Appendix B

Leicestershire County Council

Annual Performance Compendium

2022

CONTENTS

PART 1: Inequality in Funding and Fair Funding Campaign

Low funding remains the Council's Achilles heel and without a fairer system, local services have increasingly been cut to the bone and council tax increased to the maximum allowed under Government rules. The Council's financial position moving forwards continues to be extremely challenging following ten years of austerity budgets, the impact of Covid-19 and recent inflation, and spending pressures, particularly around social care and special educational needs. The list of county authorities with financial problems continues to grow - with some counties having moved to provide services only to the statutory minimum. The County Council being at the bottom of the funding league has major implications for the provision of services to the people of Leicestershire and for council tax levels.

There is also significant uncertainty and risk around future funding levels. The Spending Review did allow for an easing in grant reductions, although the majority of headline increases in local government spending were either temporary or funded by assumed council tax increases. There was minimal reference to the long-promised reforms to Children's Social Care, Special Educational Needs and Disability, Fair Funding and Business Rates Retention. These reforms are essential for long term sustainability of local government, although experience shows that badly implemented reforms can make the situation worse.

Extent of Funding Inequality

In terms of the scale of inequality, Leicestershire would be £413m better off if we had the same income per head as the highest funded authority, the London Borough of Kensington & Chelsea. The Core Spending Power Charts (overleaf) set out the extent of current funding inequality. An analysis of funding by PwC in 2019 found that the more generous funding for London boroughs has allowed them to provide more services for their residents while maintaining some of the lowest council tax rates in the country. Given Kensington & Chelsea's funding per head our budget would be over 70% higher and we would be looking to invest in services and not cut them. We have already taken a quarter of a billion pounds out of the budget. This is why we must succeed in securing fairer funding, so that we can fund statutory services on an equitable basis.

Lowest Funded County

Leicestershire remains the lowest-funded county council with greater risks to service delivery and improvement as a result. If we were funded at the same level as Surrey, we would be £120m per year better off. Some of the higher funded counties have traditionally been the better performing ones, though even these are now reducing service standards. Leicestershire's low funded position means that the scope for further savings is severely limited compared to other authorities.

Without fairer funding the forecast position will make it increasingly difficult to maintain good delivery levels and target improvements in response to key local issues. Delivery of the 2022-26 MTFS required savings of £94m to be made to 2025/26. The MTFS set out £40m of savings and proposed reviews that would identify savings to offset the £40m funding gap in 2025/26. A further £14m savings were planned to offset High Needs spending but a worsening funding deficit was forecast. The coronavirus pandemic has further impacted the Council and worsened the financial environment.

Since the 2022-26 MTFS was produced, the financial situation facing the Council has become even worse, with rapidly rising inflation, growing infrastructure costs, and an unrelenting demand on services all contributing to what is being described as a ‘dire’ financial challenge. The funding gap is projected to potentially be around £135m by 2026/27 and balancing the books will be harder than ever.

Alternative Funding Model

Over three years ago, we presented a new simplified funding model based on factors that drive demand for local services. It allocates money in a fair way, based on need, and narrows the gap between the highest and lowest funded councils. If implemented the funding model would unlock an extra £47m for Leicestershire, reducing the need for cuts. This would be a more just way of distributing money and importantly would give Leicestershire its fair share. Following the covid-19 pandemic we understand that wholesale reform is difficult so we have also worked up a more limited interim reform that will help those worst funded authorities by putting a floor under core spending power.

Fair Funding Campaign

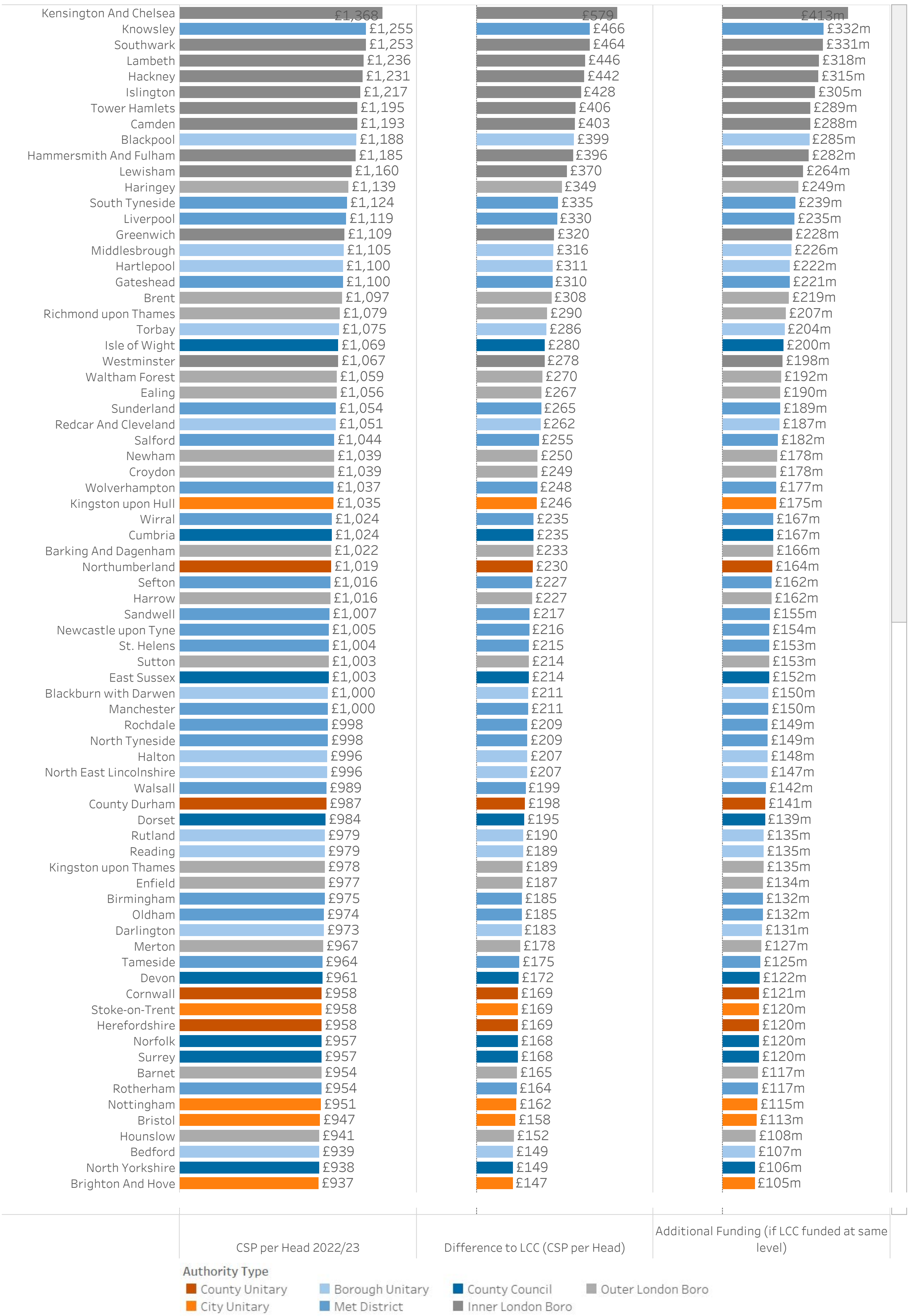
We continue to campaign to ensure that Leicestershire gets a fairer deal. We have enlisted the support of other low funded authorities and their respective MPs into a campaign to highlight the unfairness of the current funding system. The current funding system is out of date, complex and unclear and based upon old systems which focus heavily on past levels of spending. County Councils have suffered most from the current outdated system of council funding, hence the Council’s campaign for fairer funding.

The Government had accepted many of the arguments put forward and indicted a preference for a simpler system that recognises the relative need of areas, rather than just reflecting historic funding levels. Unfortunately, the reforms were postponed from the 2019/20 implementation date.

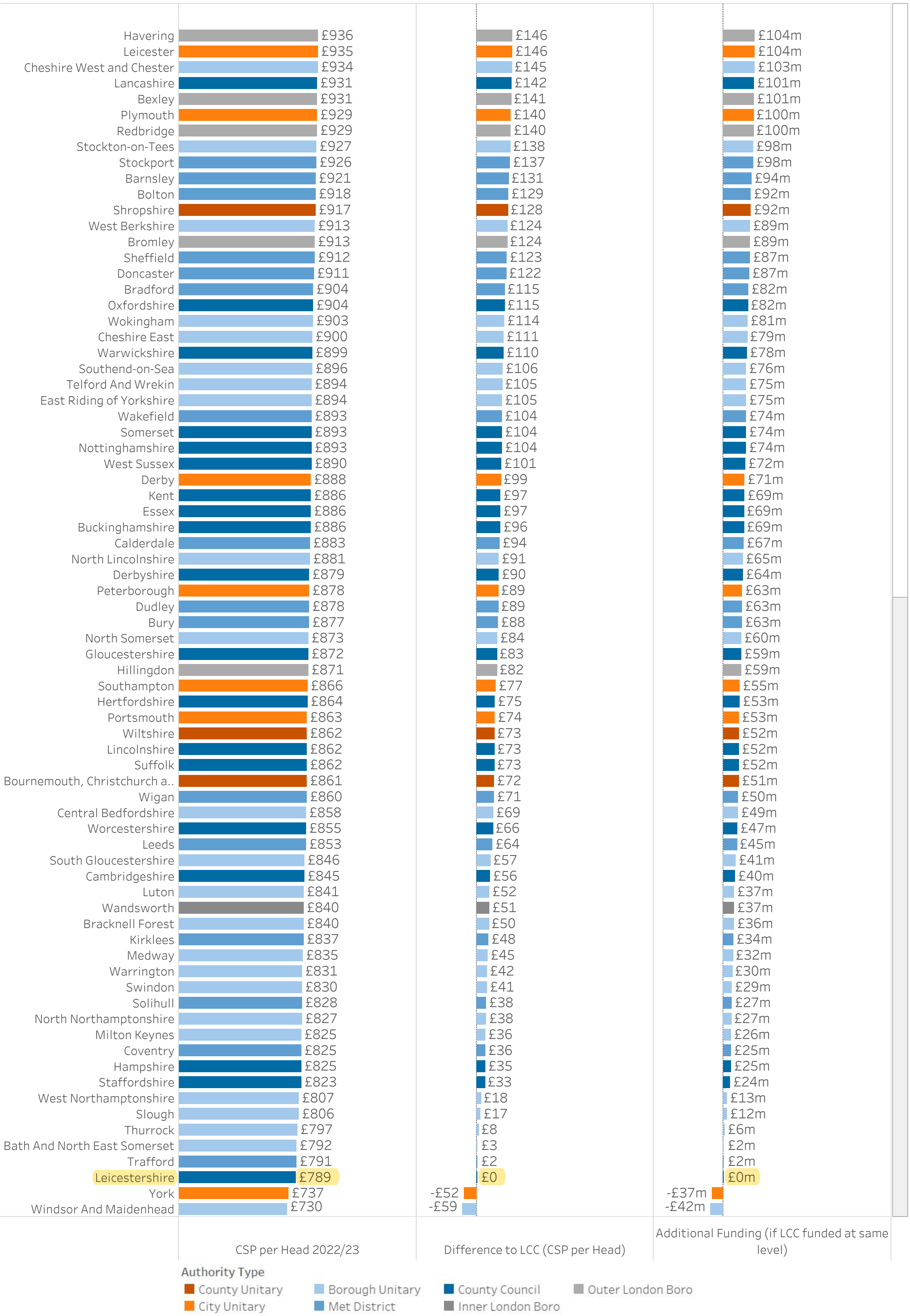
Impact of Cuts on Performance

The extent of service reductions made has already impacted most areas of service delivery and some areas of performance and any further cuts will put at risk other priority areas. The later sections of this report set out the current performance position and summarise current key Council risk areas. These pressures have been further exacerbated by the financial and service implications arising from the demand impact of Covid-19 on residents, communities, services and the Council as well as demands arising from the cost of living crisis and inflation.

Core Spending Power per head 2022/23 - Comparison with Leicestershire



Core Spending Power per head 2022/23 - Comparison with Leicestershire



PART 2: County Performance: Benchmarking Results 2020/21

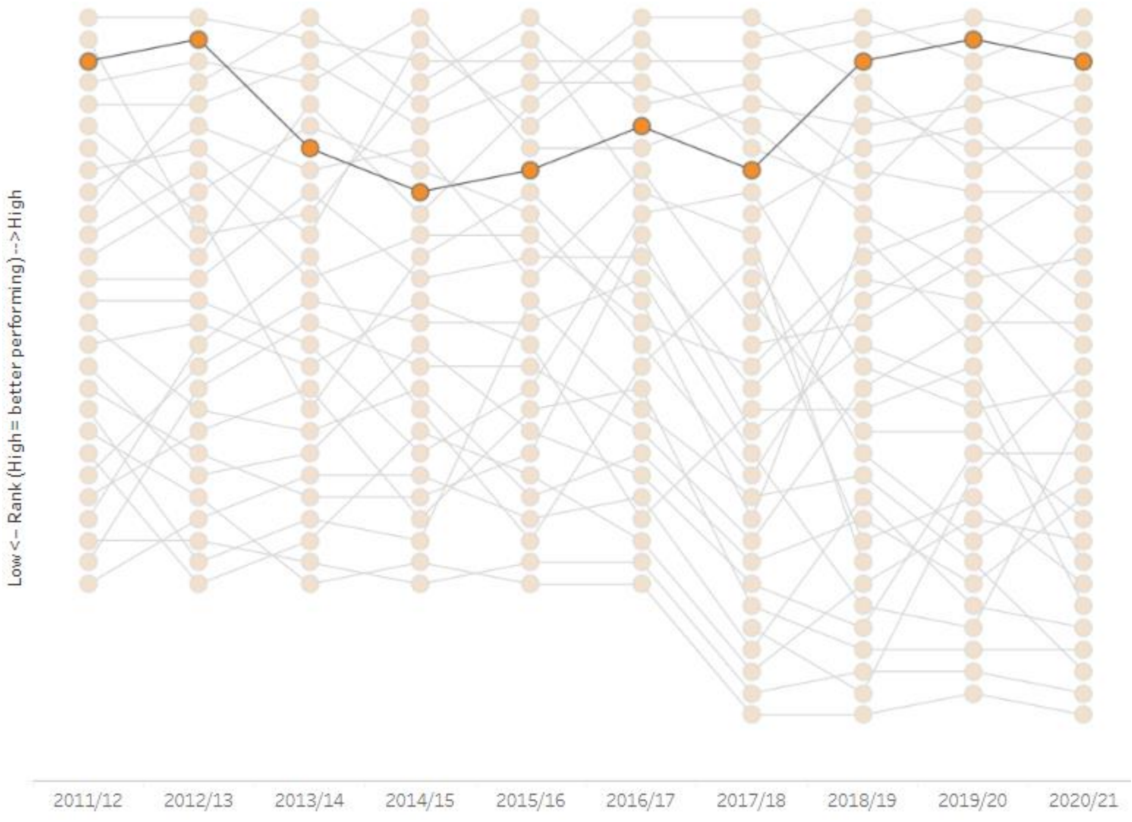
This annual report compendium uses performance indicators to compare our performance over time against targets and with other local authorities. Comparison or benchmarking helps to place Leicestershire's performance in context and to prompt questions such as 'why are other councils performing differently to us?' or 'why are other councils providing cheaper or more expensive services?'

