



## Communities are safe and protected from harm



### Our communities are safe and protected from harm

#### Safeguarding adults

The purpose of this commissioning strategy is that vulnerable adults' rights are protected so that everyone can live safely and free from abuse and neglect.

#### Outcome

**Safeguarding adults whose circumstances make them vulnerable, protecting them from avoidable harm and acting in their best interests where they lack capacity.**

#### Measure

#### People report they feel safe

This measure reflects the extent to which users of care services feel that their care and support has contributed to making them feel safe and secure. As such, it goes some way to separate the role of care and support in helping people to feel safe from the influence of other factors such as crime levels and socio-economic factors.



Annual Measure from the statutory Adult Social Care Survey (ASCS) and will be reported in Quarter 4.

About the target

About the target range

About benchmarking

Further Details

This is a new measure in 2015/16 so no historical data is available.





**Communities are safe and protected from harm**



**Our communities are safe and protected from harm**

**Safeguarding adults**

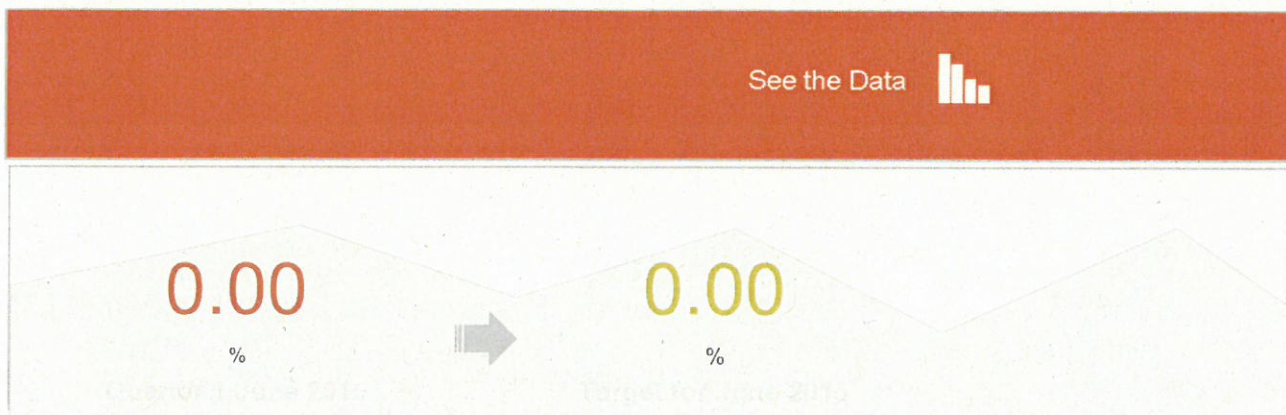
The purpose of this commissioning strategy is that vulnerable adults' rights are protected so that everyone can live safely and free from abuse and neglect.

**Outcome**

**Safeguarding adults whose circumstances make them vulnerable, protecting them from avoidable harm and acting in their best interests where they lack capacity.**

**Measure**

**Safeguarding desired outcomes fully or partially met**



There is a national consultation about this measure and data is unlikely to be available until 2016/2017

#### About the target

Targets are based on trends and CIPFA group averages

#### About the target range

5% +/- . Based on tolerances used by Department of Health

#### About benchmarking

#### Further Details

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**Measure**

**Safeguarding cases supported by an advocate**

This indicator identifies, of those individuals that have been assessed and lack mental capacity, how many had the support of an advocate (which can include an Independent Mental Health Advocate (IMHA), an Independent Mental Capacity Advocate (IMCA) or non-statutory advocate), family member or friends.



Performance has remained the same from the end of 2014/15 and at the end of Quarter 1, 100% had been supported.

#### About the target

Targets are based on trends and CIPFA group averages

#### About the target range

5% +/- . Based on tolerances used by Department of Health

#### About benchmarking

CIPFA / ASCOF benchmarking available Autumn

#### Further Details

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#### Measure

**Adult safeguarding reviews involving serious harm or death**



There have been no individuals involved in adult safeguarding reviews who have suffered serious harm and died this year.

About the target

Targets are based on trends and CIPFA group averages

About the target range

5% +/- . Based on tolerances used by Department of Health

About benchmarking

Not yet known

Further Details

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#### Measure

**Safeguarding referrals where the source of risk is a service provider**



This is the first year this indicator has been measured. At the end of quarter 1, 8.8% of safeguarding referrals had a 'source of risk' identified as a 'service provider'.

About the target

Targets are based on trends and CIPFA group averages

About the target range

5% +/- . Based on tolerances used by Department of Health

About benchmarking

CIPFA / ASCOF benchmarking available Autumn

Further Details

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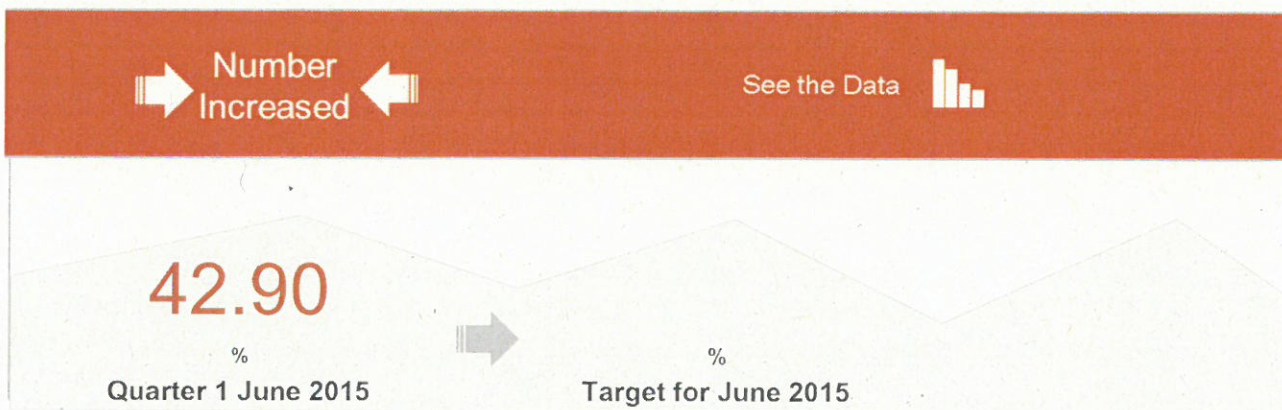
**Outcome**

**Safeguarding adults whose circumstances make them vulnerable, protecting them from avoidable harm and acting in their best interests where they lack capacity.**

**Measure**

**Adult safeguarding reviews where risk was reduced or removed**

This is a local measure which attempts to establish the effectiveness of Safeguarding interventions, from the perspective that if the risk has been removed or reduced this is a more favourable outcome for the person, and help them to feel safe.



