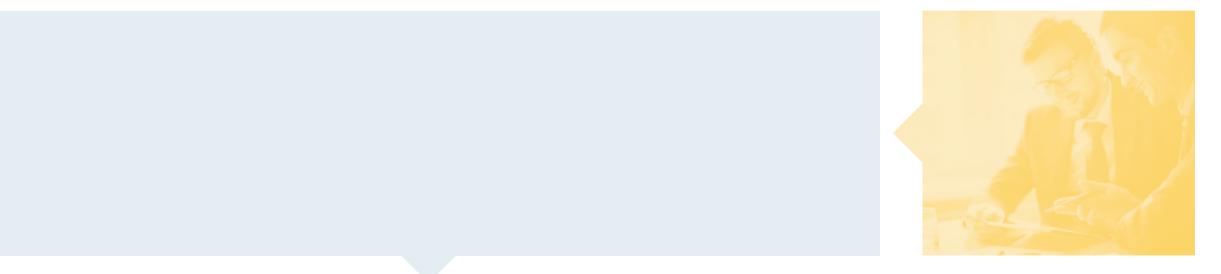




North Lincolnshire Council

Annual Report

2016-17



Foreword

Welcome to the 2016-17 annual report which provides an overview of North Lincolnshire Council's achievements over the last 12 months along with a summary of its financial performance.



As a unitary authority North Lincolnshire Council is responsible for the delivery of a wide range of services, including:

- Education • Council tax collection
- Highways & Transport • Strategic housing
- Planning • Children's services • Libraries
- Trading Standards • Adult Social care
- Waste management • Public health
- Parks and open spaces • Sport, leisure & culture • Environmental services

The council has a key role to develop and promote economic, environmental and community well-being and protect the vulnerable. Under a democratic mandate the council has a responsibility to work in partnership to set the outcomes it wants to achieve for the area, its communities and the people who live, work and visit North Lincolnshire.

During the year the process of re-organising the council was started in order to better align priorities and to ensure that it has the capacity in the right place at the right time to deliver its transformational ambitions.

The council's executive along with the Senior Leadership Team are committed to delivering excellent services and providing the best value for money and this year has been no exception.

Headline Achievements

As in previous years, our commitment to providing the best value for money has been a key driver for us. Despite tough economic conditions the council has achieved many things...

The large majority of the council's key performance indicators achieved their target or within tolerance while achieving efficiencies of £8 million and an overall expenditure underspend of £0.9m, in 2016-17.



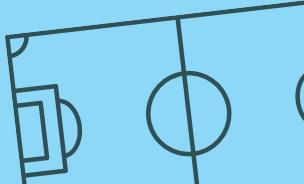
All of our services that are inspected by OFSTED or CQC are rated as good or better, including both local authority childrens homes that are rated outstanding.

Unemployment rates have fallen consistently over the last 12 months and the number of people claiming benefits for being unemployed fell to its lowest level since February 2012.

Work started on North Axholme Sports Centre and a new visitor centre at Belton Country Park. Planning commenced to redevelop Baysgarth Park in Barton upon Humber.

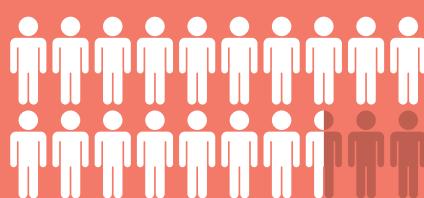


Invested £2.3m in Brigg Recreation ground to enhance site facilities including, synthetic pitch with flood lights, floodlit tennis courts, seasonal grass pitches for cricket and football.



Processing of planning applications has continued to improve, with performance of processing both major and minor applications exceeding the service standard.

The quality of provision and outcomes in education and learning across all ages has improved much faster than nationally and as of 31 March 88% of children were attending good or outstanding schools.



Provided rehabilitation and reablement services to a greater number of people and in addition to this the effectiveness of rehabilitation and reablement services improved from 91.1% last year to 92.3% during 2016/17.

The number of young people entering the youth justice system has reduced from 536 per 100,000 to 218 per 100,000 over the past 5 years.



The council is improving lives for people...

North Lincolnshire's population is estimated at **170,800**

Growing by **1000** since 2015

Life expectancy has increased for both males and females and is now at **82.5** for females and **78.7** for males.



The council is committed to safeguarding and protecting the most vulnerable and is working hard to improve lives for children and adults. There has been *a reduction in referral rates* to children's social work, along with an improving re-referral rate...

from **22.1%** to **19.7%** which is the lowest rate for **6 years**.

This indicates that help is being provided at the earliest stage of difficulty arising and that early help and intervention is having *a positive impact*.

The council works hard to enable communities to live healthy and fulfilling lives. Improvements have been made to the timeliness of completion of Disabled Facilities Grant works *from 69 to 57 weeks*. Through effective working with partners across health and social care this remains an area of priority to make further improvement. **90 homes** were improved with major adaptations, keeping people safe and independent at home, with a further **1500 handyman minor works jobs being completed**.