The County Council compares itself with other English county areas in terms of spend per head and performance. We use a range of nationally published indicators linked to our improvement priorities, inspectorate datasets and national performance frameworks. Our sources include central government websites, the Office for National Statistics, NHS Digital and the Local Government Association.

Our comparative analysis draws on 239 performance indicators across our main priorities and areas of service delivery. Our approach looks at performance against each indicator and ranks all county areas with 1 being highest performing. We then group indicators by service or theme and create an average of these ranks as well as an overall position.

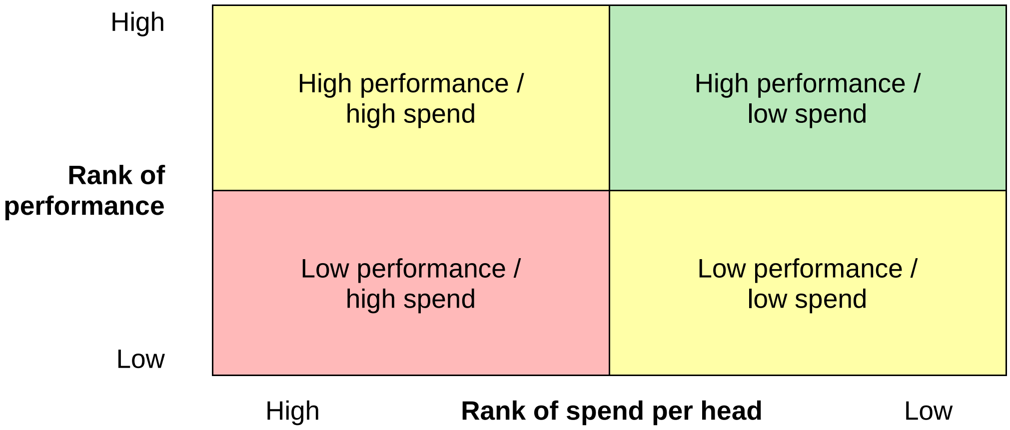
Overall Comparative Performance

The chart below shows Leicestershire's relative overall performance compared to the other counties over the past 9 years, excluding any consideration of funding/expenditure. Low comparative funding meant that Leicestershire had to move quickly to reduce some service levels which reduced the overall pure comparative performance position. However, following other counties reducing services as well as a strong focus on performance, the Council was placed 3rd in comparative terms during 2020/21.



Comparing Performance and Expenditure

The Fair Funding section of the report notes that Leicestershire is the lowest funded county in the country. It is therefore critical to review the Council's performance in the light of spend per head on different services. Our approach uses scatter charts to show the relationship between spend and performance. The vertical axes show rank of performance, with high performance to the top. The horizontal axes show rank of net expenditure per head, with low spend to the right. Therefore, authorities that are high performing and low spending would be in the top right quadrant, while those that are low performing and high spending would be to the bottom left as shown below.



Overall Performance vs Expenditure

Looking at the overall position for 2020/21, Leicestershire is ranked 3rd in performance terms compared to other counties and has the lowest core spending power per head. Overall and theme performance are shown in charts over the following pages.

Performance by Theme

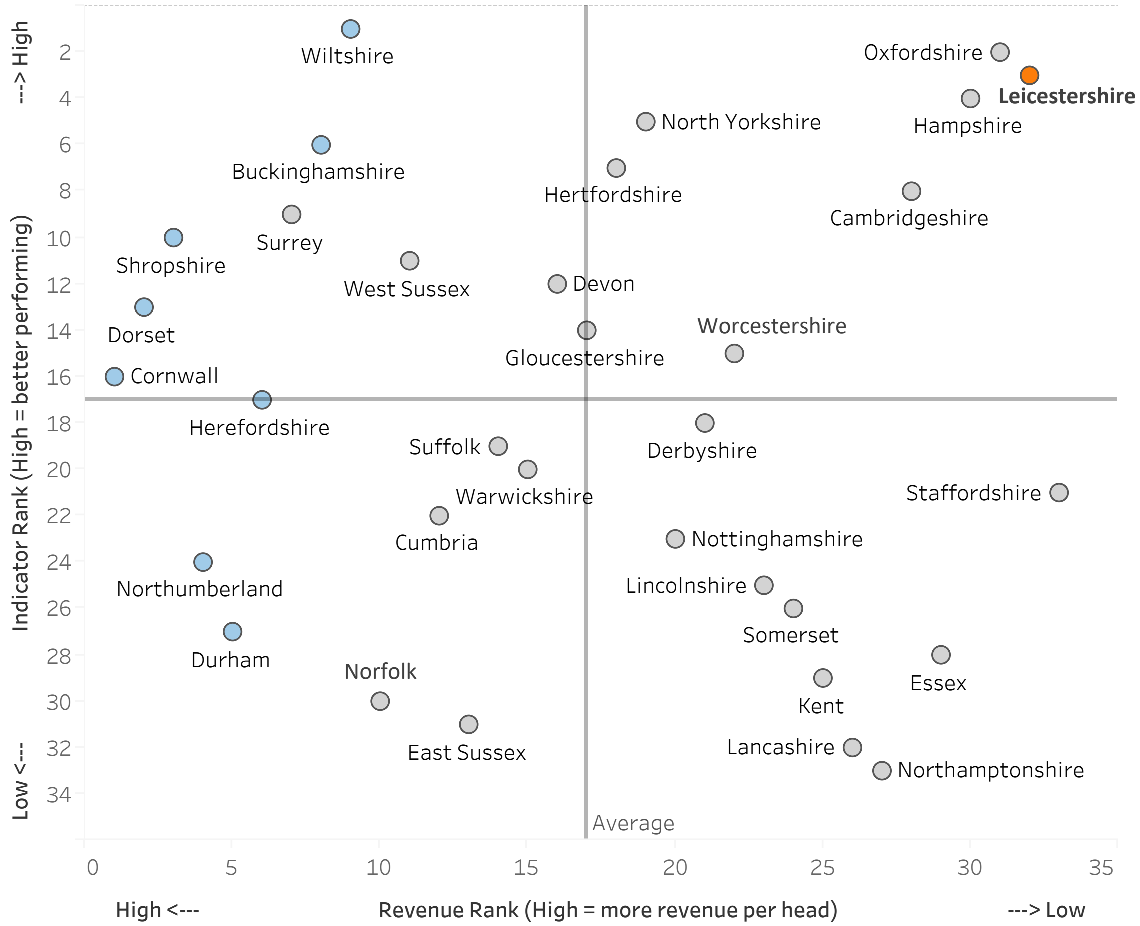
Theme
Overall Performance

Comparator
- (selected) Revenue
- Deprivation

How to Read This Chart

The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
'Overall Performance' is the rank of average rank for all indicators, while 'LA Core Performance' only includes themes that are related to county council functions.

Blue dots represent county unitary authorities.



67

Performance by Theme

Theme
Economy

Comparator
Revenue
Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
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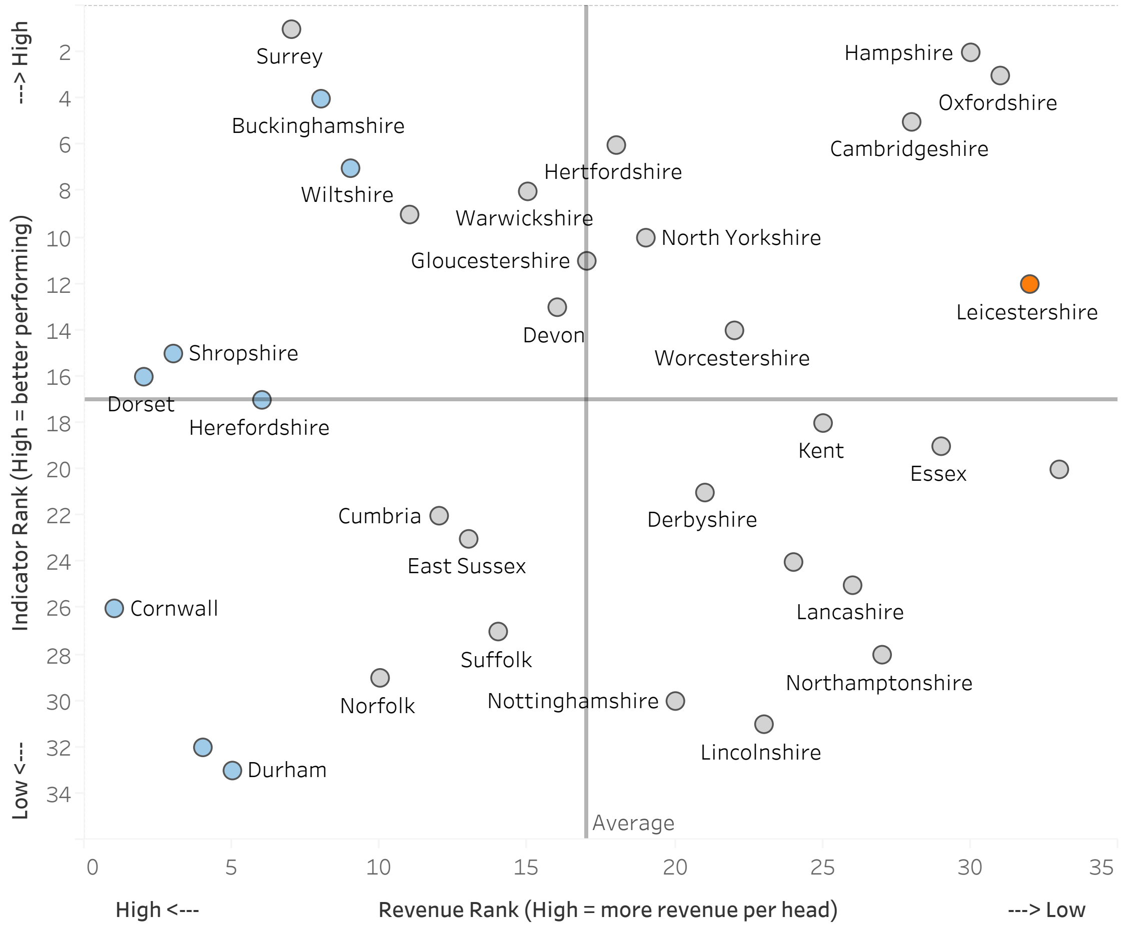

89

Performance by Theme

Theme
Transport & Highways

Comparator
Revenue
Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
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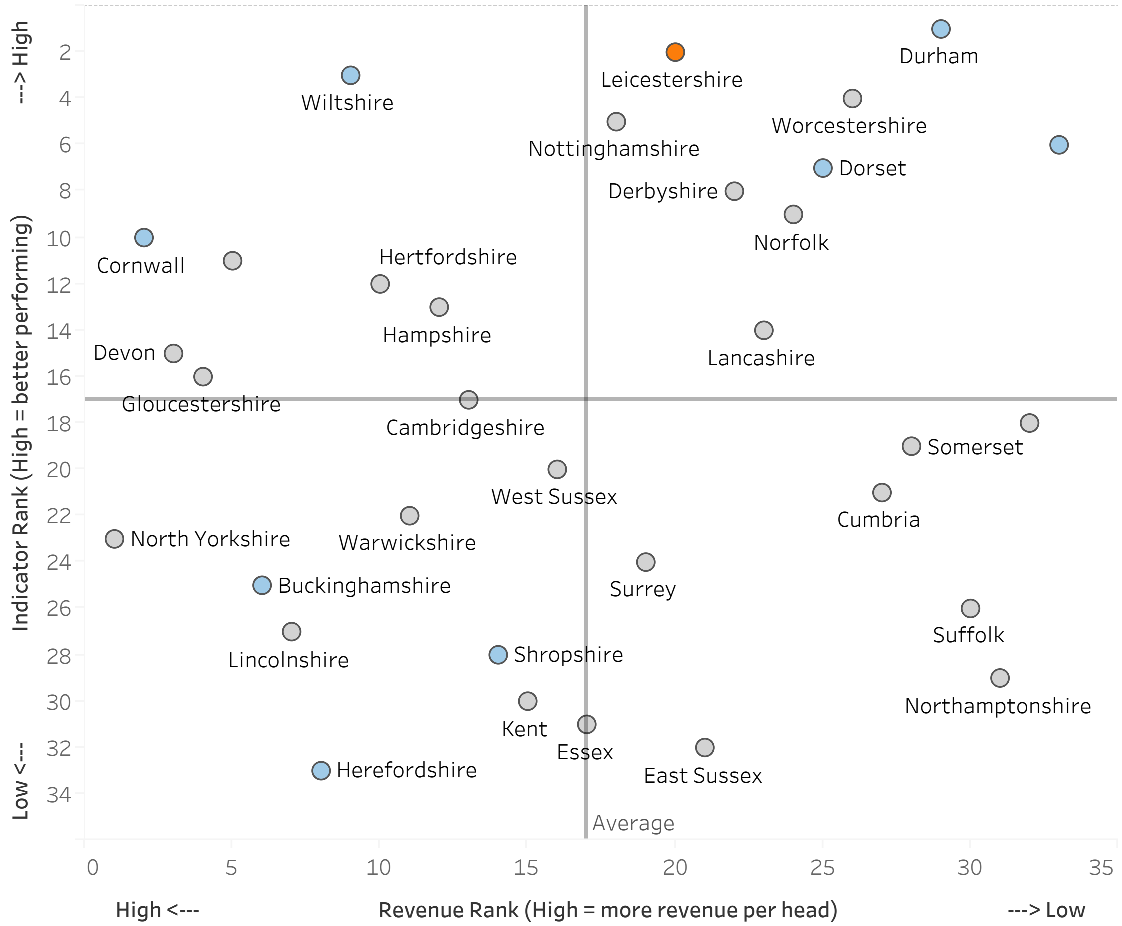