Performance has increased compared to the same period last year for the proportion of completed (and substantiated) safeguarding referrals where the risk was reduced or removed. There were 60.6% where the risk was reduced or removed compared to 40.0% in quarter 1 2014/15.

About the target

Targets are based on trends and CIPFA group averages

About the target range

5% +/- . Based on tolerances used by Department of Health

About benchmarking

Not yet known

Further Details





Health and Wellbeing is improved



## The health and wellbeing of the population is improved

People remain independent for longer and feel responsible and in control of their own future.

### Adult Specialties

Adult Specialties

### Outcome

### Prevent people from dying prematurely

### Measure

### Excess under 75 mortality rate in adults with common mental illness

This measure is being developed by NHS and as yet Lincolnshire County Council holds no data or how the frequency will be reported other than quarterly

See the Data



Not yet known



Not yet known

This is an NHS measure and is in development.

About the target

About the target range

About benchmarking





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### Adult Specialties

Adult Specialties

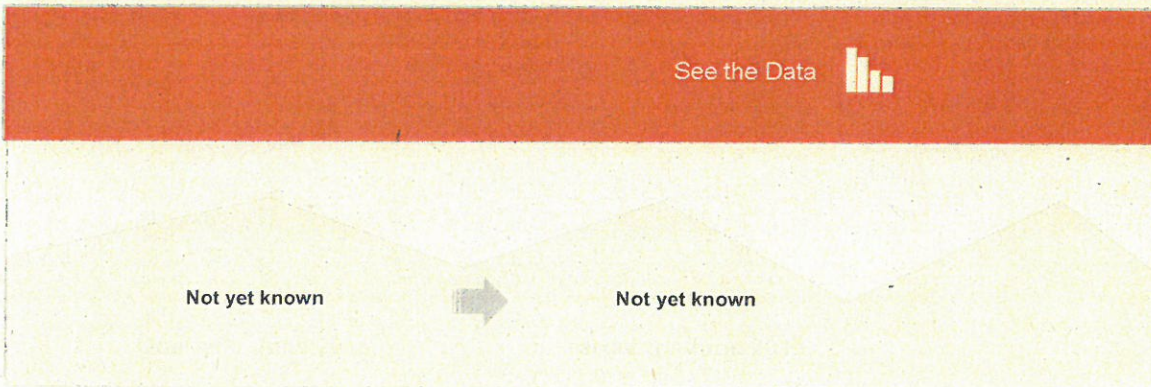
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## Prevent people from dying prematurely

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## Excess under 75 mortality rate in adults with serious mental illness

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About the target

Not yet known

About the target range

Not yet known

About benchmarking

Not yet known





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People remain independent for longer and feel responsible and in control of their own future.

### Adult Specialties

Adult Specialties

### Outcome

## Prevent people from dying prematurely

### Measure

## Death from injury of undetermined intent following recent contact with NHS

Suicide and mortality from injury of undetermined intent among people with recent contact from NHS services

See the Data



Not yet known



Not yet known

This is an NHS measure and is in development.

About the target

Not yet known

About the target range

Not yet known

About benchmarking

Not yet known





Health and Wellbeing is improved



## The health and wellbeing of the population is improved

People remain independent for longer and feel responsible and in control of their own future.

### Adult Specialties

Adult Specialties

### Outcome

## Prevent people from dying prematurely

### Measure

## Excess under 60 mortality rate in adults with learning disability

Excess under 60 mortality rate in adults with learning disability

See the Data



Not yet known



Not yet known

This is an NHS measure and is in development.

About the target

Not yet known

About the target range

Not yet known

About benchmarking

Not yet known





Health and Wellbeing is improved



## The health and wellbeing of the population is improved

People remain independent for longer and feel responsible and in control of their own future.

### Adult Specialties

Adult Specialties

### Outcome

Prevent people from dying prematurely

### Measure

Levels of self-harm

0

See the Data



Not yet known



Not yet known

This is an NHS measure and is in development.

About the target

Not yet known

About the target range

Not yet known

About benchmarking

Not yet known





Health and Wellbeing is improved



**The health and wellbeing of the population is improved**

People remain independent for longer and feel responsible and in control of their own future.

**Adult Specialties**

Adult Specialties

**Outcome**

**Enhanced quality of life and care for people with learning disability, autism and or mental illness**

**Measure**

**Adults with learning disabilities who live in their own home or with family**

Proportion of adults with a learning disability or autism who live in their own home or with their family (Section 75 arrangement with Health)



There has been a slight increase since the end of 2014/15 in the proportion of adults with a learning disability or autism who live in their own home or with their family, with a Q1 outturn of 72.3%. The measure is intended to improve outcomes for adults with a learning disability by demonstrating the proportion in stable and appropriate accommodation. The nature of accommodation for people with a learning disability has a strong impact on their safety and overall quality of life and the risk of social exclusion. The 2015/16 target was set before the year end target was known, so will need to be reviewed after 6 months.

**About the target**

Targets are based on trends and CIPFA group averages

**About the target range**

5% +/- . Based on tolerances used by Department of Health

**About benchmarking**

CIPFA / ASCOF benchmarking available Autumn





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### Adult Specialties

Adult Specialties

### Outcome

**Enhanced quality of life and care for people with learning disability, autism and or mental illness**

### Measure

**Adults in contact with community mental health teams living independently**

Proportion of adults in contact with secondary mental health services living independently, with or without support. (Section 75 arrangement with Health)

See the Data



0

%



25.0

%

Target for June 2015

This measure is reported from the Mental Health Minimum Dataset (MH-MDS). The data for Q1 is not available and is published with a 1 quarter lag. The target was set before the year end outturn of 47% was known (only recently released in August 2015). The target will need to be reviewed in 6 months.

