

Safeguarding Adults

	Actual	Target	
% of concluded safeguarding enquiries where the person at risk lacks capacity where support was provided by an advocate, family or friend	96%	100%	✓ Achieved
% of safeguarding enquiries where the 'Source of Risk' is a service provider - i.e. social care support	12%	16%	✓ Achieved
% of completed (and substantiated) safeguarding enquiries where the risk was reduced or removed	77%	60%	✓ Achieved

Specialist Adult Services


% of adults with a learning disability (or autism) who live in their own home or with their family ASCOF 1G	76%	75%	✓ Achieved
% of adults in contact with secondary mental health services living independently, with or without support ASCOF 1H	61%	60%	✓ Achieved
% of adults receiving long term social care support in the community that receive a direct payment (learning disability and mental health)	49%	49%	✓ Achieved
% of people in receipt of long term support who have been reviewed in the period (learning disability)	58%	63%	^ Improving but not achieved

Carers

Percentage of carers who receive a direct payment ASCOF 1C (2b)	84%	64%	✓ Achieved
Carers supported to delay the care and support for the person they care for	68%	75%	✗ Not achieved
Carers supported in the last 12 months per 100,000	1268	1440	✗ Not achieved

Adult Frailty, Long Term Conditions and Physical Disabilities

Permanent admissions to residential and nursing care homes aged 65+ ASCOF 2A (2) numerator **BCF**	800	655	✗ Not achieved
% of requests for support for new clients, where the outcome was universal services/ signposted to other services	65%	67%	✓ Achieved
% of clients in receipt of long term support who receive a direct payment ASCOF 1C (2a)	34%	34%	✓ Achieved
% of people in receipt of long term support who have been reviewed in the period	60%	59%	✓ Achieved



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 Section 42 safeguarding enquiries in the denominator, where support was provided by an advocate, family or friend

Denominator: Number of concluded Section 42 safeguarding enquiries in the period, where the person at risk lacks Mental Capacity

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

Achieved

96.4

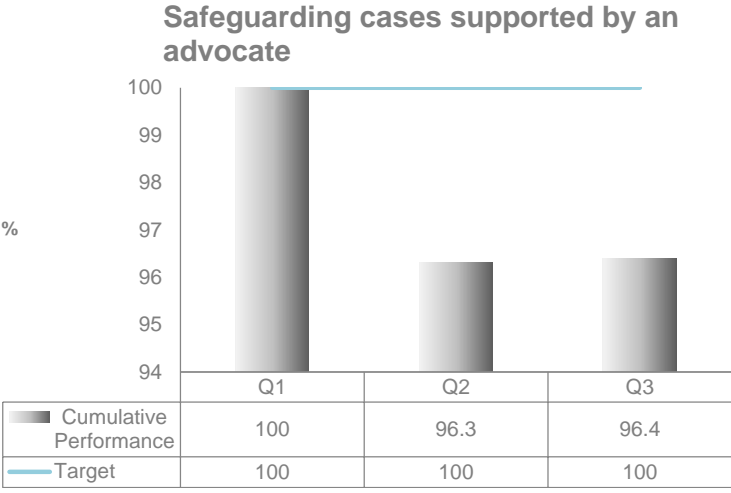
%

Quarter 3 December 2016

100

%

Target for December 2016

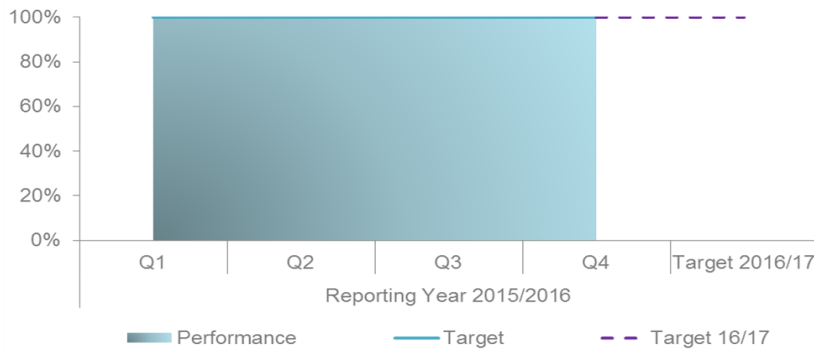


About the latest performance

The target has been achieved within tolerance consistently throughout the reporting year. 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). There still remains a couple of legitimate cases where an advocate was not required.

