



## Communities are safe and protected

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

### Safeguarding cases supported by an advocate

This measure identifies the proportion of concluded safeguarding referrals where the person at risk lacks capacity and support was provided by an advocate, family or friend.

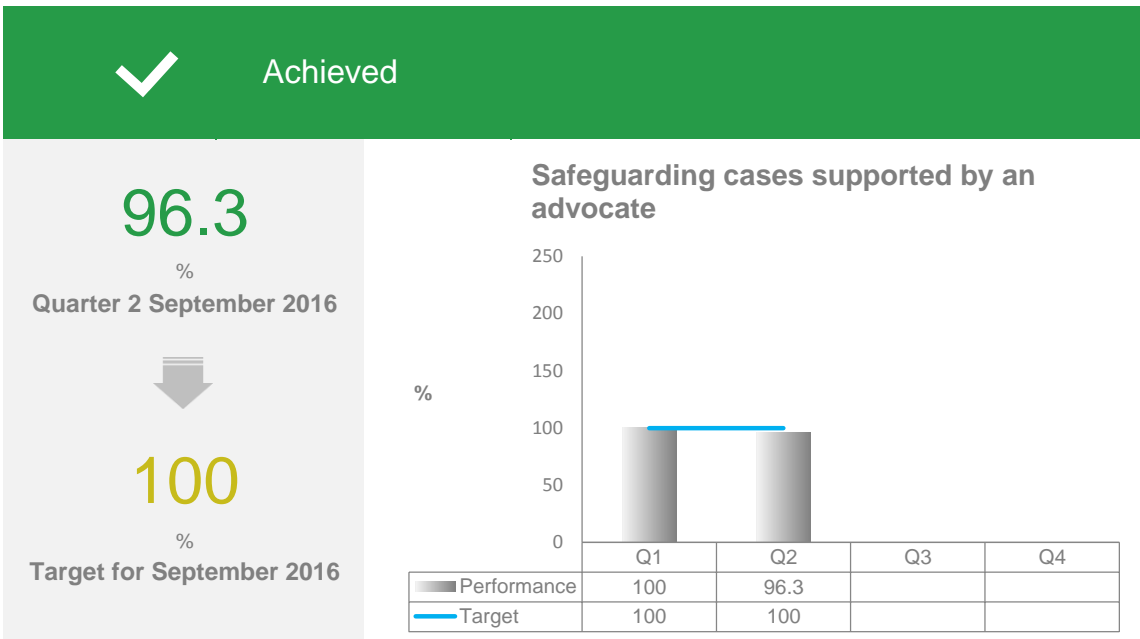
An advocate can include:-

- \* An Independent Mental Health Advocate (IMHA);
- \* An Independent Mental Capacity Advocate (IMCA); or
- \* Non-statutory advocate, family member or friends.

Numerator: Number of concluded safeguarding referrals where the person at risk lacks capacity where support was provided by an advocate, family or friend

Denominator: Number of concluded safeguarding referrals.

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

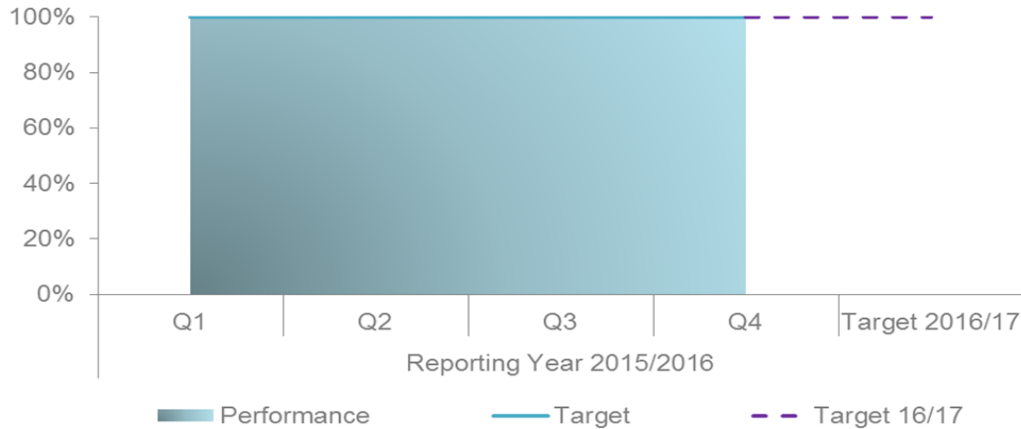


#### About the latest performance

The target has been achieved within tolerance as was the case in the previous period. Ensuring that people are able to convey their views and wishes, particularly when someone has been assessed as lacking mental capacity is important. Making Safeguarding Personal is a key priority for the Lincolnshire Safeguarding Adults Board (LSAB).

Further details

**Safeguarding cases supported by an advocate**



Reporting Year 2015/2016					
	Q1	Q2	Q3	Q4	Target 2016/17
<b>Performance</b>	100.00%	100.00%	100.00%	100%	
<b>Target</b>	100.00%	100.00%	100.00%	100.00%	100%

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.



## Communities are safe and protected

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

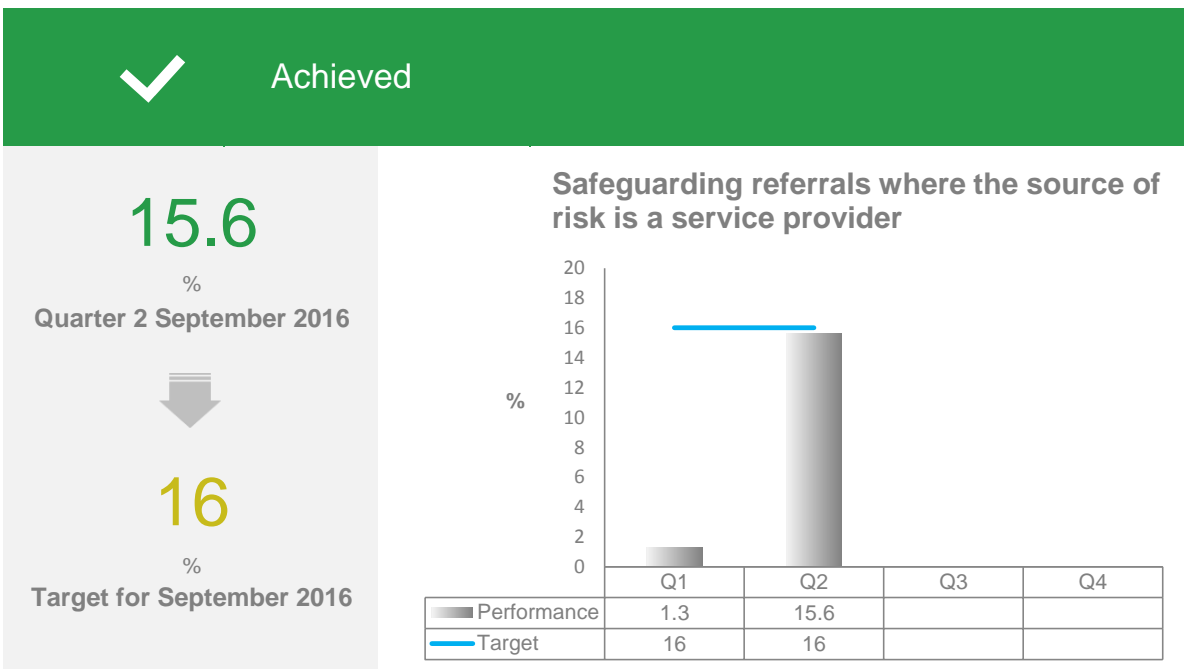
### Safeguarding referrals where the source of risk is a service provider

This measure records the proportion of safeguarding referrals where 'source of risk' is a 'service provider'.