69

Performance by Theme

Theme
Adult Social Care

Comparator
◉ Revenue
○ Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
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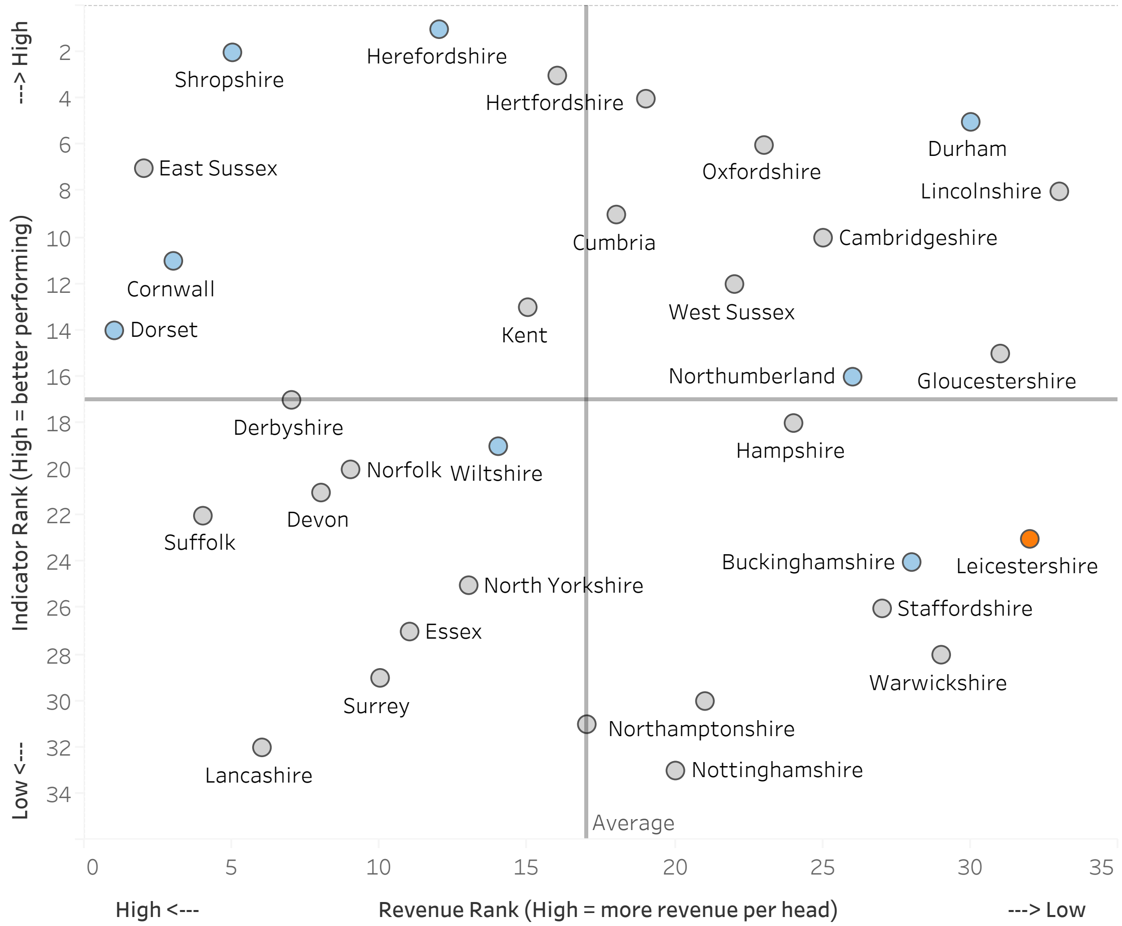
Blue dots represent county unitary authorities.



70

Performance by Theme

Theme
Health - Child

Comparator
Revenue
Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
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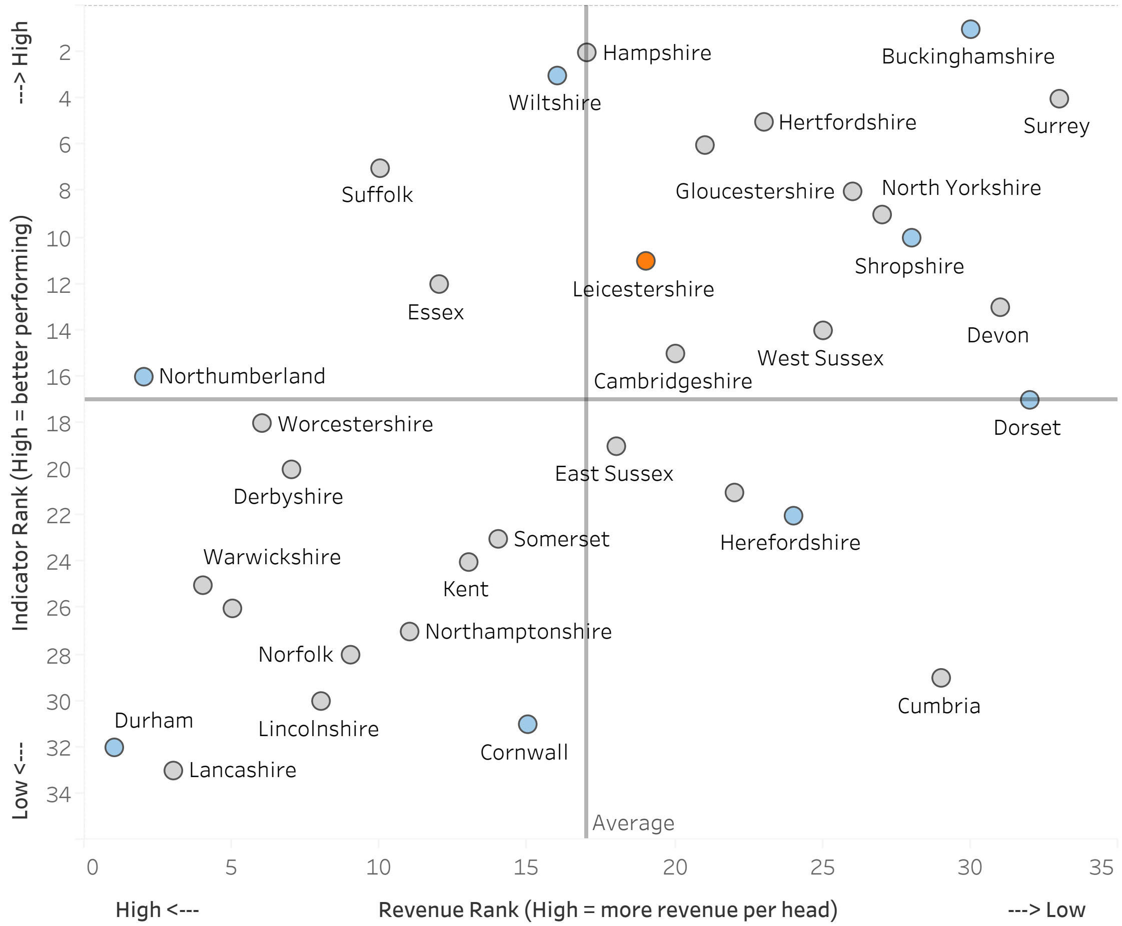

71

Performance by Theme

Theme
Health - Adult

Comparator
Revenue
Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
'Overall Performance' is the rank of average rank for <u>all</u> indicators, while 'LA Core Performance' only includes themes that are related to county council functions.

Blue dots represent county unitary authorities.

72

Performance by Theme

Theme
Children's Social Care

Comparator
Revenue
Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
'Overall Performance' is the rank of average rank for all indicators, while 'LA Core Performance' only includes themes that are related to county council functions.

Blue dots represent county unitary authorities.

Performance by Theme

Theme
Environment & Waste

Comparator
- (selected) Revenue
- Deprivation

How to Read This Chart
The chart is divided up into quadrants based upon average rank for all indicators (vertical axis) and net revenue expenditure per head (horizontal axis) for county councils. Authorities in the top right quadrant are high performing and low spending, while authorities in the bottom left are low performing and high spending. The 'Deprivation' comparator uses local authority 2019 Multiple Deprivation rank.
'Overall Performance' is the rank of average rank for all indicators, while 'LA Core Performance' only includes themes that are related to county council functions.

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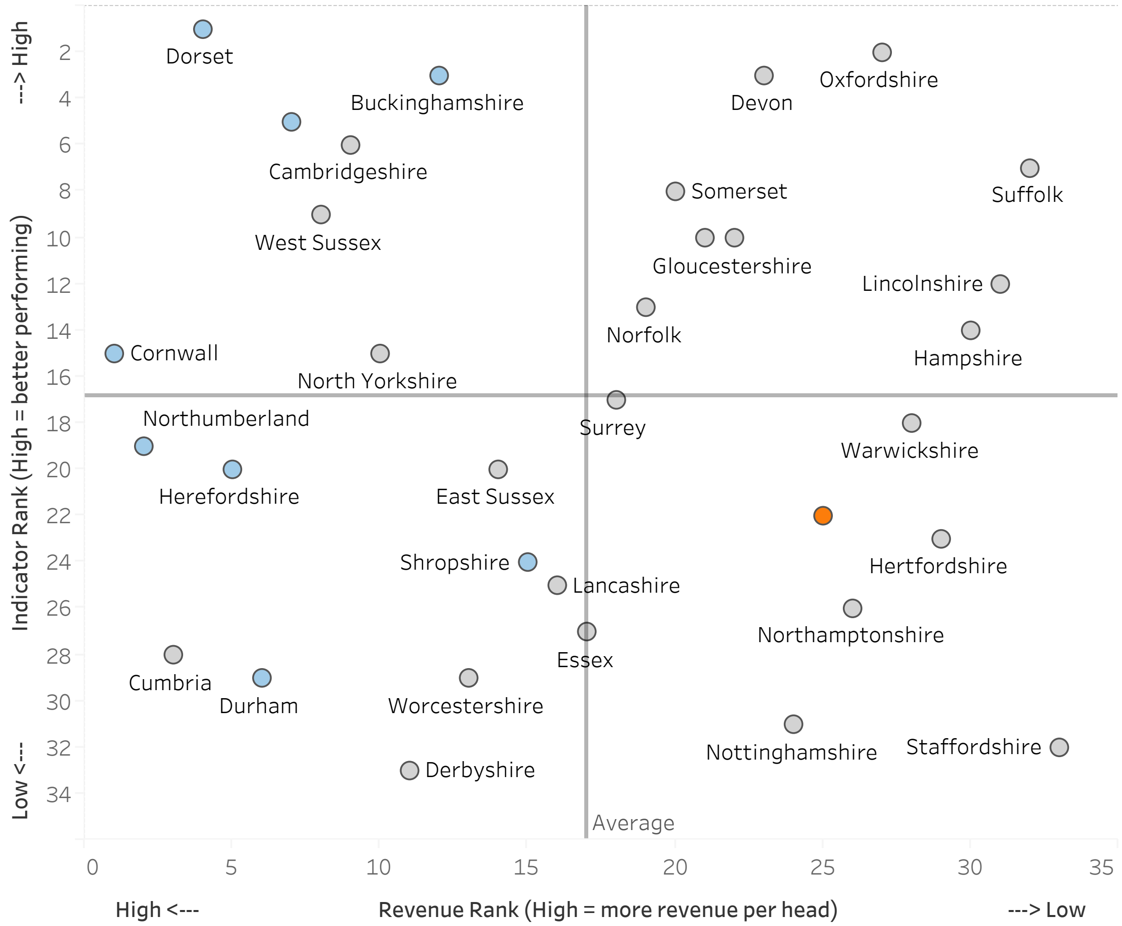

74

Lower Comparative Performing Areas 2020/21

Looking across the 232 indicators for which quartile data is available, 26 (11%) fall within the lower 4th quartile, which is defined as performance that falls within the bottom 25% of county councils. These indicators are listed below.

Theme	Indicators
Safe and Well	Adult Social Care: • % of Care Homes rated good or outstanding • % adults in contact with secondary mental health services in paid employment • % adults in contact with secondary mental health services who live independently, with or without support (7 survey indicators for which there was no new data in 2020/21) Children's Social Care: • % looked after children having Dental Checks • % looked after children having Health Checks • % looked after children offending • Government Troubled Families Prog: % of families achieving continuous employment Health – Adult: • Self-reported wellbeing - people with a low satisfaction score • Fraction of mortality attributable to particulate air pollution • Excess under 75 mortality rate in adults with severe mental illness
Improved Opportunities	Child Health: • % children achieving a Good Level of Development at 2-2½ years • % children achieving Good Level of Development at 5 years – eligible for free school meals • % of early years providers rated good or outstanding Special Educational Needs or Disability: • %19 year olds qualified to Level 3 - with SEN Statement / EHCP
Clean and Green	• % municipal waste landfilled
Strong Economy, Transport and Infrastructure	Skill Supply & Demand • Unemployment rate Housing • % of domestic existing properties with Energy Performance Certificate rating C+ (excludes new build) • % non-decent housing (council owned)
Corporate Enablers	• % major planning decisions within 13 weeks

Improvement Since Previous Year

Looking back at the previous year's benchmarking exercise, 6 bottom quartile indicators have shown a significant improvement in relative performance. These indicators are:

Theme	Indicators
Safe and Well	Best Start in Life • % New Birth Visits completed within 14 days
Clean and Green	Resources are used sustainably • % municipal waste landfilled
Strong Economy, Transport and Infrastructure	Businesses flourish • % 3-year survival of new enterprises Transport • % of disabled respondents finding it easy to access key facilities (NHT Survey)
Police and Crime	• Offences against vehicles per 1000 population
Corporate Enablers	• Ombudsman complaint uphold rate

Leicestershire Performance Data Dashboards 2021/22

Introduction

In order to measure our progress against our priority outcomes we are tracking a number of key performance measures for each of the outcomes. These are summarised in a set of theme dashboards with ratings that show how our performance compares with other areas where known, whether we have seen any improvement in performance since the previous year, and whether we have achieved any relevant targets. As well as this annual report, we also publish theme dashboards on our website on a quarterly basis so that our overall performance and progress is transparent.