Further details

Safeguarding cases supported by an advocate



Reporting Year 2015/2016					
	Q1	Q2	Q3	Q4	Target 2016/17
Performance	100	100	100	100	
Target	100	100	100	100	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

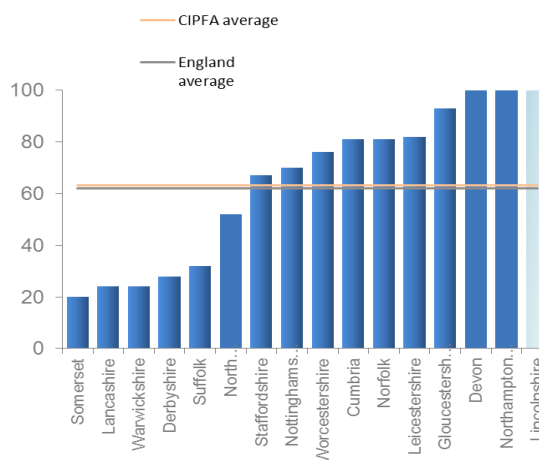
About benchmarking


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.

Safeguarding cases supported by an advocat.

CIPFA	Numerator*	Denominator**	%***
Somerset	130	650	20
Lancashire	190	800	24
Warwickshire	35	145	24
Derbyshire	90	320	28
Suffolk	35	110	32
North Yorkshire	85	165	52
Staffordshire	110	165	67
Nottinghamshire	490	700	70
Worcestershire	95	125	76
Cumbria	175	215	81
Norfolk	250	310	81
Leicestershire	90	110	82
Gloucestershire	65	70	93
Devon	1195	1195	100
Northamptonshire	290	290	100
Lincolnshire	120	120	100

*Supported by advocate
 **Total 542 enquiries where person lacked capacity
 ***% Safeguarding cases supported by an advocate





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

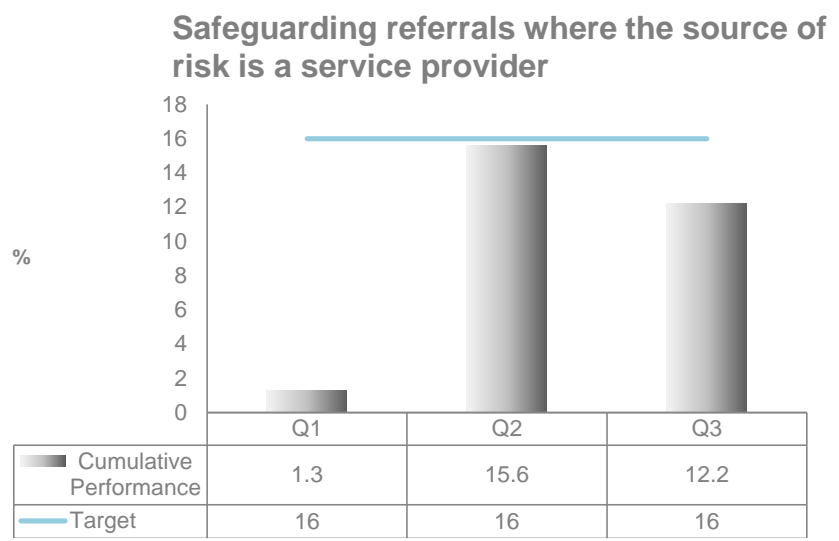
This measure records the proportion of safeguarding referrals where 'source of risk' is a 'service provider'.
 Numerator: Number of Section 42 safeguarding enquiries where the 'source of risk' is a 'social care provider'.
 Denominator: Number of concluded Section 42 safeguarding enquiries in the period.
 The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.

