

Open Report on behalf of Andy Gutherson, Executive Director – Place

Report to:	Environment and Economy Scrutiny Committee
Date:	29 November 2022
Subject:	Service Level Performance against the Corporate Performance Framework 2022-23 Quarter 2

Summary:

This report summarises the Service Level Performance against the Success Framework 2022-23 for quarter 2. All performance that can be reported in quarter 2 is included in this report.

Lincolnshire County Council (LCC) are undergoing a large system wide Business Intelligence Transformational Change Programme. Part of the Transformation Programme is to fully utilise Microsoft Power BI as a Business Intelligence platform across the organisation.

The Corporate Performance Team (CPT) are a significant driver of this delivery covering all operational and statutory reporting requirements for LCC. CPT have developed a new Power BI dashboard which with effect from Quarter 2 the Service Level Performance will be displayed, replacing the Lincolnshire Research Observatory (LRO).




Full service-level reporting to all Scrutiny Committees can be found here [Service level performance data](#).

Actions Required:

The Environment and Economy Scrutiny Committee is invited to consider and comment on the Environment and Economy Service Level Performance achieved for 2022- 23 Quarter 2.

1. Background

This report details the Service Level Performance measures for the Environment and Economy Scrutiny Committee that can be reported in Quarter 2.

- 3 measures that exceeded their target 
- 2 measures that achieved their target 
- 2 measures did not meet their target 
- 1 measure that does not have a target (contextual)

1.1 Economy

1.1.1 Measures that exceeded their target

PI 69 – Businesses supported by the Council ☆



During Q2 465 businesses were supported bringing the total for the year to date to 792, above the quarter target of 702.

The Business Lincolnshire Growth Hub has supported 130 businesses in Q2 and a further 9 grants have been paid during the quarter with many more in the pipeline to be paid to beneficiaries before the end of the project next year. There has been an extension to our European funded programme until the of June 2023, which means that we can continue to provide generalist and specialist advisory support, business development programmes and implementation grants to businesses. To date the 'Next Level' Scale Up programme has been very well received as have the Pub Diversification, Manufacturing Transformation and Supply Chain Support programmes.

New programmes due to start in Q3 include the new Made Smarter East Midlands and two new programmes specifically targeted at the Creative Digital and Tech sector – The Department for Digital, Culture, Media & Sport (DCMS) funded Create Growth and Momentum a programme for the digital and tech sector. Results from these will be reflected as the year progresses. The Growth Hub continues to be on track to reach the full year target.

Through the Place and Investment Team services, via Inward Investment support, Team Lincolnshire and the account management of foreign owned businesses, we have seen further significant growth in relation to the number of investment opportunities, resulting in an additional 320 businesses being supported during Q2. Support has been given via business engagement through event delivery and supporting the Team Lincolnshire ambassadors in their growth ambitions. Team Lincolnshire flew the flag for the region at three events - Getting Your Business to Net Zero, Leading a Food Revolution and the

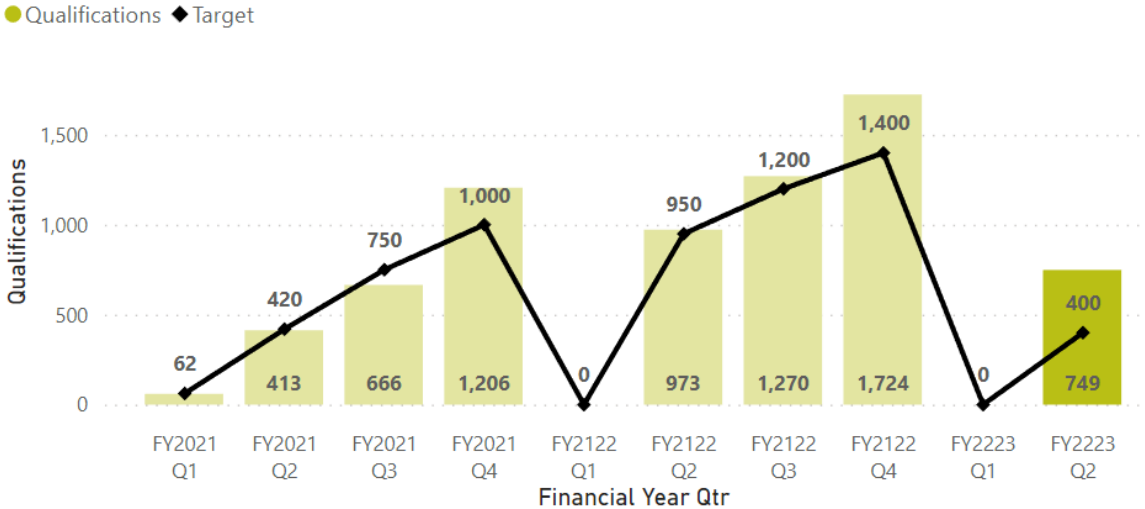
launch of the Greater Lincolnshire Defence and Security Network plus a webinar on the opportunities of Humber Zero.