Initial analysis of 2021/22 end of year data shows that of 202 metrics 91 improved, 38 showed no real change and 73 worsened. Direction of travel cannot be determined for 19 indicators, due to the absence of previous data or changes to indicator definitions.

Overview of Performance Improvement and Reduction

The paragraphs that follow review each theme dashboard, highlighting indicators that have shown improvement compared to the previous period, as well as those that have worsened.

Strong Economy, Transport & Infrastructure

Growth & Investment

This dashboard provides a high-level overview of the Leicestershire economy. Looking at the 14 performance indicators, 6 show improvement compared to the previous period, 5 indicators show a decline in performance, 1 shows no change and 2 are still awaiting end of year data. The indicators displaying an improvement covered new broadband, funding for new infrastructure, R&D expenditure, residents' perceptions about the economy (2021/22) and new business survival. The 5 indicators showing lower performance cover economic growth, pupils claiming free school meals and new business creation. Fuel poverty data (2020) shows no change compared to the previous result.

Employment and Skills

This dashboard covers the skills of the local population, as well as employment and unemployment. Looking at the 10 performance indicators, 5 show improvement compared to the previous period, 3 show a decline and 2 show no change. The improving indicators cover % of the population with at least NVQ level 2 qualifications, employment, unemployment and average weekly pay. The 3 indicators displaying lower performance cover the % of working age population with at least NVQ level 4 qualifications, apprenticeships and the % of young people not in education employment or training. The % of the working age population with at least NVQ 3 level qualifications and achievement of level 2 qualifications by age 19 showed similar performance to the previous year.

Transport

This dashboard covers transport infrastructure including road condition, journey times, bus services and road safety. Looking at the 17 performance indicators, 7 display improvement compared to the previous period, 9 show a decline and 1 shows no change. The improving indicators cover average vehicle speeds in rush hour, the condition of B & C class roads, use of local buses and park & ride, satisfaction with cycle routes and facilities, carbon emission from transport and the number of people killed or seriously injured (KSI) on the roads. The 9 indicators displaying lower performance include 6 indicators covering satisfaction with a range of highways and transport issues, as well as road safety indicators (other than total KSI). These results are likely to have been influenced by the pandemic and the increased traffic levels over the past year. The indicator displaying similar performance was the condition of the principal road network.

Housing

This dashboard covers the supply of new housing and affordable housing. Looking at the 7 indicators, 3 show an improvement compared to the previous period, 2 show a decline, 1 shows no change and 1 is still awaiting end of year data. The improving indicators cover completion of new homes and energy performance ratings. The indicators with lower performance relate to residents' perceptions that local housing meets local needs and housing affordability. Homelessness shows little change and data is still awaited for affordable housing delivery.

Improved Opportunities

Best Start in Life

This dashboard covers child health and early years services. Looking at the 13 indicators, 5 show an improvement compared to the previous period, while 5 deteriorated and 1 shows a similar result. Data was not available for 2 indicators. The 5 indicators that have improved cover dental decay among 5-year olds, take-up of free early education, excess weight among reception age children and under 18 conceptions. The 5 indicators displaying lower performance cover smoking at the time of delivery, excess weight among children at the end of primary school, children's physical activity, school pupils with social, emotional and mental health needs and chlamydia detection. The indicator showing little change was % of providers in early years assessed as good or outstanding. Data is awaited for good level of development at age 5.

School & Academy Performance

This dashboard covers school admissions and school quality. Looking at the 10 indicators, 3 show an improvement while 1 deteriorated and 1 shows a similar result. Summer 2021 external examinations were cancelled due to Covid-19 and replaced by teacher assessed grades. For this reason, results for 5 indicators are not directly comparable with the previous year. The 3 indicators that have improved cover secondary admissions, the % of schools assessed as good or outstanding and secondary persistent absence. The % of pupils offered their first choice primary school declined slightly and the % of special schools rated as good or outstanding remained at 100%.

Safe & Well

Health and Care

The first dashboard covers work with health partners to reduce admissions to hospital and residential care, facilitate discharge from hospital and reablement. Looking at the 10 performance indicators, 3 display improvement compared to the previous period and 7 show a decline in performance. The 3 indicators that have improved cover people discharged from acute hospital to their normal place of residence and reablement. The 7 declining indicators cover admissions to residential and nursing care, unplanned hospital admissions, people finding it easy for find information about social care support and length of stay in hospital.

The second dashboard covers adult social care services including support for carers. Looking at the 15 indicators, 4 display in improvement, while 5 display a decline in performance and 6 show no change. The 4 indicators that have improved cover overall satisfaction with social care support, people who use services having control over their daily life, direct payments to carers and the employment rate gap for people in contact with secondary mental health services. The 5 declining indicators cover direct payments to service users, dementia diagnosis, social care related quality of life, carers quality of life and adults with a learning disability in paid employment.

Public Health

This dashboard covers adult health. Looking at the 25 indicators, 12 show an improvement compared to the previous period, 6 display a deterioration, 3 show no change and data is not available for 4 indicators. The indicators that have improved cover health inequalities, mortality from CVD, cancer and respiratory disease, mortality from preventable causes, smoking prevalence among adults, hospital admissions for alcohol related causes, non-opiate drug treatment, NHS healthchecks and air quality. The 6 declining indicators cover life expectancy, healthy life expectancy (female), adult obesity and physical activity.

Mental Health

This dashboard covers mental health and wellbeing. Looking at the 7 indicators, 4 improved, 2 deteriorated and 1 showed a similar result. The 4 indicators showing improvement cover happiness, anxiety, excess mortality in adults with serious mental illness and timeliness of non-urgent treatment for young people. The 2 declining indicators cover life satisfaction and suicide. The timeliness of urgent treatment for young people remained the same as the previous result at 100%.

Safeguarding Children & Families

This dashboard covers Early Help services, child safeguarding and looked after children. Looking at the 20 indicators, 5 show improvement compared to the previous period, 8 display a decline in performance, 5 show similar performance to the previous period and data is not available for 2 indicators. The 5 indicators showing improvement cover supporting families, re-referrals to children's social care, child sexual exploitation referrals, long term stability of looked after children's placements and looked after children's dental checks. The 8 declining indicators cover timeliness of children's social care assessments, review of child protection cases, repeat child protection plans, criminal exploitation referrals, short term stability of looked after children's placements, looked after children's health checks and immunisations and time to place with prospective adopters.

Safer Communities and Vulnerable Adults

This dashboard covers youth justice, domestic abuse and adult safeguarding. The dashboard contains 13 indicators, of which 5 show improved performance, 6 show lower performance compared to the previous period, 1 shows no change and data is not available for 1 indicator. The 5 indicators showing improvement cover first time entrants to youth justice, youth reoffending, anti-social behaviour and repeat domestic abuse conferences. The 6 indicators showing lower performance cover young people sentenced to custody, domestic abuse, the number of safeguarding adults alerts received, the % of safeguarding adults where risk was identified and % of people who say services have made them feel safe.

Police and Crime

This dashboard includes indicators for overall crime as well as specific crime types. The dashboard contains 10 indicators, of which 5 display a deterioration and 5 show no change. The 5 indicators displaying lower performance were total crime, theft, public order offences, violence and sexual offences. The indicators showing similar performance covered burglary, criminal damage & arson, vehicle offences and perceptions of personal safety after dark.

Clean and Green – Environment & Waste

This dashboard covers waste management, climate change and the Council's environmental impact. It includes 23 indicators, of which 14 show improvement compared to the previous period, 3 indicators showed a decline in performance, 3 show a similar result and data is not available for 3 indicators. The 14 indicators showing improvement cover use of landfill, renewable heat incentive deployment (domestic), renewable energy generated in the area, carbon emissions per capita in Leicestershire, electric vehicle ownership and charge-points, and NO2 exceedances. Internal indicators that improved were carbon emissions from Council operations (excluding fleet emissions), staff business mileage claimed, recycling of waste produced by the Council's operation, renewable energy generated and staff perceptions of Council actions to reduce its environmental impact. The 3 indicators displaying lower performance covered fly tipping, carbon emissions from the Council vehicle fleet and internal waste produced from Council sites.

Great Communities

This dashboard covers libraries, cohesion and volunteering. Looking at the 18 indicators, 10 show improvement compared to the previous period, while 2 display a decline in performance and 4 show no change. There are 2 indicators without data to calculate a direction of travel. The 10 indicators showing improvement cover loneliness, volunteering by residents, willingness of residents to work together to improve their neighbourhood, library visits and issues, tourism visitor days and heritage visits. The 2 indicators showing lower performance cover social care users and carers having as much social contact as they would like.

Enabling Services

This dashboard covers customer service, digital delivery and the Council workforce. Looking at the 16 indicators, 2 show improvement compared to the previous period, 7 display a decline in performance, 6 show no change. Data is awaited for 1 indicator. The 2 indicators showing improvement cover call answering by the Customer Service Centre and compliments received. The 7 indicators showing lower performance cover people feeling well informed about the Council, visits to the Council website, complaints, staff turnover and health and safety incidents.

Explanation of Performance Indicator Dashboards

The performance dashboards set out year end results for a number of the performance indicators (PIs) that are used to help us monitor whether we are achieving our priority outcomes. These outcomes have been identified within our Strategic Plan. Many indicators relate to more than one theme, but in this report, each indicator has been assigned to just one theme.

Where relevant, the performance sections show 2021/22 year-end outturn against performance targets (where applicable), together with comparative performance information where available and commentary. Where it is available, the dashboards indicate which quartile Leicestershire's performance falls into. The 1st quartile is defined as performance that falls within the top 25% of relevant comparators. The 4th quartile is defined as performance that falls within the bottom 25% of relevant comparators. Each dashboard uses different comparator groups, and these are explained at the bottom of each dashboard. Based on current comparative analysis, out of 149 indicators 49 are top quartile, 46 second quartile, 32 third quartile and 22 bottom quartile.

The polarity column indicates whether a high or low figure represents good performance. A red circle indicates a performance issue, whereas a green tick indicates exceptional performance. The direction of travel arrows indicate an improvement or deterioration in performance compared to the previous result. The arrows are indicative, and do not necessarily represent statistically significant change.

Fair Funding

Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
Finance & Value For Money							
Core Spending Power per head of population	4th (2022/23)	↑	£789	Fair Funding	£761	High	Leicestershire has the lowest core spending power per head of 32 county councils nationally which poses a risk to service delivery going forwards. Current funding system benefits certain classes of authority more, particularly London boroughs, who make up 8 of the 10 best funded authorities.
Net expenditure per head of population	4th*	↓	£515	MTFS	£519	High	Decrease compared to previous year. Lowest spending county.
Education - expenditure per head of population	4th*	↑	£380	MTFS	£348	High	Increase compared to previous year.
Adult Social Care - expenditure per head of population	4th*	↑	£264	MTFS	£255	High	Increase compared to previous year. Lowest spending county.
Children's Social Care - expenditure per head of population	4th*	↑	£124	MTFS	£121	High	Increase compared to previous year.
Public Health - expenditure per head of population	2nd*	↑	£52	MTFS	£47	High	Increase compared to previous year. Spending was higher than planned during 2021/22 due to ongoing Covid-19 response.
Highways & Transport - expenditure per head of population	3rd*	→	£50	MTFS	£50	High	Similar to previous year.
Environment & Regulatory - expenditure per head of pop'n	4th*	↓	£43	MTFS	£45	High	Decrease compared to previous year.
Culture - expenditure per head of population	3rd*	→	£14	MTFS	£14	High	Similar to previous year.
Efficiencies and other savings achieved	-	-	£10.2m	£9.4m	£15.1m	High	Efficiencies and savings achieved during 2021/22 were slightly above (better than) target.
% agree County Council provides value for money	1st/2nd (2022)	→	62.5%		65.0%	High	The result is similar to the previous year and is significantly better than the England average of 45% (LGA Survey). The Authority has the lowest core spending power per head of all county councils.
% affected by service changes	-	↑	9.0%		20.2%	Low	The result is a statistically significant improvement on the previous year. The results are from the Community Insight Survey of c.1600 residents in 2021/22.
Leicestershire Traded Services operating profit	-	↓	-£2.3m	£1.5m	-£1.8m	High	Losses during 2021/22 are largely due to the impact of Covid-19 restrictions on trading activity.

Notes: Comparators are 32 county councils & county unitaries.
* Quartiles calculated using Leicestershire County Council 2021/22 draft outturn and Planned spend (revenue account) data for other local authorities. Data to be updated after publication of revenue outturn.

Strong Economy - Growth & Investment

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	Economic Growth Delivers Prosperity for All							
*	Productivity and competitiveness (total Gross Value Added to local economy) (Leics, Leicester & Rutland)		-	↓	£27.0bn	£28.0bn	High	The data shown is for 2019 and 2020. Covid-19 had a significant impact on the local economy during 2020, with sectors such as hospitality and retail particularly affected.
*	Productivity and competitiveness (Gross Value Added to local economy per head) (Leics & Rutland)		2nd (2020)	↓	£23,733	£25,169	High	As above.
*	Gross Disposable Household Income per head		3rd (2018)	-		£19,617	High	Data shown is 2018. New data due to be published by the Office for National Statistics in October 2022.
*	Gross Disposable Household Income per head - growth over last 5 years		3rd (2018)	-		15.7%	High	As above.
*	% of premises with gigabit-capable broadband	✓	1st (2022)	↑	68.1%	23.1%	High	Data shown is for September 2021 and September 2022.
	% take up of new high speed broadband	✓	1st (2022)	↑	84.2%	75.0%	High	Improved take up. The quartile figure is from Broadband Delivery UK Phase 1 (March 2022).
	Private sector funding secured to deliver infrastructure (Section 106)	✓	-	↑	£40.8m	£19.6m	High	Increase compared to previous year. 2021/22 result is provisional data. Contributions relate mainly to residential developments, with significant stages of development being reached which trigger payments.
*	% of households in fuel poverty		2nd (2020)	→	11.3%	11.2%	Low	Data shown is for 2019 and 2020.
*	% primary school pupils eligible for and claiming free school meals		1st (2022)	↓	14.2%	12.9%	Low	Rates have increased (i.e. worsened) steadily since 2018. Vouchers have been provided during school holidays to families eligible for free school meals.
*	% secondary school pupils eligible for and claiming free school meals		1st (2022)	↓	13.2%	11.9%	Low	As above.
	Businesses Invest and Flourish							
*	Research and Development (R&D) expenditure as a % of Gross Value Added (GVA) (Leics & Rutland & Northants)		1st (2020)	↑	1.8%	1.5%	High	Data shown is for 2019 and 2020.
	% feel economy and job prospects likely to improve or remain the same over next year		-	↑	76.1%	27.0%	High	Significant increase compared to previous year. The results are from the Community Insight Survey of 1600 residents during 2021/22.
*	Number of new enterprises per 10,000 population aged 16+		2nd (2020)	↓	57.4	65.6	High	The Council has encouraged business growth and survival by investing in enterprises through allocating Regional Growth Funds to businesses and setting up a business gateway that provides advice and guidance. Data shown is for 2019 and 2020.
*	3 year business survival rate		3rd (2020)	↑	58.1%	47.0%	High	A range of business growth and business support initiatives continue to support business survival. Latest data is for the period 2017-20.