Numerator: Number of safeguarding referrals where the 'source of risk' is a 'service provider'.

Denominator: Number of safeguarding referrals.

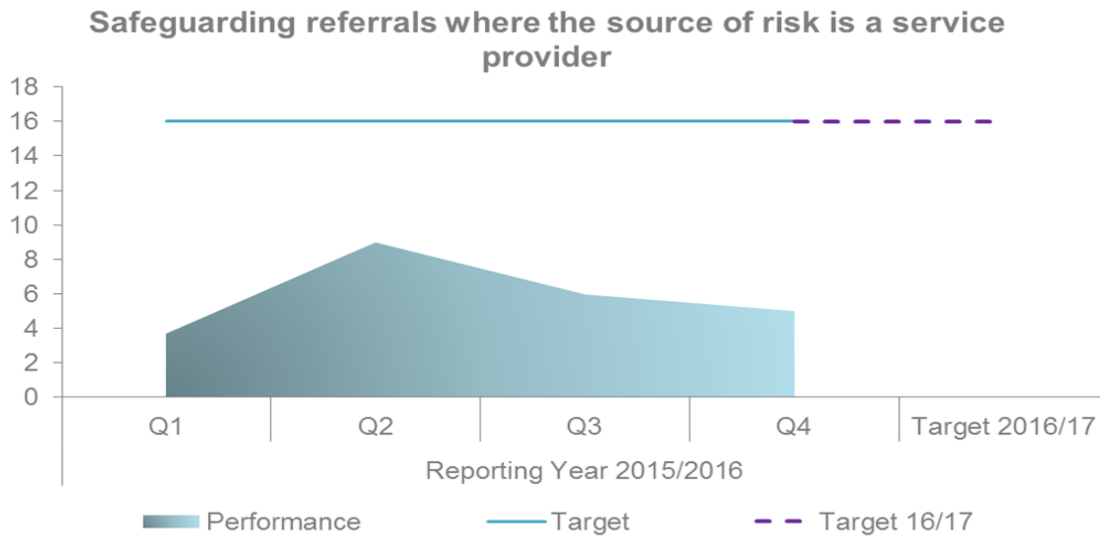
The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.



#### About the latest performance

The target has been achieved within tolerance as was the case in the previous period. The LSAB (Lincolnshire Safeguarding Adults Board) is leading on the development of a Safeguarding Prevention Strategy that will aim to reduce the need for Safeguarding referrals and will also focus on reducing referrals from service provider that do not meet the relevant safeguarding enquiry thresholds.

Further details



	Reporting Year 2015/2016				Target 2016/17
	Q1	Q2	Q3	Q4	
<b>Performance</b>	3.7	9.0	6.0	5.0	
<b>Target</b>	16.0	16.0	16.0	16.0	16.0

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



## Communities are safe and protected

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

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

This measure records the proportion of completed (and substantiated) safeguarding referrals where the risk was reduced or removed.

Numerator: Number of completed (and substantiated) safeguarding referrals where the risk was reduced or removed.

Denominator: Number of safeguarding referrals.

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



Achieved

71.7

%

Quarter 2 September 2016

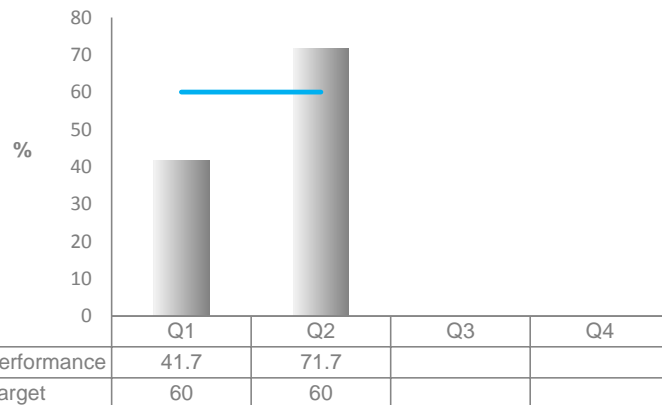


60

%

Target for September 2016

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

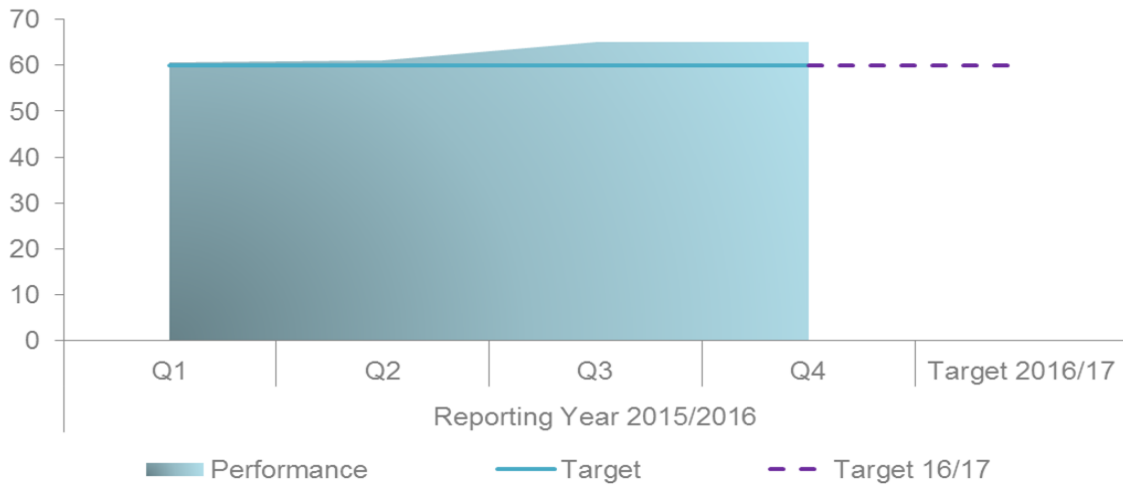


#### About the latest performance

The target has been exceeded this quarter and has improved since the previous period. Making Safeguarding Personal reflects the right for Adults to make decisions that agencies are not always comfortable with. Adult Safeguarding will however seek to remove or reduce risk where this is in line with the wishes expressed by the individuals concerned.

