

**Appendix B** – Exception reporting infographics for:-

- Sustaining and growing business and the economy - It is worth noting that the Commissioning Strategy lead expects the 2 measures that have not achieved the target in Q1 to achieve the annual target.
- [Specialist Adult Services](#)



## Health and Wellbeing is improved

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

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

The measure shows the proportion of all adults with a learning disability who are known to the council, who are recorded as living in their own home or with their family.

Individuals 'known to the council' are adults of working age with a learning disability who received long term support during the year.

'Living on their own or with family' is intended to describe arrangements where the individual has security of tenure in their usual accommodation, for instance, because they own the residence or are part of a household whose head holds such security.

Numerator: Of those adults who received long-term support with a primary support reason of learning disability, those who are recorded as living in their own home or with their family within the current financial year.

Denominator: Adults who received long-term support during the year with a primary support reason of learning disability.

The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.



Achieved

74.9

% of adults

Quarter 1 June 2016

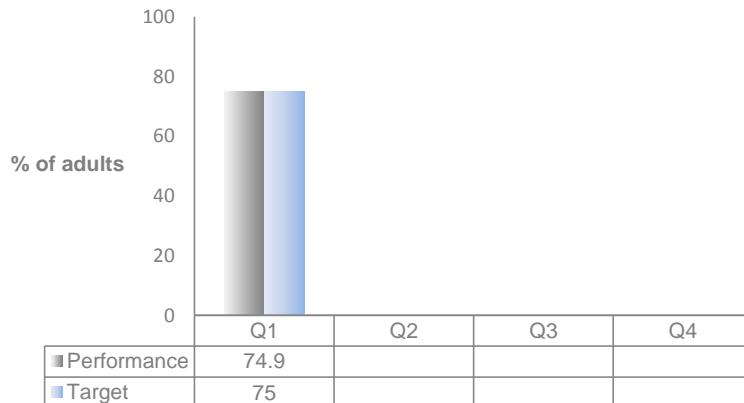


75.0

% of adults

Target for June 2016

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

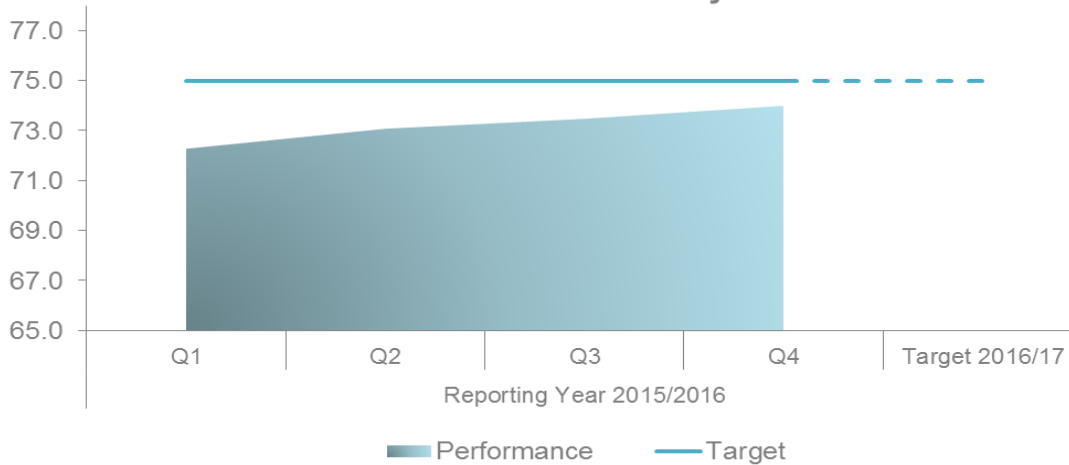


### About the latest performance

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. However, it should be recognised that outcomes for people with complex needs can be improved in a residential setting. There has been a slow and steady improvement in the proportion of adults living at home or with family since March 2016. The only people now classed as 'unsettled' are in a care home setting. Also, a higher proportion of new clients in the year are living at home or with family with fewer admissions to residential care.

### Further details

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



	Reporting Year 2015/2016				
	Q1	Q2	Q3	Q4	Target 2016/17
<b>Performance</b>	72.3	73.1	73.5	74.0	
<b>Target</b>	75.0	75.0	75.0	75.0	75.0

### About the target

Targets are based on trends and CIPFA group averages. For a definition of CIPFA please see About Benchmarking.

### About the target range

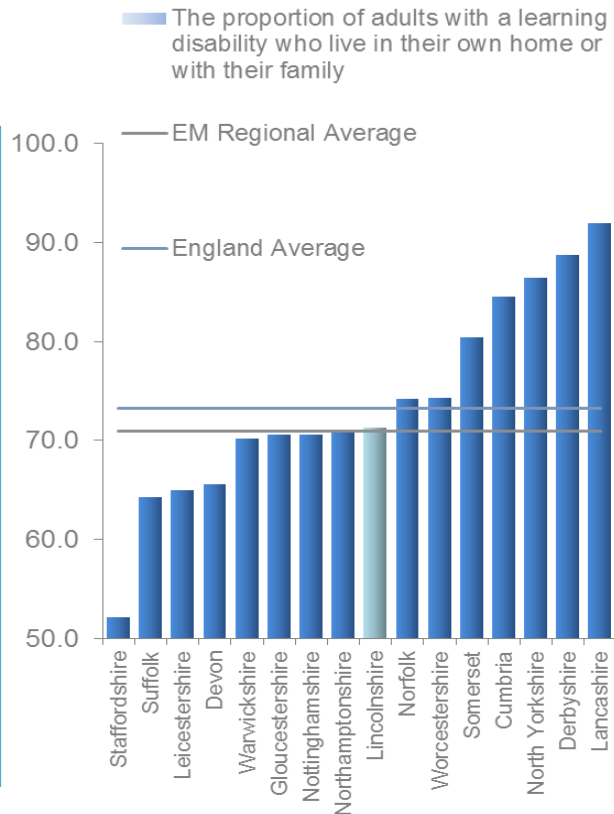
This measure has a target range of +/- 5% based on tolerances used by Department of Health

