mixed performance (some measures achieved and some measures did not achieve the target this quarter)
- 1 did not achieve any of the targets.

2.2 These 17 commissioning strategies include 60 measures that can be compared with a target this quarter. 78% (47) achieved the target. 13 measures did not meet the target (compared with 11 in Q3).

2.3 Of these 13, the Coronavirus (Covid-19) pandemic has had an impact on Q4 performance for the following five measures:-

- Unsafe products removed from the market (M2) Covid-19 has had a direct effect with all but the essential inspection work being suspended before full lockdown was in place providing less opportunity to examine products in the market place.
- High risk premises inspected by Trading Standards (M3) 90 high risk visits were planned in Q4, 19 had to be postponed due to Covid-19 and 71 took place. These will be re-arranged in 2020/21. The target would have been achieved if the 19 inspections had taken place.
- Visits to Core Libraries and Mobile Library services (M36) There was a significant decrease in visits due to sites ceasing all activities from 17 March and closing all sites from 23 March due to Covid-19 and compliance with Government social distancing guidance.
- Jobs created (M68) As previously reported, the quarterly survey indicated that business confidence was already fluctuating during Q3 and this meant that the 2019/20 target was unlikely to be met. Business confidence was further affected in Q4 as a direct result of the economic downturn caused by Covid-19.

- Amount of external funding attracted to Lincolnshire (M71) The overall target has not been achieved because the appraisal and approval of bids by government departments has been delayed. As a direct result of Covid-19, all of the government's application appraisals have now been put on hold and there is no indication as to when these appraisals will resume, or when funding decision will be made.

2.4 Four of the 13 measures are reported with a lag and so the impact of Covid-19 is not shown in the performance reported this quarter for the following:-

- Performance for the Percentage of alcohol users that left specialist treatment successfully (M31) is reported with a three month (1 quarter) time lag and reflects performance at the end of December 2019.
- Chlamydia diagnosis (M34) Data is reported with a six month (2 quarters) lag and so the latest performance is Q2 (end September 2019).
- People are supported to successfully quit smoking (M111) Data has a three month time lag and so represents performance at the end of December 2019.
- Juvenile Reoffending (M125) Data is reported with a 2 year time lag and the latest performance is January – March 2018.

2.5 Concluded enquiries where the desired outcomes were achieved (M116) Executive will recall that an audit was to be undertaken to understand the reasons for the few cases where the outcomes have not been met in order to identify any themes or patterns. The on-going audit has been paused since the onset of Covid-19. Results from this audit should be available to report in Q1.

2.6 Data for the following measures is not available at the time of writing this report due to Covid-19 and are detailed below:-

- Information for Adults aged 18-64 with mental health problems living independently (M117) is provided by Lincolnshire Partnership NHS Foundation Trust (LPFT). Due to prioritisation of work around Covid-19, LPFT is unable to provide the information required to be able to report fully on this measure in Q4.
- Requests for support for new clients, where the outcome was no support or support of a lower level (M122); Permanent admissions to residential and nursing care homes aged 65+ (M60); and Completed episodes of Reablement (M124). The timeframe for submission of the national Adult Care (SALT) return has been extended due to the Covid-19 and there are also capacity issues within the performance team which means the data is not currently available to be reported for Q4.
- People who report that services help them have control over their daily life (M123). This measure is based on a paper survey and the input/analysis has been delayed due to the Covid-19 pandemic.

(Note: SALT - Short and Long Term support and CIPFA – Chartered Institute of Public Finance and Accountancy)

2.7 The Adult Care data is provisional. This is because of consequence of changes to timescales due to Covid-19 for the submission of data for statutory returns.

2.8 Data for Fire and Rescue cannot at this stage be deemed 100% accurate although the service has a high level of confidence in the data. This is due to the challenges around the use of the current mobilising system (which includes interdependencies within the East Coast Consortium of Fire Service Control functions) and the work is high on the service priority task list.

The Good News

2.9 There are several areas where services have highlighted success and these are detailed in Appendix A. The following nine commissioning strategies have performed really well (all measures reported this quarter achieved the target):-

- Adult Frailty, long term conditions and physical disability
- Carers
- Children are safe and healthy
- Readiness for Adult Life
- Learn and achieve
- Readiness for school
- Safeguarding Adults
- Specialist Adult Services
- Sustaining and developing prosperity through infrastructure

The following four commissioning strategies performed well (all but 1 measure reported in Q4 achieved the target).