 **Achieved**

12.2
%
Quarter 3 December 2016



16
%
Target for December 2016

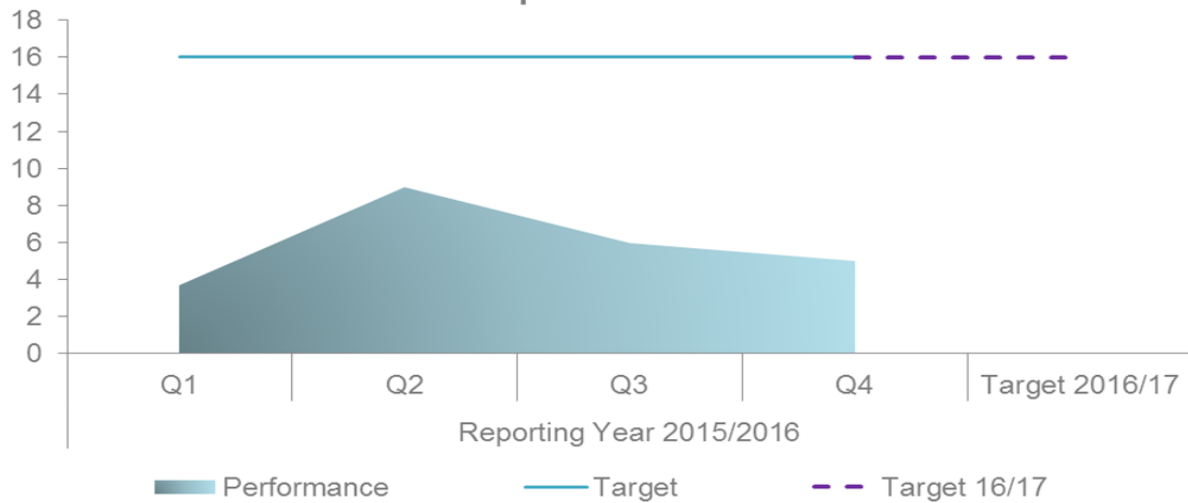


About the latest performance

The target has been achieved within tolerance consistently throughout the reporting period. The proportion of referrals where the service provider is the source of risk has decreased this quarter, which is an improvement from the last quarter. An increasing number of referrals cite the source of risk as a relative, family carer or someone known to the person but not related. These account for approximately two-thirds of referrals.

Further details

Safeguarding referrals where the source of risk is a service provider



	Reporting Year 2015/2016				
	Q1	Q2	Q3	Q4	Target 2016/17
Performance	3.7	9.0	6.0	5.0	
Target	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 concluded Section 42 enquiries in the denominator, the number where the result of management action was 'risk reduced' or 'risk removed'

Denominator: Number of concluded Section 42 safeguarding enquiries in the period that were substantiated partially or in full, or where the risk of abuse was found to be true.

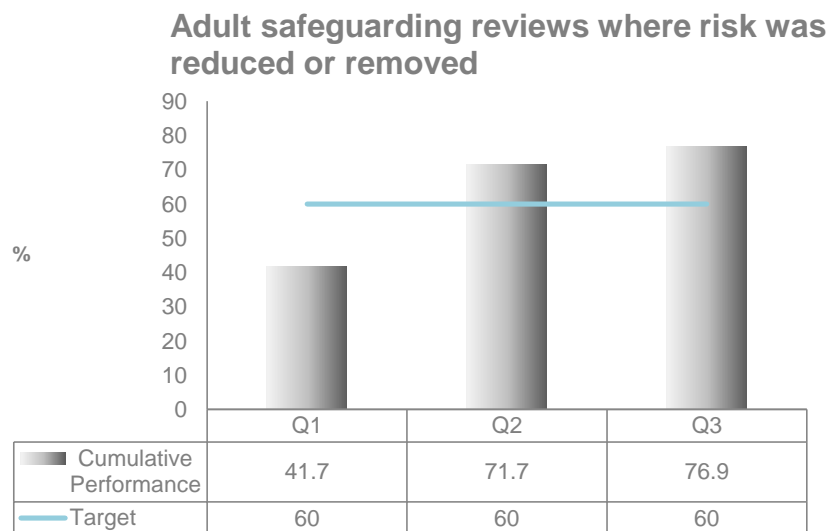
The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.