About benchmarking

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. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

**Adults with learning disabilities who live in their own home or with family  
CIPFA Comparators 2014/15**

	*Numerator	**Denominator	***Outcome
Staffordshire	890	1,705	52.2
Suffolk	1,110	1,730	64.3
Leicestershire	795	1,225	65.0
Devon	1,025	1,565	65.6
Warwickshire	770	1,095	70.2
Gloucestershire	915	1,295	70.6
Nottinghamshire	1,430	2,025	70.6
Northamptonshire	1,140	1,605	71.1
<b>Lincolnshire</b>	<b>1,070</b>	<b>1,500</b>	<b>71.3</b>
Norfolk	1,710	2,305	74.2
Worcestershire	950	1,275	74.3
Somerset	1,190	1,480	80.4
Cumbria	1,025	1,210	84.6
North Yorkshire	1,305	1,505	86.5
Derbyshire	1,690	1,900	88.8
Lancashire	2,670	2,900	92.0
<b>EM Regional Average</b>	<b>34,975</b>	<b>49,240</b>	<b>71.0</b>
<b>England Average</b>	<b>91,080</b>	<b>124,230</b>	<b>73.3</b>



\*Number of working age (18-64) service users who received long-term support during the year with a primary support reason of learning disability support, who are living on their own or with their family

\*\*Number of working age (18-64) service users who received long-term support during the year with a primary support reason of learning disability support

\*\*\*Proportion of working age (18-64) service users who received long-term support during the year with a primary support reason of learning disability support, who are living on their own or with their family (%)



## Health and Wellbeing is improved

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

### Adults in contact with secondary community health teams living independently

The measure shows the percentage of adults receiving secondary mental health services living independently at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting.

Adults 'in contact with secondary mental health services' is defined as those aged 18 to 69 who are receiving secondary mental health services and who are on the Care Programme Approach (CPA).

'Living independently, with or without support' refers to accommodation arrangements where the occupier has security of tenure or appropriate stability of residence in their usual accommodation in the medium-to-long-term, or is part of a household whose head holds such security of tenure/residence.

Numerator: Number of adults aged 18-69 who are receiving secondary mental health services on the Care Programme Approach recorded as living independently (with or without support).

Denominator: Number of adults aged 18-69 who have received secondary mental health services and who were on the Care Programme Approach at the end of the month.

The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.



Achieved

57.70

% of adults

Quarter 4 March 2016

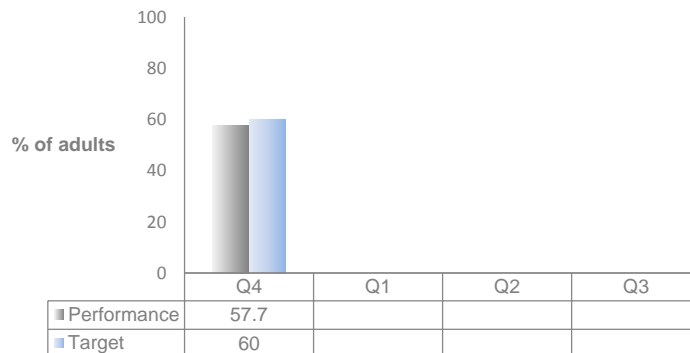


60.00

% of adults

Target for March 2016

Adults in contact with secondary community health teams living independently

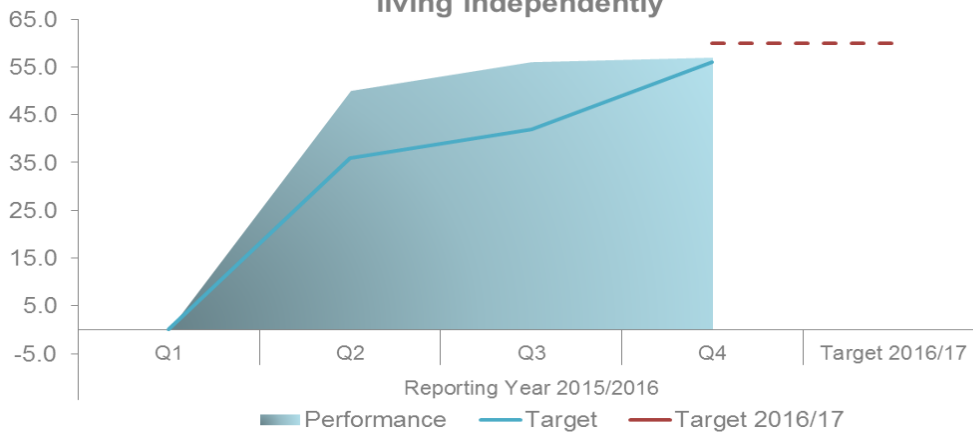


#### About the latest performance

Data comes from the published Mental Health Minimum dataset which is collected and reported by NHS Digital (formerly the Health and Social Care Information Centre). Figures quoted for Q1 2016-2017 are the latest available (March 2016).

Further details

Adults in contact with community mental health teams living independently



Reporting Year 2015/2016					
	Q1	Q2	Q3	Q4	Target 2016/17
Performance	Not reported	50.0	56.0	57.0	
Target	Not reported	36.0	42.0	56.0	60.0

About the target

Targets are based on trends and CIPFA group averages. For a definition of CIPFA please see About Benchmarking.