About the target  
Not yet available

About the target range  
Not yet available

About benchmarking  
Not yet available





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### Adult Specialties

Adult Specialties

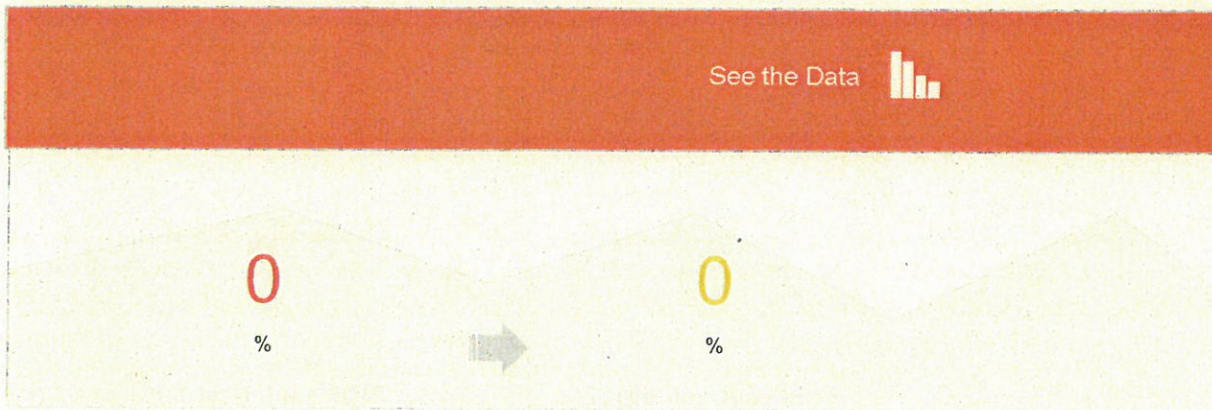
### Outcome

## Help people to recover from episodes of ill health

### Measure

## Recovery rates from psychological therapies

Recovery rates from psychological therapies (NHS Measure)



Data not yet available. Provisional target set by the NHS.

About the target

Not yet available

About the target range

Not yet available

About benchmarking

Not yet available





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### Adult Specialties

Adult Specialties

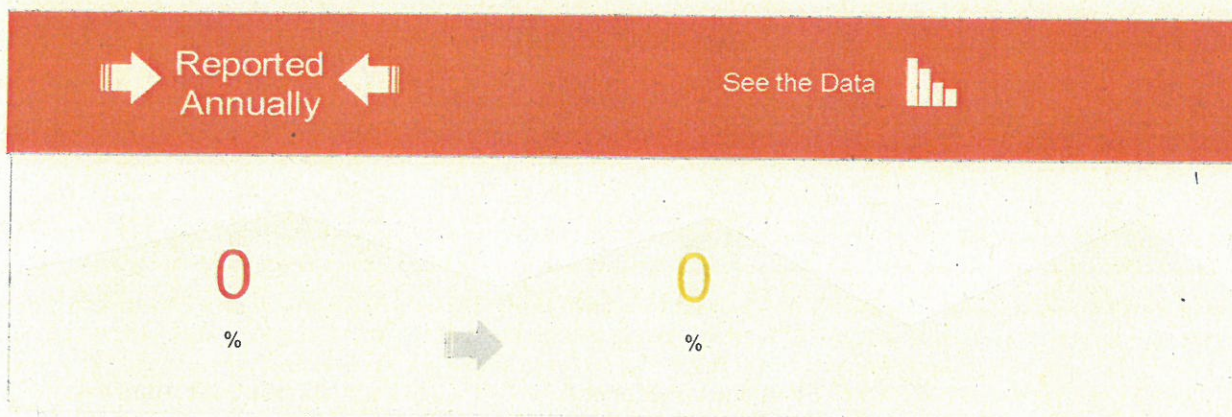
### Outcome

**People have a positive experience of care**

### Measure

## Satisfaction with learning disability and autism care and support services

Overall satisfaction of people who use services with their care and support (learning disability and autism sub-sets) (NHS Measure)



Annual Measure from the statutory Adult Social Care Survey (ASCS).

#### About the target

Targets are based on trends and CIPFA group averages

#### About the target range

5% +/- . Based on tolerances used by Department of Health

#### About benchmarking

CIPFA / ASCOF benchmarking available Autumn





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Adult Specialties

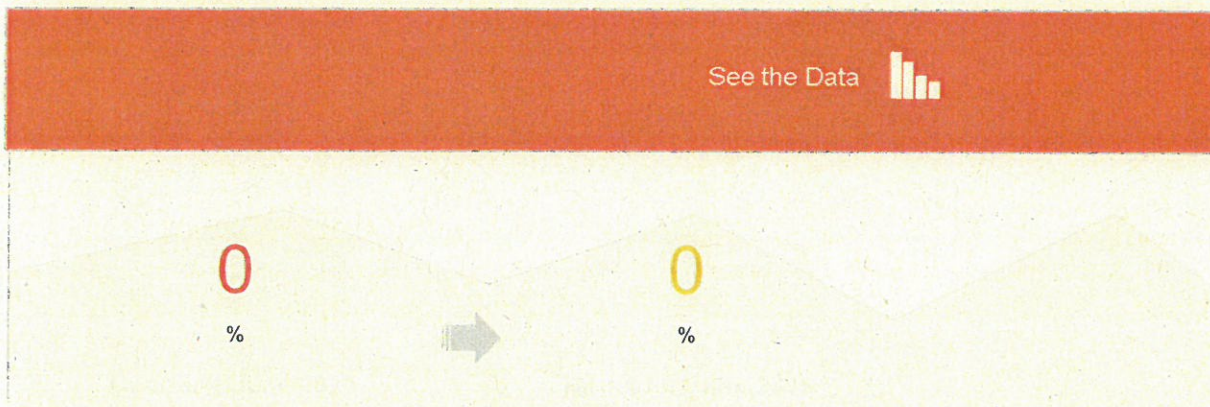
### Outcome

People have a positive experience of care

### Measure

Satisfaction with community mental health services

Patient experience of community mental health services (NHS Measure)



Data is not yet available. This measure is sourced from the NHS survey and the results are published every 6 months. Provisional targets set by the NHS.

About the target

About the target range

About benchmarking





Health and Wellbeing is Improved



**The health and wellbeing of the population is improved**

People remain independent for longer and feel responsible and in control of their own future.

**Carers**

The purpose of this commissioning strategy is to help carers build resilience in their caring role and to prevent young carers from taking on inappropriate caring roles, protecting them from harm. Carers should have appropriate access to support which enables them to improve their quality of life and help prevent crisis.

