

## Summary of those measures where services have highlighted success

### 1. Communities are safe and protected

1.1 The [Protecting the public commissioning strategy](#) comes within the remit of the Public Protection and Communities Scrutiny Committee. This commissioning strategy had a mixed performance in Q4 (some measures achieved and some measures did not achieve the target).

#### 1.1.1 Increase public confidence in how we tackle domestic abuse

[Reported incidents of domestic abuse](#) (M7) Although there were 232 fewer reported incidents of domestic abuse between Q3 and Q4, there have been 50 more incidents reported in Q4 compared to the same quarter last year. As with all crime, random variance within anticipated range is to be expected however incidents of domestic abuse that are being reported to the Police generally show an upward trend.

#### 1.1.2 Reduce the number of young people committing a crime

[Juvenile first time offenders](#) (M15) Lincolnshire's First Time Entrant rate has remained stable over the past year, with an average rate of 104 in the past four quarters. This remains well below the current National (England) rate of 220 per 100,000. Lincolnshire also performs better than the regional (East Midlands) rate of 212 and against our current 'YOT Family' benchmark of 193.

1.2 The [Safeguarding Adults](#) commissioning strategy comes within the remit of the Adults and Community Wellbeing Scrutiny Committee. This commissioning strategy performed really well in Q4 (all measures reported in Q4 achieved the target).

#### 1.2.1 Making safeguarding personal

[Concluded enquiries where the desired outcomes were achieved](#) (M116) In order to build on successes in this area, the service is reviewing the few cases where 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.

#### 1.2.2 Safeguarding adults whose circumstances make them vulnerable, protecting them from avoidable harm and acting in their best interests where they lack capacity

[Adult Safeguarding concerns that lead to a Safeguarding enquiry](#) (M130) There has been a significant increase since the last quarter. The provider generated concern form has been implemented but more data is needed to establish whether this impacted on the quality of referrals.

1.3 The [Children are safe and healthy](#) commissioning strategy comes within the remit of the Children and Young People Scrutiny Committee. This commissioning strategy performed really well in Q4 (all measures reported in Q4 achieved the target).

### 1.3.1 Children are safe and healthy

[Average time taken to move a child from care to an adoptive family](#) (M25) We continue to perform well in respect of this target when compared with the national average. Within the final quarter of the year we have reduced the length of time a child waits to move in with their adoptive family by one day. The Court process has a significant impact on this performance indicator.

[Average time taken to match a child to an adoptive family](#) (M26) Performance this quarter represents the lowest number of days in the 2019/20 financial year we have had in Lincolnshire between receiving court authority and deciding on a match between a child and the adoptive placement. Having a clear recruitment strategy that links children to families from an early stage in the process greatly assists in ensuring we continue to do well in respect of this indicator.

## 2. Health and wellbeing is improved

2.1 The [Readiness for school](#) comes within the remit of the Children and Young People Scrutiny Committee. This commissioning strategy performed really well in Q4 (all measures reported in Q4 achieved the target).

### 2.1.1 There is a secure foundation for all children to progress through school and life

[Achievement gap between pupils eligible for Free School Meals and their non-FSM Eligible peers nationally achieving Good Level of Development \(GLD\)](#) (M48) Three specific projects were undertaken with an aim to narrow the gap for FSM pupils in comparison to their non-FSM peers. The work was coordinated and delivered via the Early Years (EY) and Childcare team. This work included direct work with schools to up skill and support reception teachers. Direct one to one work was undertaken in 10 schools, where data was significantly adrift from the national picture. This resulted in 8 out of the 10 schools increasing the number of children who reached a Good Level of Development (GLD). In addition, work was undertaken with the EY's locality teams to identify four schools in East Lindsey with significantly adrift data. Its aim was to develop the under-five networks working with these schools, the feeder settings to review the baseline information and to share ideas and practice across the year to improve outcomes. Of the four schools who engaged, the GLD for children rose across all four schools from 45% in 2018 to 70% in 2019. The third element of this work included delivery of continued professional development to over 600 participants who were head teachers, senior leaders and teachers of primary schools.

2.2 The [Wellbeing commissioning strategy](#) comes within the remit of the Adults and Community Wellbeing Scrutiny Committee. This commissioning strategy had mixed performance in Q4 (some measures achieved and some measures did not achieve the target).

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

[People aged 40 to 74 offered and received an NHS health check](#) (M33) This measure is reported with a one quarter lag and so the latest data available is for Q3 (62.8%). The NHS Health Check data for Q3 shows that we continue to exceed our target and

outperform regional and national average performance (Lincolnshire is ranked 16<sup>th</sup> out of 152 counties in England. The percentage for England is 46.8%).