About the target range

This measure has a target range of +/- 5% based on tolerances used by Department of Health

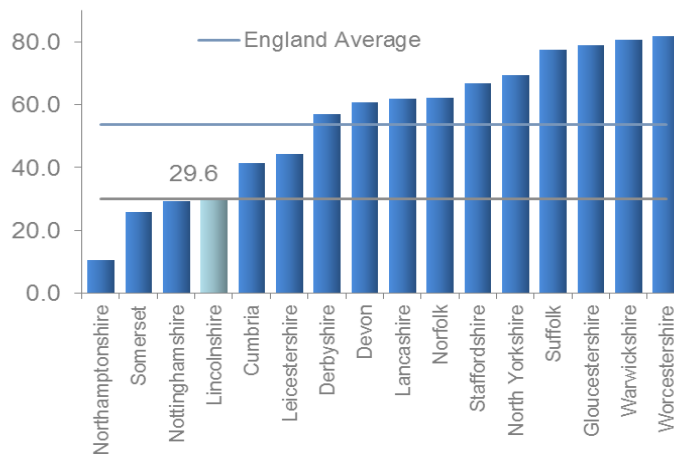
About benchmarking

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. We benchmark against other Local Authorities within our CIPFA Group of 16 authorities.

Adults in contact with community mental health teams living independently CIPFA Comparators 2014/15

■ The proportion of adults in contact with secondary mental health services living independently, with or without support  
 — EM Regional Average

	*Outcome
Northamptonshire	10.6
Somerset	26.0
Nottinghamshire	29.4
<b>Lincolnshire</b>	<b>29.6</b>
Cumbria	41.5
Leicestershire	44.5
Derbyshire	57.1
Devon	60.9
Lancashire	62.1
Norfolk	62.3
Staffordshire	66.8
North Yorkshire	69.6
Suffolk	77.4
Gloucestershire	79.1
Warwickshire	80.6
Worcestershire	81.8
<b>EM Regional Average</b>	<b>33.5</b>
<b>England Average</b>	<b>59.7</b>



\*Proportion of working age adults (18-69) who are receiving secondary mental health services and who are on the Care Programme Approach (CPA) at the end of the month, who are recorded as living independently (with or without support) (%)





## Health and Wellbeing is improved

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

### Adults who receive a direct payment (Learning Disability or Mental Health)


This measure reflects the proportion of people using services who receive a direct payment.  
 Numerator: Number of Learning Disability and Mental Health service users receiving direct or part direct payments.  
 Denominator: Number of Learning Disability and Mental Health service users aged 18 or over accessing long term support.  
 The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.

**✘ Not Achieved**

**41.7**

%

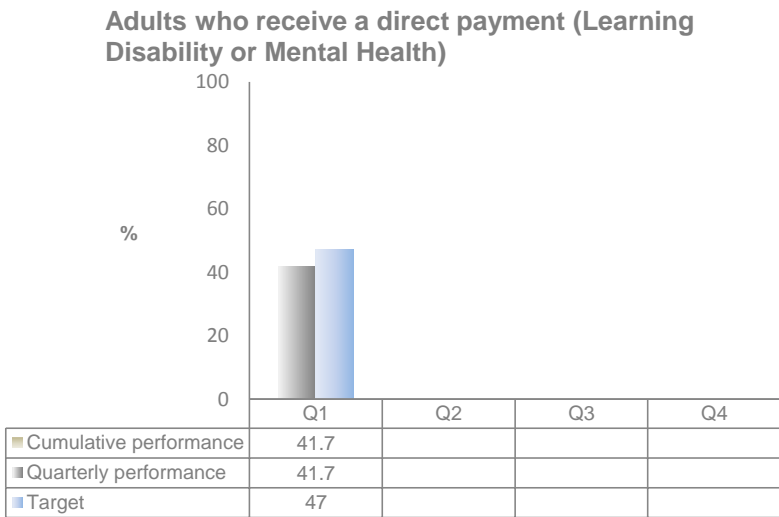
Quarter 1 June 2016



**47.0**

%

Target for June 2016





## About the latest performance

This measure has been amended for 2016/17 to focus on direct payments provided to clients with a learning disability or a mental health need. Previously the measure only counted direct payments for learning disability clients. Direct Payments for people under the Specialist Adults Strategy are almost at saturation point, particularly in the Learning Disability service where almost two thirds of clients are supported in the community with a managed personal budget service. The high cost and complexity of these peoples' needs make it difficult to convert their packages to a direct payment. However, growth is still possible since a high proportion of young adults transferring from Children's Services into Adult Care community services receive a direct payment, although these are relatively few in number. With Mental Health services, direct payments are the main offer to clients, with very few managed services. Overall the number of direct payments has fallen since 2015/16 because a number of direct payments paid to mental health clients in that year were one-off payments and have now been closed. An additional 75 clients (approximately) are required to hit the year-end target of 47%.

#### Further details

No further information available, as measure not reported in 2015/16.

#### About the target

The target is based on historical trends and is indicative of the expected direction of travel.

#### About the target range

This measure has a target range of +/- 5% based on tolerances used by Department of Health

#### About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



## Health and Wellbeing is improved

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

### Adults who have received a review of their needs (Learning Disability or Mental Health)

Lincolnshire County Council has a statutory duty to assess people with an eligible need and once the person has a support plan there is a duty to reassess their needs annually. This measure ensures people currently in receipt of long term support or in a residential / nursing placement are reassessed annually.