The Economic Infrastructure Business Accommodation Portfolio consists of 242 Units comprising 154 managed workspaces, 80 light industrial and office units and 8 miscellaneous properties. The overarching aim of the service is to provide suitable premises and tenancies to support new and young small and medium businesses and enhance economic growth and job creation across Lincolnshire.

The Economic Infrastructure Portfolio team enhances that service level to its tenants, continuing to support them by nurturing though effective relationships and physical and financial support. The team also refers businesses to enable them access to advice, support, and potential upskilling from Business Lincolnshire to assist them and help them to grow.

As the effects of Covid-19 continues to decrease, in Q2 a total of 14 Businesses were supported, physically and virtually. This is a direct result of enhanced relationship management and an increase in foot traffic across the Portfolio with more businesses seeking further support as they return to working from the Business Centres.

PI 70 – Qualifications achieved by adults ★



The number of qualifications achieved by adults at the end of Q2 was 749, above the target of 400. There were several factors contributed to the figure including changes to demand in year which resulted in several courses being delivered that had multiple qualifications attached to them, as well as a general increase in learner engagement following the return to classroom-based provision post covid. Of the qualifications that were achieved between April and September, 65% of them were delivered in classroom settings as opposed to online.

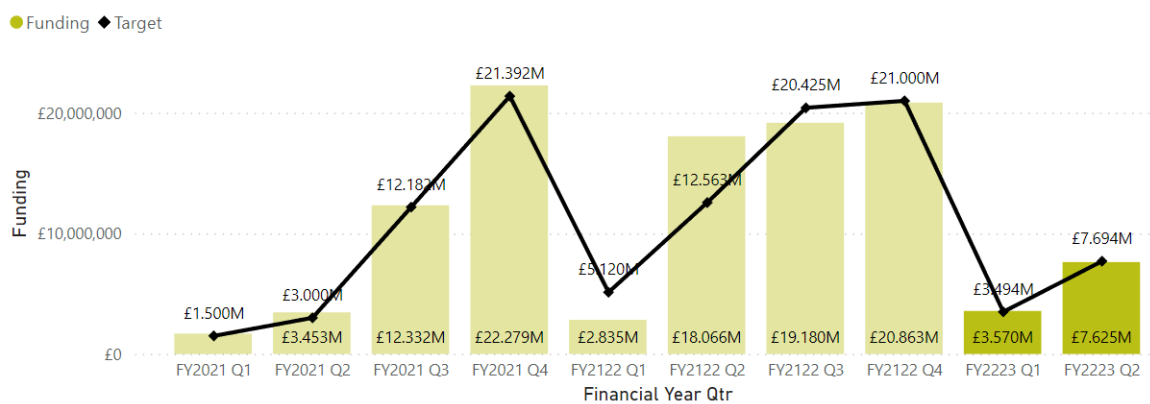
Provision is aimed at targeted learners with the effect that 52% of qualifications were achieved by male learners, 64% were achieved by unemployed learners and 20% by

learners with no, or low levels of prior attainment. 47% of qualifications achieved were at Entry Level with 20% at Level 1 and 33% at Level 2.

With a continued focus on supporting employability, the range of qualifications was varied and included 93 GCSE's or functional skills in English or Maths as well as a host of other vocational qualifications including 85 that directly link to enhancing digital skills. In support of Lincolnshire's priority employment sectors, 234 qualifications were related to the wider care sectors, 129 to construction, 105 to accountancy and business administration and 85 to hospitality.

