

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

### 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 mixed performance in Q4 (some measure achieved and some measure did not achieve the target)

#### 1.1.1 The public are protected from unsafe and dangerous goods

##### [Unsafe products removed from the market](#) <sup>(M2)</sup>

- In total during 2019/2020 2,430 items were removed for safety reasons. January to March (Q4) are usually the quietest periods with the majority of safety related problems being identified on the coast in summertime and around Halloween, Bonfire Night and the run up to Christmas. However, the number of items removed in Q4 this year (9) is very much lower than the service had projected.
- 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. The focus of inspections conducted in Q4 is also slightly different with more food work being completed and catching up on any high risk inspection scheduled for Q1-Q3 that has been deferred due to other priority work.
- The service did not see any trending products in Q4 this year, such as fidget spinners, that are widely copied and often rushed to market without appropriate labelling and testing that can result in complaints that lead to more enforcement activity and market surveillance.

[High risk premises inspected by Trading Standards](#) <sup>(M3)</sup> 188 out of 207 high risk visits were completed. 19 had to be postponed due to COVID-19. These will be re-arranged in 2020/21.

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

[Juvenile Re-offending](#) <sup>(M125)</sup> Data is reported with a two year lag and so the latest data is for the period January – March 2018. The Reoffending rate has seen a noticeable increase during this reporting quarter - up by 12.3 percentage points to 51.3%. However the number of first time entrants dramatically dropped due to the implementation of the Joint Diversionary Panel and other intervention work. The actual number of young people reoffending is low - only 20 compared to an average of 44 in the years prior to 2018. As the cohort numbers are so low, the percentage is much more vulnerable to fluctuations.

### 2. Health and wellbeing is improved

2.1 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 not achieving the target this quarter.

### **2.1.1 Enable and encourage people to participate in Lincolnshire's culture**

[Visits to Core Libraries and Mobile Library services](#) (M36). In Q4 there were 142,204 visits below the target (Jan -24,835; Feb -42,034 and March -75,335). The significant decrease in visits is 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.

- In general, the lower 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 has embarked 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, have a marketing plan to entice customers back to site once the IT transition has been completed.
- During the course of January, with the exception of Bourne, the new public IT offer was installed at the remaining core sites.
- Customer feedback has been extremely positive and staff were busy helping existing customers adjust to the new modern facilities and all they can now do remotely as well as on site.

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 are supported to live healthier lifestyles**

Performance for the [Percentage of alcohol users that left specialist treatment successfully](#) (M31) continues to decline slightly from 34.1% last quarter to 33.5%. Data has a three month time lag and reflects performance at the end of December 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. Referral rates have increased 16% in the last 12 months compared to the same period in 2018/19. During this period, only 3.1% of those leaving treatment re-presented within six months of discharge, indicating that the treatment received is good quality and achieving long term sustainable outcomes.

[People are supported to successfully quit smoking](#) (M111) Data reported in Q3 was cumulative and not the actual for that quarter. Data has a three month time lag and so represents performance at the end of December 2019 and is a combined set of results from the former and current providers. 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 (to be reported in June). The new service provider was mobilised on the 1 July 2019 and the target is planned to be

changed to reflect contractual requirements for 2020/21, rebalanced in light of the broader integrated lifestyle approach.

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

[Chlamydia diagnosis](#) (M34) Data is reported with a six month (2 quarter) lag. A higher rate of chlamydia diagnoses indicates a better performance. The Target was not achieved during this quarter. Public Health England (PHE) is investigating this as it may be linked to data capture and data quality issues. The national target for the positivity rate of 8% has been exceeded, with the service achieving 10.6%. This measures the percentage of people being tested who have had a positive test result and demonstrates that focussed testing is being achieved. This rate forms part of the Detection Indicator Rate (DRI) reported in the Business Plan. The majority of Sexual and Reproductive Services in England have been unable to reach the national target or their own local target for the last few years. A national consultation about changing the methodology of the National Chlamydia Screening Programme (NCSP) has concluded as more young women are receiving Human Papilloma Vaccine (HPV) which is reducing the number of cervical cancer diagnoses. However, no formal outcomes or recommendations have yet been published.

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

3.1 The [Protecting and sustaining the environment commissioning strategy](#) comes within the remit of the Environment and Economy Scrutiny Committee. None of the measures achieved the target in Q4.

### **3.1.1 Reduce the risk of flooding**

[Properties protected from flooding](#) (M73) The target has not been achieved because it depends on completion of a single large scheme at Digby which has been subject to rescheduling in-year, but is in progress. The flood alleviation scheme at Digby will provide protection to 53 properties in the village, and these benefits will now be reported in 2020-21. The commencement of construction was delayed because of legal issues relating to land access, which officers have proactively sought to resolve. This has now been successfully completed.

### **3.1.2 Increase recycling**

[Recycling at County Council owned Household Waste Recycling Centres](#) (M76)

The security of outlets for the materials that are recyclable and the increase in green waste for composting have enabled us to maintain our recycling rate from last year.

[Household waste recycled](#) (M78) Although there has been an increase in the tonnage sent to the Mixed Dry Recycling (DRM) processor, 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 DRM contract. The National Resource and Waste Strategy includes a commitment to review the current measurements metrics used to report recycling performance. The service is currently reviewing its measures to be more in line with how the national rate is calculated.

3.2 [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 measure achieved and some measure did not achieve the target)

### 3.2.1 Jobs created as a result of the Council's support

#### Jobs created <sup>(M68)</sup>

- A total of 319 new jobs were created as a result of the Council's support during 2019/20. Schemes that are in the Council's direct control such as the Business Growth Hub and the LEADER programme were both successful in creating more new jobs than were originally expected. However, the overall target of 624 has not been achieved because over 350 new jobs that were expected to be created by third party investors did not materialise.
- As reported previously, the quarterly survey, (produced in partnership with the Greater Lincolnshire Local Enterprise Partnership, the Chamber of Commerce and the University of Lincoln), indicated that business confidence was already fluctuating during Q3 and this meant that the 2019/20 target was unlikely to be met. This was particularly the case with inward investment where several large scale expansions will either now not be delivered, or will not complete until 2020/21. However, of the 127 jobs created this quarter, 104 were created as a result of inward investment.
- 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 <sup>(M71)</sup>

- The overall target for 2019/20 of £21,931,735 has not been achieved because the appraisal and approval of bids by government departments has been delayed.
- The total value of external funding attracted during 2019/20 was £13,341,611 of which £1,653,603 was attracted this quarter. £35,000 was received through the Midland Engine Challenge Fund for support to our Foreign Direct Investment Key Account Management Programme.
- The majority of the funding, £1,618,603, was from one European Regional Development Fund (ERDF) project: Growing Environmental Resilience - Lincoln City Council.
- 16 outline applications were successful in the last local ERDF call in September 2019 and full applications were submitted in March 2020. The total value of these bids was £12,470,074.
- 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.
- A national call for European Agricultural Fund for Rural Development (EAFRD) closed on 16<sup>th</sup> February 2020 and 64 successful outline applications have been invited to submit full applications in Greater Lincolnshire with a value of £9,291,383. Funding decisions are expected to be made before December 2020.

## 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 Meet external information assurance compliance requirements

[Public Services Network \(PSN\) compliance](#) <sup>(M99)</sup> The Council continues to undertake remedial technical and business activity required to meet the standard set out by PSN. Once complete this will allow the Council to reapply for PSN certification.

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