- Community resilience and assets
- How we effectively achieved our targets (made up of 3 commissioning strategies)

2.10 The following three commissioning strategies have mixed performance (some measures reported in Q4 achieved and some measures did not achieve the target):-

- Wellbeing
- Sustaining & growing business and the economy
- Protecting the public

The following commissioning strategy did not achieve the target:

- Protecting and sustaining the environment

Appendix B provides a summary of the measures that did not achieve the target in Q4.

3. Legal Issues

Equality Act 2010

Under section 149 of the Equality Act 2010, the Council must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The relevant protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Having due regard to the need to advance equality of opportunity involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice, and promote understanding. Compliance with the duties in section 149 may involve treating some persons more favourably than others.

The duty cannot be delegated and must be discharged by the decision-maker. To discharge the statutory duty the decision-maker must analyse all the relevant material with the specific statutory obligations in mind. If a risk of adverse impact is identified consideration must be given to measures to avoid that impact as part of the decision making process.

The report presents performance against the outcomes and measures that are the Council Business Plan many of which relate to people with a protected characteristic including young people, older people and people with a disability. It is the responsibility of each service when it is considering making a change, stopping, or starting a new service to make sure equality considerations are taken into account and an equality impact analysis completed.

Joint Strategic Needs Analysis (JSNA) and the Joint Health and Wellbeing Strategy (JHWS)

The Council must have regard to the Joint Strategic Needs Assessment (JSNA) and the Joint Health and Wellbeing Strategy (JHWS) in coming to a decision.

The report presents performance against the outcomes and measures that are the Council Business Plan many of which relate directly to achievement of health and wellbeing objectives.

Crime and Disorder

Under section 17 of the Crime and Disorder Act 1998, the Council must exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment), the misuse of drugs, alcohol and other substances in its area and re-offending in its area.

The report presents performance against the outcomes and measures that are the Council Business Plan some of which relate to crime and disorder issues.

4. Conclusion

This report presents an overview of performance for Quarter 4 against the Council Business Plan 2019/2020. The Executive is invited to consider performance.

5. Legal Comments:

The Executive is responsible for ensuring that the Executive functions are discharged in accordance with the Budget and Policy Framework of which the Business Plan is a part. This report will assist the Executive in discharging this function.

The recommendation is lawful and within the remit of the Executive.

6.	**Resource Comments:** Acceptance of the recommendation in this report has no direct financial consequences for the Council.

7. Consultation

a) Has Local Member Been Consulted?

Not Applicable.

b) Has Executive Councillor Been Consulted?

Not Applicable.

c) Scrutiny Comments

At a virtual meeting on 24 September 2020, the Overview and Scrutiny Management Board considered the report and unanimously agreed to support the recommendation to the Executive.

Members of the Board asked a number of questions, when the following points were confirmed:

- Congratulations were extended by the Board on the Quarter 4 performance against the Council Business Plan 2019/20.
- Performance for the Percentage of alcohol users that left specialist treatment successfully (M31) – This was always difficult to achieve as it relied on the willingness of individuals to participate in the scheme and benefit from it. The measure was managed very closely in that contract and an option to consider could be that it was measured rather than compared to a target.
- Unsafe products removed from the market (M2) and High risk premises inspected by Trading Standards (M3) - It was suggested that there was now an opportunity to look at premises that were unsafe in a different way, such as overcrowding and people not observing social distancing and not wearing masks, during the Covid-19 pandemic.
- There were a number of performance indicators where information for Quarter 4 was not available. It was agreed that this missing information would be circulated to the Overview and Scrutiny Management Board once available.

d) Have Risks and Impact Analysis been carried out?

No

e) Risks and Impact Analysis

Any changes to services, policies and projects are subject to an Equality Impact Analysis. The considerations of the contents and subsequent decisions are all taken with regard to existing policies.

8. Appendices - These are listed below and attached to this report.

Appendix A	Summary of Council Business Plan Measures 2019-20, Quarter 4 (Where Services have Highlighted Success)
Appendix B	Summary of Council Business Plan Measures 2019-20, Quarter 4 (Measures that did not Achieve the Target)

9. Background Papers

No Background Papers within the meaning of section 100D of the Local Government Act 1972 were used in the preparation of this Report.

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