**Outcome**

**Carers feel valued and respected and able to maintain their caring roles**

**Measure**

**Carers who receive a direct payment**

Percentage of carers who receive a direct payment

See the Data



64.5

%

Quarter 1 June 2015



%

Target for June 2015

This indicator was previously combined with the percentage of clients receiving a direct payment. From 2015/16 the two indicators will be reported separately. At the end of Q1 64.5% of carers were in receipt of a direct payment.

**About the target**

Lincolnshire County Council provides performance reports to the Chartered Institute of Public Finance and Accountancy (CIPFA) which facilitates a benchmarking services to enable Adult Social Care performance to be monitored against other local authorities. Lincolnshire County Council is in a benchmarking group of 16 authorities. Targets are based on trends and CIPFA group Averages.

**About the target range**

5% +/- . Based on tolerances used by Department of Health

**About benchmarking**

Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework benchmarking available Autumn





Health and Wellbeing is improved



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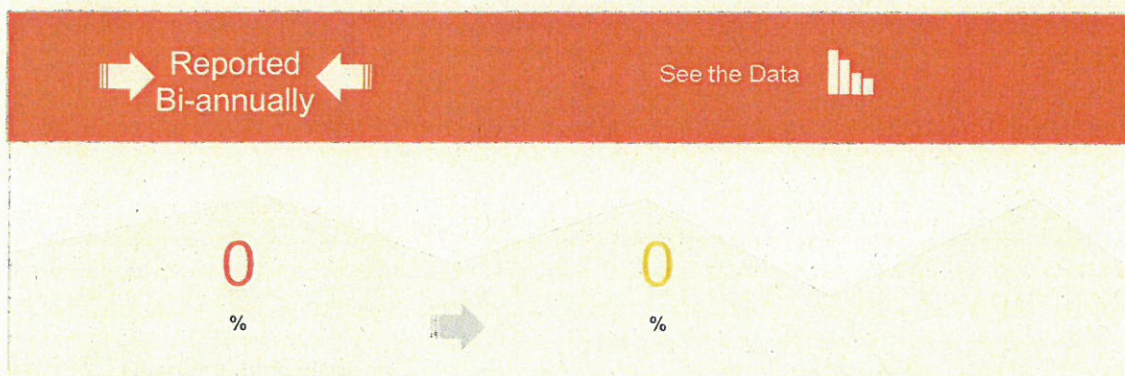
**Outcome**

**Carers feel valued and respected and able to maintain their caring roles**

**Measure**

**Carer reported quality of life**

Carer reported quality of life (Survey every 2 years)



This measure is reported bi-annually and is sourced from the statutory survey of Adult Carers in England (SACE) every 2 years.

About the target  
Not yet available

About the target range  
5% +/- Based on tolerances used by Department of Health

About benchmarking  
Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework  
benchmarking available Autumn





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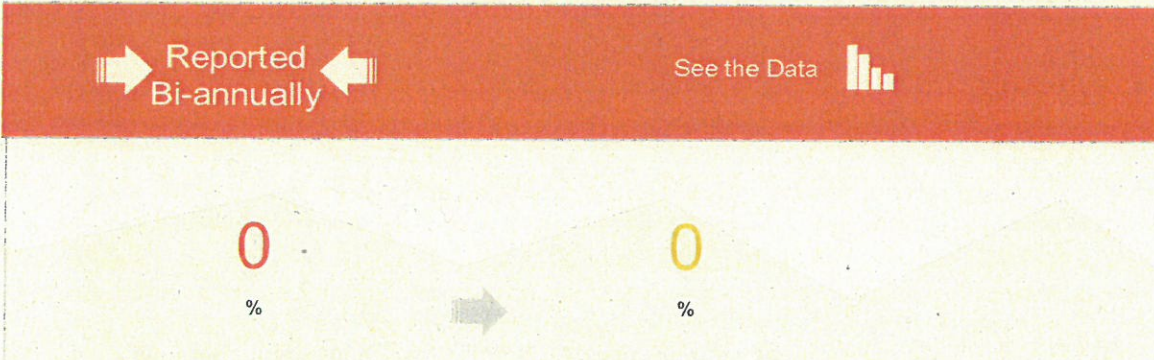
**Outcome**

**Carers feel valued and respected and able to maintain their caring roles**

**Measure**

**Carers included or consulted in discussions about the person they care for**

The proportion of carers who report that they have been included or consulted in discussions about the person they care for (Annual Measure) (Survey every 2 years)



This measure is reported bi-annually and is sourced from the statutory survey of Adult Carers in England (SACE) every 2 years.

About the target  
Not yet available

About the target range  
5% +/- . Based on tolerances used by Department of Health

About benchmarking  
Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework  
benchmarking available Autumn





Health and Wellbeing is improved



## The health and wellbeing of the population is improved

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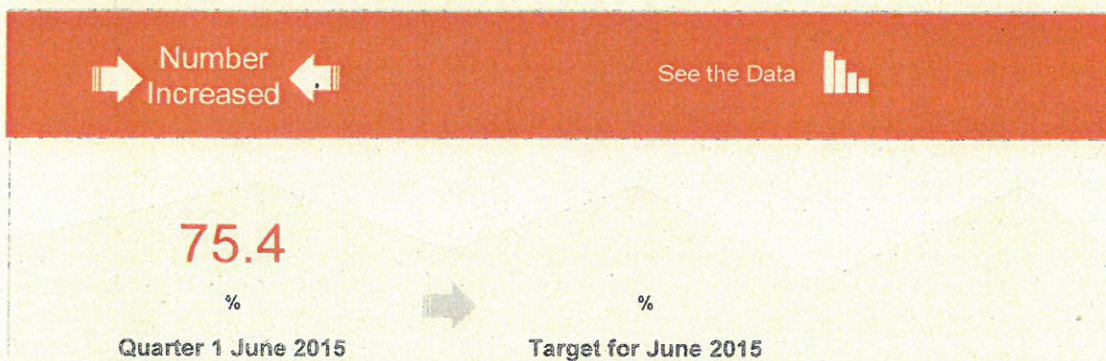
### Outcome

**Carers feel valued and respected and able to maintain their caring roles**

### Measure

**Carers supporting people not known to adult care**

Percentage of carers supporting people not known to adult care



At the end of Q1, the proportion of carers supported where the person they care for is not a client of Adult Care was 75.4%. This is a slight increase from the year end 2014/15 when the outturn was 74.7%. New Mosaic processes will likely increase the rate of referral from Adult Care Teams, who feel carer support provided along side Adult Care services will produce the best outcomes.

