

NORTH LINCOLNSHIRE COUNCIL

CABINET

COUNCIL PLAN 2018-19 PROGRESS STATEMENT

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 A council plan 2018-19 was approved by cabinet in October 2018
- 1.2 It sets out the priorities for the council and its longer term ambition
- 1.3 The main purpose of this report is to provide cabinet with a progress statement on the delivery of the council plan priorities and associated key actions as at June 2019.
- 1.4 The report also updates cabinet on the recognition that the council has received over the last 12 months through a variety of national public sector award schemes.

2. BACKGROUND INFORMATION

2.1 The council plan 2018-19 was approved by cabinet in October 2018. It was developed to provide information for residents and stakeholders about the council, what it does, how it is funded, its ambition and priorities for the year.

2.2 For 2018-19 the council's priorities are:

- Growing the local economy
- Keeping people safe and well
- Enabling communities to flourish

Helping to keep the people of North Lincolnshire:

- Safe
- Well
- Prosperous; and
- Connected

2.3 The delivery of the plan has been monitored throughout 2018-19 to ensure that a focus is maintained on the priorities. A progress statement as at June 2019 is attached as an appendix. It identifies the progress the council has made in the delivery of its priorities and key actions.

2.4 Significant highlights include:

Growing the local economy

- Over 700 jobs created in the last 12 months by attracting 23 new inward investors to North Lincolnshire
- Implemented £37m of a £60m 5-year programme to regenerate Scunthorpe town centre
- Facilitated the creation of the University Campus North Lincolnshire

Keeping people safe and well

- Enabled residents of North Lincolnshire to have access to high quality care and support.
- Built and opened the Axholme North Leisure Centre
- Participated in the Keep Britain Tidy Campaign, supporting 300 Litter Heroes to clean up and sustain a community commitment to keeping the area clean

Enabling communities to flourish

- Launched the safe-and-sound home assistance service, enabling 389 older residents to remain independently at home
- Worked closely with our LGBT+ community to enable an inaugural Pride event in 2018 and a further event in 2019
- Enhanced joint working and commissioning with Town and Parish councils to deliver summer maintenance programmes

2.5 Over the past 12 months the council's work has been recognised through a range of national public sector award schemes, judged against "best in class" regional and national local authorities and public organisations. Success at this level demonstrates progress towards our ambition of being the #BestPlace for residents and #BestCouncil we can be. These are summarised in Appendix B.

3. OPTIONS FOR CONSIDERATION

3.1 Cabinet is invited to note the progress statement as at June 2019.

4. ANALYSIS OF OPTIONS

4.1 Not applicable.

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

5.1 The council set its medium term financial strategy 2018-23 based upon the ambitions and outcomes set out in this plan.

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

6.1 None

7. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

7.1 Not applicable

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 Not applicable

9. **RECOMMENDATIONS**

9.1 That cabinet notes the attached council plan 2018-19 progress statement.

9.2 That cabinet welcomes the recognition and awards achieved by teams across the council.

9.2 That an annual report on the Council Plan is considered by cabinet in November 2019.

DIRECTOR OF GOVERNANCE & PARTNERSHIPS

Church Square House

SCUNTHORPE

North Lincolnshire

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Background Papers used in the preparation of this report

North Lincolnshire Council Plan 2018-19

North Lincolnshire Council
Council Plan 2018/19
Progress Statement - Priorities & Key Actions
June 2019



Priority1; Growing the Economy

- **Market North Lincolnshire as a place to live, work, visit and invest**
 - In November 2018, 68 local businesses, alongside the Council presented our “ten big ideas” on economic growth at the House of Lords, with over 150 businesses pledging to drive forward our ambitions
 - Harnessed the capacity of businesses as “ambassadors” to champion North Lincolnshire’s capacity for further growth
 - Put North Lincolnshire on the European map for cycling at an international exhibition in Holland
 - Promoted and shared North Lincolnshire’s excellence in healthcare at the Naidex Disability Event in Birmingham
 - Significantly increased the number of followers on key social media platforms through #spacetogrow, #bestcouncil, #bestplace