The number of complex adult assessments reduced from **1,935** in **2015-16** to **1,600** in **2016-17** with **91%** of assessments carried out within 28 days, an *improvement from 80%* the previous year. The council has a key role in promoting high quality care services and during **2016-17** the quality of providers of adult residential and home care in North Lincolnshire was and continues to be good; of the **52** providers of care homes and home care that have been inspected by the Care Quality Commission, **83%** are either outstanding or good.

Education results confirm that rates of improvement over time are **well above the national average at key stage 4**.

Sexual health services are available to all young people across the area. Teenage conception rates are the **lowest they have been since recording began**.



**nearly
800
cases**

During **2016-17** action was taken to prevent homelessness in **nearly 800 cases**.

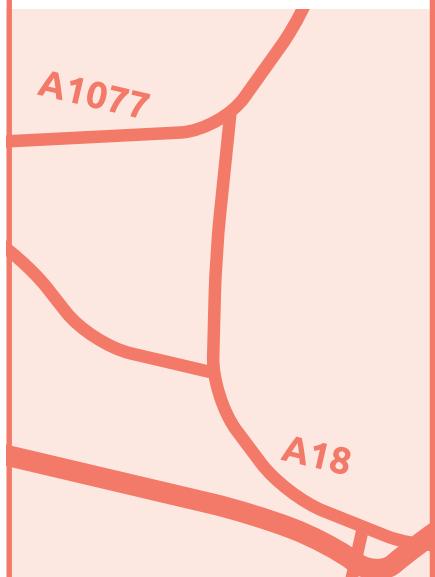
Overall **Children's Absence From School** rate fell to **4.3%** in 2016 (top 25% of all local authorities). **100%** of nursery provision rated good or outstanding. **74%** of **Early Foundation Stage** children achieved a good level development in 2016 (top 25% for 3rd consecutive year). **Ranked 1st out of 11** statistical neighbours for **Key stage 4 progress**.

The council is improving places...



The council is working hard to shape the area to be a prosperous place to live, work and invest. **The North Lincolnshire Local Plan** is currently in development and will set out the vision and objectives for the area for the next 20 years; establishing the amount and location for growth and act as a guide for future development.

A number of major highways improvement projects have taken place over the last twelve months including **improvements to the A1077 junction** with Ferry Road West in Scunthorpe to **reduce accidents and improve safety**.



The council has increased its focus on improving the tourist offer and improving visitor numbers in North Lincolnshire and in the last year has partnered with Visit England, to help improve standards of local visitor accommodation, encourage more people to the area and promote quality accommodation. The council has also produced a new special edition visitor guide that celebrates our **history, heritage and culture** and showcase North Lincolnshire as 'the place to visit'. The new look website www.visitnorthlincolnshire.com went live in April and complements the visitor guide with interactive maps of our accommodation, attractions, cycle routes and walking.

The planned programme to ensure the number of properties with **reduced flood risks** was fully completed in 2016/17, this is an improvement compared to the previous year.



An on demand **Call Connect bus** service was introduced to help connect communities across the area.

Commenced work on the **regeneration of Westcliff** which when completed will include 41 new homes, retail units, a community well being hub and park and play area.



The council has yet again managed to reduce its **carbon footprint** by reducing its energy consumption every year for the past seven years. Our original target of reducing our carbon footprint by 33% in 5 years was exceeded when **we achieved a 39% reduction** against our 2008 baseline figure. This trend has continued during 2016/17 and our total reduction against the 2008 baseline now stands at **48%**.

190 more businesses opened than those that **ceased trading**.

The **rate of business** in North Lincolnshire trading for more than 10 years **remains higher than regionally and nationally**.

The council is improving...

The council's website received a nationally recognised maximum 4 star rating, online transactions have continued to increase with applications for local taxation and benefits more than doubling in the last year.



In 2016-17 the council continued to demonstrate progress in supporting people by achieving the silver level of the Investors in People award. This confirmed that our continued investment in management capacity, change management and culture change is impacting positively.



The council was awarded the North Lincolnshire Healthy Workplace Gold Award for outstanding commitment to workplace health at a celebration event at British Steel in March 2017. This recognised the real difference that the council has made to improve workplace health and wellbeing.

Normanby Hall Campsite rated 3 stars by Visit England Quality in Tourism; Adult Community Learning achieved and maintained their good Ofsted rating.



As the council becomes less reliant on government grants it is important that the council effectively collects income from council tax and business rates; the collection rates in 2016-17 have broadly remained consistent to previous years at a rate of 97% and 99% respectively.

Commercial development has continued to support the council's financial position with over £450,000 of new income being achieved in 2016-17 together with savings of £700,000 through better procurement.

£450,000 New income

£700,000 Procurement savings

0%
increase
in general
council tax.

97% & 99%

During 2016-17, almost half of employees had a 100% attendance record, and performance information shows that sickness absence is being managed effectively.