✓ **Achieved**

76.9
%
Quarter 3 December 2016

↓

60
%
Target for December 2016

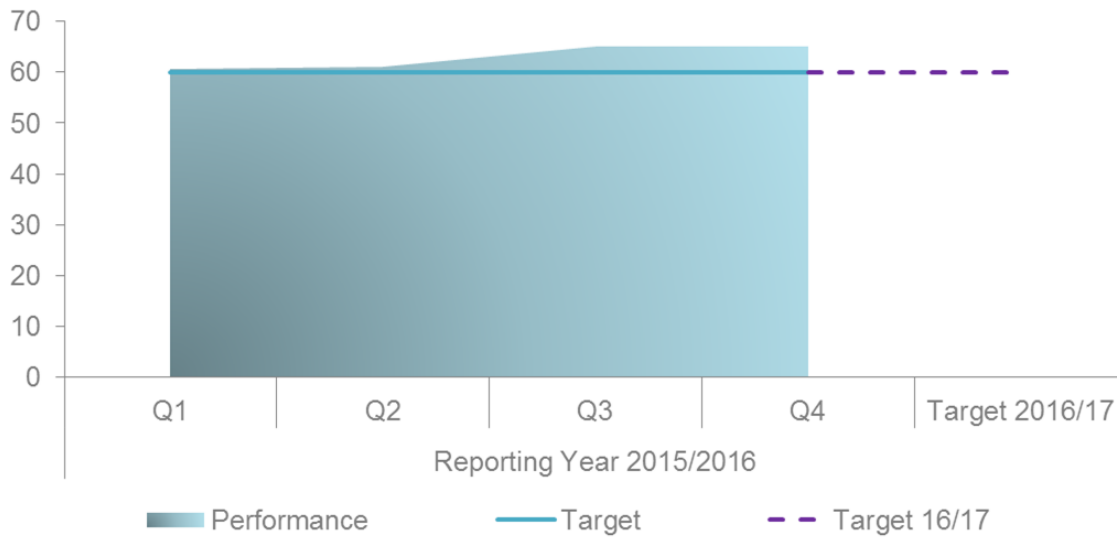


About the latest performance

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
Performance	60.6	61.0	65.0	65.0	
Target	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: For adults in the denominator, those who were recorded as living in their own home or with their family.

Denominator: Adults aged 18 to 64 with a primary support reason of learning disability, who received long-term support during the year .

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



Achieved

75.9

% of adults

Quarter 3 December 2016

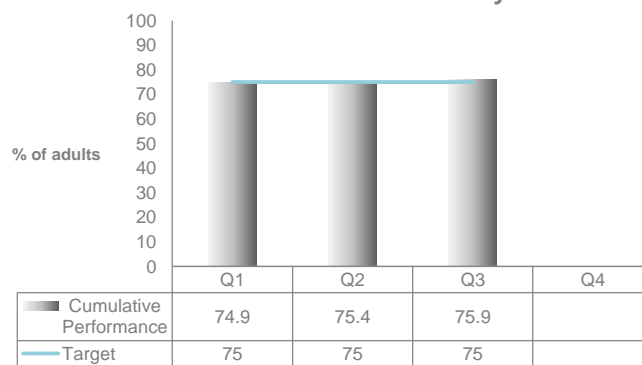


75

% of adults

Target for December 2016

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

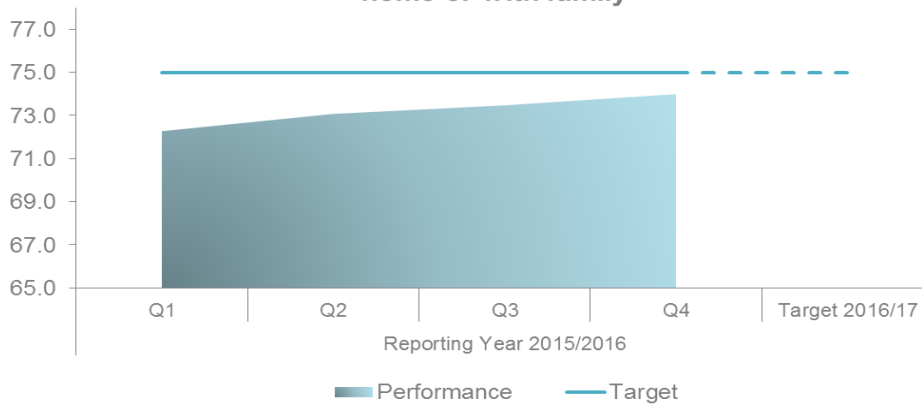


About the latest performance

This measure has shown a slight improvement compared to the last quarter and remains ahead of target. This indicates that a higher proportion of new learning disability clients are coming into community services. There is ongoing work to support increased 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
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

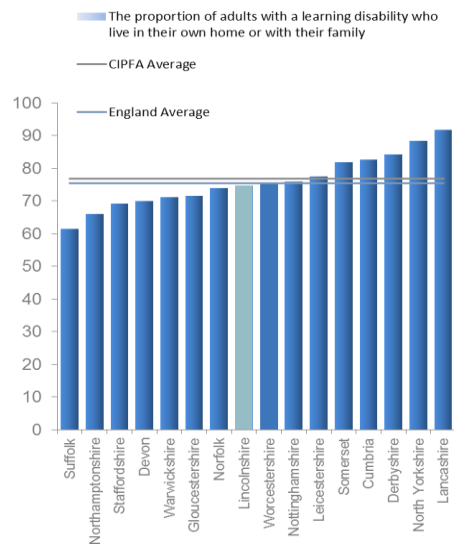
This measure has a target range of +/- 5% based on tolerances used by Department of Health

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.