- **Lead partnership working with businesses**
 - Over 700 jobs created in the last 12 months by attracting 23 new investors to North Lincolnshire
 - Driven our priorities for housing, economy and tourism with partners and businesses through the Place Marketing Board
 - Boosted our visitor economy by attracting national and international brands e.g. Go Ape, Hilton Group
 - Led development of the North Lincolnshire tourism sector in partnership with businesses and attractions
 - With local providers, developed an innovative approach to home care, winning the Government Opportunities Award for Procurement Project of the Year

- **Invest in town centres including securing funding from Government**
 - Implemented £37m of a £60m 5 year programme to regenerate Scunthorpe town centre:
 - creating a new market for the Town Centre
 - refurbishing and expanding the Council’s own Church Square House
 - commissioning £1m of public space improvements
 - bidding successfully for over £12m of government investment for 2018/19

- **Provide space for businesses and populations to grow through new commercial and housing developments**

- Engaged with residents, developers and investors in shaping a new local plan for housing development, business growth and infrastructure in North Lincolnshire
- Released over £14m of surplus council owned land and buildings to development partners
- Exceeded our housing delivery target for the last 18 months with well over 300 built.
- Developed a 3 year partnership with Ongo to develop 240 homes on Council owned land including housing for vulnerable people.
- Invested over £25m in the local road and rail infrastructure

➤ **Strive for educational standards and skills**

- Provided continuing strong local leadership across the education system, embedding shared accountability for education standards and improvement
- Nine out of ten schools are judged good or outstanding, with none judged inadequate – above the national average and best in Yorkshire and Humber
- Working in partnership with schools, established new ways of working to meet the needs of vulnerable children and young people - further enhancing inclusion in mainstream education
- Successfully bid to the Department for Education for a new, post-16 free school to open in September 2020, enabling young people with complex needs to have an age appropriate college experience close to home
- Invested £4.4m to enhance the capacity of the schools' estate
- Facilitated the creation of the University Campus North Lincolnshire – working in partnership with North Lindsey College and University of Lincoln to transform the former Civic Centre
- With The Dollywood Foundation, celebrated North Lincolnshire's Imagination Library being officially the most successful in the world - with 9 out of 10 children under five registered, half a million books gifted and lasting impact as children progress into primary education

➤ **Host key events to celebrate the best of what North Lincolnshire has to offer**

- Showcased the affordability of good quality housing through a Home Ownership Expo
- Promoted the best of North Lincolnshire as a place to live, work, visit and invest through a range of events and channels including the Lincolnshire Show, Armed Forces Event and Ambassador Programme
- Celebrated the achievements of local business through the Northern Lincolnshire Business Awards 2019
- Celebrated the incredible work of local people and community organisations via the annual Community Champions Awards
- Celebrated the continued success of the Wellbeing at Work programme

which achieves great employee health and wellbeing across a diverse range of employers

Priority 2: Keeping people well and safe

➤ Continue to work hard to keep people safe and well

- Protection of children continues to be a major strength in North Lincolnshire. An Ofsted focused visit in 2019 found that social work practice was even stronger than when children's services were judged outstanding overall in 2017
- Building on the "outstanding" judgement of the Local Safeguarding Children's Board, the Department for Education invited North Lincolnshire to be an early adopter of a new safeguarding model. Our Multi Agency Resilience and Safeguarding arrangements are now driving a new partnership commitment to keeping children safe
- Through our robust partnership arrangements, 100% of education settings are engaged in local accountability and governance for safeguarding children and 100% of schools and colleges are judged to have effective safeguarding arrangements
- Embedding of multi-agency work to tackle exploitation and other forms of abuse has driven disruption and prosecutions of offenders, leading to positive outcomes for children and young people
- Adult Social Care is consistently high performing. Performance is in the top 10% nationally, best in the Yorkshire and Humber region and 2nd amongst comparable councils
- People using Adult Social Care told us they feel safe and are able to live their lives safely, better than the average national and regional performance
- The Home First Service enabled more people than average to be supported in getting back to independence, with recovery, rehabilitation and reablement happening in a person's own home wherever possible.
- North Lincolnshire is in the top 10% of all local authorities for ensuring people do not experience delay in leaving hospital and so get home sooner
- Residents of North Lincolnshire have access to the best care and support in the Yorkshire & Humber region with 86% of care homes and 100% of home care providers rated 'Good' or 'Outstanding'
- The Safeguarding Adults Board produced and launched a Combat Doorstep crime leaflet.
- Further strengthening of the Community Safety Partnership has stimulated improvements in the town centre, tackling substance misuse, reducing anti-social behaviour and littering – initiatives that have been welcomed by resident and community representatives
- Neighbourhood Action Teams have led a significant increase in the number of volunteer groups for Neighbourhood watch