Numerator: Number of current Learning Disability and Mental Health service users who have received an assessment or reassessment of need in the year. Denominator: Number of current Learning Disability and Mental Health service users receiving long term support in the community or a residential / nursing placement.

The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.



Not achieved

16.4

%

Quarter 1 June 2016

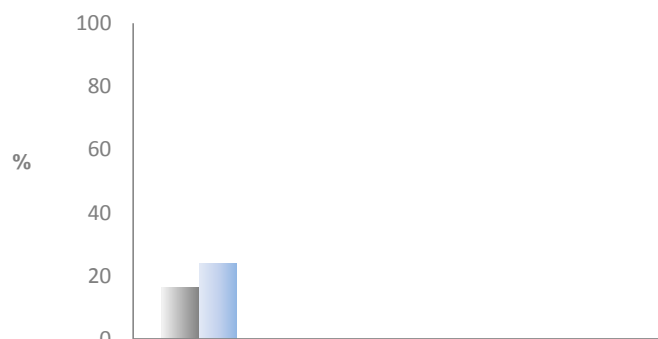


23.8

%

Target for June 2016

Adults who have received a review of their needs (Learning Disability or Mental Health)



	Q1	Q2	Q3	Q4
Cumulative performance	16.4			
Quarterly performance	16.4			
Target	23.8			

#### About the latest performance

In quarter 1, review performance in learning disability teams is below target. This is consistent with previous years and is likely down to how reviews have been scheduled through the year - most are loaded towards the second half of the year, where review performance usually picks up. The disruption to activity and recording expected when Mosaic is implemented in October is likely to mean that review performance may not converge with the target trajectory, which may lead to a reasonable reduction in the target for the year (to be reviewed at a later date). At present the figures only include review activity for people with a learning disability. In quarter 3, when all activity is recorded in Mosaic, mental health reviews will also be reported

#### Further details

New measure for 2016/2017, so further information unavailable for previous years.

#### About the target

The target is based on historical trends and is indicative of the expected direction of travel.

#### About the target range

This measure has a target range of +/- 5% based on tolerances used by Department of Health

#### About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



## Health and Wellbeing is improved

People have a positive experience of care

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

The relevant question drawn from the Easy Read Adult Social Care questionnaire is : "How happy are you with the way staff help you?" to which the following answers are possible:

- \* I am very happy with the way staff help me, it's really good
- \* I am quite happy with the way staff help me
- \* The way staff help me is OK
- \* I do not think the way staff help me is that good
- \* I think the way staff help me is really bad

Numerator: All those responding who choose "I am very happy with the way staff help me, it's really good".

Denominator: Total number of respondents to the survey.

The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.



Achieved

80

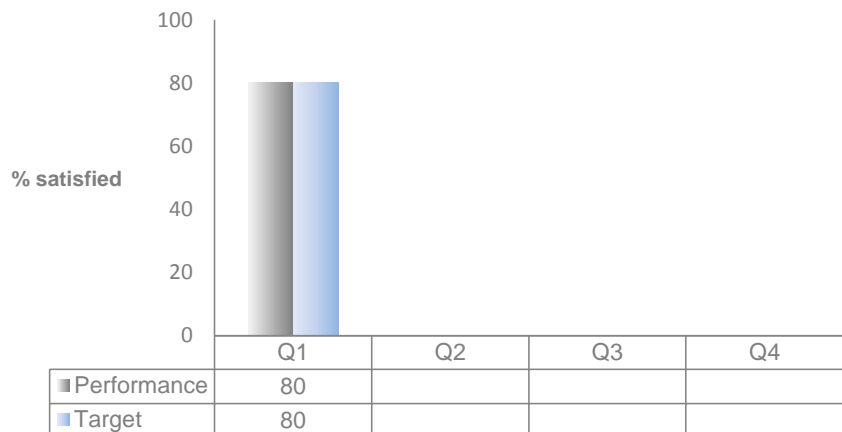
% satisfied  
March 2016



80

% satisfied  
Target for March 2016

Satisfaction with learning disability and autism care and support services

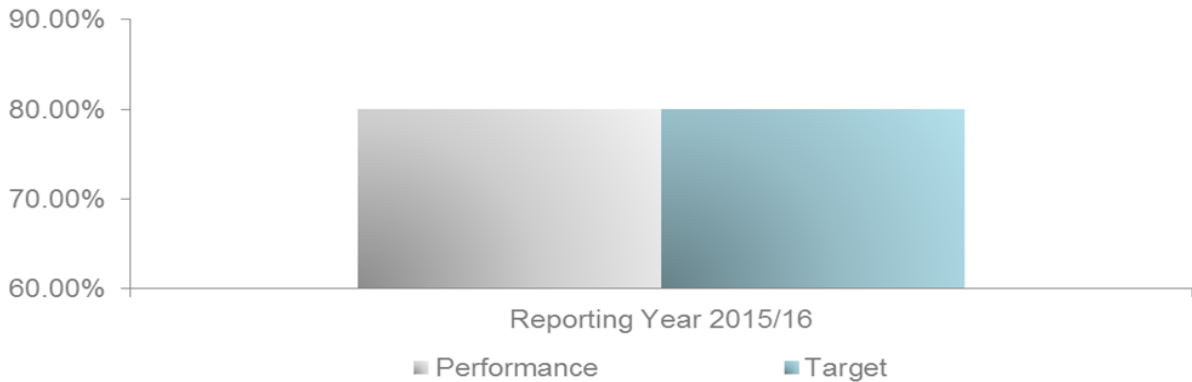


### About the latest performance

This is an annual Adult Social Care Outcome Framework (ASCOF) measure from the statutory Adult Social Care Survey (ASCS) that is reported to the Health and Social Care Information Centre (HSCIC). However, for the purposes of measuring satisfaction for this strategy, the results of adults with Specialist Adult Services are reported separately. Despite a low response rate (although comparable with the previous year), there has been a good improvement in satisfaction rates.