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#### About the target range

5% +/- Based on tolerances used by Department of Health

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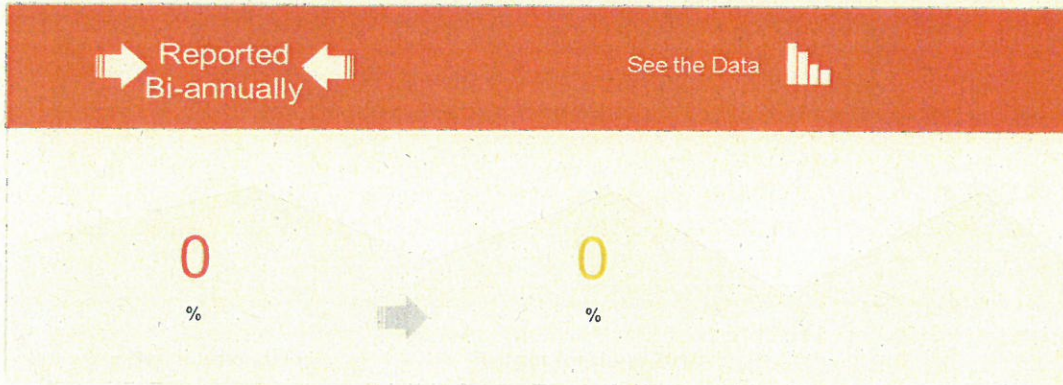
**Outcome**

**Carers feel valued and respected and able to maintain their caring roles**

**Measure**

**Carers who find it easy to find information about services**

The proportion of carers who find it easy to find information about services (Survey every 2 years)



This measure is reported bi-annually and is sourced from the statutory survey of Adult Carers in England (SACE) every 2 years.

**About the target**

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5% +/- Based on tolerances used by Department of Health

**About benchmarking**

Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework benchmarking available Autumn









## Health and Wellbeing is improved



### The health and wellbeing of the population is improved

People remain independent for longer and feel responsible and in control of their own future.

### Adult frailty, long term conditions and physical disability

The purpose of this commissioning strategy is for the most vulnerable individuals to feel safe and live independently. We think this can be achieved by eligible individuals receiving appropriate care and support, with greater choice and control over their lives.

### Outcome

### People are supported to remain independent and at home

### Measure

### Permanent admissions to residential and nursing care homes aged 65+

Permanent admissions to residential and nursing care homes aged 65+ per 100,000 population



In Q1 there were 163 permanent admissions into residential and nursing care for adults aged over 65 years. This equates to 102 per 100,000 population (65+). At the end of the same quarter last year there had been 184 admissions so this is showing improved performance this years. This a Better Care Fund measure and goes a long way to demonstrating the effectiveness of Adult Care at preserving people's independence in a community setting.



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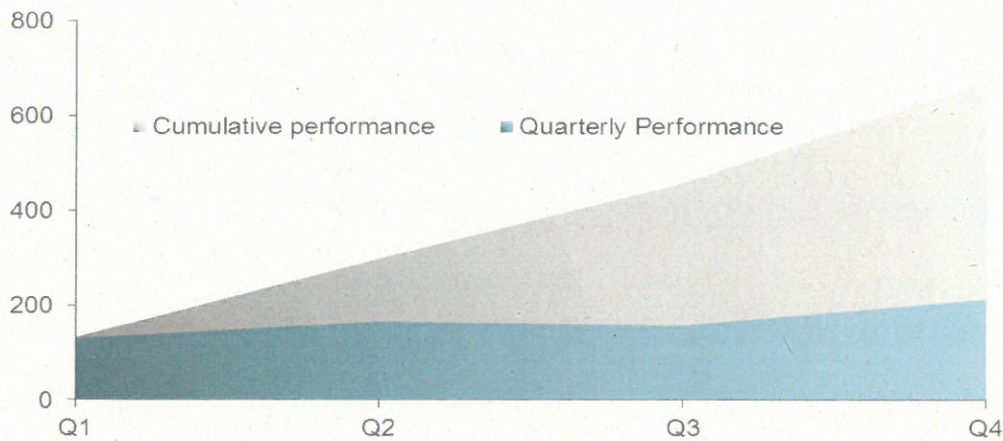
**About benchmarking**

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**Further details**

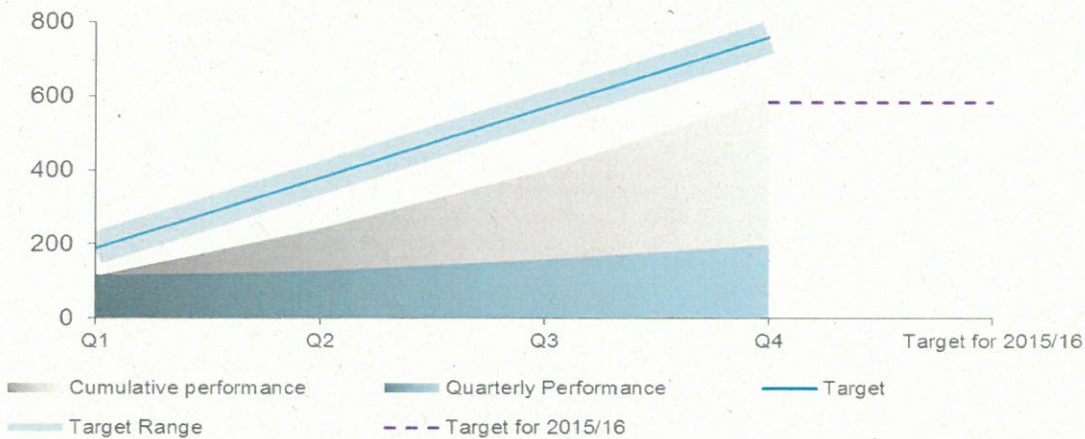
**Permanent admissions to residential and nursing care home 2013/14**

(per 100,00 population aged over 65 years)



**Permanent admission to residential and nursing care home 2014/15**

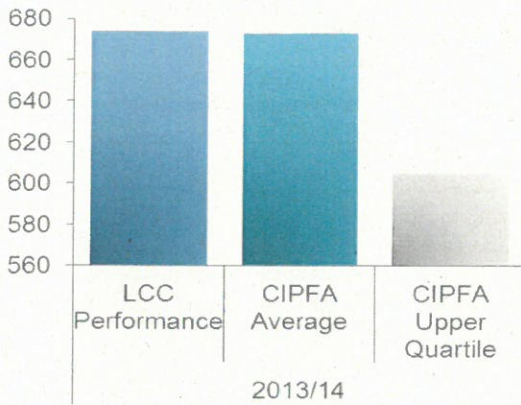
(per 100,000 population aged over 65 years)