### **2.2.2 Work with others to promote community wellbeing**

#### **Number of staff and volunteers trained in Making Every Contact Count (MECC)**

(M109) During 2019-20 Making Every Contact Count (MECC) underwent major changes with respect to the content of the training, the organisation of the programme and the method of training delivery. Following low activity in Q1 and Q2, Q3 and Q4 saw strong performance and the annual target has been exceeded.

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

**People supported to improve their outcomes** (M110) The Wellbeing Service has maintained its continued strong performance to meet this customer-led measure of improvement in overall outcomes. Customers are supported to achieve their outcomes through up to 12 weeks of direct support, advice and signposting to local community resources. This key measure consistently evidences the positive impact provided for those who engage with the service.

**People supported to maintain their accommodation** (M112) The outcome of accessing and maintaining accommodation continues to be consistently achieved by all commissioned providers. During the last weeks of March a contingency plan was implemented due to the COVID-19 pandemic. However, it is expected that these results are kept during the pandemic as the providers have managed to provide support to their service users during the social distancing measures and will continue to support the service users during COVID-19 and through the Housing Related Support (HRS) mobilisation plan, providing continuity to the service.

**Emergency and urgent deliveries and collections completed on time** (M113) There was an increased demand in Q4 in line with the other services due to COVID-19. The increased demand has been mitigated well by the provider meaning that even in exceptional circumstances this service is achieving a success rate above its target.

## **3. Businesses are supported to grow**

3.1 The **Sustaining and growing business and the economy** commissioning strategy comes within the remit of the Environment and Economy Scrutiny Committee. This commissioning strategy had mixed performance in Q4 (some measures achieved and some measures did not achieve the target).

### **3.1.1 Jobs created as a result of Council's support**

#### **Businesses supported by the Council** (M69)

- The number of businesses directly supported has increased to 1,339 which includes 511 added during this quarter. Of these, 368 were supported through the Growth Hub by receiving advisory support, securing grants or attending workshops and events.
- A total of £110,952 grant funding was approved in Q4, and paid to 20 businesses within Greater Lincolnshire.
- Amongst the events to highlight this quarter was the "How to recruit, train and motivate" event which took place at Woodhall Spa, attracting over 50 attendees.

- Q4 also brought £35,000 of Midland Engine Challenge Funding for our Foreign Direct Investment Key Account Management Programme which supported us with researching, connecting and building relationships with 28 new businesses.
- In total 39 foreign owned businesses were account managed during this period and a further two companies were supported through their aspirations to locate into Lincolnshire.
- 18 businesses were supported through the Team Lincolnshire Ambassador Programme, an additional four companies were provided with business support to assist with their own development and one further company was supported in relation to hotel development work.
- Across the property portfolio (including industrial units), a decision was taken to defer rent collection during COVID-19, in order to relieve our tenant's cash flows and allow them to establish the best way forward. A total of 79 businesses were supported through this route.

[Qualifications achieved by adults](#) <sup>(M70)</sup> The number of qualifications achieved by Adults in 2019/20 was 1,013 which include 235 added during Q4. The variety and range of the qualifications achieved across the year were all aimed at helping learners to progress either into work or within work, and include 134 ESOL qualifications, 59 IT qualifications, 65 English (functional skills and GCSE) qualifications and 65 maths (functional skills and GCSE) qualifications. Our contracted Learning Providers delivered 859 of all qualifications achieved at locations across the County, whilst the remaining 154 were delivered through our in-house Family Learning Service. With a focus on supporting areas of greatest need, 268 (26%) of all qualifications achieved were delivered in the Skegness/Mablethorpe area with a further 189 (19%) and 153 (15%) delivered in the wider Lincoln and Boston areas respectively.

#### **4. How we effectively target our resources**

4.1 [How we do our business](#) is a combination of three commissioning strategies and comes within the remit of the Overview and Scrutiny Management Board. There was good performance in Q4 (all but one measure reported in Q4 achieved the target).

##### **4.1.1 New support services partnership contracts perform effectively and efficiently to allow the Council to achieve its commissioning outcomes**

[Achievement of KPIs - VINCI Facilities Partnership Limited contract](#) <sup>(M101)</sup> The majority of KPIs showed an increase in performance from Q3 (87.9%) to Q4 (96.5%). Increase in performance scores is due to Key Stakeholder satisfaction survey results up by six points to 81 in Q4. Furthermore, there were no failures of undertaking statutory planned preventative maintenance within contractual timescales in Q4. Conversely, the only indicator showing a reduction is reactive work completed within timescales which is down by five points (from 75 to 70 in Q4).