### Further details

Satisfaction with learning disability and autism care and support services



	Reporting Year 2015/16
Performance	80.0%
Target	80.0%
Target 2016/17	81.0%

### About the target

Targets are based on trends and Chartered Institute of Public Finance and Accountancy (CIPFA) group averages.

### About the target range

This measure has a target range of +/- 5% based on tolerances used by Department of Health

### About benchmarking

Benchmarking data for this measure is not available



## Businesses Are Supported to Grow

Jobs created as a result of the Council's support

### Jobs created and safeguarded

Number of jobs created and safeguarded as a result of the Council's support.



Not achieved

1

Jobs

Quarter 1 June 2016

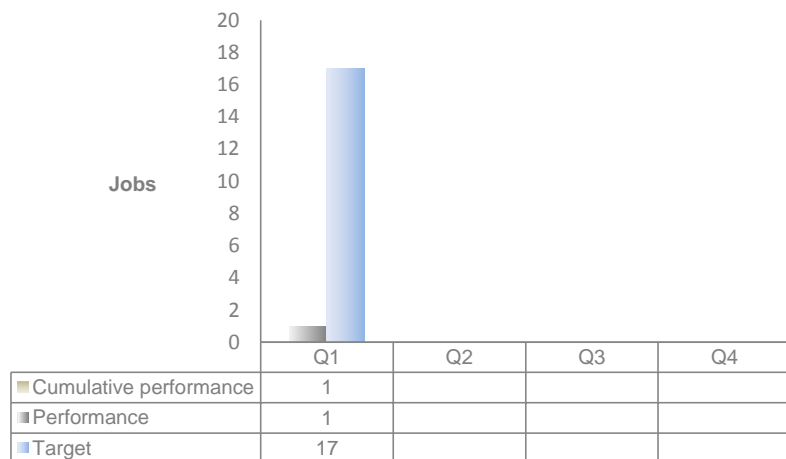


17

Jobs

Target for June 2016

Jobs created and safeguarded

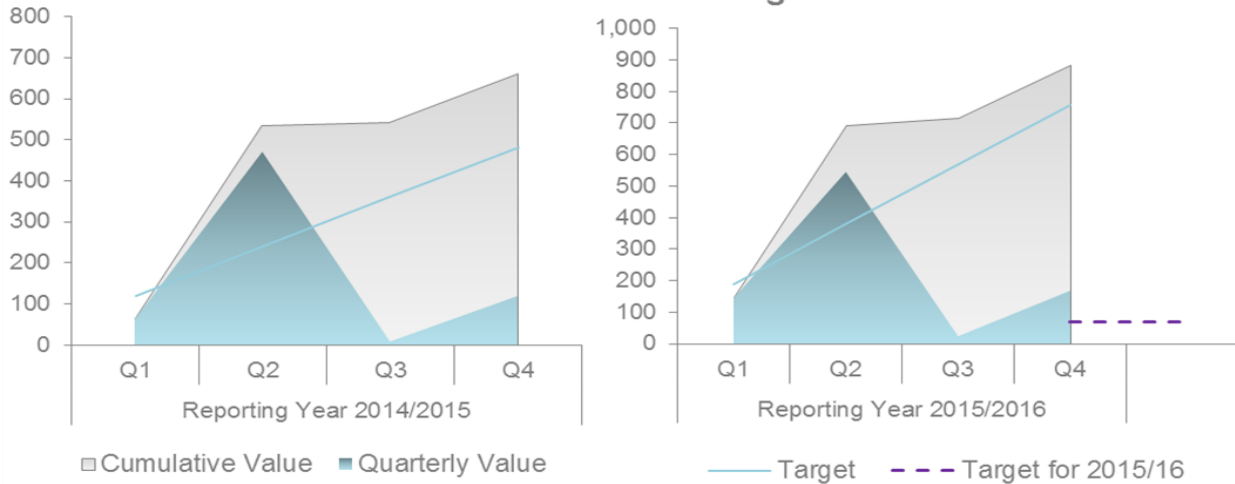


#### About the latest performance

We record jobs created/safeguarded when the post has been in place for 6 months, of which there has been 1 so far this year. From the direct business advice services that we operate we anticipate that businesses have created 250 jobs and these will be proved when the posts have been in existence for 6 months or longer. The year end forecast has been amended accordingly.