Adults with learning disabilities who live in their own home or with family- CIPFA Comparators 2015/16

	*Numerator	**Denominator	***Outcome
Suffolk	1074	1747	61.5
Northamptonshire	1117	1692	66.0
Staffordshire	1198	1732	69.2
Devon	1479	2113	70.0
Warwickshire	806	1133	71.1
Gloucestershire	919	1283	71.6
Norfolk	1622	2191	74.0
Lincolnshire	1166	1561	74.7
Worcestershire	962	1281	75.1
Nottinghamshire	1544	2035	75.9
Leicestershire	1108	1430	77.5
Somerset	1286	1571	81.9
Cumbria	994	1202	82.7
Derbyshire	1577	1871	84.3
North Yorkshire	1330	1506	88.3
Lancashire	2937	3198	91.8
CIPFA Average	21119	27546	76.7
England Average	96288	127732	75.4



*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: For adults in the denominator, those who were recorded as living independently at the time of their latest review.

Denominator: Adults aged 18 to 69 on the Care Programme Approach (CPA) in contact with secondary health services during the year.



Achieved

61.2

% of adults

Quarter 2 September 2016

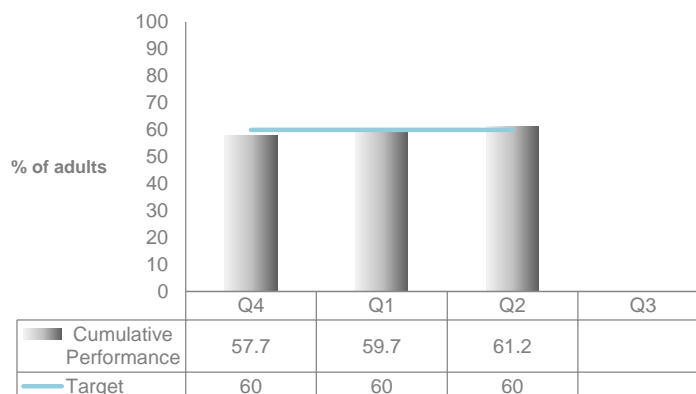


60

% of adults

Target for September 2016

Adults in contact with secondary community health teams living independently

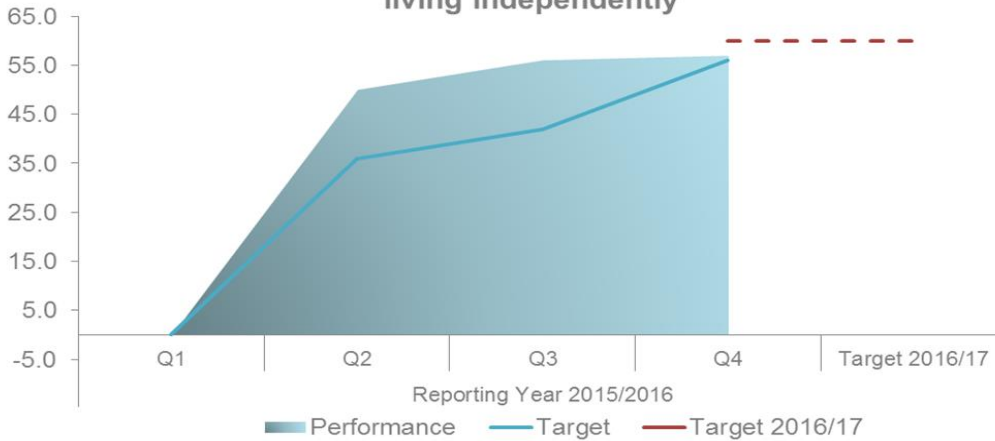


About the latest performance

The figures reported relate to September performance, which is the latest available data published by NHS Digital. There has been a steady increase throughout the year and this measure is currently ahead of target.

