

Executive

Open Report on behalf of Judith Hetherington Smith, Chief Information and Commissioning Officer

Report to: Executive

Date: 06 September 2016

Subject: Council Business Plan 2016/2017 Performance Report,

Quarter One (Q1)

Decision Reference:

Key decision? No

Summary: This report presents an overview of performance for Q1 against the Council Business Plan.

Executive can view performance on the web in a secure area on the Lincolnshire Research Observatory. A <u>link</u> to the relevant area, username and password will be emailed to Executive members along with the papers for the meeting.

Recommendation(s):

That Executive:-

- 1. Note and consider 2016/2017 Quarter 1 performance.
- 2. Approve the proposed changes to reporting as set out in Appendix A of this report.

Alternatives Considered:

- 1. No alternatives have been considered to recommendation 1 as it reflects factual information presented for noting and consideration.
- 2. The alternative to recommendation 2 is not to make any changes in reporting as recommended in Appendix A and instead to continue to report against the measures as published in the Council Business Plan 2016/2017. However, without the recommended changes, these measures are not considered to assist the Executive in obtaining an accurate picture of the organisation's performance.

Reasons for Recommendation:

To provide the Executive with information about Quarter 1 performance against the Council Business Plan 2016/2017 and propose changes to reporting to assist the Executive in monitoring that performance in future.

1. Background

The Council Business Plan 2016/2017 was approved by Council on 19th February. This report provides Executive with highlights of Q1 performance. The full range of infographics is available to view on http://www.research-lincs.org.uk/CBP-Landing-page.aspx this link, username and password will be emailed to all Executive Councillors along with the papers for the Executive meeting. Once Q1 performance has been discussed by the Executive on 6th September and feedback has been considered the performance information will be publicly available on the website.

Headlines Quarter 1 performance

Of the 14 commissioning strategies reported in Q1:-

- 7 have performed really well (all measures achieved);
- 2 has performed well (all but 1 measure achieved);
- there is mixed performance in 5 however the majority of outcomes performed well;

The following 3 commissioning strategies are not reported in Q1:-

- Readiness for school (reported annually in Q4);
- Sustaining and developing prosperity through infrastructure (reported annually in Q4);
- Learn and achieve (reported in Q2).

The good news

The following commissioning strategies have performed really well (all measures reported in Q1 were achieved):-

- Wellbeing
- Community Resilience and Assets
- Carers
- Children are safe and healthy
- How we effectively target our resources (Combination of 3 commissioning strategies)
- The <u>Safeguarding adults</u> and <u>Readiness for Adult Life</u> commissioning strategies performed well (all but 1 measure reported in Q1 was achieved).

Mixed performance

The following commissioning strategies are reporting mixed performance with some measures achieving and some measures not achieving. However, on closer inspection each of the outcomes within these commissioning strategies that can be compared with a target in Q1 performed well (all but 1 measure reported in Q1 was achieved).

- Adult Frailty, long term conditions and physical disability
- Protecting and sustaining the environment

Protecting the public

The following commissioning strategies are reporting some measures achieving and some measures not achieving:-

- 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

Infographics have been included in Appendix B for:-

- Sustaining and growing business and the economy;
- Specialist Adult Services; and

Points to note

Greenwich Leisure Limited (GLL) commenced their contract on 1st April 2016, for a 5 year period. As part of the dialogue phase of the procurement exercise and as per the contract, it was agreed that the initial focus would be on transition and operational delivery. Although formal performance monitoring will not be implemented until Q2, initial indication is that visits have increased over the core library sites and an accurate picture will be known in Q2. (measures 36,37,38)

Proposed changes to reporting performance against the Council Business Plan 2016/17

Targets for 2016/2017 published in the Council Business Plan in February were informed by the latest available performance information at the time of writing the plan (2015/2016 Q2), with the following caveats:

- i) The targets are subject to change to reflect:-
 - 2015/2016 out turns;
 - Changes in the wider economy;
 - · Nature of demand; and
 - Consequences of any service reductions
- ii) The Council Business Plan will be reviewed as part of quarterly performance reporting with any proposed changes to reporting agreed by the Executive.