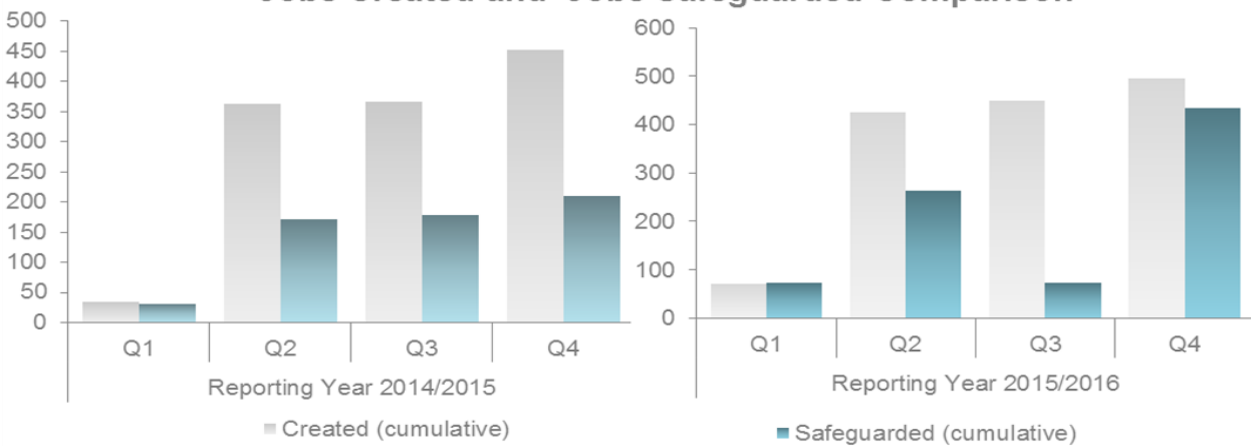
Further details

**Jobs Created and Safeguarded**



	Reporting Year 2014/2015				Reporting Year 2015/2016				Target 2016/17
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
<b>Cumulative Value</b>	63	533	542	661	145	690	714	884	
<b>Quarterly Value</b>	63	470	9	119	145	545	24	170	
<b>Target</b>	121	242	363	482	190	380	570	758	70

**Jobs Created and Jobs Safeguarded Comparison**



	Reporting Year 2014/2015				Reporting Year 2015/2016			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Created (cumulative)</b>	33	363	365	451	71	426	450	495
<b>Safeguarded (cumulative)</b>	30	170	177	210	74	264	74	434

About the target

The council commissions a series of programmes which help business leaders to grow their business. This includes the building of business sites and premises for selling or renting to businesses which are growing. We do this in order to create jobs in the county, and the jobs are counted in this target.

About the target range

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.





## Businesses Are Supported to Grow

Jobs created as a result of the Council's support

### Businesses supported by the Council

Number of businesses who receive direct support and advice from services the Council commission.



Not achieved

123

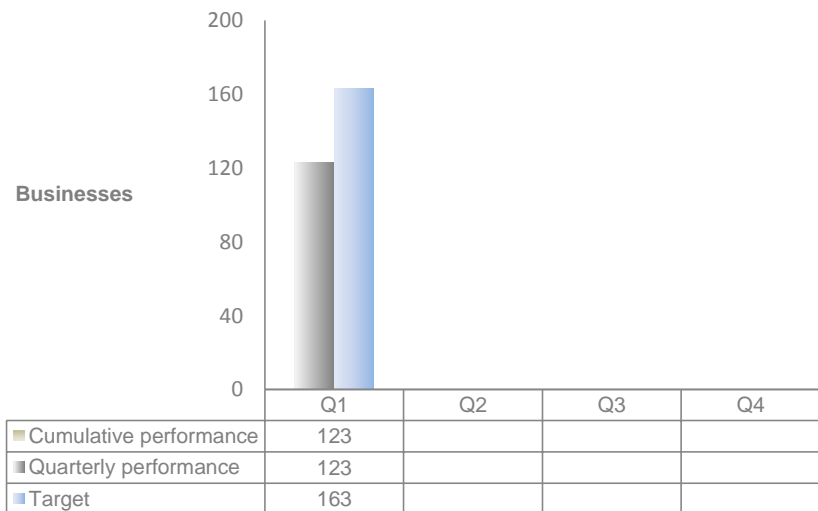
Businesses  
Quarter 1 June 2016



163

Businesses  
Target for June 2016

Businesses supported by the Council

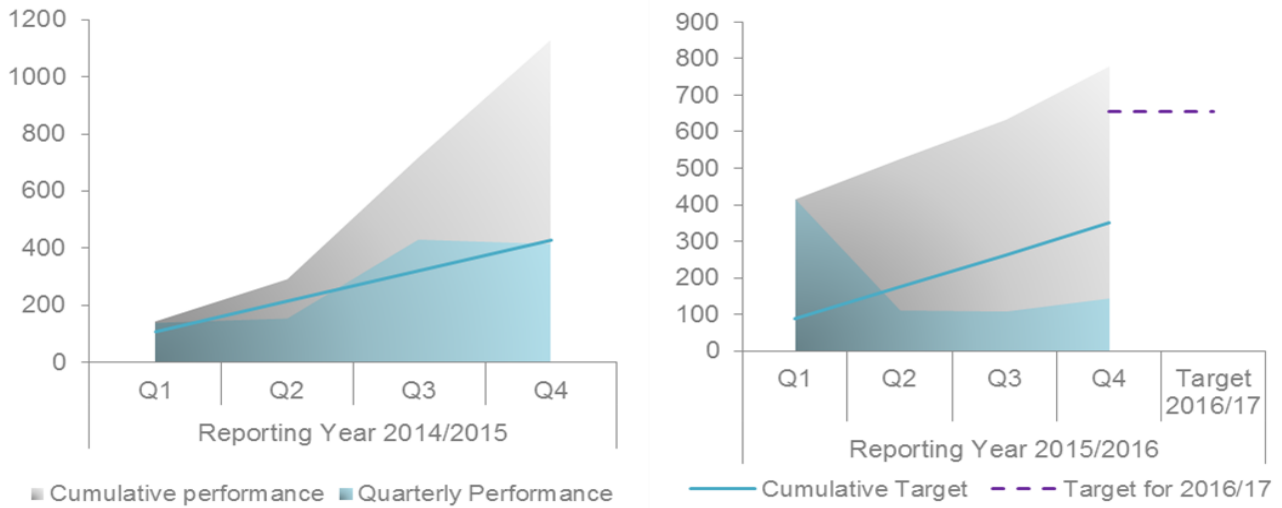


#### About the latest performance

Thirteen businesses were assisted by our Economic Development Investment team for the period between April to June. Through our Lincolnshire Business Growth Hub we supported an additional 110 businesses for 2 hours or more during the same period. The majority of the programmes ended in December 2015, with further European Rural Development Fund (ERDF) funded programmes expected to start later in the year. The delay to our bid, which is due to the slow government processes and uncertainty following the EU referendum vote, for additional funding for growth hub services means that we have not been able to extend the service - and therefore increase the number of businesses assisted to the Q1 target. We remain hopeful that the bid will be approved presently, and that the target will be achieved.