Further details

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



Reporting Year 2015/2016					
	Q1	Q2	Q3	Q4	Target 2016/17
<b>Performance</b>	60.6	61.0	65.0	65.0	
<b>Target</b>	60.0	60.0	60.0	60.0	60.0

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



## 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.

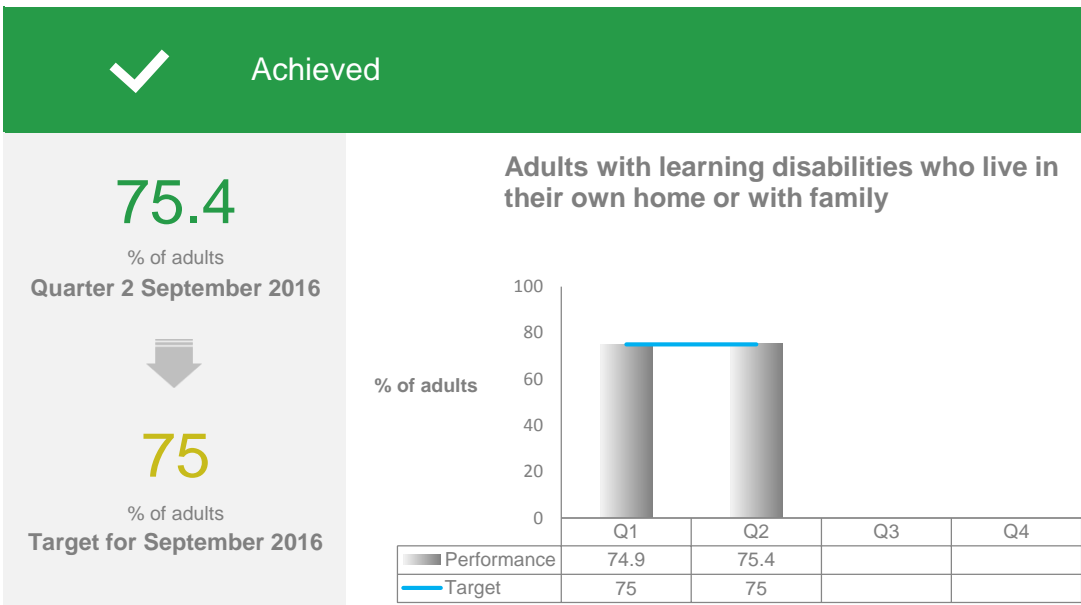
Individuals 'known to the council' are adults of working age with a learning disability who received long term support during the year.

'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.

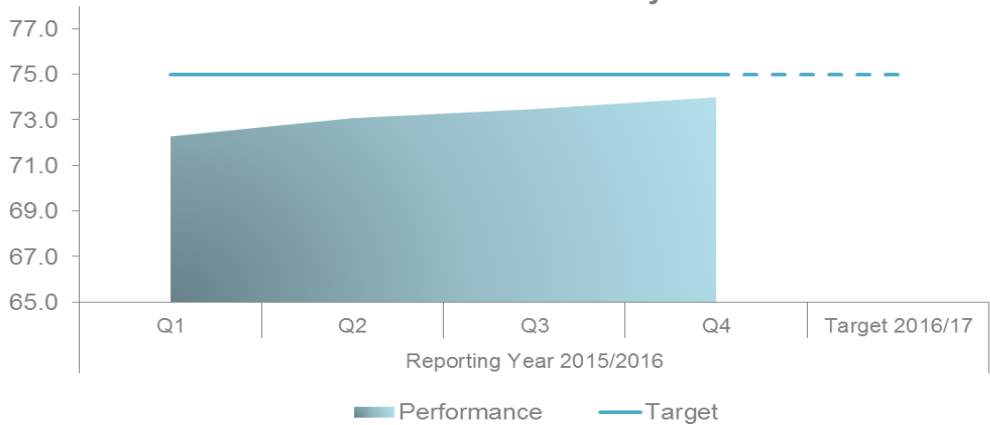


#### About the latest performance

This measure is very stable with three-quarters of clients living in their own home, which is on target. There is ongoing work to support increase community supported living capacity within the community to meet projected increases in demand and to continue to promote independence of service users.

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

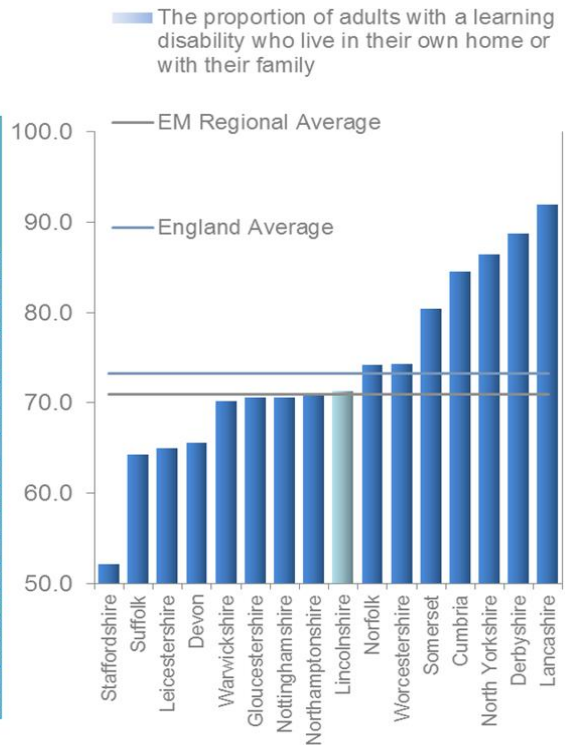
About benchmarking

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**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.

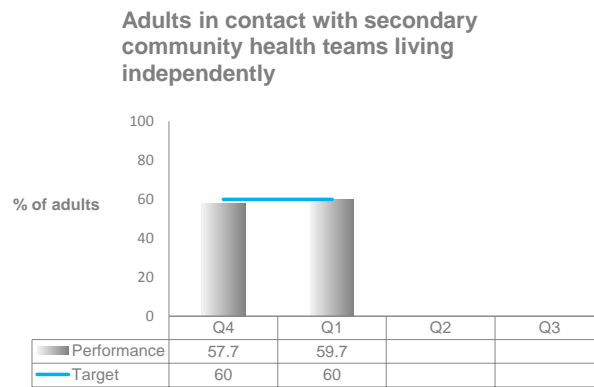
The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.

✓ Achieved

**59.7**  
% of adults  
Quarter 1 June 2016

↓

**60**  
% of adults  
Target for June 2016

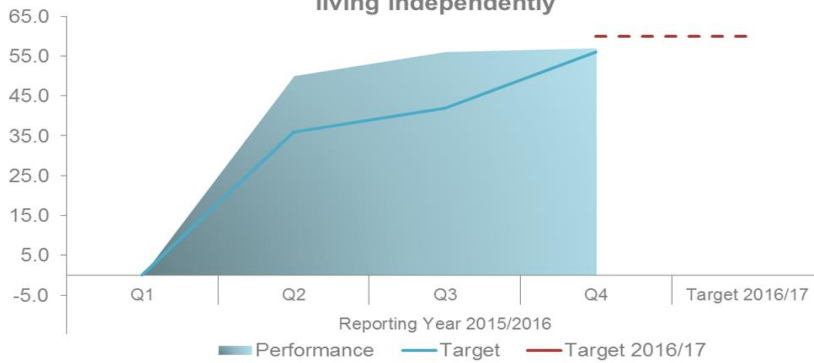


About the latest performance

The target has been achieved within tolerance and has improved since previous period. The latest published data available from NHS Digital is for May 2016. The Lincolnshire Partnership NHS Foundation Trust (LPFT), which provides secondary mental health provision in the county, works closely with all the district councils and key housing providers. To this end, a countywide Mental Health Housing Event was held on the 13th October to increase the awareness of the issues in Lincolnshire and to improve joint working. Whilst this indicator is not specifically an Adult Care KPI, Adult Care does work closely with LPFT and the Lincolnshire Clincial Commissioning Groups to influence performance against this KPI.