➤ **Lead partnership working across North Lincolnshire to promote wellbeing and improve health outcomes for everyone**

- A place partnership, led by the council and comprising chief officers across the public and community sectors was established to identify new ways of working and improve outcomes for people
- Provided strong local leadership in partnership with health to drive improvements across the health and social care system.
- Co-produced the Health & Care Integration plan, ensuring that current and future health needs of people in North Lincolnshire are planned for
- The standards board for regulated care and health arranged and delivered the provider conference 'Proud to Care', positively promoting the caring job role, with a view to understanding benefits and barriers to recruitment
- Created the Mental Health Crisis Café, with health and social care working in partnership to provide enhanced support for people in emotional crisis.
- Building on the success of the school sports partnership, established a new multi-agency partnership to increase physical activity of children and influence family fitness
- Agreed with partners to establish an integrated children's board, further integrating health, education and care and maximising the capacity for ensuring children stay in families and in education
- Extended our partnership with Humberside Fire & Rescue to encourage reading and improve literacy levels of primary age children
- A Parliamentary Review promoted North Lincolnshire as best practice in health and social care integration

➤ **Prioritise the most vulnerable**

- Launched the safe-and-sound home assistance service, enabling 389 older residents to remain independently at home
- Challenged ourselves and partners to improve outcomes for children with emotional health and wellbeing needs, securing additional investment for children on the autism/ADHD spectrum, negotiated improved value from health visitor and school nursing contracts, and ensuring a mental health champion in every school
- North Lincolnshire council became an early adopter to be part of a national scheme that provides accreditation for social workers against national standards, providing the opportunity to build on our excellent social work practice.
- Strived to place children in care close to home and within North Lincolnshire provision – using our strength as highly rated adoption and fostering services and our own children's homes. Our "Staying Close" children's campus was

referenced in Sir Martin Narey's wider review of care.

- Launched the 'Moving with Dignity' project which provides greater dignity for those previously requiring two care workers

➤ **Provide cleaner and greener space for people to enjoy and use**

- Achieved the highest rating level for our approach to Transport Asset Management thereby maximising funding opportunities to improve the condition of the road network.
- Prioritised a fleet replacement programme to reduce carbon emissions and contribute towards enhancing air quality across North Lincolnshire
- Redeployed resources to improve the cleanliness of Scunthorpe Town Centre
- Participated in the Keep Britain Tidy campaign, supporting 300 litter heroes to clean up and sustain a community commitment to keeping the area clean
- Strengthened enforcement to reduce the impact of low level anti-social behavior in areas of Scunthorpe
- Achieved a 1/3rd reduction in the council's carbon footprint

Priority 3: Enabling Communities to Flourish

➤ **Design services that enable you to have more choice and control in how you interact with us**

- Redesigned and opened Scunthorpe Central as an example of bringing services together, to give residents better access to the services they need.
- Enhanced our online advice information and guidance so that people can access services at a time of their choosing

➤ **Enable our communities to become more involved in community life**

- Entered into a new relationship with Town and Parish Councils to explore and consider the merits of them taking on specific community services, including a pilot scheme for local grass cutting
- Creating new partnerships to develop the cultural and heritage offer, including the securing of funding from the Arts Council to develop a Cultural Strategy
- Adopting a model of recruiting community champions and ambassadors in a range of roles to improve involvement in community life e.g. imagination library, litter heroes, home library service, sports and health champions, Friends of Normanby Hall
- Developed a voluntary sector forum and charter with a showcase event held for North Lincolnshire with a follow up for Brigg and Barton with more events scheduled across the area.