Notes: Comparators are 32 county councils & county unitaries.

Strong Economy - Employment & Skills

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	Skill Supply and Demand							
*	% achieving a Level 2 qualification by the age of 19		2nd (2021)	→	82.9%	83.0%	High	Similar result to previous year. Data shown is for 2020 and 2021.
*	% of working age population with at least NVQ 2 level qualifications		1st (2021)	↑	81.6%	78.4%	High	Equivalent to 5 GCSEs at A* to C (grades 4-9) - considered labour market entry qualification. Work continues to progress improvements in skills. (Data shown is from the ONS Annual Population Survey for year to December 2021).
*	% of working age population with at least NVQ 3 level qualifications		2nd (2021)	→	62.4%	64.0%	High	Work continues to progress improvements in skills. (Data shown is from the ONS Annual Population Survey for year to December 2021).
*	% of working age population with at least NVQ 4 level qualifications		2nd (2021)	↓	40.7%	42.7%	High	As above.
*	Number of apprenticeship starts (all employers in the county)		3rd (2020/21)	↓	4,010	4,260	High	The numbers have dropped since the previous result. Data shown is 2019/20 and 2020/21.
*	% Out-Of-Work Benefit Claimants (JSA & UC)	✓	1st (Aug 2022)	↑	2.2%	3.0%	Low	The rate has decreased from a peak of 4.2% in August 2020 and is lower than the regional (3.3%) and Great Britain positions (3.7%). (Data shown is for August 2022).
*	Unemployment rate	✓	2nd (Mar 2022)	↑	3.3%	5.4%	Low	The rate has improved over the past year with the economic recovery and is below (better than) the regional (3.7%) and Great Britain positions (4.1%). Data shown is for year to March 2022.
*	Employment rate	✓	1st (Mar 2022)	↑	81.1%	76.9%	High	The rate has improved over the past year with the economic recovery. It is well above (better than) the regional (74.8%) and national positions (75.2%). Data shown is for year to March 2022.
*	% of 16 to 17 year olds who are not in education employment or training (NEET)		2nd (2021)	↓	2.4%	2.0%	Low	The NEET level in Leicestershire has increased since the last annual result. Data shown is for 2020 and 2021.
	Gross weekly pay - all full time workers		2nd (2021)	↑	£590.50	£586.10	High	Data shown is for 2020 and 2021.

Notes: Comparators are 32 county councils & county unitaries.

Strong Economy - Housing

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
*	Total new dwellings delivered	✓	2nd (2021/22)	↑	3,110	3,137	2,710	High	The target is a notional annual target to meet the annual requirement for new housing identified in the Housing and Economic Development Needs Assessment (HEDNA). Quartile is new dwellings per 10k population (Source: Ministry of Housing, Communities, & Local Government).
*	Number of affordable homes delivered (gross)		2nd (2020/21)	-		-	794	High	
	% agree that local housing meets local needs		-	↓	48.5%	-	59.7%	High	Statistically significant decrease compared to the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
*	Housing affordability - ratio of lower quartile house price to lower quartile earnings		2nd (2021)	↓	9.13	-	8.46	Low	This has increased (worsened) since the previous year. The least affordable places to purchase property in Leicestershire are Melton, Oadby & Wigston and Harborough. Data is 2020 and 2021.
*	Homelessness: Total households assessed as owed a duty		-	→	1,608	-	1,684	Low	Both end of year results have some missing data from Melton and Charnwood.
*	% domestic properties with Energy Performance Certificate rating C+ (existing)		3rd (2021/22)	↑	41.4%	-	36.4%	High	Improvement compared to previous year.
*	% domestic properties with Energy Performance Certificate rating C+ (new)	✓	1st (2021/22)	↑	98.5%	-	97.4%	High	Improvement compared to previous year.

Notes: Comparators are 32 county councils & county unitaries.

Improved Opportunities - Best Start in Life

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	Smoking at time of delivery (Leics & Rutland)	3rd (Eng)	↓	10.5%	9.6%	Low	For latest year 2020/21 Leicestershire performs significantly worse than national average of 9.6%.
	Percentage of 5 year olds with experience of visually obvious dental decay	1st (Eng)	↑	18.2%	22.3%	Low	The latest result is significantly better than the national average.
	% of providers in early years assessed as good or outstanding	4th (Eng. 2022)	→	95.0%	95.2%	High	Similar result to previous year.
*	% take-up of free early education by 2 year olds	4th (Cties. 2022)	↑	67%	58%	High	Take up of free childcare places for 2 year olds has improved compared to the previous year, which was impacted by Covid-19.
*	% take-up of free early education by 3 & 4 year olds	2nd (Cties. 2022)	↑	95%	94%	High	Take up for 3 and 4 year olds remains high.
*	% Achieving Good Level of Development (early years)	2nd (Cties. 2019)	-		N/A	High	No data available since 2019 due to suspension of national testing due to Covid-19. 2021/22 results due in November.
	% Inequality gap in achievement across early learning goals	2nd (Cties. 2019)	-		N/A	Low	As above.
*	Excess weight in primary school age children in Reception (Leics)	1st (Eng)	↑	19.0%	19.6%	Low	Leicestershire performs significantly better than the England average of 23.0%, 2019/20.
*	Excess weight in primary school age children in Year 6 (Leics)	1st (Eng)	↓	30.6%	30.0%	Low	Leicestershire performs significantly better than the England average of 35.2%, 2019/20.
*	% of physically active children and young people	3rd (Eng)	↓	45.5%	46.8%	High	Latest data is 2020/21
	Chlamydia detection (per 100,000 aged 15-24) (Leics)	3rd (Eng)	↓	1130	1563	High	Decline in performance in chlamydia detection rate from 2016 to 2020. 2020 Latest date.
	Under 18 conception (rate per 1,000 females aged 15-17) (Leics)	2nd (Eng)	↑	10.8	13.3	Low	Leicestershire's teenage pregnancy rate is lower than East Midlands and England rates. Latest data is 2020.
*	% of school pupils with social, emotional and mental health needs	1st (Eng)	↓	2.3	2.2	Low	The latest result is significantly better than the national average.

Notes: Public Health Outcomes Framework (PHOF) benchmarks are compared to all single / upper tier authorities ('Eng.'), unless otherwise stated ('Counties')

Improved Opportunities: School & Academy Performance

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	Access to Good Quality Education							
*	% of pupils offered first choice primary school		3rd (2022)	↓	92.7%	93.0%	High	The number of pupils offered their first choice primary school was Slightly lower than in 2020/21.
*	% of pupils offered first choice secondary school		3rd (2022)	↑	91.1%	89.0%	High	The number of pupils offered their first choice secondary school was slightly higher than in 2020/21.
*	% of schools assessed as good or outstanding		2nd (2021)	↑	88.8%	87.5%	High	Slight improvement on previous result. Results are as at 31 December 2021.
	Key Stage 2							
	Achievement of expected standard or above in Reading, Writing and Maths at Key Stage 2		1st (2022)	-	62%		High	Results not available for past 2 years due to Covid-19. In common with almost all local authorities, the latest result is below the pre-pandemic result of 67%.
	Key Stage 4 & 5							
*	Average Attainment 8 score (attainment in 8 subjects at GCSE level)		2nd (2022)	-	48.8	50.3	High	Attainment 8 locally and nationally are at the highest scores in history, with the exception of teacher assessed grades during the past 2 years, which are not comparable with 2021/22 results.
*	Average Attainment 8 score - pupils eligible for Free School Meals		1st (2022)	-	35.4	36.4	High	As above.
	Progress 8 (measure covering overall Key Stage 2-4 progress)		2nd (2022)	-	0.02		High	Leicestershire's progress 8 performance is now positive.
*	Average points score per entry at 'A' Level (or equiv.)		2nd (2021)	-		40.2	High	As above.
	Vulnerable Groups							
*	% of special schools assessed as good or outstanding	✓	1st (2021)	→	100%	100%	High	All special schools are now rated as good or outstanding by Ofsted. Results are as at 31 December 2021.
*	Average Attainment 8 score - Pupils with special educational needs (SEN statement / EHCP)		1st (2022)	-	17.3	17.40	High	2020/21 results were from teacher assessed grades and are not comparable with 2021/22 results.
*	Average Attainment 8 score - Pupils with special educational needs (SEN support)		3rd (2022)	-	33.9	35.80	High	As above.
	Secondary school persistent absence rate	✓	1st (2021)	↑	12.8%	13.6%	Low	Pupils are identified as persistently absent if they miss 10% or more of possible sessions. Results shown are for 2020 and 2021.

Notes:
Responsibility of schools and academies with support from Leicestershire Education Excellence Partnership (LEEP).
Comparators are 32 county councils & county unitaries.

Strong Economy - Transport

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	<u>Right Infrastructure for Sustainable Growth</u>							
*	% of principal (A class) road network where structural maintenance should be considered ✓	1st (2020/21)	→	2%	2-4%	2%	Low	Leicestershire has an excellent record on road condition and continues to have some of the best maintained roads in the country. Maintaining this indicator at 2% demonstrates continued good performance.
*	% of non-principal (B & C class) road network where structural maintenance should be considered	2nd (2020/21)	↑	3%	4-6%	4%	Low	Although the headline condition for non-principal roads remains very good, this KPI only shows the proportion of the network in 'red' condition (essentially at the end of its useful life). There continues to be significant concern about the rising proportion of the network in 'amber' i.e. poor condition which could turn red at any time, particularly if we experience a hot summer or severe winter.
*	Overall satisfaction with the condition of highways (NHT satisfaction survey) (%)	1st (2021)	↓	32.4% (2021)	-	37.4% (2020)	High	Satisfaction with the condition of highways declined in 2021 for the first time in four years. The Council remain significantly above the average satisfaction scores for other participating authorities.
*	Average vehicle speed - weekday morning peak on locally managed 'A' roads (mph)	3rd (2020)	↑	32.5 (2020)	30.3	31.1 (2019)	High	The annual 'average vehicle speeds during the morning peak (7am-10am) on locally managed 'A' roads' indicator, showed an increase in average speed from 31.1mph in 2019 to 32.5 mph in 2020. This increase is almost certainly as a result of reduced traffic levels due to the Covid-19 pandemic. Data is 2 years in arrears.
*	Overall satisfaction with traffic levels & congestion (NHT satisfaction survey) (%)	1st (2021)	↓	37.8% (2021)	-	40.1% (2020)	High	Satisfaction with traffic levels has showed a small decline in performance as satisfaction levels declined from 40% in 2020 to 38% in 2021. Traffic levels in 2021 increased (from a 2020 low) which may have contributed to lower satisfaction levels.
*	Local bus passenger journeys originating in the authority area (millions) ●	4th (2020/21)	↑	7.0	6.0	3.8	High	Bus passenger journeys increased by 84% since the previous year demonstrating a return to more pre-pandemic behaviours. However, the recent amount is still only about half of the pre-pandemic journeys.
*	Overall satisfaction with local bus services (NHT satisfaction survey) (%)	1st (2021)	↓	53.6% (2021)	-	56.7% (2020)	High	There was a slight decline in satisfaction with local bus services from 57% in 2020 to 54% in 2021.
*	Number of park and ride journeys	-	↑	369,990	-	65,629	High	Journeys increased by 465% from 2020/21 to 2021/22 showing a strong recovery. However, this remains a long way from its pre-pandemic figure of 882,601.
*	Overall satisfaction with cycle routes & facilities (NHT satisfaction survey) (%)	1st (2021)	↑	38.1% (2021)	-	33.6% (2020)	High	Satisfaction with cycle routes and facilities increased from 34% in 2020 to 38% in 2021. Despite appearing a low figure it performed better than other County Councils, in the top quartile 2021.

Strong Economy - Transport

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
*	Overall satisfaction with the condition of pavements & footpaths (NHT satisfaction survey) (%)	1st (2021)	↓	61.6% (2021)	-	64.5% (2020)	High	Satisfaction with the condition of pavements and footpaths also declined slightly (3 percentage points) for the first time in four years in 2021.The Council remained significantly above the average satisfaction scores for participating authorities.
*	Overall satisfaction with the Rights of Way network (NHT satisfaction survey) (%)	1st (2021)	↓	49.8% (2021)	-	53.6% (2020)	High	There was a slight decline (4%) in satisfaction with the rights of way network from 54% in 2020 to 50% in 2021. Despite this it remained in the top quartile in 2021 when compared to other participating County authorities.
*	Carbon emissions (estimates) from transport within LA influence (Kt)	2nd (2020)	↑	1004.9 (2020)	-	1209.7 (2019)	Low	The most recent update for 'Carbon emissions (estimates) from transport within LA influence (Kt)' showed a large improvement in performance as emissions fell by a noteworthy 17% from 1,210 Kt in 2019 to 1,005 Kt in 2020. This data is two years in arrears, and it is significantly influenced by the large reduction of vehicles on the roads during the Covid-19 pandemic lockdowns in 2020.
	Road Safety (Keeping People Safe)							
*	Total casualties on Leicestershire roads	1st (2020)	↓	925 (2021)	-	878 (2020)	Low	There was a 5% increase in 'Total casualties on our roads' from 878 in 2020 to 925 in 2021, demonstrating a decline in performance. This rise in casualties is likely to reflect the increase in vehicles on the County's roads in 2021 following the lockdowns in 2020. The data should be treated with a degree of caution as explained in the report.
*	Number of people killed or seriously injured (KSIs)	1st (2020)	↑	203 (2021)	-	208 (2020)	Low	There was a small decrease in the number of KSIs from 208 in 2020 to 203 in 2021 showing an improvement in performance.
*	Total casualties involving road users, walking cycling & motorcyclists (excluding cars)	1st (2020)	↓	253 (2021)	-	234 (2020)	Low	Total casualties involving road users, walking cycling & motorcyclists (excluding cars) increased from 234 in 2020 to 253 in 2021 showing an 8% decline in performance.
*	Number of people killed or seriously injured (KSI), walking cycling & motorcyclists (excluding cars)	1st (2020)	↓	104 (2021)	-	88 (2020)	Low	The number of people killed or seriously injured (KSIs), walking, cycling & motorcyclists (excluding cars) increased from 88 in 2020 to 104 in 2021 resulting in an 18% decline in performance.
*	Road safety satisfaction (NHT satisfaction survey) (%)	1st (2021)	↓	56.9% (2021)	-	59% (2020)	High	There was a slight decline in satisfaction with the road safety from 59% in 2020 to 57% in 2021. This is likely to be directly linked to the increase in traffic on County roads in 2021 compared to 2020. It also remained in the top quartile when compared to other participating Counties in 2021.