The relevant Executive Councillors have been consulted and recommendations for proposed changes to reporting are set out in Appendix A of this report.

3. Legal Comments:

The Executive is responsible for ensuring that the Executive functions are discharged in accordance with the Budget and Policy Framework of which the Business Plan is a part. This report will assist the Executive in discharging this function.

The recommendation is lawful and within the remit of the Executive.

4. Resource Comments:

Acceptance of the recommendation in this report has no direct financial consequences for the Council.

5. Consultation

a) Has Local Member Been Consulted?

N/A

b) Has Executive Councillor Been Consulted?

N/A

c) Scrutiny Comments

The Overview and Scrutiny Management Committee is scheduled to consider this report at its meeting on 29 September 2016.

d) Policy Proofing Actions Required

There are none required with this report. Any changes to services, policies and projects are subject to an Equality Impact Analysis. The considerations of the contents and subsequent decisions are all taken with regard to existing policies.

6. Appendices

Appendix A - Proposed changes to the Council Business Plan 2016/2017 and corresponding infographics.

Appendix B - Exception reporting.

7. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Jasmine Sodhi, who can be contacted on 01522 552124 or jasmine.sodhi@lincolnshire.gov.uk

Appendix A - Proposed changes to the Council Business Plan 2016/2017 and corresponding infographics

Protecting the public

The relevant Executive Councillor has been consulted and recommends that:-

- The way 'Illicit alcohol and tobacco seized per operation' is measured is amended to report the actual products seized (as a count of number or kgs of cigarettes/ tobacco and number of bottles of alcohol) as opposed to the average per operation (measure 1);
- 'Unsafe goods removed from the market' is expanded to also include illicit goods (largely counterfeit excluding alcohol and tobacco) as this is a more accurate measure of the outcome (measure 2);
- 'Crimestopper reports received from the public' is removed from the Council Business Plan and replaced with a new satisfaction measure with the paid for business advice service now offered to businesses. The business advice measure is one the Trading Standards service have greater influence over (measure 4).

The relevant Executive Councillor has been consulted and recommends that the following targets are amended in light of 2015/2016 out turns:-

Measure	2015/2016 Target	2015/2016 Actual	2016/2017 target published in February 2016	Proposed revised target 2016/2017
Primary Fires (measure 19)	140.28 per 100,000 population	154.48 per 100,000 population	133.38 per 100,000 population	138.93 per 100,000 population
	1,026 fires	1,130 fires	976 fires	1,017 fires
Deliberate Primary Fires (measure 22)	3.33 per 10,000 population	3.17 per 10,000 population	3.33 per 10,000 population	3.27 per 10,000 population
	243 fires	232 fires	243 fires	239 fires

The relevant Executive Councillor has been consulted and recommends that the following target is agreed in light of 2015/2016 out turn:-

Measure	2015/2016 Target	2015/2016 Actual		revised target
Satisfaction with responses to crime and antisocial behaviour (measure 13)	62% satisfaction	56% satisfaction	Exceed the national average year end outturn	62% satisfaction

The relevant Executive Councillor has been consulted and recommends that the definition for the 'Adult Reoffending' measure is amended to more closely reflect

the revised Ministry of Justice (MoJ) reoffending rate which is due to be implemented nationally from October 2017. The figures that will be reported in 2016-17 Council Business Plan are therefore not comparable to what was reported in 2015-16, nor will the service be able to report quarter 4 of 2015-16 using the previous methodology. The main change in methodology of the local reoffending rate between what was reported in 2015-16 and what will be reported in 2016-17 is the period in which the cohort of offenders is formed. Previously the cohort was formed over twelve months, whereas now it will now be formed from 3 month periods (i.e. financial quarters). The data is reported with a quarter lag, data for quarter 1 2016-17 will be reported in quarter 2. (measure 14)