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

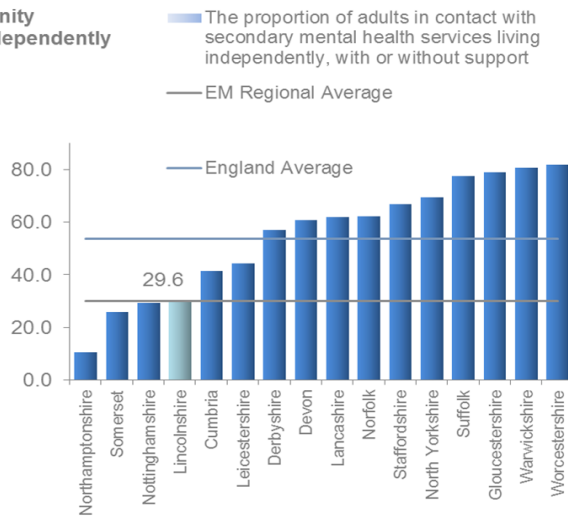
This measure has a target range of +/- 5% based on tolerances used by Department of Health

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

	*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.

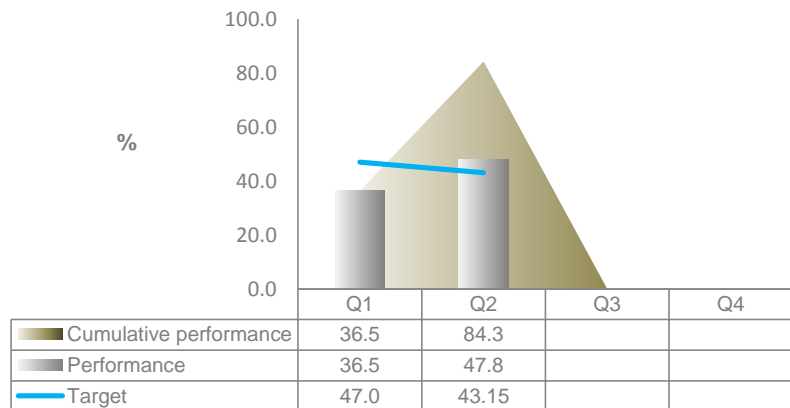
 **Achieved**

**47.8**  
%  
Quarter 2 September 2016



**43.15**  
%  
Target for September 2016

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



#### About the latest performance

The target has been exceeded and is an improvement from previous period. Whilst it is an individual's decision whether they wish to take their personal budget via a direct payment, Adult Care and Lincolnshire Primary NHS Foundation Trust (LPFT) seek to promote independence as far as this is possible.

#### 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.

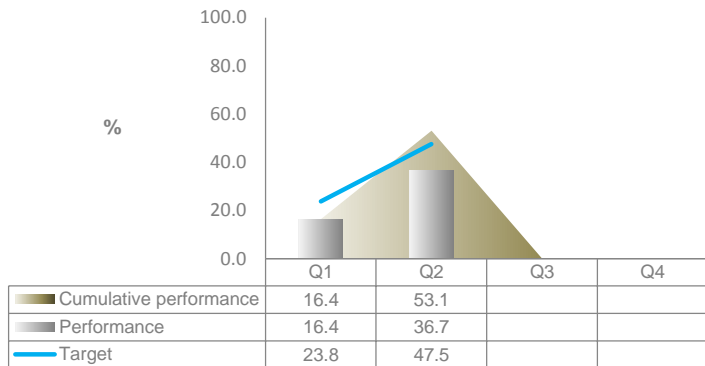
**✘ Not achieved**

**36.7**  
%  
Quarter 2 September 2016

↓

**47.5**  
%  
Target for September 2016

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



About the latest performance

The profiled target has not been achieved. However the trajectory is very similar to review performance at the same time last year and for this reason the profiled targets will be reviewed. Historical Performance information shows that performance picks up in Q3 and Q4, and each area team has a plan to deliver reviews to meet the target by year end.

#### 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

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

### Carers who receive a direct payment

This measure reflects the proportion of carers who receive a direct payment.

Numerator: Number of carers who are and have been receiving direct payments and part direct payments in the last 12 months.

Denominator: Number of carers receiving carer specific support services.

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



Achieved

89

% of carers

Quarter 2 September 2016

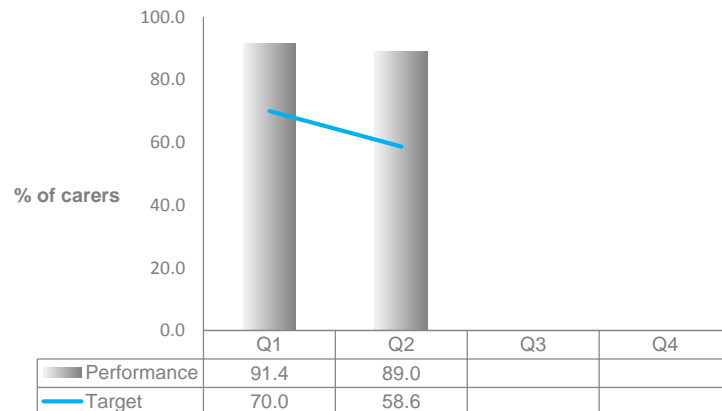


58.6

% of carers

Target for September 2016

### Carers who receive a direct payment



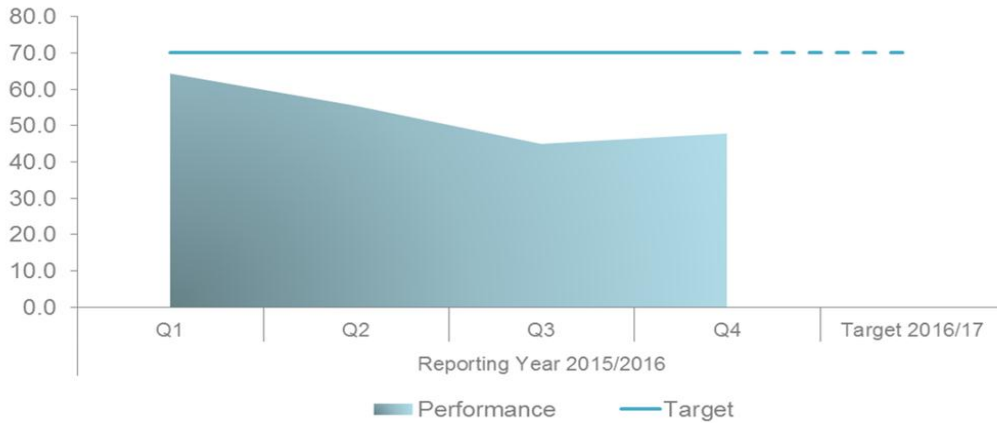
### About the latest performance

The Care Act introduced national criteria for determining if a carer is eligible for Council funded support. Whilst more carers are receiving a universal service of early help in the provision of information and advice, this quarter has seen an increase in the numbers of those carers who requested an assessment being eligible for support. Approximately half of those who are eligible have taken a direct payment to purchase their own support, and which overall the number of direct payments has fallen, the amount of money carers receive has more than doubled. The measure has stabilised at around 90% which is well in excess of the year-end target of 70%. The remaining 10% of carers will be receiving other forms of direct support tailored to the needs of the individual, where a direct payment still may be considered but isn't always required.