Notes: Comparators are the 33 county councils & county unitaries.

Safe & Well - Hospital Discharge & Reablement

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Unified Prevention, Information & Urgent Response								
*	Permanent admissions of older people to residential and nursing care homes per 100,000 pop (ASCOF 2A Pt II) (BCF)		3rd (2021/22)	↓	567.2	<538.0	308.8	Low	There was an increase in the number of people aged 65 or over permanently admitted to residential or nursing homes during 2021/22 compared to the previous year.
	Permanent admissions to residential or nursing care of service users aged 18-64 per 100,000 pop (ASCOF 2A Pt I)		1st (2021/22)	↓	6.1	<4.1	1.9	Low	The number of people aged 18-64 permanently admitted to residential or nursing homes during 2021/22 was higher than the maximum target of admissions.
*	Unplanned admissions for chronic ambulatory care-sensitive conditions (BCF)		-	↓	723.7	775.0	612.6	Low	The target for this indicator has been exceeded by approx. 7%. Therefore, fewer non-planned admissions occurred than predicted.
*	% of people who use services who find it easy to find information about support (ASCOF 3D part 1)		4th (2021/22)	↓	56.8%	-	61.5%	High	Result derived from the adult social care survey. Performance in 21/22 at 56.8% was lower than 61.5% recorded the last time this survey was undertaken in 2019/20.
*	% of carers who find it easy to find information about support (ASCOF 3D part 2)		4th (2021/22)	↓	49.4%	-	60.3%	High	Derived from the biennial carers survey, LCC performance was 49.4% in 21/22, 8% lower than England (58%) and 7% lower than the East Midlands average (56%).
	Improved Discharge & Reablement								
*	% of in patients who have been an inpatient in an acute hospital for 14 days or more (BCF)		-	↓	11.3%	10%	10.0%	Low	The targets for Leicestershire for length of stay (LOS) were reflective of pre-pandemic data. This did not include the increase in demand for those that have delayed seeking care over the past 2 years. In spite of this, Leicestershire has maintained similar levels of LOS with an approximate 1% upward variance which we hope to see return to pre-pandemic levels within the next 12 months.
*	% of in patients who have been an inpatient in an acute hospital for 21 days or more (BCF)		-	↓	5.5%	4.6%	4.4%	Low	See above.
*	% of people discharged from acute hospital to their normal place of residence (BCF)		-	↑	92.4%	93.1%	91.8%	High	This was an ambitious target for post-pandemic recovery. It does, however, represent an improvement on both previous years' data.
*	% of people aged 65+ still at home 91 days after discharge from hospital into reablement / rehabilitation services (ASCOF 2B Pt I) (BCF)	✓	1st (2021/22)	↑	89.4%	85.0%	84.7%	High	Performance in 21/22 of 89.4% was higher than the previous year and also above the target of 85%.
*	% of people receiving reablement with no subsequent long-term service (ASCOF 2D)	✓	1st (2021/22)	↑	90.0%	85.0%	81.1%	High	ASCOF 2D measures the proportion of people who had no need for ongoing services following reablement. During 2021/22 performance was higher than the previous year and also 5 percentage points higher than the 85% target.

Notes: ASCOF benchmarks are compared to all social services authorities
BCF indicator targets are for 2021/22. 'ASCOF' refers to the Department of Health Adult Social Care Outcomes Framework

Safe & Well - Health & Care

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Personalisation							
*	% of people who use services who have control over their daily life (ASCOF 1B)	3rd (2021/22)	↑	75.5%	-	73.4%	High	Result derived from the adult social care survey. Performance in 21/22 at 75.5% was 2 percentage points higher than the last time this survey was undertaken in 2019/20.
*	% of people using social care who receive self-directed support (national, ASCOF 1C Pt 1a)	3rd (2021/22)	→	95.7%	98.0%	95.2%	High	The proportion of people in receipt of a personal budget in 21/22 was very similar to the figure in the previous year.
*	% of carers receiving self-directed support (ASCOF 1C Pt 1b)	1st (2021/22)	→	100.0%	100.0%	99.9%	High	The proportion of carers in receipt of a personal budget in 21/22 reached the target of 100%.
*	% of service users receiving support via direct payments (ASCOF 1C Pt 2a)	1st (2021/22)	↓	40.2%	42.0%	42.0%	High	At 40.2%, the proportion of service users receiving direct payments is just below the target of 42%.
*	% of carers receiving direct payments (ASCOF 1C Pt 2b)	3rd (2021/22)	↑	99.5%	98.0%	98.9%	High	The proportion of carers in receipt of a direct payment at 99.5% was slightly above the previous year, and met the target.
	Dementia							
	Dementia diagnosis rate by GPs	4th (2022)	↓	59.4%	66.7%	61.2%	High	The indicator shows the rate of persons aged 65 and over with a recorded diagnosis of dementia compared to the number estimated to have dementia given the characteristics of the population and the age and sex specific prevalence rates. Data is for 2022.
	Care Quality							
*	Overall satisfaction of people who use services with their care and support (ASCOF 3A)	3rd (2021/22)	↑	63.4%	-	59.9%	High	Result calculated from the adult social care survey. In 2021/22 it was 63.4%, 3.5 percentage points higher than the last time the survey was completed in 2019/20.
*	Overall satisfaction of carers with their care and support (ASCOF 3B)	2nd (2021/22)	→	37.1%	-	36.6%	High	Derived from the biennial carers survey, LCC performance was 37% in 2021/22 - the same as the East Midland average and only just above the England average of 36%. Previous survey result is from 2018/19.
*	% of Care Homes requiring improvement or inadequate - rating	4th (Nov 2021)	→	19.4%	-	20.0%	Low	This indicator is based on Care Quality Commission (CQC) data.
*	% of Home Care Providers requiring improvement or inadequate - rating	3rd (Nov 2021)	→	11.7%	-	11%	Low	This indicator is based on Care Quality Commission (CQC) data. Two Home Care providers were rated as inadequate.
*	Social care related quality of life (ASCOF 1A)	4th (2021/22)	↓	18.3	-	18.5	High	This measure is drawn from a number of questions in the annual survey of service users including such topics as control over daily life, and how time is spent and social contact. In the 2021/22 survey the outturn was 18.3, lower than the 18.5 calculated from the 2019/20 survey.

Safe & Well - Health & Care

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
*	Carers reported quality of life (ASCOF 1D)	3rd (2021/22)	↓	7.0	-	7.5	High	Similar to the indicator above, this is drawn from a number of questions in the biennial survey of carers including topics such as control over daily life, social participation and safety. In the 2021/22 survey the outturn was 7, slightly lower than the 7.5 calculated from the 2018/19 survey.
	<u>People reach their potential (Improved Opportunities)</u>							
*	% of adults with a learning disability in paid employment (ASCOF 1E)	1st (2021/22)	↓	9.2%	10.5%	10.5%	High	The proportion of people aged 18-64 with a learning disability known to the council who are in paid employment was slightly below the 10.5% target in 2021/22 at 9.2%.
*	% of adults with a learning disability who live in their own home or with their family (ASCOF 1G)	2nd (2021/22)	→	85.3%	86%	84.3%	High	The proportion of people with a learning disability aged 18-64 who live in settled accommodation in 2021/22 was 85.3% - similar to 2020/21.
*	Gap in employment rate between those in contact with secondary mental health services and on a Care Plan approach and the employment overall rate	4th (Eng)	↑	70.9%	-	74.5%	Low	Data is for 2019/20 and 2020/21.

<u>Notes:</u> ASCOF benchmarks are compared to all social services authorities. 'ASCOF' refers to the Department of Health Adult Social Care Outcomes Framework.

Safe & Well - Public Health

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	Public Health						
	Life Expectancy – Males (Leics)	1st (Eng)	↓	80.5	80.9	High	Males in Leicestershire can expect to live over 1 year longer than the average for England. To reduce health inequalities we are tackling the wider determinants of health through a range of projects/activity. Latest data is for the period 2018-20.
	Life Expectancy – Females (Leics)	2nd (Eng)	↓	84.1	84.3	High	Females in Leicestershire can expect to live 1 year longer than the average for England. Latest data is for the period 2018-20.
*	Healthy Life Expectancy – Males (Leics)	2nd (Eng)	↓	62.9	63.5	High	Males in Leicestershire can expect to live a sixth of a year healthy less than the average for England (63.1 years). Latest data is for the period 2018-20.
*	Healthy Life Expectancy – Females (Leics)	2nd (Eng)	→	63.6	63.6	High	Females in Leicestershire can expect to live a quarter of a year healthy less than the average for England (63.9 years). Latest data is for the period 2018-20.
*	Slope Index of Inequalities – Males (Leics)	1st (Eng)	↑	6	6.4	Low	The gap in life expectancy at birth between the best-off and worst-off males in Leicestershire for 2018-20 is 6.0 years. Ranked 2nd best out of 16 similar areas.
*	Slope Index of Inequalities – Females (Leics)	1st (Eng)	↑	4.9	5	Low	The gap in life expectancy at birth between the best-off and worst-off females in Leicestershire for 2018-20 is 4.9 years. Ranked 3rd best out of 16 similar areas.
	Under 75 CVD Mortality (per 100,000 population)	1st (Eng)	↑	60.4	61.1	Low	A variety of work contributes to reducing cardiovascular disease. Latest data is for the period 2017-19.
	Under 75 Cancer Mortality (per 100,000 population)	1st (Eng)	↑	117.3	120.7	Low	Various actions are being implemented to help people to adopt healthier lifestyles and become more aware of cancer risk factors. Latest data is for the period 2017-19.
	Under 75 Respiratory Disease Mortality (per 100,000 population)	1st (Eng)	↑	25.6	26.2	Low	Public health advice and support and wider prevention programmes for respiratory disease. Latest data is for the period 2017-19.
	Age standardised mortality for preventable causes (2019 definition) for age 75 and under	1st (Eng)	↑	120	121.3	Low	Deaths are considered preventable if, in the light of the understanding of the determinants of health at the time of death, all or most deaths from the underlying cause could potentially be avoided by public health interventions. Latest data is for 2017-19.
	Prevalence of smoking among persons aged 18 years and over	1st (Eng)	↑	12.0%	13.2%	Low	A new stop smoking service began in 2017. In 2019, the national average result was 13.9%. Data is for 2018 and 2019.
	Rate of hospital admissions for alcohol related causes (narrow) (per 100,000 pop - Leics) (new method)	2nd (Eng)	↑	404	472	Low	Leicestershire has performed better than the England average since 2016/17. Latest data is for period 2020/21.

Safe & Well - Public Health

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	% who successfully completed drug treatment (non-opiate)	✓	1st (Eng)	↑	45.0%	34.6%	High	Data shows completions in 2020 with non re-presentations up to 6 months. The data presented is for Leicestershire and Rutland combined.
	% who successfully completed drug treatment (opiate)		1st (Eng)	→	6.7%	6.8%	High	Data shows completions in 2020 with non re-presentations up to 6 months. The data presented is for Leicestershire and Rutland combined.
	Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check		2nd (Eng)	↑	50.5%	49.8%	High	New health check service contract with the GPs agreed along with efforts to encourage pharmacies and GPs to work together to improve health check uptake. Data relates to the time period 2017/18 - 2021/22.
*	% of adults classified as overweight or obese (Leics)		3rd (Eng)	↓	64.9%	62.4%	Low	Data sourced from Active Lives Survey. Latest data is for period 2020/21.
*	% of physically active adults		2nd (Eng)	↓	66.6%	67.6%	High	Latest data, 2020/21, is derived from the Active Lives Survey. Leicestershire value is similar to the England value of 65.9%.
	% of physically inactive adults		2nd (Eng)	→	21.9%	21.9%	Low	Latest data, 2020/21, is derived from the Active Lives Survey. Leicestershire value is significantly better than the England value of 23.4%.
*	% of adults walking or cycling for travel at least 3 days per week		2nd (Eng)	↓	2.3%	2.4%	High	Latest data is 2019/20.
	Fraction of mortality attributable to particulate air pollution (new method)		2nd (Eng)	↑	5.3%	7.4%	Low	Latest data is for 2020. Particulate matter in 2020 may have been affected by COVID lockdowns.
*	Levels of air pollution – fine particulate matter (PM2.5)		2nd (Eng)	↑	7.0	9.9	Low	Latest data is for 2020. Particulate matter in 2020 may have been affected by COVID lockdowns.
	<u>Coronavirus Response</u>							
	Number of excess deaths		-	-	1831	-	Low	Cumulative excess deaths from week 1 2020 to week 30 2022 (29th July 2022 Occurrences).
	Vaccinations-Dose 1	✓	1st (2022)	-	87.3%	-	High	Percentage of over 12s vaccinated with dose 1, up to 3rd August 2022.
	Vaccinations-Dose 2	✓	1st (2022)	-	84.4%	-	High	Percentage of over 12s vaccinated with dose 2, up to 3rd August 2022.
	Vaccinations-Dose 3	✓	1st (2022)	-	70.0%	-	High	Percentage of over 12s vaccinated with dose 3 or Booster 2, up to 3rd August 2022.

<u>Notes:</u> Public Health Outcomes Framework (PHOF) benchmarks are compared to all single / upper tier authorities. Direction of travel arrows are indicative, and do not necessarily represent statistically significant change.