Adult Frailty, long term conditions and physical disability

The relevant Executive Councillor has been consulted and recommends that the 'Delayed Transfers of Care from Hospital' measure is removed from the Council Business Plan. Instead, it is proposed that the Scrutiny reporting to the Adults Committee is supplemented with the Better Care Fund (BCF) report to give members of that committee regular and more rounded updates on Health sector activity. The BCF report incorporates non-elective hospital admissions and all delays from hospital, not just the 30% of delays which are, in part, down to Adult Care (that have been reported in the Council Business Plan up until now) (measure 64);

Sustaining and growing business and the economy

The relevant Executive Councillor has been consulted and recommends that the 'Jobs created/safeguarded' target is amended from 70 to 250 to reflect that we anticipate businesses to have created 250 jobs and these will be proved when the posts have been in existence for 6 months or longer.

Measure	2015/2016 Target	2015/2016 Actual	2016/2017 target published in February 2016	revised target
Jobs created and safeguarded (measure 68)	758	884	70	250

Protecting and sustaining the environment

The relevant Executive Councillor has been consulted and recommends that the measure 'Flood alleviation schemes supported by the County Council' is replaced by 'Number of properties protected' as this is a more meaningful measure. Reporting schemes completed means that in one year a significant portion of the Flood Defence Grant in Aid (GiA) and LCC match-funding budget is spent on a single large scheme rather than a number of smaller schemes. An appropriate and achievable target for 2016/2017 of 100 properties protected with a target range of +/- 10 is proposed with the caveat the target will be reviewed if circumstances change. (measure 73)

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.

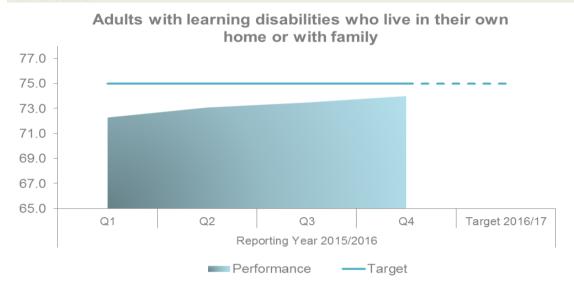
The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.



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



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

About the target

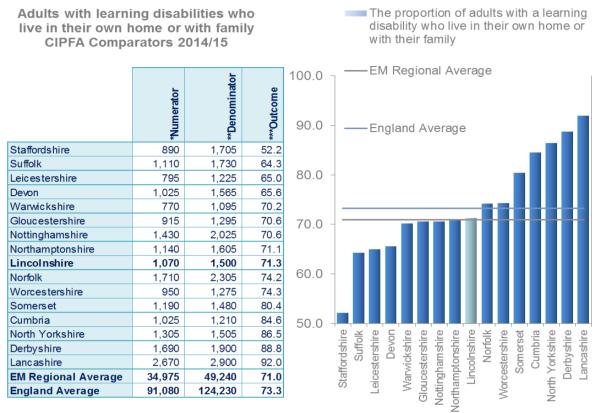
Targets are based on trends and CIPFA group averages. For a definition of CIPFA please see About Benchmarking.

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.



^{*}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

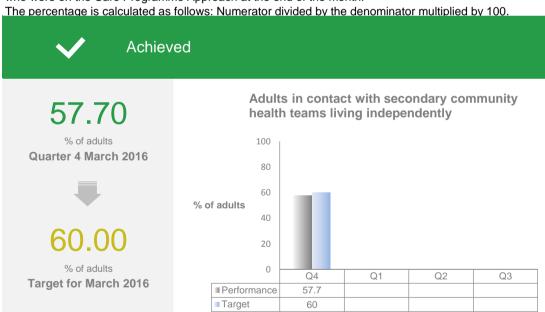
Adults in contact with secondary community health teams living independently

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.