1.1.2 Measures that achieved their target

PI 71 – Amount of external funding attracted to Lincolnshire ✓



During Q2 an additional £4,055,330 of external funding has been received bringing the total received to date of £7,625,224, slightly below the quarterly target of £7,693,819. It should be noted that we have recently won two national programmes; Made Smarter and Create Growth programme covering the East Midlands region and this funding will be reported in Q3.

Additional Funding received in Q2 is broken down as follows:

- Funding of £67,844 was secured from the Department for Business, Energy and Industrial Strategy (BEIS) for the Business Lincolnshire Growth Hub. This has been received to expand the work carried out to provide advice to businesses. This is more than planned due to changes in spend profile, however the full year target is unchanged and future quarters will even out.
- The European funds for the Growth Hubs Business Lincolnshire Sustainable Business Growth 2 programme has received £323,518. This is more than planned due to the extension funding as mentioned earlier.
- A total of £27,500 to support foreign owned businesses who are being key account managed across the region. Fourteen investment projects have been highlighted where businesses are expanding. Intensive support is being given to those businesses to help with their investment plans with further assistance given regarding skills and recruitment advice including introductions with educational establishments.
- Adult Education Budget - £510,155. This is the amount of Adult Education external funds that are relevant for the Period 1st July to 30th September 2022.

- Levelling Up Fund A16 - £2,700,000. This is the second tranche of funding for the A16 project.
- The Greater Lincolnshire LEP received the annual contribution for core of £375,000. This supports the additional funding provided by LCC.
- The Career Hub received the first claim payment of the year of £51,313 covering the work of the Enterprise Co-ordinators.