- A reliable and growing 24/7/365 “welfare call service” which enables families and communities to play an active role in supporting their friends and relatives to live safely at home and reducing need for more care provision
- **Engage in new conversations about the things that matter most to you**
 - Worked closely with our LGBT+ community to enable an inaugural Pride event in 2018 and a further event in 2019
 - Undertook extensive engagement with members of the public in relation to the transformation of the indoor market and creation of a new retail experience in Scunthorpe.
 - Over 8000 local young people took part in The British Youth Council Make Your Mark annual youth ballot - highest turnout in the region and top 10% in the country - enabling them to have a say on the issues that matter to them.
 - North Lincolnshire’s Great Debate events were held in November 2018 and June 2019, where the voice of young people helped to shape the work of the Youth Council.
 - Enhanced our approach to customer feedback including entering into new conversations with customers to help resolve issues at an early stage
 - Held public engagement conversations with residents in the Barton-upon-Humber locality to redesign the provision of local services
 - Ranked in the top 10% in the country as a social care service recognised by Ofsted for the strength of the child’s voice.
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- **Invest £24.5m through our capital programme to improve community facilities**
 - Invested in visitor centres at Belton and Bottesford
 - Built and opened the Axholme North Leisure Centre and refurbished Riddings Pool and Leisure facilities.
 - Made further significant investment in our leisure service, working with local communities to improve the range and availability of health and fitness facilities
 - Invested in Scunthorpe Central, bringing information, advice and guidance services together into one place, including Citizens Advice Bureau
 - Commenced work to improve community facilities in Barton-upon-Humber

APPENDIX B

Visit Lincoln – Lincolnshire Tourism Excellence Awards 2019

Winner of the Family Tourism Award – Normanby Hall Country Park

Government Property Agency Smarter Working Awards 2019

Winner of the judges award recognising our forward thinking approach and being the best for overall “smarter working” performance.

Green Flag Awards

The following parks and open spaces have all been awarded green flag status:

- Baysgarth Park, Barton-upon-Humber
- Central Park, Scunthorpe
- Kingsway Gardens, Scunthorpe
- Woodlands Crematorium, Scunthorpe

MJ Awards 2019

The council submitted two entries to the 2019 Municipal Journal Awards and were finalists in the following categories:

- Care and Integration
- Digital Transformation

Institute for Organisational Development Annual Awards 2019

At this year’s annual awards Denise Hyde, Chief Executive was awarded the Outstanding Contribution to Organisational Development and the teams below were finalists in other categories:

- Normanby Hall Country Park – OD Project of the Year
- Learning Solutions Team – OD Team of the Year

Prince Michael International Road Safety Awards

The council received Britain’s Most Improved Road Award for the improvements made on the A161 between Goole and Crowle

Government Opportunities (GO) Procurement Project of the Year Award (above £20m value) – Local Government & Consortia

This award was in recognition of the recent work to innovatively procure a new domiciliary care contract

Local Authority Catering in Education Excellence Awards 2019

Broughton Primary School kitchen staff won the Unsung Hero award at this year's awards.

Local Government Chronicle Awards 2019

The Council's Services for Children were finalists in the Children's Service category for its commitment to improving the lives of children

Association for Public Service Excellence 2018 Awards

The council were recognised as most improved performers in a range of categories including:

- Building Cleaning
- Cemetery and Crematorium

Social Worker of the Year Awards 2018

The Case Management Team won Team of the Year, Children's Services were praised for their work with children in need, child protection and children subject to court processes. The judges said that their ethos supports the work of the case management team, who are shining example of how to really put the voice of children and young people at the heart of social work.

Lincolnshire Show 2018

The council won the 'best-of-the-best' trophy alongside winning its category trophy