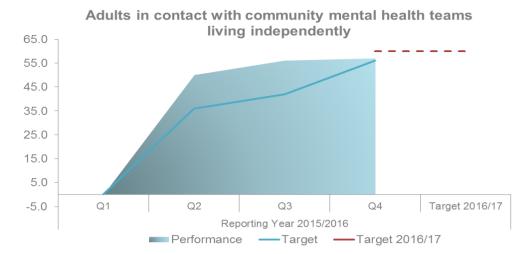
Numerator: Number of adults aged 18-69 who are receiving secondary mental health services on the Care Programme Approach recorded as living independently (with or without support). Denominator: Number of adults aged 18-69 who have received secondary mental health services and who were on the Care Programme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



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



	Reporting Year	eporting Year 2015/2016							
	Q1 Q2 Q3 Q4 Target 20 ^o								
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.

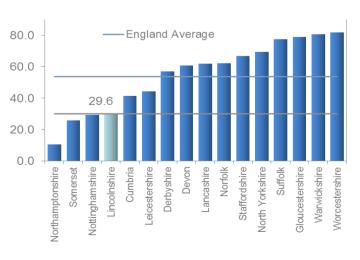
Adults in contact with community mental health teams living independently CIPFA Comparators 2014/15

....

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
Lincolnshire	29.6
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
Gloudestershire	79.1
Warwickshire	80.6
Worcestershire	81.8
EM Regional Average	33.5
England Average	59.7



^{*}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)

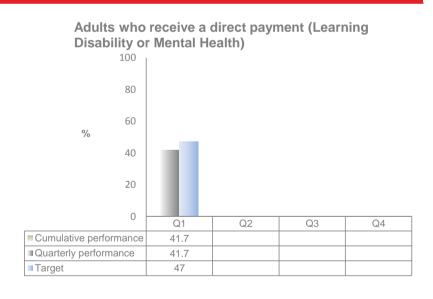
This measure reflects the proportion of people using services who receive a direct payment.

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.





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





Health and Wellbeing is improved

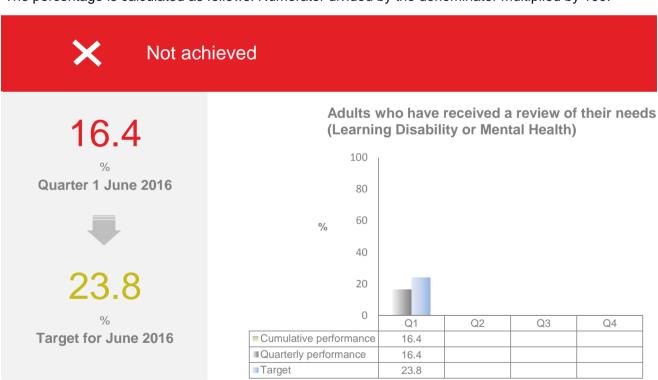
Enhanced quality of life and care for people with learning disability, autism and or mental illness

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.



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





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.

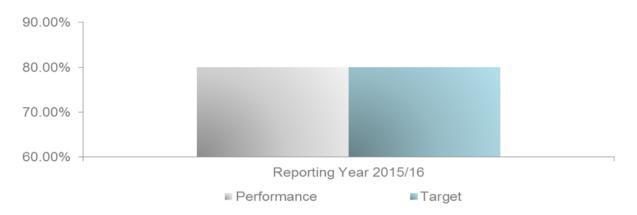


About the latest performance

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 seperately. 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