The council's financial accounts received an unqualified opinion from external auditors.

Financial Performance

Each year the council produces a set of accounts that shows its financial position and income and expenditure. The figures shown are a simplified version of the full accounts for 2016-17 which are available on www.northlincs.gov.uk (search statement of accounts).

The council's financial position 2016-17

The revenue accounts show the day to day running costs of providing council services. During 2016-17 a total of **£126 million** was spent on services (after income from fees, charges and grants).

Overall service budgets were underspent by **£0.9 million**.

Where the money comes from (£m)

Council tax	66
National Non Domestic Rate Retention Scheme	38
Revenue Support Grant	14
Other Funding	4
Use of Reserves	4
Total	126

Where the money gets spent Revenue: day to day cost of services

£10.4m

Human resources, legal services, elections, mayoral costs and those of local councillors, financial management, taxation and benefits, audit services, insurance, procurement, value for money, business support, information management and IT services.

£15.9m

(Before £2.2m use of reserves) - levies from internal drainage boards and environmental agencies for flood defences, insurance premiums, coroners court expenses, corporate management, carbon reduction strategy and energy management, public health, archive services, commercial property trading account, interest on loans used for capital investment and the provision for future payments of debt, inflation and service transformation provisions.

£36.7m

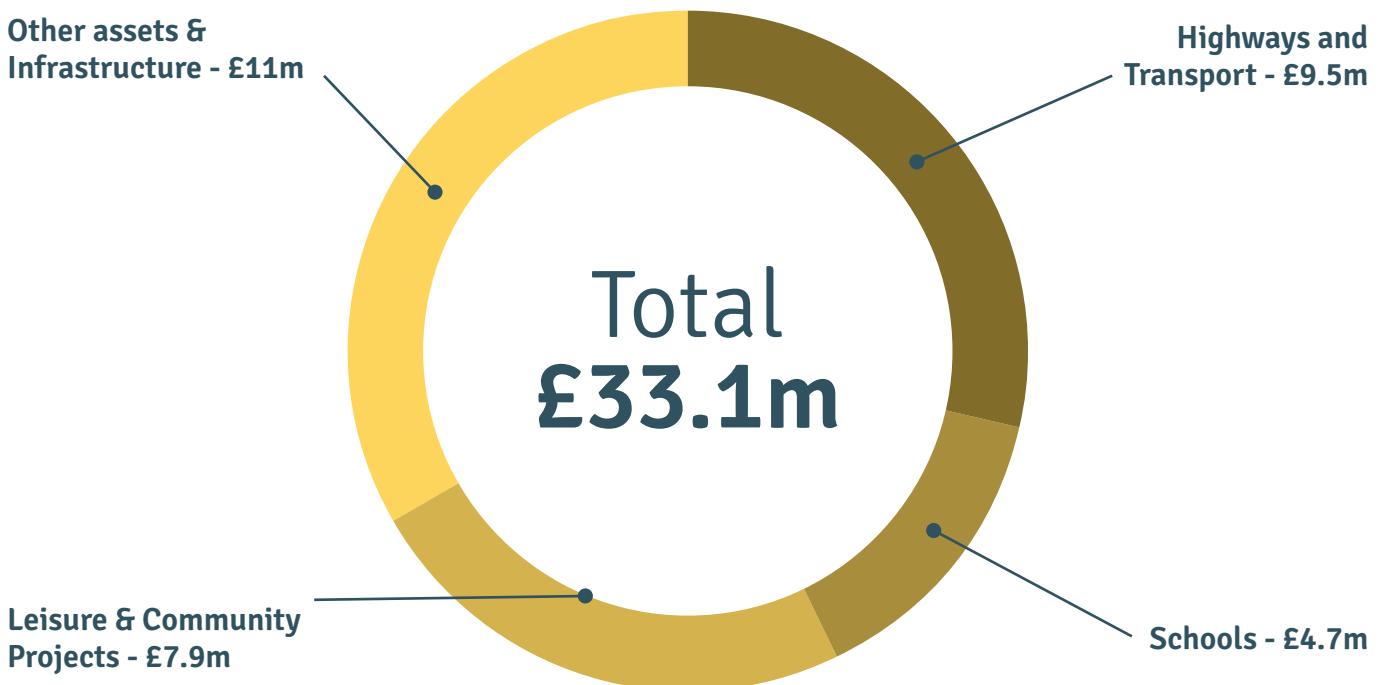
Sports, leisure and cultural services, street cleaning, parks and grounds maintenance, cemeteries and the crematorium, transport services, waste disposal, highways, housing, environmental services, community safety, economic development, planning and regeneration, car parking

£63.2m

Education (non schools), adult and children prevention and commissioning services, adoption, fostering, youth offending services, safeguarding, children and families support services, adult services.

Capital: Investment and improvement in infrastructure and assets

The council has an approved capital investment programme for 2016-17 of £39.6m, of which £33.1m spend was achieved with £6.6m spend re-phased to 2017-18 for completion of projects.



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