Safe & Well - Mental Health

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	Mental Health						
*	% of people with a low satisfaction score	2nd (Eng)	↓	6.0%	4.7%	Low	We are a key partner in the LLR Mental Health workstream, with a range of interventions aimed at helping people avoid becoming ill - focus on building wellbeing and resilience. Latest data is for period 2020/21.Leicestershire result is similar to the England average.
*	% of people with a low happiness score	1st (Eng)	↑	7.7%	9.6%	Low	We are a key partner in the LLR Mental Health workstream, with a range of interventions aimed at helping people avoid becoming ill - focus on building wellbeing and resilience. Latest data is for period 2020/21. Leicestershire result is similar to the England average.
*	% of people with a high anxiety score	2nd (Eng)	↑	22.5%	24.2%	Low	We are a key partner in the LLR Mental Health workstream, with a range of interventions aimed at helping people avoid becoming ill - focus on building wellbeing and resilience. Latest data is for period 2020/21. We are similar to the England average.
*	Suicide rate (per 100,000)	1st (Eng)	↓	8.4	7.8	Low	Latest data is for period 2018-20.
*	Rate of excess under 75 mortality rate in adults with serious mental illness	4th (Eng)	↑	493.0%	505.7%	Low	Latest data is for period 2018-20.
	% of patients that received treatment in Child & Adolescent Mental Health Services (CAMHS) within 4 weeks - (urgent)	-	→	100.0%	100.0%	High	Result is for March 2022.
	% of patients that received treatment in Child & Adolescent Mental Health Services (CAMHS) within 13 weeks - (routine)	-	↑	84.4%	78.2%	High	The result is for March 2022.

Notes: Public Health Outcomes Framework (PHOF) benchmarks are compared to all single / upper tier authorities

95

Improved Opportunities - Safeguarding Children & Families

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Supporting Families & Early Help (Improved Opportunities)								
	Number of funded families on the Government Supporting Families Programme	✓	-	↑	4149	4149	3334	High	LCC had worked with more than the number of funded families attached to the national Supporting Families Programme.
*	Number of families achieving significant and sustained progress	✓	2nd (2021)	-	464	464	484	High	As above.
	Number of Payment by Results (PBR) families outcomes met - SLF Phase 2 (Extension)	✓	2nd (2021)	-	464	464	484	High	As above.
	Safeguarding Children (Safe & Well)								
	Single assessments completed within 45 working days		1st (2020/21)	↓	92.6%	85%	95.3%	High	The result is a slight decline compared to the previous year, but still exceeds local target. The national framework has a target of 45 days for completion.
*	% re-referrals to children's social care within 12 months		2nd (2020/21)	↑	19.6%	22%	21.2%	Low	The result is an improvement compared to the previous year.
	Child protection cases which were reviewed within required timescales		3rd (2020/21)	↓	85.7%	100%	96.2%	High	The result shows a decline compared to the previous year.
*	Children becoming the subject of a Child Protection Plan for a second or subsequent time		3rd (2020/21)	↓	28.1%	19%	22.8%	Low	The result is higher (worse) than the previous year.
	Number of child sexual exploitation (CSE) referrals		-	↑	194	-	214	Low	The latest result is slightly lower than the previous year.
	Number of child criminal exploitation (CCE) referrals		-	↓	203	-	145	Low	There was an upward trend in referrals during 2021/22, partly due to the development of the CCE team and growing awareness of CCE across social care.

96

Improved Opportunities - Safeguarding Children & Families

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Looked After Children (Safe & Well)							
*	Stability of placements - children in care with 3 or more placements in year.	1st (2020/21)	↓	5.3%	9%	4.0%	Low	The result is higher (worse) than the previous year, but within local target.
*	Stability of placements - children in same placement for 2+ years or placed for adoption	-	↑	69.4%	70%	64.2%	High	The result is higher (better) than the previous year.
	% Looked after children receiving health checks	4th (2020/21)	↓	83.9%	90%	86.0%	High	Slight decline compared to previous year.
	% Looked after children receiving immunisations	2nd (2020/21)	↓	86.3%	-	90.0%	High	Slight decline compared to previous year.
	% Looked after children receiving dental checks	4th (2020/21)	↑	58.0%	90%	28.0%	High	There has been a significant increase following lower availability of services during the Covid-19 pandemic.
	% Looked after children placed out of county	2nd (2020/21)	→	14.4%	-	14.8%	Low	Similar result to previous year.
	Emotional Health of looked after children - mean SDQ score	3rd (2020/21)	→	13.6	-	13.8	Low	The result is similar to the previous year.
*	Care leavers aged 19, 20 and 21 in education, employment or training	1st (2020/21)	→	60.1%	50%	60.0%	High	The result is similar to the previous year.
*	Care leavers aged 19, 20 and 21 in suitable accommodation	1st (2020/21)	→	94.8%	80%	96.0%	High	The result is similar to the previous year.
	Total average time in days to place with prospective adopters	-	↓	494	-	437	Low	Data shows 3 year averages for 2018-21 and 2019-22.
	% children who wait less than 14 months for adoption	-	→	24%	-	24%	High	The result is similar to the previous year. Data shows results for 2020/21 and 2021/22.

Notes: Children's Social Care data is provisional - to be confirmed by DfE in winter 2021/22. Comparators are 32 county councils & county unitaries.

Safe - Safer Communities

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Youth Justice							
	Rate of proven reoffending by young people in the youth justice system	2nd (2019/20)	↑	0.26	N/A	0.67	Low	Rate of reoffending is lower than the previous year
*	Number of first time entrants to the criminal justice system aged 10 - 17	2nd (2021)	↑	54	N/A	81	Low	First time entrants are lower than during 2020/21
*	% of young people receiving a conviction in court who are sentenced to custody	3rd (2020/21)	↓	8.3%		3.3%	Low	We continue to perform below (better than) the 5% target and the use of custody remains low in Leicestershire. All children facing custody would be assessed and recommendations put forward to the Court. Where risk can be managed in the community, alternatives include 'Intensive Supervision and Surveillance' (ISS) and the Project Responsive team.
	Anti-social Behaviour							
	Anti-social behaviour total (per 1,000 population)	-	↑	7.54	N/A	9.85	Low	ASB is lower than the previous year
*	% of people that agree ASB has decreased or stayed the same ✓	-	↑	90.4%	N/A	84.1%	High	There is a statistically significant increase compared to the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
	Vulnerable People							
*	Reported domestic abuse incident rate (per 1,000 population)	-	↓	16.59	N/A	14.44	Low	Reported domestic crimes and incidents is showing a steady increase over time.
	Domestic violence with injury rate (per 1,000 population)	-	↓	3.61	N/A	3.06	Low	Domestic violence with injury is showing a steady increase over time.
*	% of domestic violence cases reviewed at MARAC that are repeat incidents	-	↑	36%	28%-40%	46%	Low	MARAC re-referrals in the county are within the SafeLives recommended threshold of between 28% and 40%.
	Number of safe accommodation spaces for domestic abuse victims	-	-	18	N/a	N/a	High	

Safe - Safer Communities

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Safeguarding Adults							
*	% of people who use services who say that those services have made them feel safe and secure (ASCOF 4B)	4th (2021/22)	↓	81.2%	-	89.7%	High	This indicator is derived from the adult social care survey. Performance in 2021/22 at 81.2% was lower than 89.7% recorded the last time this survey was undertaken in 2019/20.
	Number of safeguarding adults alerts received	-	↓	5,508	-	5,274	Low	Safeguarding concerns include those cases where LCC receive reports of concern for a person's welfare, or where a safeguarding incident is reported. Alerts increased by 4% between 2020/21 and 2021/22.
	% of safeguarding adults where risk was identified	-	↓	67.4%	-	65.5%	Low	In 2021/22, a risk was identified in 67.4% of enquiries. Checks are made to see if an enquiry meets safeguarding thresholds prior to it being opened.
*	Of safeguarding enquiries where an outcome was expressed, the % fully or partially achieved	-	→	93.0%	93%	93.2%	High	Outcomes expressed and achieved are part of the 'Making Safeguarding Personal' outcome measures which were introduced to develop an outcomes focus to safeguarding work.

Notes: Comparators are 32 county councils & county unitaries, except where (Eng.) indicates that comparison is with all English local authority areas.

Safe - Police & Crime

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	End of Yr 2020/21	Polarity	Commentary
	People are Safe in Daily Lives						
*	Total crime (per 1,000 population)	2nd (2021/22)	↓	69.4	60.0	Low	Total number of crimes have increased compared to the previous year. The increase in reporting over time is thought to be related to an increase in confidence in reporting to the police and improved recording practices.
	Residential Burglary (per 1,000 population)	2nd (2021/22)	→	2.2	2.3	Low	Residential burglary are similar to the previous year.
	Business and Community Burglary (per 1,000 population)	1st (2021/22)	→	0.9	1.0	Low	Business and community burglary rates are similar to the previous year.
	Criminal damage and arson (per 1,000 population)	2nd (2021/22)	→	7.9	7.0	Low	Criminal damage and arson rates are similar to the previous year.
	Theft offences (per 1,000 population)	3rd (2021/22)	↓	7.5	5.9	Low	Theft offence rates have slightly increased compared to the previous year.
	Vehicle offences (per 1,000 population)	3rd (2021/22)	→	4.3	4.7	Low	Vehicle offence rates are similar to the previous year.
	Public order offences (per 1,000 population)	3rd (2021/22)	↓	8.9	6.0	Low	Public Order Offences have slightly increased. The increase in reporting over time is thought to be related to an increase in confidence in reporting to the police and improved recording practices.
	Violence against the person (per 1,000 population)	1st (2021/22)	↓	27.0	22.8	Low	There was a 5% increase in reported violence against the person compared to the previous year. The increase in reporting over time is thought to be related to an increase in confidence in reporting to the police and improved recording practices.
	Sexual offences (per 1,000 population)	1st (2021/22)	↓	2.8	1.9	Low	Sexual offences rates are higher than previous year. The increase in reporting over time is thought to be related to an increase in confidence in reporting to the police and improved recording practices. Leicestershire has a low rate compared to other similar authorities.
*	% People who feel safe after dark	1st/2nd (2021/22)	→	78.7%	79.2%	High	People who feel safe after dark rates are similar to the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.

Notes: Responsibility of Police & Crime Commissioner (published as part of overview & scrutiny role). Comparators are 32 county councils & county unitaries.

Clean & Green - Environment & Waste

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Waste Management							
*	Total household waste per household (kg)	3rd (2020/21)	→	1013.6	Year on year decrease	1020.1	Low	This indicator showed a slight decrease (less than 1%) in total household waste per household in 2021/22.
*	Tonnes of waste produced from LCC sites	-	↓	263.2	398.7	132.8	Low	Waste produced at LCC sites almost doubled in 2021/22 since the previous year, this is likely due to more office based staff returning to their office in contrast to 2020/21 where many officers worked at home during the pandemic. (Internal indicator)
*	Annual percentage of municipal waste sent to landfill	4th (2020/21)	↑	25.3%	30%	27.8%	Low	A further reduction in municipal waste sent to landfill compared to 2020/21 has meant that the 30% target continues to be met. This is due to the authority having negotiated an increase in the amount of waste delivered to alternative disposal points which diverts waste that would have been landfilled into alternative treatment. However, the Council remains in the bottom (4th) quartile compared to other English county councils in 2020/21.
*	% waste recycled from LCC sites (non-operational)	-	↑	59.7%	63.2%	48.4%	High	The % of waste recycled has improved by 11% but remained below its 63.2% target. This is likely to reflect more waste being generated and consequently being recycled as more staff return to their offices and places of work. (Internal indicator)
*	% of household waste sent by local authorities across Leicestershire for reuse, recycling, composting etc.	3rd (2020/21)	→	43.4%	45%	43.3%	High	This indicator remained static at 43% in 2021/22 and was slightly below the target of 45% and performs below average when compared to other English county councils.
*	Total fly-tipping incidents per 1,000 population	2nd (2020/21)	↓	8.6 (2020/21)	-	5.5 (2019/20)	Low	Total fly tipping increased by from 5.5 incidents per 1,000 population in 2019/20 to 8.6 in 2020/21. Despite this decline in performance this indicator performs above average when compared to other English county councils in 2020/21.
	Renewable energy							
*	Renewable heat incentive deployment (Domestic) per 10,000 population	3rd (2020)	↑	20.5 (2021)	-	17.6 (2020)	High	This improved in performance by 16% since last year. This is beyond the direct control of the Council which is why a target hasn't been set.
*	Renewable energy capacity in the area (MW)	3rd (2020)	→	326.1 (2020)	-	326.5 (2019)	High	Renewable energy capacity in the area has remained steady when compared to last year. This is not within the Council's control.
*	Renewable energy generated in the area (MWh)	3rd (2020)	↑	561,237 (2020)	-	537,711 (2019)	High	Renewable energy generated this year increased by 4% compared to last year.
*	Amount of renewable energy generated as a % of consumption	-	↑	14.3% (2020/21)	20.4% (2020/21)	13.2% (2019/20)	High	The 'amount of renewable energy generated as a % of consumption' improved in performance from 13% in 2019/20 to 14% in 2020/21. Despite this improvement it hasn't met its target of 20% yet. This could be due to reduced efficiency of solar panels over time, panels needing cleaning or an increase in total electricity consumption. (Internal indicator)