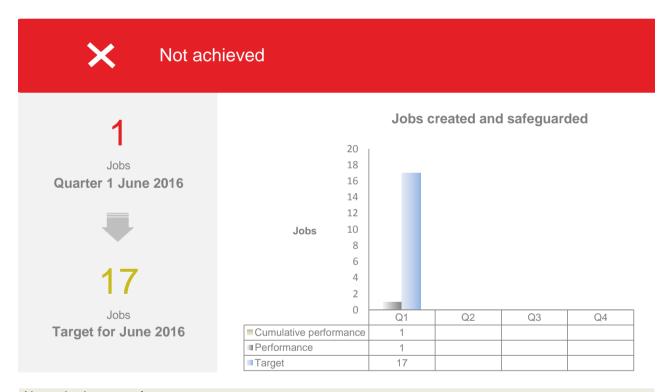


Businesses Are Supported to Grow

Jobs created as a result of the Council's support

Jobs created and safeguarded

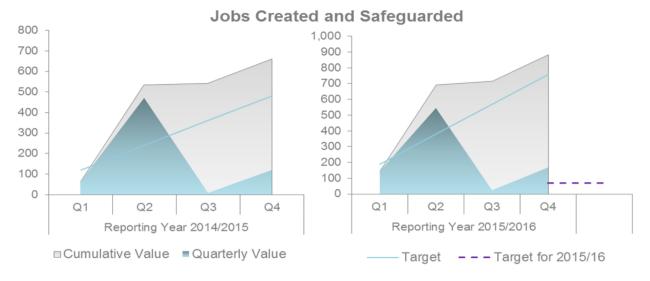
Number of jobs created and safeguarded as a result of the Council's support.



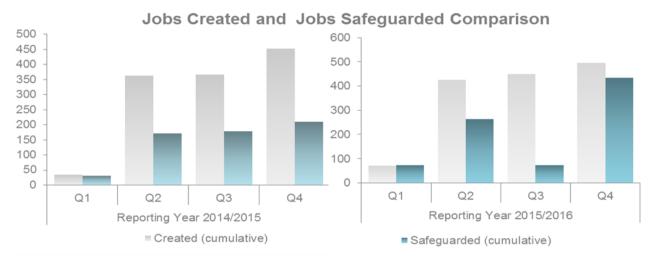
About the latest performance

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



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



	Reporting Year 2014/2015				Reporting Year 2015/2016			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Created (cumulative)	33	363	365	451	71	426	450	495
Safeguarded (cumulative)	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





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.

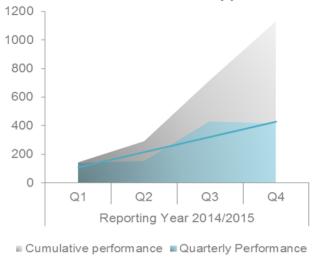


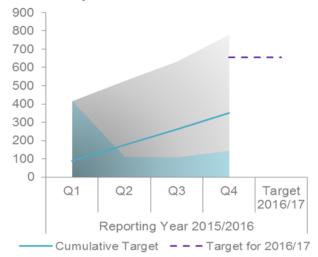
About the latest performance

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	Q 4	Q1	Q2	Q3	Q4	Target 2016/17
Cumulative performance	137	286	715	1,127	415	525	634	779	
Cumulative Target	107.25	214.5	321.75	429	88	175	263	350	654
Quarterly Performance	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





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.



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





	Reporting Year	Reporting Year 2015/2016								
	Q1	Q2	Q3	Q4	Target 2016/17					
Cumulative Performance	71	796	934	978						
Quarterly Performance	71	725	138	44						
Target	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



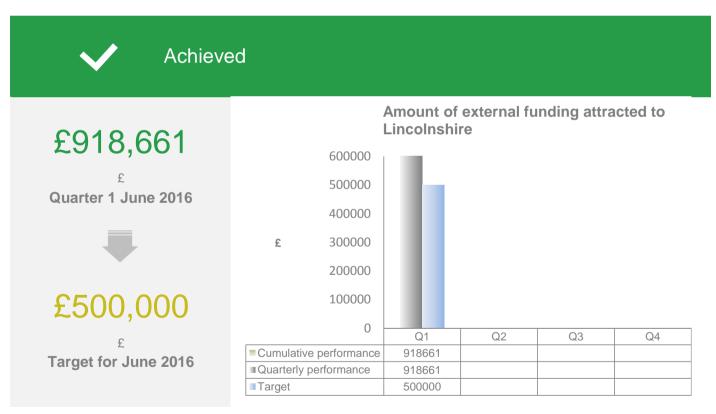


Businesses Are Supported to Grow

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.



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								
Performance	-	-	33,400,000	42,877,794					
Target	34,000,000	48,800,000	54,800,000	54,800,000	15,000,000				

About the target

About the target range

About benchmarking