

## Appendix B Changes from Council Business Plan 2015/16<sup>1</sup> to 2016/17

### Measures removed

Commissioning Strategy	Measure	Reason	Executive Director
Protecting the public	Intelligence reports relating to legal highs	Unable to report against this measure as the methodology has now changed and the pro-forma intelligence logs are no longer being used.	Pete Moore
	Domestic abuse reoffending	Although the Domestic Abuse perpetrators programme is up and running we are not securing the level of participation that would make any figures meaningful. We have work to do on this and linking into Integrated Offender Management and Families Working Together Domestic Abuse work.	Pete Moore
Learn and achieve	Key Stage 2 measures	Change in the assessment framework. Measures will be assessed once further guidance is released from Government.	Debbie Barnes
Children are safe and healthy	Percentage of troubled families turned around Phase 2. This measures the percentage of families meeting the national criteria for an outcome payment.	Phase 2 began in 2015/2016 which means that families need to be identified, then an attachment made with the families before the team is able to work with the families to 'turn them around', which can take from 12-18 months and so there will not be any data to effectively report in 2016/17.	Debbie Barnes
How we do our business	Accountancy service reconfigured to meet the future needs of the council; Planning for the next spending review including maintenance of a 4 year financial model; and Audit plan, including	Service level activities rather than strategic measures	Pete Moore
Enablers to the business			
Partnership engagement and support			

<sup>1</sup> As approved by Council in February 2015

	monitoring through the Audit Committee		
	Successful implementation of Agresso	Project and updates provided through separate reports.	
	Reinforce the Council's commitment to be a good employer through improved employee feedback through the development of staff survey.	Uncertain if a whole Council survey is planned for 2016/17	Debbie Barnes
Safeguarding adults	Safeguarding desired outcomes fully or partially met	This will be in the Department of Health safeguarding return in 2016/17 but has not been developed yet and so there is no data available.	Glen Garrod
	Adult safeguarding reviews involving serious harm or death	This measure is largely not in the control of the County Council	
Specialist Adult Services Please note this commissioning strategy was previously titled Adult Specialties	Excess under 75 mortality rate in adults with common mental illness	Health related measures for which the commissioning strategy lead no longer has a joint responsibility	Glen Garrod
	Excess under 75 mortality rate in adults with serious mental illness		
	Levels of self-harm		
	Recovery rates from psychological therapies		
	Satisfaction with community	The commissioning strategy lead no longer has	

---

mental health services

responsibility for all community services; satisfaction is gleaned from the Adult Social Care Survey for mental health and learning disability clients receiving social care services only.

---

### Measures added

Commissioning Strategy	Measure	Ref No	Reason	Executive Director
Protecting the public	Satisfaction with responses to crime and anti-social behaviour	12	This measure helps demonstrates achievement against section 17 of the Crime and Disorder Act 1998. "Duty to consider crime and disorder implications" which sets out the requirement for Local Authorities to work in partnership with relevant agencies " ...to do all that it reasonably can to prevent crime and disorder in its area". Satisfaction that the Police and Local Council are dealing with anti-social behaviour and crime issues is a measure of successful multi-agency response in Lincolnshire.	Pete Moore
	Domestic homicides	8	A domestic homicide is identified by the Police and refers to when someone has been killed as a result of domestic violence. It is felt that the number of Domestic Homicides in the County is a complimentary measure to the existing 'reported incidents of domestic abuse' measure.	
Learn and achieve	Permanent exclusions	68	Permanent exclusions are falling nationally but in Lincolnshire they are increasing. Lincolnshire remains a high excluding authority. Lincolnshire's strategy to reduce exclusions and the development of a new behaviour pathway are key to the effective reduction of exclusions.	Debbie Barnes
Specialist Adult Services	Adults who receive a	50		Glen Garrod

Please note this commissioning strategy was previously titled Adult Specialties	direct payment Adults who have received a review of their needs	51	These are priorities for this commissioning strategy	
<b>Carers</b>	Carers supported in the last 12 months per 100,000	58	Provides some context alongside the direct payments measure. The focus of this commissioning strategy is to serve more carers with a squeezed budget and to do that we have to work smarter and shift the profile of provision towards prevention (information and advice, working groups etc.). As a consequence, there is less need for a direct payment (as we have seen from April 2015), so as the direct payment numbers are reducing as a proportion of all carers, the carers supported measure indicates carers supported in different ways.	Glen Garrod
<b>Sustaining and developing prosperity through infrastructure</b>	<b>Condition of Principal roads</b>	86	These are directly related to funding, however the Department for Transport Capital Maintenance Grant is now set until 2020.	Richard Wills
	<b>Condition of Non Principal roads</b>	87		
	<b>Condition of Unclassified roads</b>	88		