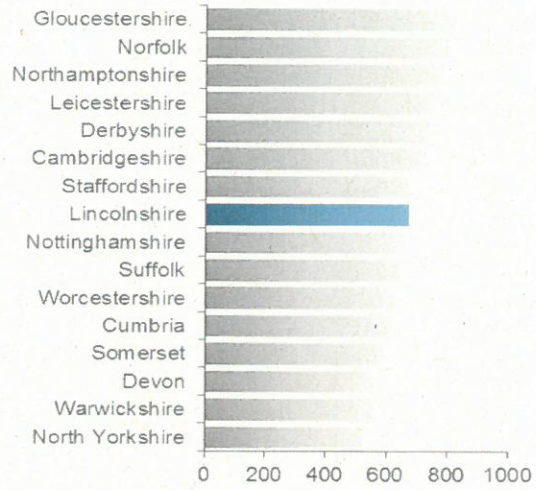
Measure Name	Permanent admissions to residential and nursing care homes aged 65+								
	2013-14				2014-15				Target for 15/16
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Cumulative performance	132.1	299.8	459.7	674.3	115.0	243.8	401.4	600.2	
Quarterly Performance	132.1	167.7	159.9	214.6	115.0	128.8	157.6	198.8	
Target					189.8	379.5	569.3	759.0	582.9
Upper Range					227.7	417.4	607.2	796.9	
Lower range					151.8	341.6	531.3	721.1	



**Permanent admissions to residential and nursing care homes 2013/14 CIPFA comparison**



**CIPFA ranking**



2013/14			
LCC Performance	CIPFA Average	CIPFA Upper Quartile	LCC CIPFA Ranking
674.3	673.3	604.9	9th









Health and Wellbeing is improved



**The health and wellbeing of the population is improved**

People remain independent for longer and feel responsible and in control of their own future.

**Adult frailty, long term conditions and physical disability**

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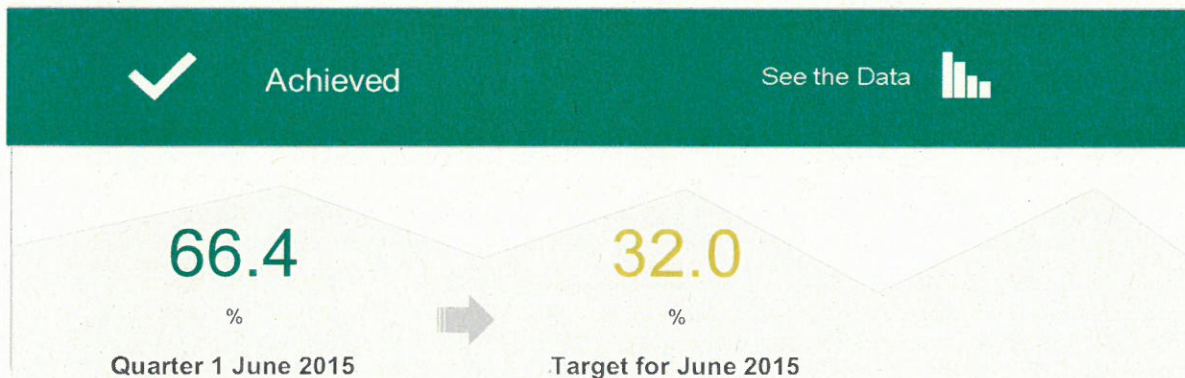
**Outcome**

**People are supported to remain independent and at home**

**Measure**

**Requests for support for new clients, where the outcome was universal services/ signposting**

Percentage of requests for support for new clients, where the outcome was universal services/ signposted to other services



The definition of this indicator has changed from last year and now includes all requests for support for new clients, and not just those at the Customer Service Centre (CSC). When using the same definition, the 2014/15 year end figure was 63.2%, showing that performance is already improving this year. Target were set based on the CSC activity reported the previous reporting-year and before the processing of this new national dataset was finalised. The target will need to be reviewed after 6 months.



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#### About the target range

5% +/- . Based on tolerances used by Department of Health

#### About benchmarking

Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework benchmarking available Autumn





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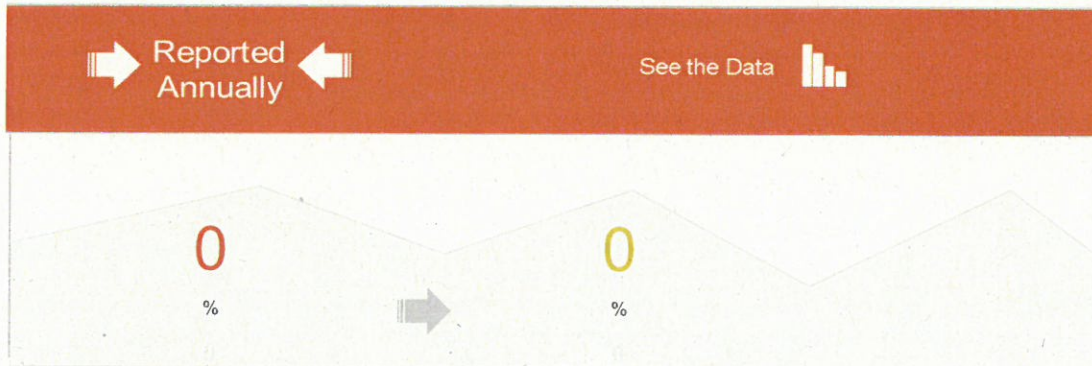
**Outcome**

**The quality of life for the most vulnerable people is improved**

**Measure**

**People using the service who have control over their daily life  
(Annual survey)**

Proportion of people using the service who have control over their daily life (Annual survey)



Annual Measure from the Statutory Adult Social Care Survey (ASCS)