Further details

Carers who receive a direct payment



	Reporting Year 2015/2016					Target 2016/17
	Q1	Q2	Q3	Q4		
<b>Performance</b>	64.5	55.6	45.0	48.0		
<b>Target</b>	70.0	70.0	70.0	70.0		70.0

About the target

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

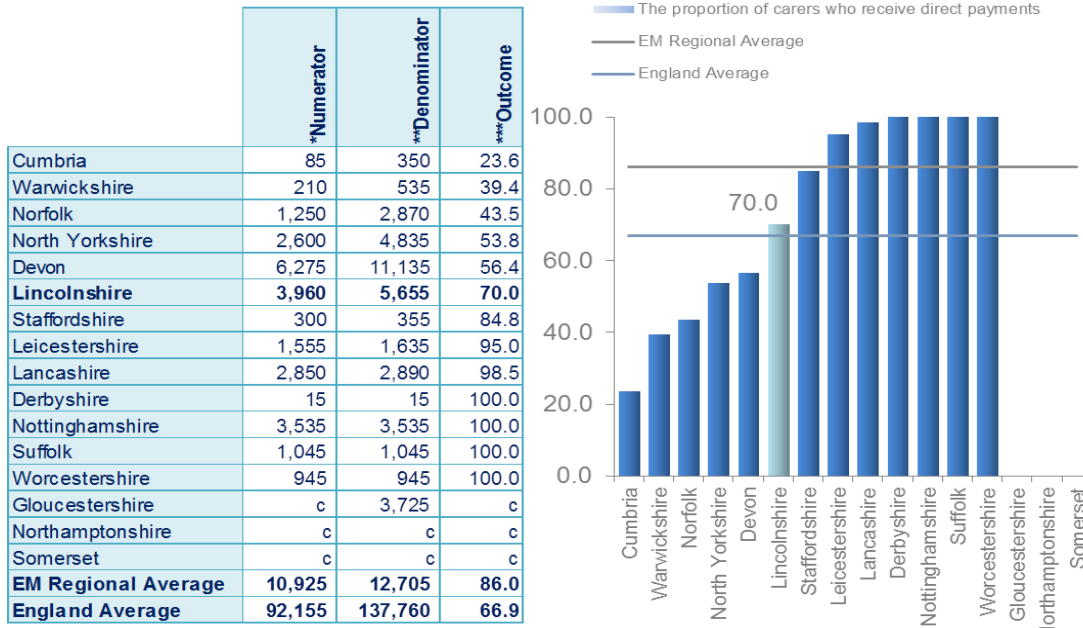
About the target range

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.

**Carers who receive a direct payment - CIPFA Comparators  
2014/15**



\*Number of carers receiving direct payments or part-direct payments in the year (14/15) to 31 March

\*\*Number of carers receiving carer-specific services in the year (14/15) to 31 March

\*\*\*Proportion of carers receiving carer-specific services in the year (14/15) to 31 March who received direct payments (%)



## Health and Wellbeing is improved

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

Carers supported to delay the care and support for the person they care for

This measure identifies the proportion of all carers currently supported by the carers service.

Numerator: Number of people cared for not in receipt of long term support (i.e. a personal budget or residential care).

Denominator: Number of carers (caring for adults) currently supported by the carers service (an open involvement to the carers team or a trusted assessor).

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



Achieved

74.1

%

Quarter 2 September 2016

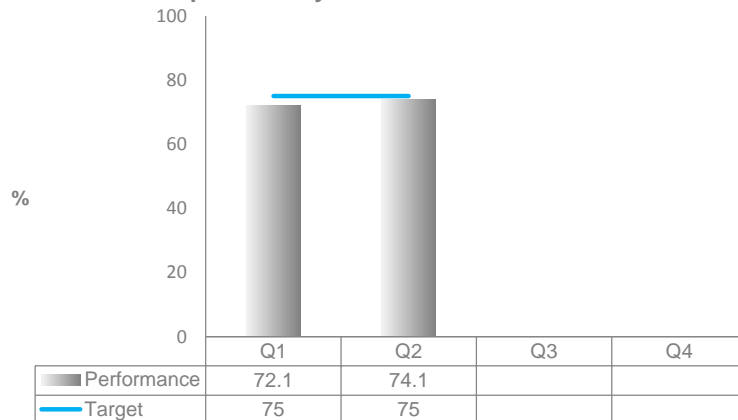


75

%

Target for September 2016

Carers supported to delay the care and support for the person they care for

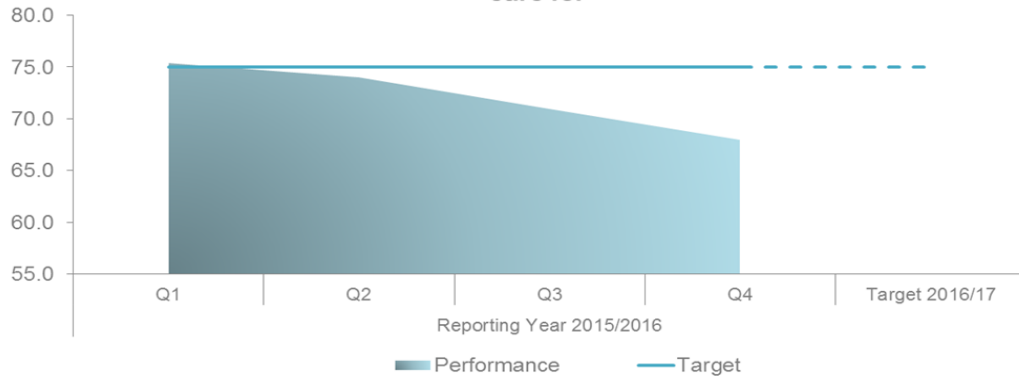


### About the latest performance

All carers irrespective of whether they are eligible for Council funded support can receive the service from Carers FIRST, irrespective of age and eligibility of the person for whom they care. Carers can continue to receive information, advice and support from Carers FIRST for as long as they wish. The trend shows that the Lincolnshire Carers Service, comprising of the Serco Care & Wellbeing Hub Council's and Carers FIRST is providing early help to carers and is delaying the support needs of the adult they provide unpaid care for. This is an indication that the Carers Service is effective as a preventative service and improving too. Since the start of the year, there has been a steady increase in the percentage of carers supported where the person cared for is not known to Adult Care.