### Changes to measures

Commissioning Strategy	Measure changed from	Ref	Measure changed to	Reason	Director
Community resilience and assets	Contact with the library service either in person, on the phone, by email or via the website	35	Number of visits to Core Libraries and Mobile Library services	Reflect the new model of service delivery and key measures within	Tony Hill
		36	Number of visits to library website		

		37	Number of hours of community use	the GLL contract	
	Non-Government organisations advised and/ or supported	38	Voluntary and community groups/organisations actively supported by Voluntary Sector infrastructure organisations in Lincolnshire	Rewording	
	We want to make a positive difference for our communities. When we review, or introduce a new policy or activity, commission or begin a new project we look at the impact on people. This analysis helps us to make informed decisions. Please note this equalities objective was not linked to a commissioning strategy in 2015/16 as it was originally agreed by Council in February 2012	39	We want to make a positive difference for our communities. When we review or introduce a new policy or activity, commission, begin a new project, decommission or help communities to do things for themselves, we will always assess the impact on people with protected characteristics. This analysis helps us to make informed decisions.	Equalities objectives reviewed	
How we do our business	We value all of our workforce and want to make sure they are able to do the best job. We are reviewing all of our People Management policies to make sure that they are consistent yet flexible and fit for a modern local authority. Please note this equalities objective was not linked to a commissioning strategy in 2015/16 as it was originally agreed by Council in February 2012	95	Growth in apprenticeships and the knock on effect of the employment of young people	Equalities objectives reviewed	Debbie Barnes
Enablers to the business					
Partnership engagement and support					
Protecting and sustaining the	Waste sent to landfill The tonnage of waste collected by either the	77	Recycling at County Council owned Household Waste Recycling Centres	The recycling measure at	Richard Wills

environment	County or District Councils which was sent to landfill.	78	(HWRC) Tonnage of recycling material collected at the kerbside	HWRC will contribute to the EU 50% recycling target and the recycling material collected at the kerbside measure will allow scope for reporting contamination. The waste sent to landfill measure is no longer a useful measure as the Energy from Waste facility, which has a relatively fixed capacity, diverted waste from landfill.	
	Green waste composted	80	Garden waste composted	Improved description of measure title	
Specialist Adult Services Please note this commissioning strategy was previously titled Adult Specialties	Satisfaction with learning disability and autism care and support services	52	Overall satisfaction with care and support	The scope of the measure has been widened to include mental health services as a combined strategy	Glen Garrod
Carers	Carers supporting people not known to adult care	56	Carers supported to delay the care and support for the person they care	Description amended to make	Glen Garrod

			for	it clearer, the definition for this measure remains the same	
Adult frailty, long term conditions and physical disability	Clients in receipt of long term support who receive a direct payment	62	Adults who receive a direct payment	Description amended to make it clearer, the definition for this measure remains the same	Glen Garrod
Sustaining and growing business and the economy	Jobs created and safeguarded	69	Jobs directly created by county council economic development schemes	(i) the budget has been reduced which means that we are doing less, (ii) related to the previous point, we are seeking to influence and commission third parties rather than deliver services ourselves, and (iii) the external funding that we receive no longer asks us to collect "jobs safeguarded" data.	Richard Wills

## Changes to wording of outcomes

Commissioning Strategy	Outcome changed from	Outcome changed to	Director
How we do our business	'Improve and support staff understanding of information risks and the impact of data breaches'	'Record and investigate all reported security incidents in a timely manner to ensure impact is minimised and effective remedial action undertaken to reduce the likelihood of reoccurrence.'	Judith HetheringtonSmith
Enablers to the business			
Partnership engagement and support	'Develop the enterprise approach to information governance/assurance to ensure external compliance requirements are met'	Meet external information assurance compliance requirements	

## Other changes

For ease of presentation:-

- Reported Security Incidents will be reported with be a drill down to the various reasons such as process failure.
- Compliance against external information assurance requirements will be reported with a drill down to Department of Health information Governance toolkit and Public Services Network Compliance.
- Amended the description of the SERCO measure to: Achievement of key performance indicators within the SERCO contract for Information Management Technology; People Management; Finance and Customer Service Centre.
- The separate Customer Service Centre measure has been removed as it was duplicated in the SERCO measure.