Further details

Businesses supported to improve their performance



	Reporting Year 2014/2015				Reporting Year 2015/2016				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target 2016/17
<b>Cumulative performance</b>	137	286	715	1,127	415	525	634	779	
<b>Cumulative Target</b>	107.25	214.5	321.75	429	88	175	263	350	654
<b>Quarterly Performance</b>	137	149	429	412	415	110	109	145	

About the target

The council commissions a series of programmes which help business leaders to grow their business. The businesses who receive support will grow creating jobs and other opportunities (e.g. supply chain) and the number of businesses counted in this target.

About the target range

About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



## Businesses Are Supported to Grow

Jobs created as a result of the Council's support

## Qualifications achieved by adults

Number of qualifications achieved (Skills programmes, vocational training programmes, adult and community learning) through programme support by the council.



Achieved

117

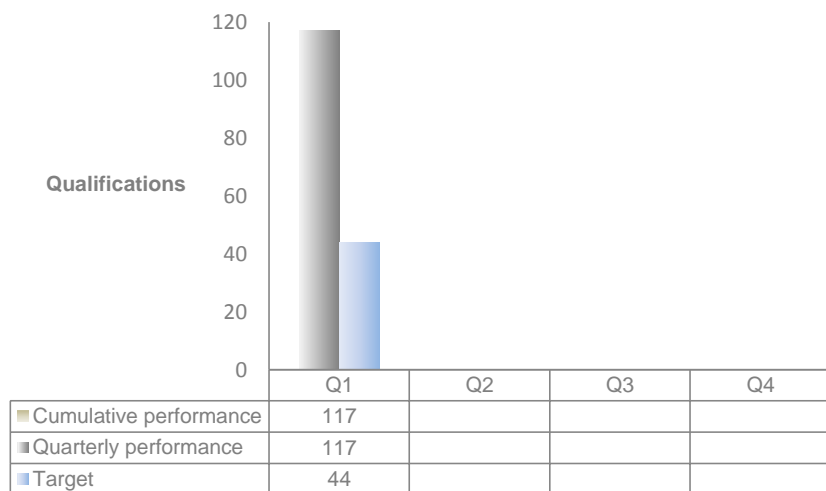
Qualifications  
Quarter 1 June 2016



44

Qualifications  
Target for June 2016

Qualifications achieved by adults

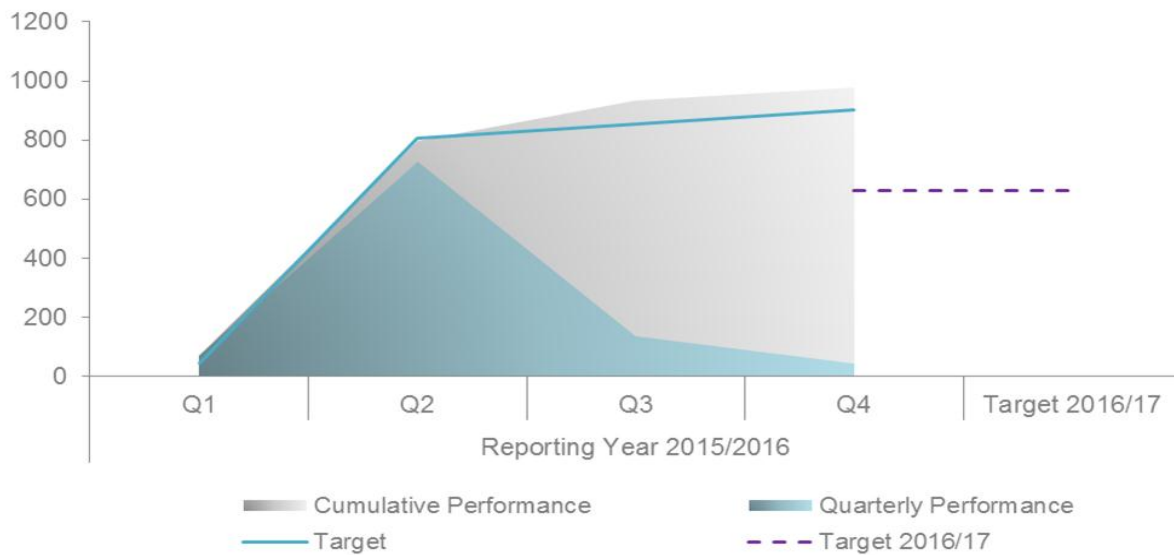


### About the latest performance

The qualifications are achieved through the Adult Learning programme, which includes some apprenticeships and traineeships. The 117 qualifications are comprised of; 31 Functional Skills - English, 15 Functional Skills - Maths, 59 First Aid, 1 BTECH L2 Personal & Social Development, 2 L3 Diplomas in Business Administration and 9 Skills for Employment & Further Learning qualifications.

## Further details

### Qualifications achieved by adults



	Reporting Year 2015/2016				
	Q1	Q2	Q3	Q4	Target 2016/17
<b>Cumulative Performance</b>	71	796	934	978	
<b>Quarterly Performance</b>	71	725	138	44	
<b>Target</b>	45	805	855	902	630

#### About the target

The council commissions a series of training schemes which help individuals to gain skills. These training schemes are focused on the skills that employers need. Employers can understand an individual's skills level by the qualification that they hold, hence the reason that we count the number of qualifications achieved.