Further details

**Carers supported to delay the care and support for the person they care for**



	Reporting Year 2015/2016				Target 2016/17
	Q1	Q2	Q3	Q4	
<b>Performance</b>	75.4	74.0	71.0	68.0	
<b>Target</b>	75.0	75.0	75.0	75.0	75.0

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



## Health and Wellbeing is improved

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

### Carers supported in the last 12 months

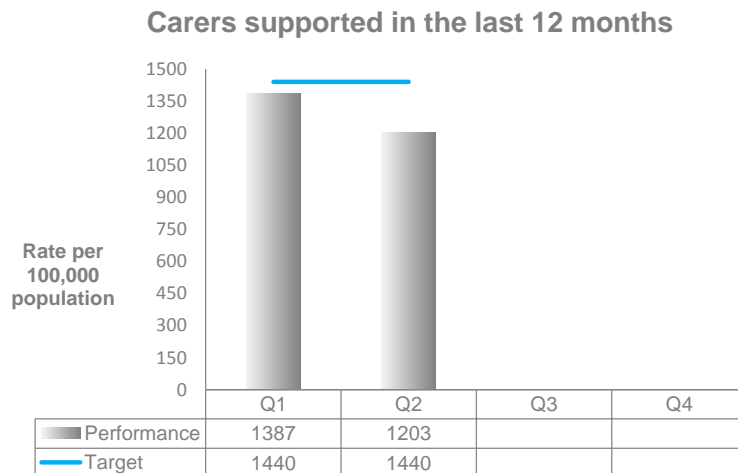
This measure reflects the number of carers who have been supported in the last 12 months and is expressed as a rate per 100,000 population

**✘ Not achieved**

**1,203**  
Rate per 100,000 population  
**Quarter 2 September 2016**

↓

**1,440**  
Rate per 100,000 population  
**Target for September 2016**



#### About the latest performance

A carer is someone who provides unpaid care for a family member or friend who due to ill health, physical or mental illness, disability, frailty, or addiction cannot cope without their support. Often carers don't identify themselves as a carer and often need the help from a professional to guide them towards the Lincolnshire Carers Service.

Carers FIRST have started to work with other organisations, including Health, other providers and further education establishments to raise awareness of carers and the support service. Staff are now working in the main hospitals and other places where carers often visit. With the help from everyone more carers can be identified and receive support from the Lincolnshire Carers Service at the earliest opportunity, to assist them to prepare for and sustain their important role. This new universal offer to Carers is a step forward in being able to support more carers. Despite a marginal 2% reduction in the total number of carers supported over the last 12 months, requests from new carers are increasing, but not as much as was initially anticipated. The Carers Service will need to identify and support a further 1,400 carers in the next 6 months to achieve the ambitious 1,440 carers per 100,000 target, which would be 8,500 carers.

#### 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

People are supported to remain independent and at home

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

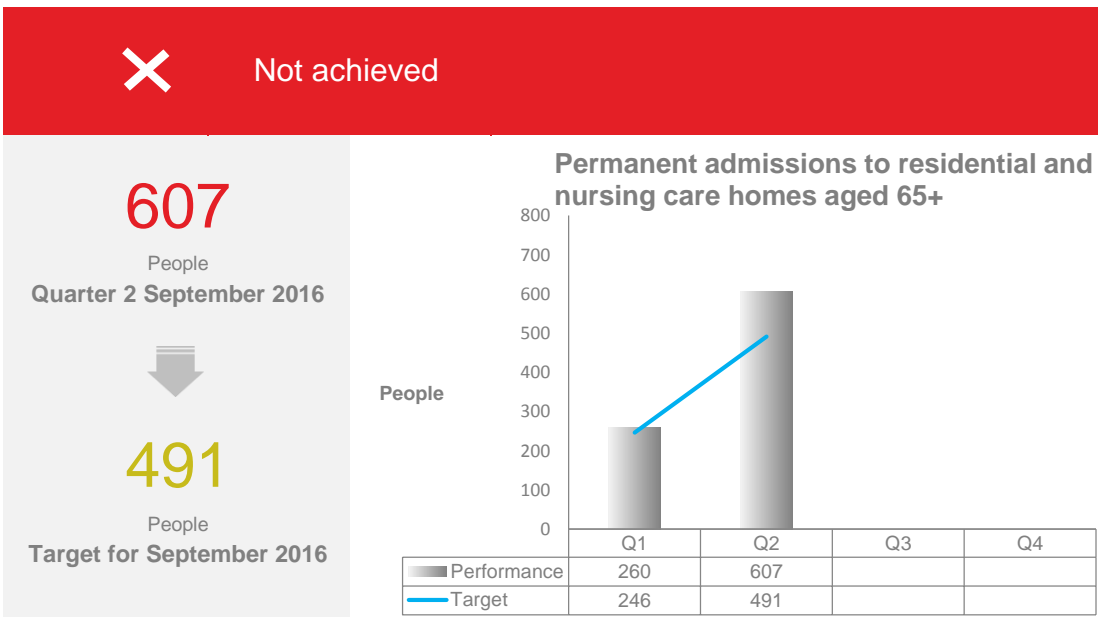
The number of admissions of older people to residential and nursing care homes relative to the population size (65+).

Numerator - The number of LCC funded/part funded permanent admissions of older people, aged 65+, to residential and nursing care during the year.

Denominator - Size of older people population (aged 65+) in Lincolnshire based on the Office of National Statistics mid-year population 2013 estimates.

The desired outcome is fewer permanent admissions to residential and nursing care homes (65+).

This is a Adult Social Care Outcomes Framework (ASCOF) 2a part 2 and reported in the Better Care Fund (BCF).



#### About the latest performance

Admissions in quarter 1 & 2 are higher than target, primarily driven by the number of older people requiring residential placements. This appears to have been caused by discharge pressures in hospitals and the availability of alternative home based support in the community.

### Further details

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

### About the target

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

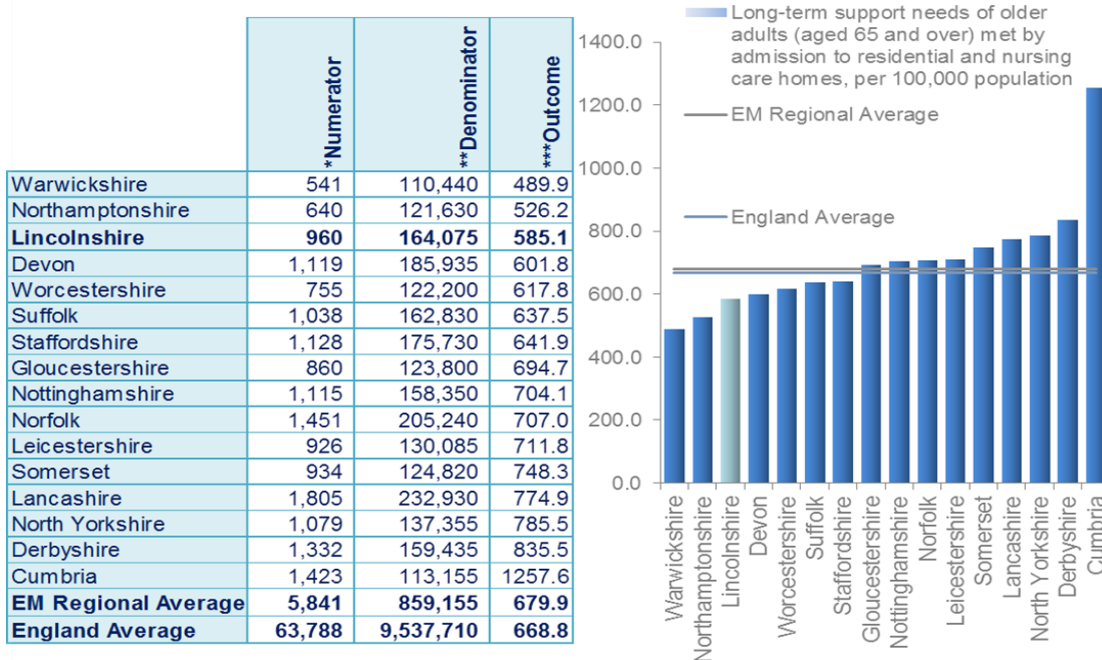
### About the target range

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### About benchmarking

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### Permanent admissions to residential and nursing care homes aged 65+ CIPFA Comparators 2014/15