1.1.3 Measures that did not meet their target

Not applicable in Quarter 2

1.2 Flooding

1.2.1 Measures that exceeded their target

Not applicable in Quarter 2

1.2.2 Measures that achieved their target

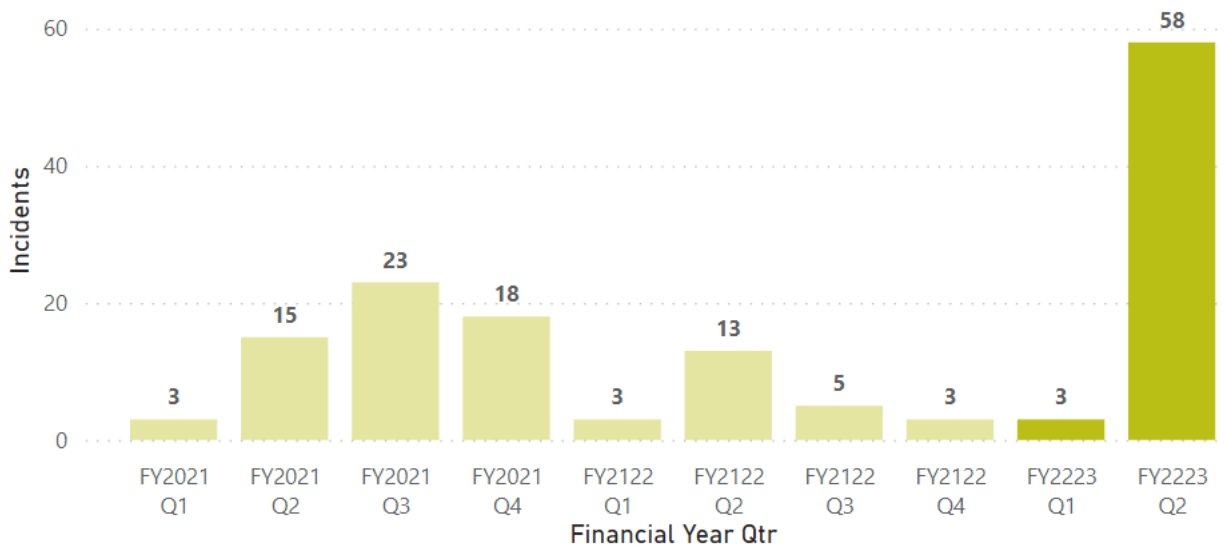
Not applicable in Quarter 2

1.2.3 Measures that did not meet their target

Not applicable in Quarter 2

1.2.4 Contextual Measure, does not have a target

PI 72 – Flooding incidents investigated

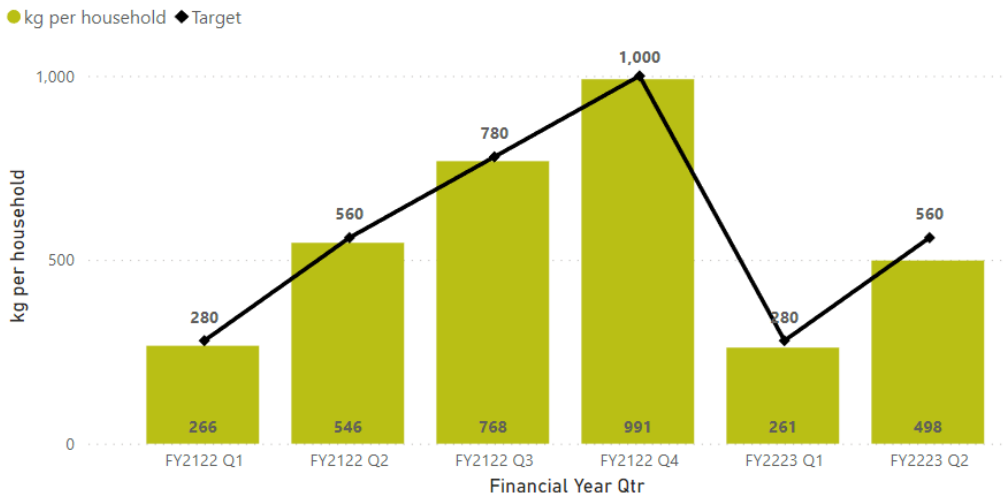


There were 58 Section 19 Investigations started in Q2 affecting 101 properties or areas (79 residential, 10 commercial and 12 streets). Of the 58 investigations started, 54 of these were as a result of the storm event which occurred during 16th/17th August. This compares with 14 investigations affecting 16 properties (10 residential, 5 commercial and 1 school) in Q2 of 2021/22.

1.3 Waste

1.3.1 Measures that exceeded their target

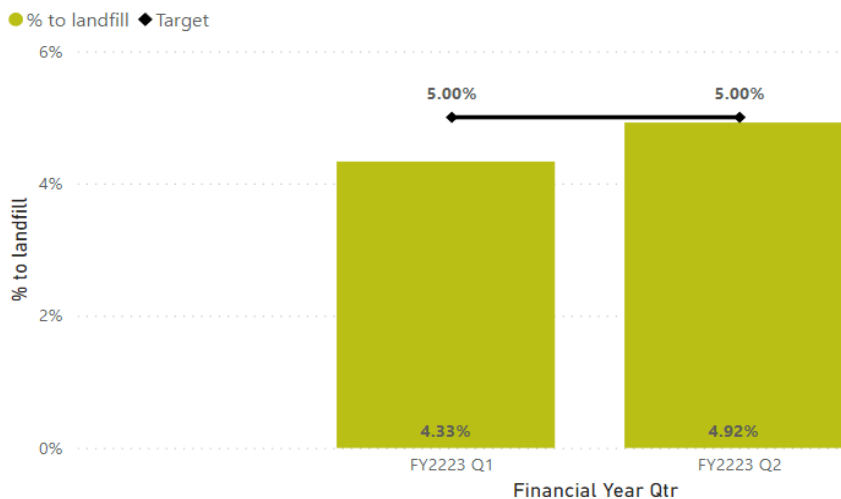
PI 161 – Household waste collected (kilograms per household) ☆



A reduction in volumes of waste presented demonstrates that households are disposing of less waste which is in line with the highest objective on the waste hierarchy.