**About the target**

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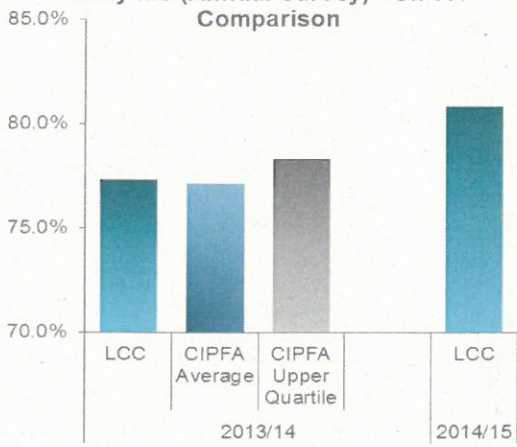
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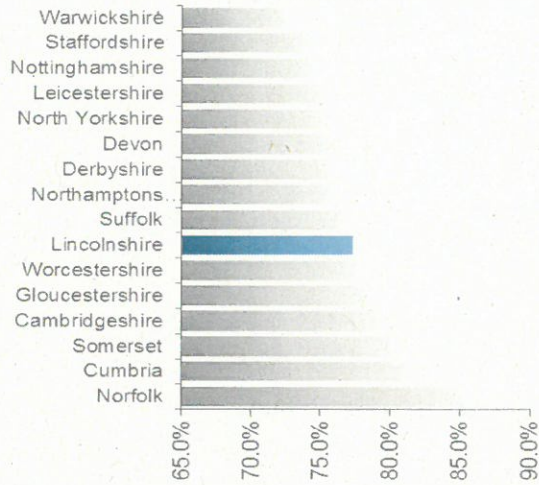


Further details

Proportion of people using the service who have control over their daily life (Annual survey) - CIPFA Comparison



CIPFA ranking



2013/14				2014/15
LCC	CIPFA Average	CIPFA Upper Quartile	LCC CIPFA Ranking	LCC
77.3%	77.1%	78.3%	7th	80.8%





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**Outcome**

**The quality of life for the most vulnerable people is improved**

**Measure**

**Clients in receipt of long term support who receive a direct payment**

Percentage of clients in receipt of long term support who receive a direct payment



This indicator was previously combined with the percentage of carers receiving a direct payment. From 2015/16 the two indicators will be reported separately. At the end of Q1 24.2% of clients in receipt of long term support were in receipt of a direct payment. Since this measure has been refined to report on client activity, the target (which relates to clients AND carers) needs to be reviewed after 6 months.



#### About the target

Lincolnshire County Council provides performance reports to the Chartered Institute of Public Finance and Accountancy (CIPFA) which facilitates a benchmarking services to enable Adult Social Care performance to be monitored against other local authorities. Lincolnshire County Council is in a benchmarking group of 16 authorities. Targets are based on trends and CIPFA group Averages.

#### About the target range

5% +/- . Based on tolerances used by Department of Health

#### About benchmarking

Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework  
benchmarking available Autumn





Health and Wellbeing is improved



## The health and wellbeing of the population is improved

People remain independent for longer and feel responsible and in control of their own future.

### Adult frailty, long term conditions and physical disability

The purpose of this commissioning strategy is for the most vulnerable individuals to feel safe and live independently. We think this can be achieved by eligible individuals receiving appropriate care and support, with greater choice and control over their lives.

#### Outcome

### People have a positive experience of care and support

#### Measure

### Delayed transfers of care from hospital

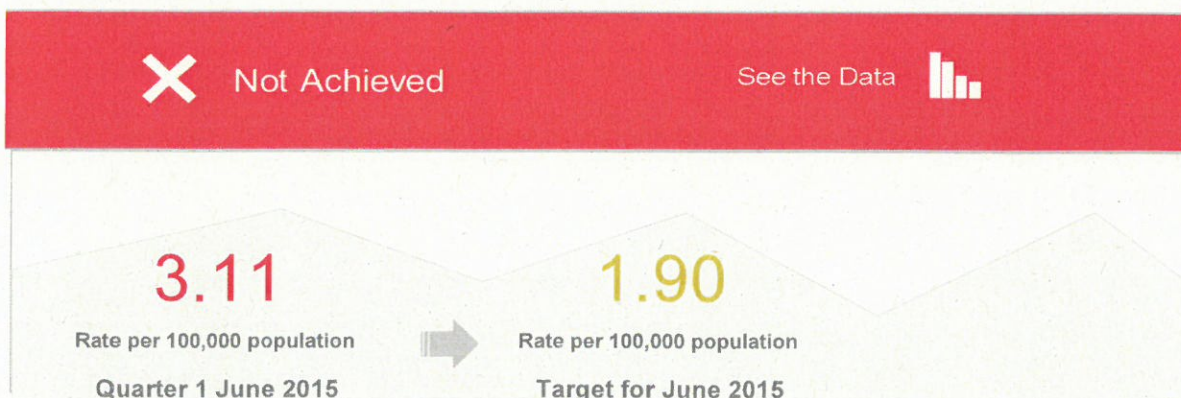
This measures the impact of hospital services (acute, mental health and non-acute) and community-based care in facilitating timely and appropriate transfer from all hospitals for all adults. This indicates the ability of the whole system to ensure appropriate transfer from hospital for the entire adult population. It is an important marker of the effective joint working of local partners, and is a measure of the effectiveness of the interface between health and social care services. Minimising delayed transfers of care and enabling people to live independently at home is one of the desired outcomes of social care.

A delayed transfer of care occurs when a patient is ready for transfer from a hospital bed, but is still occupying such a bed.

A patient is ready for transfer when:

- (a) a clinical decision has been made that the patient is ready for transfer AND
- (b) a multi-disciplinary team decision has been made that the patient is ready for transfer AND
- (c) the patient is safe to discharge/transfer.

The Average figure is calculated by taking the average number of delayed transfers of care (for those aged 18 and over) on a particular day taken over the year. This is the average of the 12 monthly snapshots collected in the monthly Situation Report (SitRep), divided by the number of adult population in area (aged 18 and over) according to ONS mid year population estimates. Similarly the Quarterly figure is the average of a 3 month snapshot collected monthly divided by the number of adult population in the area aged 18 and over.





Historically, Lincolnshire has been a top performer on this measure with very low hospital delays attributable to Adult Care. Delays have been unusually high throughout May and June which has taken the value over the target. The data comes from national NHS Data and some work is being undertaken to identify where there are any recording/ submission issues in the health community. The increase delays although not directly linked to social care, relate to patients awaiting residential home placements, care packages in their own homes or community equipment. There is a month lag after the period ends before NHS England publish the data.

**About the target**

Lincolnshire County Council provides performance reports to the Chartered Institute of Public Finance and Accountancy (CIPFA) which facilitates a benchmarking services to enable Adult Social Care performance to be monitored against other local authorities. Lincolnshire County Council is in a benchmarking group of 16 authorities. Targets are based on trends and CIPFA group Averages.