\*The number of council-supported older adults (aged 65 and over) whose long-term support needs were met by a change of setting to residential and nursing care during the year (excluding transfers between residential and nursing care)

\*\*Size of the older adult population (aged 65 and over) in the area

\*\*\*Number of council-supported older adults (aged 65 and over) whose long-term support needs were met by admission to residential and nursing care homes, per 100,000 population





## Health and Wellbeing is improved

People are supported to remain independent and at home

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

This measure demonstrates that the:-  
Customer Service Centre (CSC);  
Field Work Team; and

Emergency Duty Team (JDT) is able to effectively screen people and signpost to the appropriate agencies without the need for social care intervention.

Numerator: Number of requests for support for new clients, where the outcome was universal services / signposting to other services.

Denominator: Customer Service Centre based teams for new clients in the period.

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

New client defined as not known to Adult Care at the time of the contact.

This is a count of contacts, not the number of people.



Achieved

65.3

%

Quarter 2 September 2016

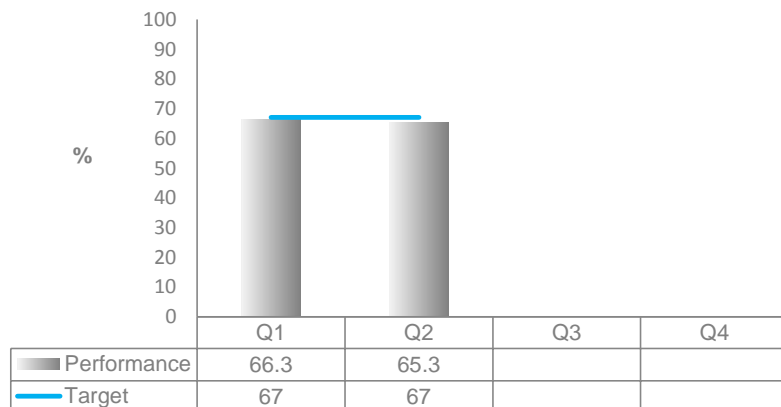


67

%

Target for September 2016

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

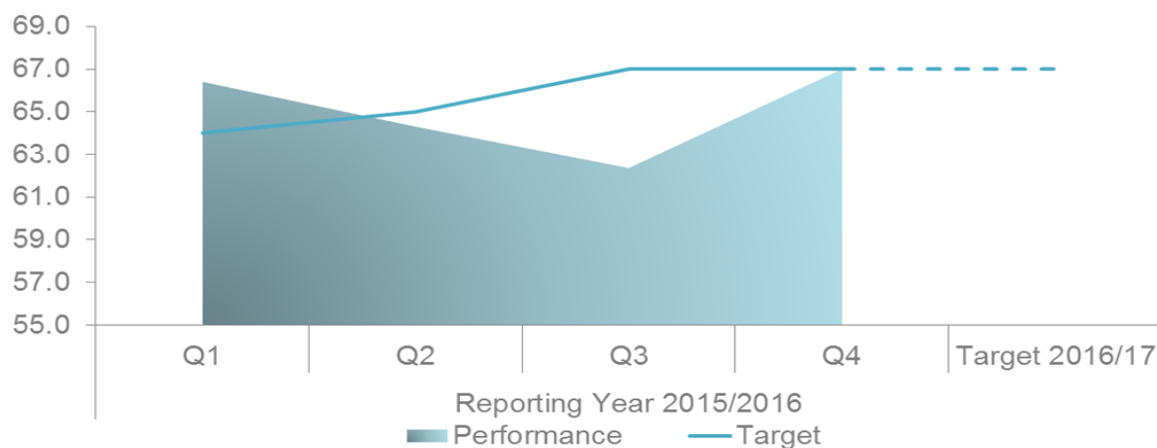


#### About the latest performance

This measure is currently being achieved, and has been relatively stable over the last 18 months. This is testament to the information offer and screening ability of the Serco Customer Service Centre. However looking at the bigger picture, should the measure show a decrease, this would be an indication of the success of other lower level and preventative services such as reablement, wellbeing, equipment provision etc, so it can't be judged in isolation.

## Further details

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



	Reporting Year 2015/2016				Target 2016/17
	Q1	Q2	Q3	Q4	
<b>Performance</b>	66.4	64.3	62.4	67.0	
<b>Target</b>	64.0	65.0	67.0	67.0	67.0

## 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. Benchmarking data is not yet available for this measure.



## Health and Wellbeing is improved

The quality of life for the most vulnerable people is improved

### Adults who receive a direct payment

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

Numerator: Number of users receiving direct or part direct payments.

Denominator: Number of clients aged 18 or over accessing long term support.

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

Achieved

33.2

%

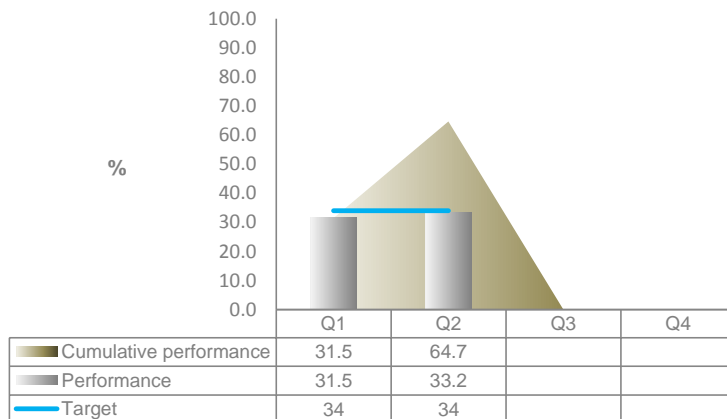
Quarter 2 September 2016

34

%

Target for September 2016

Adults who receive a direct payment

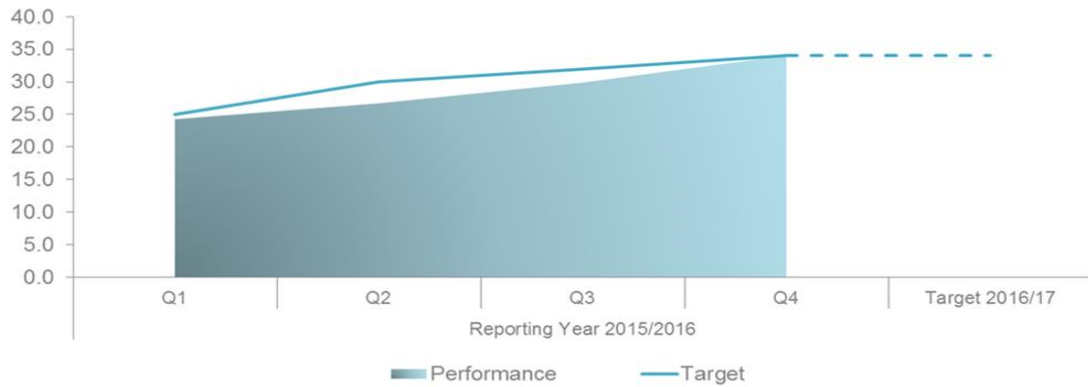


#### About the latest performance

The percentage of adults with a direct payment is fairly static at present, although as a result of some extensive validation work, 200 extra direct payments have been added taking the total number of recipients just over 1,850. Growth areas include Older People, which historically has been the hardest group to reach with direct payments. The bulk of the 200 additional direct payments is for adults with mental ill health. This measure is on course for being achieved by the end of March 2017.