1.3.2 Measures that achieved their target

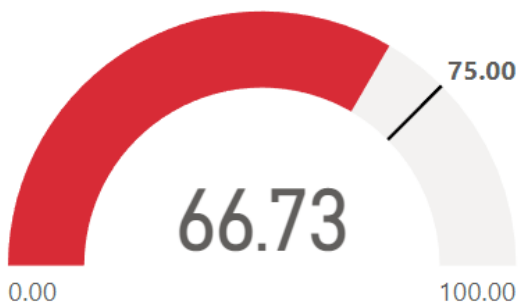
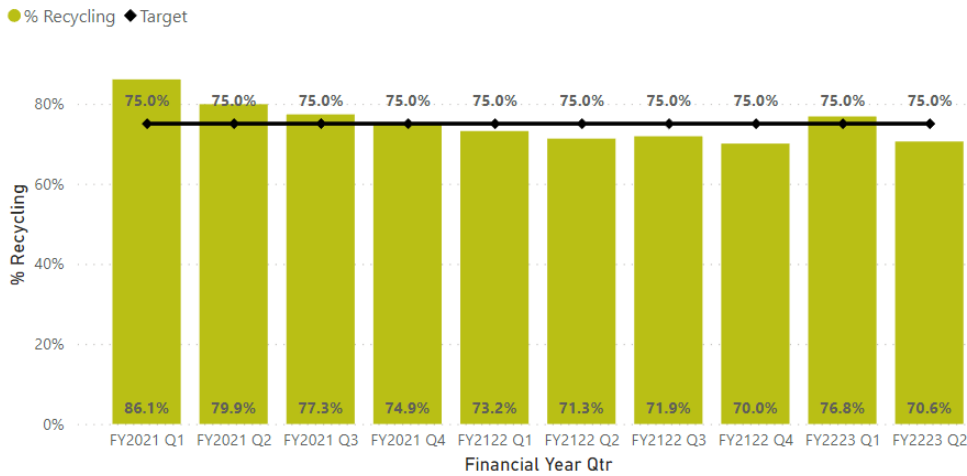
PI 162 – Household waste to landfill (percentage) ✓



The annual maintenance shutdown at the Energy from Waste took place in Q2 and therefore this accounts for landfilling being higher, albeit still below target. There are no more planned outages within the current year.

1.3.3 Measures that did not meet their target

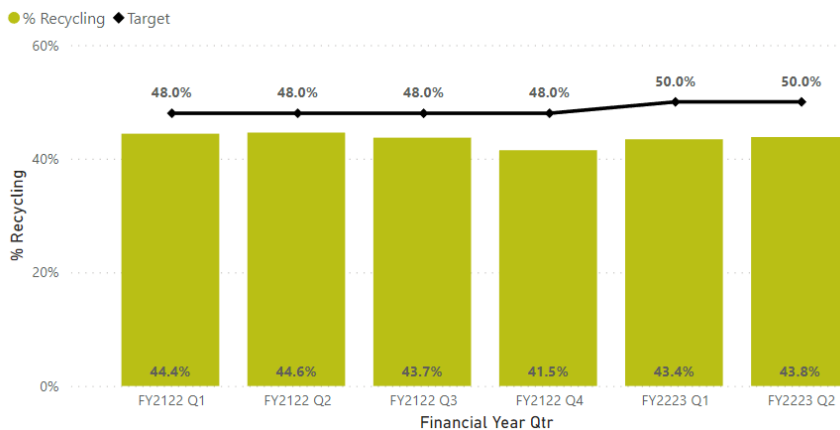
PI 76 – Recycling at County Council owned Household Waste Recycling Centres ✖

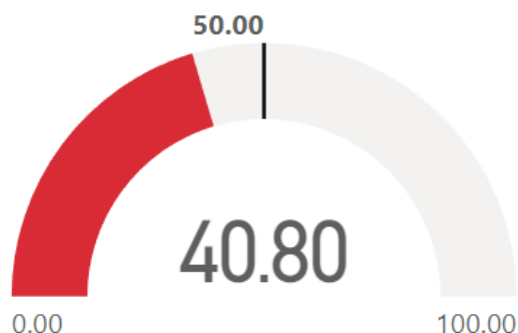


2022/23 Annual Forecast

The actual rate for Q2 is 70.6% recycled material, but due to less green waste in Winter, the full year forecast is lower. The hot dry summer has not produced as much garden waste, and this will reduce the overall recycling rate, but this should not be seen in a negative context as waste minimisation is preferred to recycling.

PI 160 – Recycling Rate (new national formula) ✖





2022/23 Annual Forecast

The performance (43.8%) did not achieve the target of 50% in Q2. The Twin stream roll out programme means we now have Paper and Card collections in 3 of the 7 districts. This is improving the quality of the paper and card collected and the quality of the recyclables collected in those districts. This programme includes increased engagement and education to increase recycling quality and the recycling rate within Lincolnshire.

2. Conclusion

The Environment and Economy Scrutiny Committee is requested to consider and comment on the contents of this report in relation to performance achieved in Quarter 2.

3. Consultation

a) Risks and Impact Analysis

N/A

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by:

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