Clean & Green - Environment & Waste

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Reducing carbon emissions							
*	Carbon emissions from LCC buildings (tonnes)	-	↑	3,244 (2020/21)	3,885 (2020/21)	3,639 (2019/20)	Low	Carbon emissions from our buildings have reduced by 11% resulting in improved performance that is well ahead of its target. This was due to significant reductions in electricity emissions associated with the impact of Covid-19 on Council operations, a reduction in carbon intensity of grid electricity and improved energy efficiency and renewable energy investments across the Council's property estate. (Internal indicator)
*	Carbon emissions from LCC street lighting and traffic signs (tonnes)	-	↑	1,849	5,109	2,004	Low	Carbon emissions from street lighting and traffic signals have improved in performance by 8%. (Internal indicator)
*	Carbon emissions from LCC fleet (tonnes)	-	↓	2,341	1,828	2,079	Low	Emissions rebounded in 2021/22 to their highest level since 2017/18, whilst the target was tightened leading to a significant overshoot and worsening trend. The department is exploring prospects to improve this from new fuels. (Internal indicator)
*	Total Carbon emissions from LCC sites (non-operational) (tonnes)	-	↑	5,472 (2020/21)	14,403 (2020/21)	10,540 (2019/20)	Low	This improved in performance by 48%, due to a significant decline in total emissions over the year. This was largely due to the impact of Covid-19 on council operations and the significant shift to home working of Council staff. (Internal indicator)
*	Carbon emissions per capita (in LA influence) (tonnes per person)	3rd (2020)	↑	4.2 (2020)	4.8 (2020)	4.7 (2019)	Low	Carbon emissions per capita (in LA influence) (tonnes per person) declined from 4.7 in 2019 to 4.2 in 2020. This is a measure of estimated carbon dioxide emissions per head of population within LA influence. The covid pandemic and lockdowns are likely to have greatly influenced this fall in emissions. Despite this improvement in performance its performance remains below average when compared to other English county council during 2020. Data is provided by the government (BEIS) and is 2 years in arrears.
*	Total LCC GHG emissions	-	↑	9,446 (2020/21)	16,098 (2020/21)	11,663 (2019/20)	Low	The Council's net GHG emissions have reduced during 2020/21 by 19.4% and are well ahead of their target, showing good performance. This was greatly influenced by the Covid 19 pandemic. (Internal indicator)
*	Total Business miles claimed ('000s of miles)	-	↑	2,606 (2020/21)	5,745 (2020/21)	5,560 (2019/20)	Low	The number of 'Total Business miles claimed' declined significantly in 2020/21 showing an improvement in performance. This was largely due to fewer staff travelling during the Covid-19 pandemic. (Internal indicator)

Clean & Green - Environment & Waste

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Environmentally Friendly Infrastructure							
*	Electric vehicle ownership - Ultra low emission vehicles (ULEVs) rate/10,000 population	3rd (2022)	↑	96.0	-	60.4	High	Electric vehicle ownership has increased by 59% since 2020/21, demonstrating a shift away from fossil fuel to electric vehicles.
*	Electric vehicle charging location per 100,000 population	4th (2022)	↑	33.5	-	22.8	High	Electric vehicles charging locations have seen an improvement in performance by 47%. Despite this improvement this indicator is in the bottom (4th) quartile when compared to other English county councils in 2022.
*	Leicestershire rivers (excluding Leicester) are in good ecological status (%)	-	-	9.4% (2019)	-	-	High	River quality in good ecological status was 9.4% in 2019, which is the latest data we have received from the Environment Agency.
*	Leicestershire rivers (excluding Leicester) are in good chemical status (%)	-	-	0% (2019)	-	-	High	Since 2019 the Environment Agency methodology for assessing river 'chemical status' became more rigorous and no rivers in Leicestershire have 'good chemical status.' Currently no surface water bodies nationally have met this latest criteria. This is the most up to date data from the Environment Agency currently available.
*	NO2 exceedances for Leicestershire	-	↑	2 (2020)	-	3 (2019)	Low	This indicator is the number of times NO2 has exceeded 40 micrograms. According to the local District Councils Air Quality Annual Status Reports there was one fewer exceedance since the previous year, showing a slight improvement in performance. Data is for 2019 and 2020.
*	% think the Council should do more to help protect the environment (Community Insight Survey)	-	-	60.3%	-	67.9%	N/A	Fewer respondents of the Community Insight Survey (60%) in 2021/22 think the council should do more to help protect the environment compared to the previous year (68% in 2020/21).

Notes: Comparators are 32 county councils & county unitaries.

Great Communities

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Diversity is celebrated / People feel welcome								
*	% of people who use services who had as much social contact as they would like (ASCOF 1I pt 1)	●	4th (2021/22)	↓	37.3%		41.6%	High	This indicator is derived from the adult social care survey. Performance in 2021/22 at 37.3% was 4% lower than the last time this survey was undertaken in 2019/20.
*	% of carers who had as much social contact as they would like (ASCOF 1I pt 2)		3rd (2021/22)	↓	24.7%		30.0%	High	Derived from the biennial carers survey, LCC performance of 25% in 2021/22 is slightly lower than the England average (28%) and East Midlands average (27%), and lower than the result of 30.0% when the survey was last carried out in 2018/19.
	% feel lonely some of the time, often or always		-	↑	7.1%	-	17.1%	Low	The results is a statistically significant improvement compared to the previous year. Data from the Community Insight Survey of c.1600 residents during 2021/22.
*	% agree people from different backgrounds get on well together		1st/2nd (2020/21)	→	90.6%	-	93.2%	High	The result is statistically similar to the previous year, but lower than pre-pandemic results. We continue work to strengthen community cohesion, supporting communication with and across community groups particularly in the light of Brexit and Covid-19. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
*	Reported hate incidents (per 1,000 population)		-	-	1.7	-	1.35	n/a	Increase compared to previous year. We continue work to strengthen community cohesion, supporting communication with and across community groups particularly in the light of Brexit and Covid-19.
	Communities participate in future planning								
	% people willing to work together with others on something to improve their neighbourhood	✓	-	↑	90.3%	-	73.7%	High	The result is a statistically significant improvement compared to the previous year. Data from the Community Insight Survey of c.1600 residents during 2021/22.
*	% of respondents who had given some unpaid help in the last 12 months	✓	-	↑	44.8%	-	38.4%	High	As above.
*	% of respondents agreeing that they can influence County Council decisions affecting their local area		-	→	30.4%	-	32.6%	High	The result is statistically similar to the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
*	% of respondents stating that they were satisfied with their local area as a place to live	✓	1st/2nd (2022)	→	95.2%	-	93.3%	High	As above.
*	Number of LCC volunteers managed		-	-	391	-	-	High	The result reflects active volunteers recorded in the new Better Impact system. Work continues to identify and add volunteers onto the new system.

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Cultural, historical and natural heritage							
*	Library total visits (beam count and website visits)	-	↑	562k	400k	230k	High	Visits increased significantly on last year, aided by restrictions being lifted in July and are a positive signal of recovery, but still below pre-pandemic levels.
	Library total issues	-	↑	1,991k	1,802k	1,102k	High	Issues are recovering strongly on last year, but still below pre-pandemic levels.
	Library children's issues	-	↑	663k	525k	192k	High	Children's issues are recovering strongly.
	Library total e-downloads	-	↑	851k	815k	783k	High	E-downloads continue to increase, being driven by E-Audio books.
*	Number of communities running their own library	-	→	35	-	35	High	The number of communities running their own libraries remained constant in 2021/22 at 35.
	Number of volunteer hours - libraries & heritage	-	↑	9.7k	9.0k	3.1k	High	Volunteering opportunities at libraries and heritage sites in 2021/22 appear to have bounced back following Covid restrictions and increased threefold on the previous year.
	Number of tourism visitor days (millions)	-	↑	22.1	-	10.2	High	Data shown is for 2020 and 2021. The tourism sector has been significantly affected by the Covid-19 pandemic, although there has been partial recovery during 2021. The results for 2019 was 27.2 million.
*	Number of visits to heritage sites (including website visits) ✓	-	↑	259k	214k	112k	High	The number of visitors to heritage sites and websites in 2021/22 is double that of the previous year, and is also higher than pre-covid levels.
	Notes: Comparators are 32 county councils & county unitaries.							

Enabling Services

Strategic Plan	Description	Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Customer Services & Digital Delivery							
*	% think Leicestershire County Council doing a good job	-	→	62.0%	-	60.0%	High	The result is statistically similar to the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
*	% that trusts the County Council	1st/2nd (2022)	→	67.4%	-	67.0%	High	The result is statistically similar to the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
*	% that feel well informed about the County Council	-	↓	46.7%	-	59.0%	High	The result is lower than the previous year. The results are from the Community Insight Survey of c.1600 residents during 2021/22.
	Media rating (points)	-	↓	4780	4200	5087	High	The result is slightly lower than the previous year, however, the target was achieved.
	Number of unique visits to the LCC website	-	↓	2.59m	-	3.0m	High	Slight decrease in Council website use, which peaked during Coronavirus information campaigns in 2020/21. Council website ranked the most accessible of all county councils in September 2021. Work is underway to exploit web analytics to better target services and the digital offer.
	% calls to the Customer Service Centre answered	-	↑	75.0%		69.3%	High	Improvement compared to the previous year.
	Number of complaints reported	-	↓	610	-	527	Low	The aim is to maximise the reporting of complaints in order to learn from customer issues and improve services. The result shows a 16% increase on the previous year. 39% of complaints were upheld during 2021/22.
	Number of compliments reported	-	↑	226	-	215	High	There was a slight increase in the number of compliments compared to 2020/21.
	% Complaints responded to within 20 days	-	↓	68%	-	77%	High	The results is slightly lower than last year due to response times being impacted by the wider pandemic pressures and show some pressures on services. 41% of all complaints received a response within 10 working days.

Enabling Services

Strategic Plan	Description		Quartile position	Direction of Travel	End of Yr 2021/22	Target / Standard	End of Yr 2020/21	Polarity	Commentary
	Equalities and People Strategy								
*	% staff satisfaction with County Council as an employer		-	→	95%	-	94%	High	The result is statistically similar to the previous year. Results shown are for 2021 and 2019.
*	% Annual staff turnover	●	-	↓	14%	10%	7%	N/A	Staff turnover has increased as the wider jobs market recovered following the lifting of Covid-19 restrictions.
*	Number of RIDDOR (Health & Safety) Incidents		-	↓	13	-	8	Low	The number of more serious RIDDOR incidents has increased during 2021/22 with the return to staff to physical workplaces.
*	Number of apprentices employed by Leicestershire County Council		-	-		-	84	High	
	% mean gender pay gap		3rd (2021)	→	10%	-	10%	Low	The result is the same as last year. Data shown is for March 2020 and March 2021.
*	% of the workforce that feels that LCC is committed to equality & diversity		-	→	93%	-	93%	High	The result is statistically similar to the previous year. Results shown are for 2021 and 2019.
	Stonewall Workplace Equality Index Ranking	✓	-	→	84	-	83	Low	Similar to previous result. The Council was the third ranked local authority in the Index, in which over 403 employers participated during 2022. Results shown are for 2022 and 2020.

Notes: Comparators are 32 county councils & county unitaries.

PART 3: Risks and Risk Management

The Council has had many years of austerity budgets and also been significantly impacted by the Covid-19 pandemic. The service environment continues to be extremely challenging with a number of known major risks over the next few years. Given the pressures and reductions it is important that the Council has effective performance monitoring and risk management arrangements in place. In relation to risk management the Council has a good risk management process to help it to identify possible risks, score these in terms of likelihood and impact and take mitigating actions. Corporate high risks currently identified include: -

Covid-19 - If the Council does not on an ongoing basis plan for, prepare and respond to current and future consequences of the Covid-19 pandemic the council and its communities could suffer long lasting economic, environmental, societal and technological challenges and missed opportunities.

If the implications of the Russian invasion of Ukraine are sustained, then the Council and Leicestershire as a whole will be significantly impacted.

If the current cost of living crisis continues and even intensifies then the people and businesses of Leicestershire as a whole will be significantly impacted and the Council will have to take difficult decisions.

The ability to deliver savings through service redesign and Transformation as required in the MTFS, impact of the living wage, legal challenges, and importantly demand/cost pressures, especially those arising in Adults and Children's Social Care.

Child Social Care - If the number of high-cost child social care placements (e.g., external fostering, residential and 16+ supported accommodation) increases (especially in relation to behavioural and CSE issues) then there may be significant pressures on the children's social care placement budget, which funds the care of vulnerable children.

If the Government grant for the Troubled Families Programme is reduced and on-going funding is not secured to secure the SLF Programme, then there may be an impact on the ability to deliver a range or Early Help Services and increased costs.

SEN D - If demand for Education Health and Care Plans (EHCP) continues to rise, and corrective action is not taken, there is a risk that the high needs deficit will continue to increase.

Child Care – if the immigration status of unaccompanied asylum-seeking children who arrive in the County is not resolved, then the Council will have to meet additional long-term funding in relation to its housing and care duties.

If the Department does not achieve a suitable response to the findings of the Ofsted inspection report, then it may not be able to demonstrate improvements to be a good department.

Freeport – if transition to the operational stage is not enabled then the council would not be fulfilling its role as lead authority and accountable body for the Freeport.

Care - If the Council and its partners do not deliver a sustainable health and social care system which results in vulnerable people not having their health and social care *needs met, there is a potential that increased demand on social care services will lead to the escalation of vulnerable people's needs.*

Care- If the Council fails to develop and maintain a stable, sustainable, and quality social care market to work with it may be unable to meet its statutory responsibilities.

Social Care Reform – implementation of charging reform and assurance process

If there is a continuing increase in demand for assessments (care needs and financial) then it may not be met by existing capacity.

Infrastructure - If the Council fails to maximise developer contributions by shaping local plan policies, negotiating S106 agreements and pro-active site monitoring, then there could be a failure to secure funding for County Council infrastructure projects (such as transport and schools).

Cyber Security - If the Council does not manage its exposure to cyber risk, then decisions and controls cannot be taken to mitigate the threat of a successful cyber-attack.

Public Transport - if as a result of the impacts of the coronavirus pandemic and cost of living crisis bus operators significantly change their services, then there could be substantial impacts on communities accessing essential services and lead to required intervention under our Passenger Transport Policy and Strategy.

If SEN Assessments are delayed and EHCPs not issued on time with appropriate placements identified, then Transport Operations could be failing to provide a timely statutory service.

If Ash dieback disease causes shedding branches or falling trees, then there is a possible risk to life and disruption to the transport network.

If there was a major issue which results in unplanned site closure (e.g., fire) then the Council may be unable to hold or dispose of waste.

Climate Change – if services do not take into account current and future climate change in their planning, they may be unable to respond adequately to the predicted impacts, leading to significantly higher financial implications and service disruption, as wells as making future adaptation more costly.

Procurement Challenge – if there was either a perceived or actual breach of procurement guidelines, then there could be a challenge and/or financial penalty

Sickness – if sickness absence is not effectively managed then staff costs, service delivery and staff wellbeing will be impacted.

Recruitment - If departments are unable to promptly recruit and retain staff with the right skills and values and in the numbers required to fill the roles needed, then the required/expected level and standard of service may not be delivered, and some services will be over reliant on the use of agency staff resulting in budget overspends and lower service delivery.

Business Continuity - if suppliers of critical services do not have robust business continuity plans in place, the Council may not be able to deliver services.

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