Further details

Adults who receive a direct Payment



	Reporting Year 2015/2016				Target 2016/17
	Q1	Q2	Q3	Q4	
<b>Performance</b>	24.2	26.7	29.8	34.0	
<b>Target</b>	25.0	30.0	32.0	34.0	34.0

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

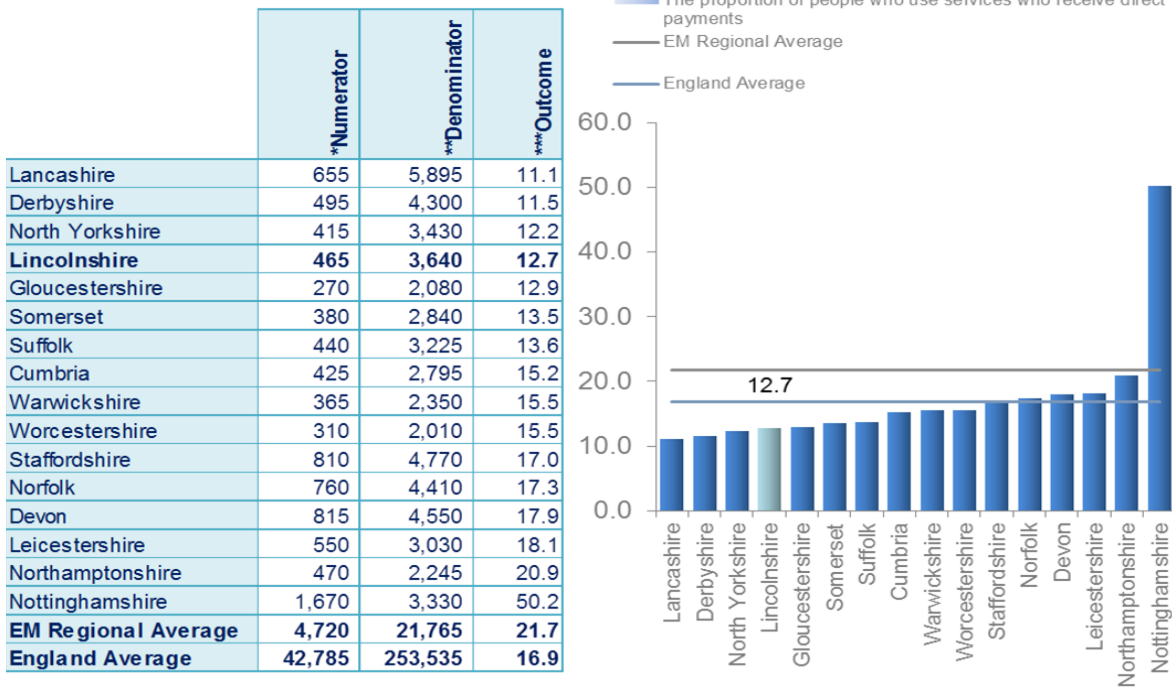
About the target range

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.

### Service users who receive a direct payment - CIPFA Comparators 2014/15



\*Number of service users receiving direct payments or part-direct payments at the year end 31 March (14/15)

\*\*Number of service users accessing long-term support at the year end 31 March (14/15)

\*\*\*Proportion of service users accessing long-term support at the year-end 31 March (14/15) who were receiving direct payments (%)



## Health and Wellbeing is improved

People have a positive experience of care and support

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

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 service users who have received an assessment or reassessment of need in the year.

Denominator: Number of current 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.



Achieved

43

%

Quarter 2 September 2016

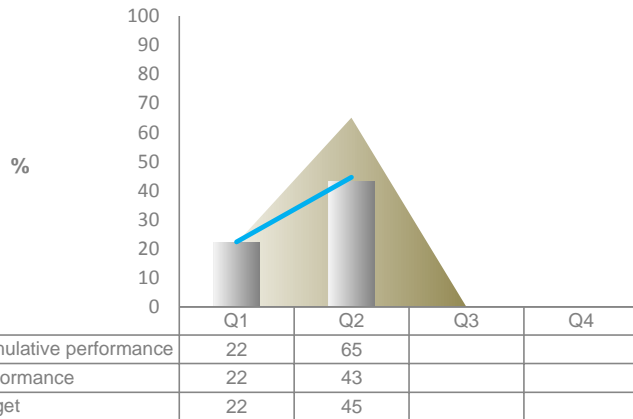


45

%

Target for September 2016

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

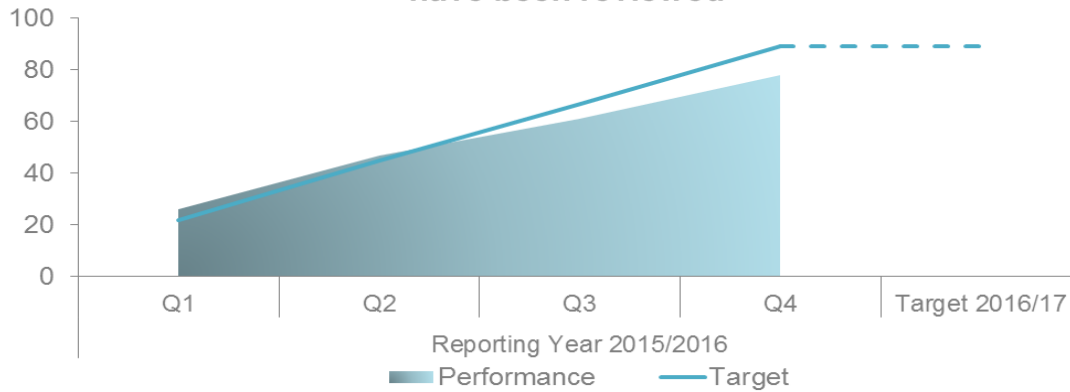


#### About the latest performance

This measure is currently on track. However, there is expected to be a disruption to the recording of social work activity during the autumn months and for the remainder of the year as the new case management system, Mosaic is implemented. All reviews completed in the new system will have to be a full re-assessment of need which will involve more practitioner time to complete and record. This will have a significant bearing on the department's ability to hit the year-end target of 89%.

Further details

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



Reporting Year 2015/2016					
	Q1	Q2	Q3	Q4	Target 2016/17
<b>Performance</b>	26.0	46.9	60.9	78.0	
<b>Target</b>	22.0	45.0	67.0	89.0	89.0

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.

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