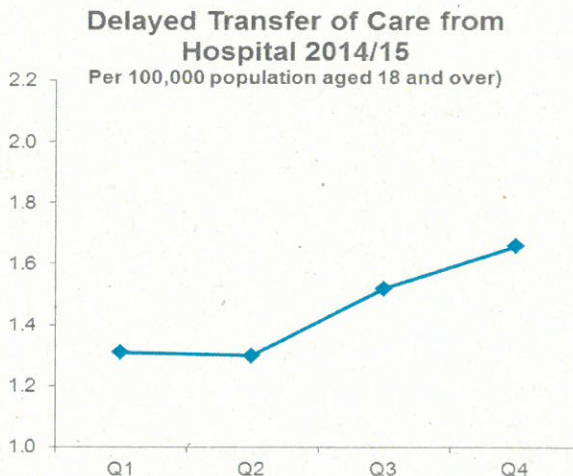
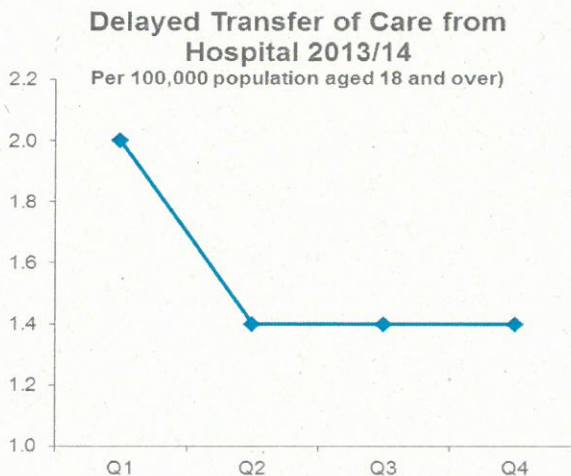
**About the target range**

5% +/- . Based on tolerances used by Department of Health

**About benchmarking**

Chartered Institute of Public Finance and Accountancy / Adult Social Care Outcome Framework benchmarking available Autumn

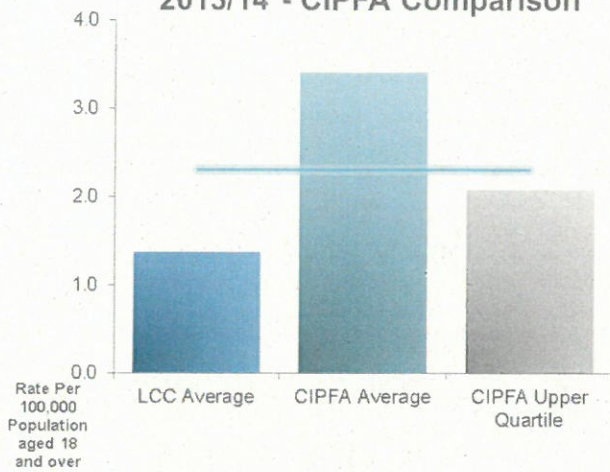
**Further details**



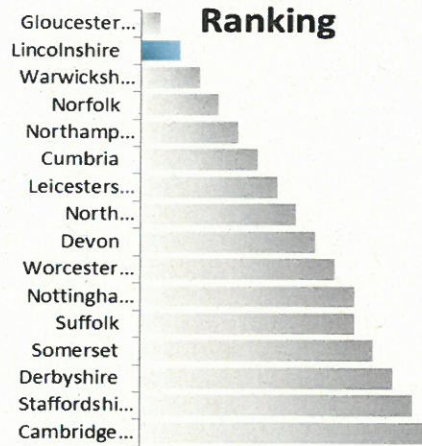
Measure Name	Delayed transfers of care from hospital								
	2013-14				2014-15				Target for 15/16
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
<b>Performance</b>	2.0	1.4	1.4	1.4	1.31	1.3	1.52	1.66	



### Delayed Transfer from Hospital 2013/14 - CIPFA Comparison



### Delayed Transfer CIPFA Performance



2013/14						
LCC Average	CIPFA Average	CIPFA Upper Quartile	Target	Upper Range	Lower range	CIPFA Ranking
1.4	3.4	2.1	2.3	2.35	2.25	2nd









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**Adult frailty, long term conditions and physical disability**

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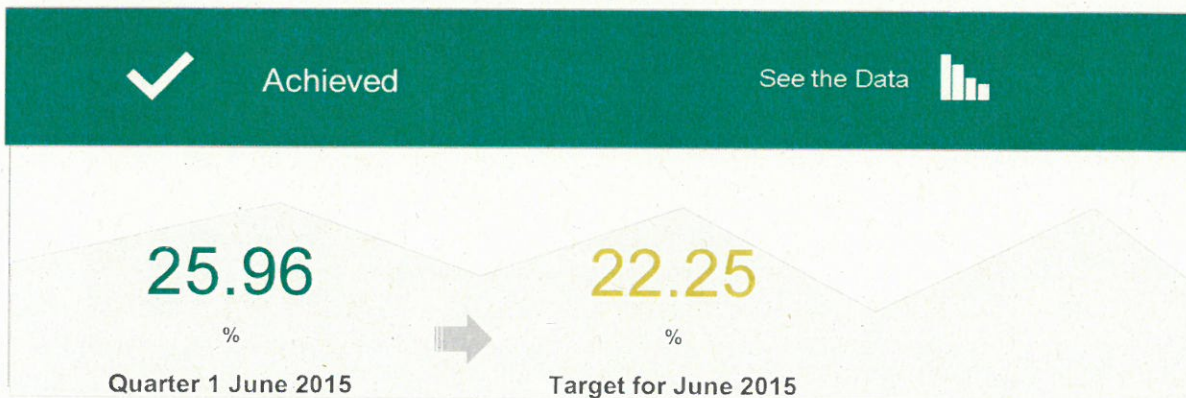
**Outcome**

**People have a positive experience of care and support**

**Measure**

**Percentage of people in receipt of long term support who have been reviewed**

Percentage of people in receipt of long term support who have been reviewed



The number of people in receipt of long term support who have been reviewed is increasing at a similar rate to the same period last year. Historically performance has dipped towards the end of the year so work will need to be done to ensure this does not happen again and year end performance is improved.



About the target

Targets are based on trends and CIPFA group averages

About the target range

5% +/- . Based on tolerances used by Department of Health

About benchmarking

None available