#### About the target range

#### About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.



## Businesses Are Supported to Grow


Jobs created as a result of the Council's support

### Amount of external funding attracted to Lincolnshire

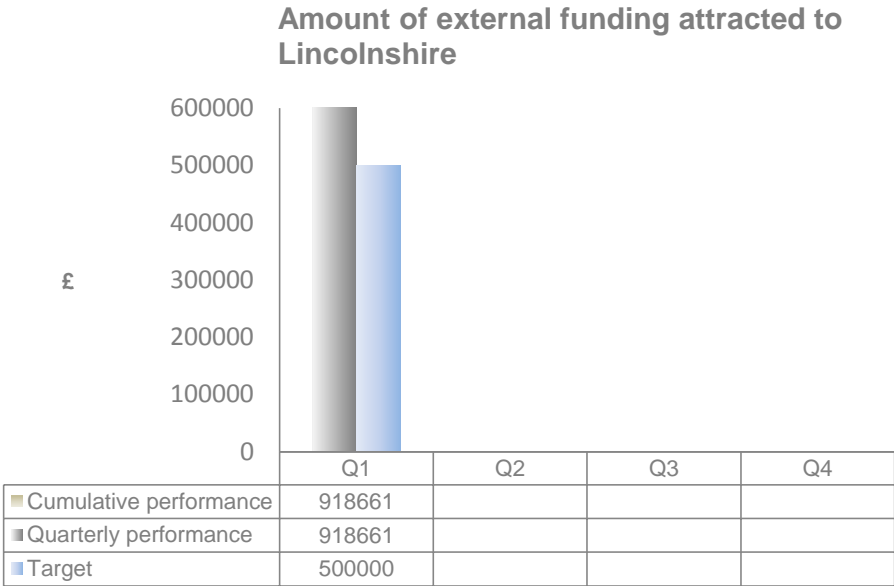
Amount of external funding attracted to Lincolnshire (including Greater Lincolnshire Local Enterprise Partnership and European Union funding programmes) by the council.

 **Achieved**

**£918,661**  
£  
Quarter 1 June 2016



**£500,000**  
£  
Target for June 2016

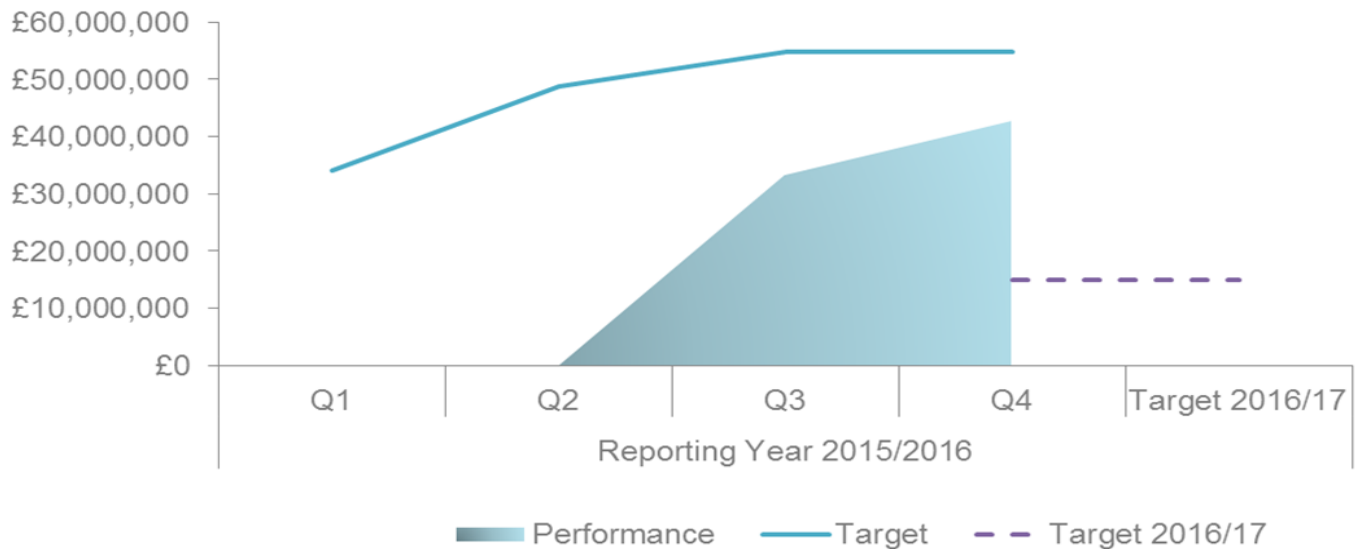


## About the latest performance

In the period from April to June 2016; three European Agricultural Fund for Rural Development (EAFRD) programmes were approved to a total grant value of £668,661.00. Managing Agents are not contracting with projects yet, but we have a number of European Rural Development Fund (ERDF) projects at their final approval state, with full application being submitted for both programmes by the end of the month. We have bid for Growth Deal funding which will be submitted to national government by 28 July 2016 with decisions on allocations expected in Quarter 3. There has been £250,000 of Growth Hub funding attracted in this quarter.

## Further details

### Amount of external funding attracted to Lincolnshire



	Reporting Year 2015/2016				
	Q1	Q2	Q3	Q4	Target 2016/17
<b>Performance</b>	-	-	33,400,000	42,877,794	
<b>Target</b>	34,000,000	48,800,000	54,800,000	54,800,000	15,000,000

## About the target

## About the target range

## About benchmarking

This measure is local to Lincolnshire and therefore is not benchmarked against any other area.