Further details

Adults in contact with community mental health teams living independently



	Reporting Year 2015/2016				Target 2016/17
	Q1	Q2	Q3	Q4	
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

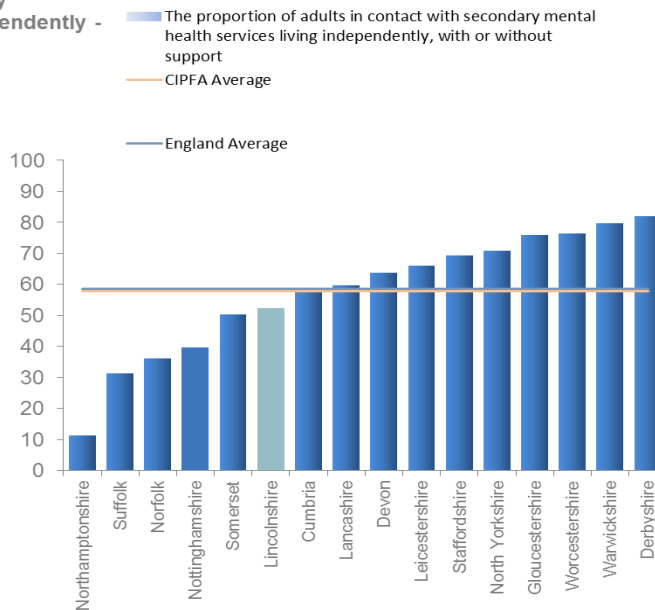
This measure has a target range of +/- 5% based on tolerances used by Department of Health

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 2015/16

	*Outcome
Northamptonshire	11.4
Suffolk	31.4
Norfolk	36.3
Nottinghamshire	39.7
Somerset	50.3
Lincolnshire	52.4
Cumbria	57.7
Lancashire	59.9
Devon	63.8
Leicestershire	66.2
Staffordshire	69.3
North Yorkshire	70.9
Gloucestershire	75.9
Worcestershire	76.5
Warwickshire	79.8
Derbyshire	82.1
CIPFA Average	57.7
England Average	58.6



*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)

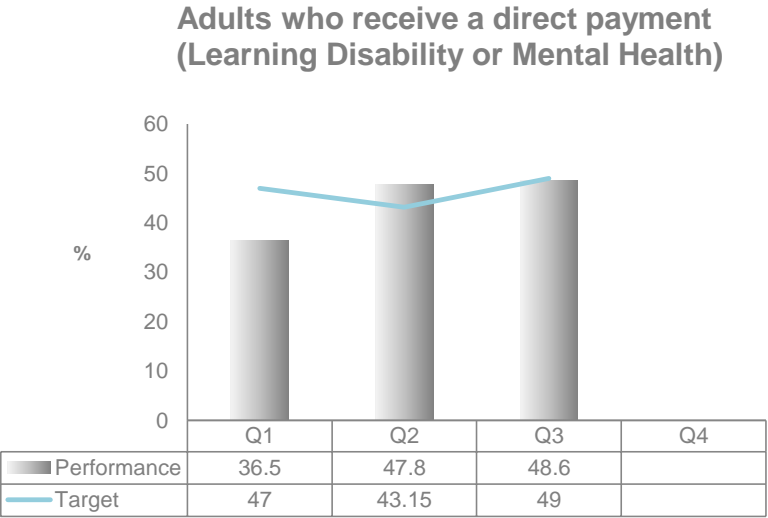
This measure reflects the proportion of people using services who receive a direct payment.
 Numerator: Number of Learning Disability and Mental Health service users receiving direct or part direct payments.
 Denominator: Number of Learning Disability and Mental Health service users aged 18 or over accessing long term support.
 The percentage is calculated as follows: Numerator divided by the denominator multiplied by 100.
 This measure is reported as a snapshot in time so for exapmle Q2 is performance as at 30th September.

 **Achieved**

48.6
%
Quarter 3 December 2016



49
%
Target for December 2016



About the latest performance

This measure is currently being achieved and is within the target tolerance. 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

This is a new measure for 2016/2017 and therefore historic information is not currently available.

About the target

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

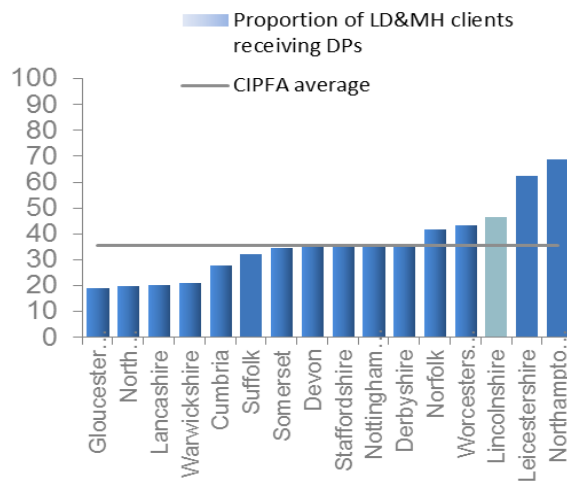
About the target range

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

About benchmarking

Adults who receive a direct payment (LD & MH Services Only) - CIPFA comparators 2015/2016

CIPFA	Number of LD & MH clients receiving DPS LTS001b	Number of LD & MH clients receiving community services LTS001b	Proportion of LD&MH clients receiving DPs
Gloucestershire	185	980	18.9
North Yorkshire	370	1880	19.7
Lancashire	750	3710	20.2
Warwickshire	140	670	20.9
Cumbria	355	1285	27.6
Suffolk	525	1630	32.2
Somerset	500	1460	34.2
Devon	950	2710	35.1
Staffordshire	800	2245	35.6
Nottinghamshire	765	2145	35.7
Derbyshire	630	1745	36.1
Norfolk	970	2340	41.5
Worcestershire	535	1235	43.3
Lincolnshire	715	1540	46.4
Leicestershire	950	1520	62.5
Northamptonshire	1080	1570	68.8
CIPFA Average	10220	28665	35.7





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: For adults in the denominator, those that have received an assessment or review of their needs in the year.

Denominator: Number of current Learning Disability and Mental Health service users receiving long term support in the community or in residential care.

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



Improving but not achieved

58

%

Quarter 3 December 2016

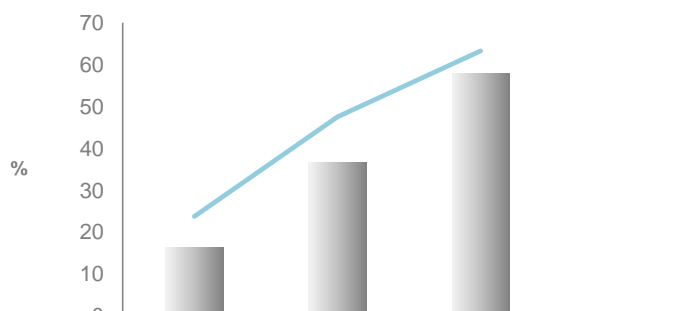


63

%

Target for December 2016

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



	Q1	Q2	Q3	Q4
Cumulative Performance	16.4	36.7	58	
Target	23.8	47.5	63.3	

About the latest performance

The figures provided for Q3 relate to reviews completed between April and November. The transition to Mosaic in December has meant we have been unable to report on December activity. The Q3 target has been rolled back to November for consistency. Reviews have picked up within quarter 3; with 4 months to report for the remainder of the year, the lead managers have confirmed that the 95% target will be achieved by year-end.

Further details

This is a new measure for 2016/2017 and therefore historic information is not currently available.

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 have received a direct payment or part direct payment in the year (starting 1st April).

Denominator: Number of carers receiving direct carer services in the year (starting 1st April).

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



Achieved

83.5

% of carers

Quarter 3 December 2016

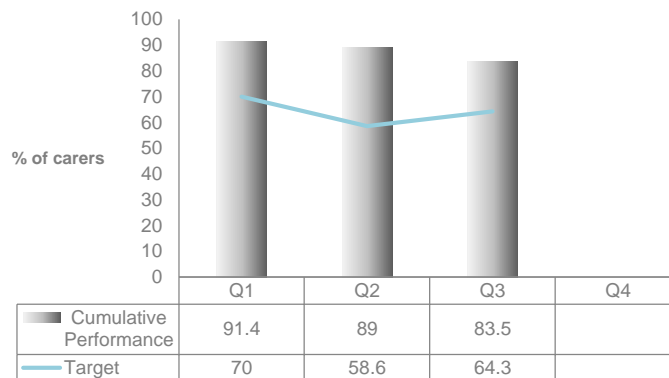


64.3

% of carers

Target for December 2016

Carers who receive a direct payment

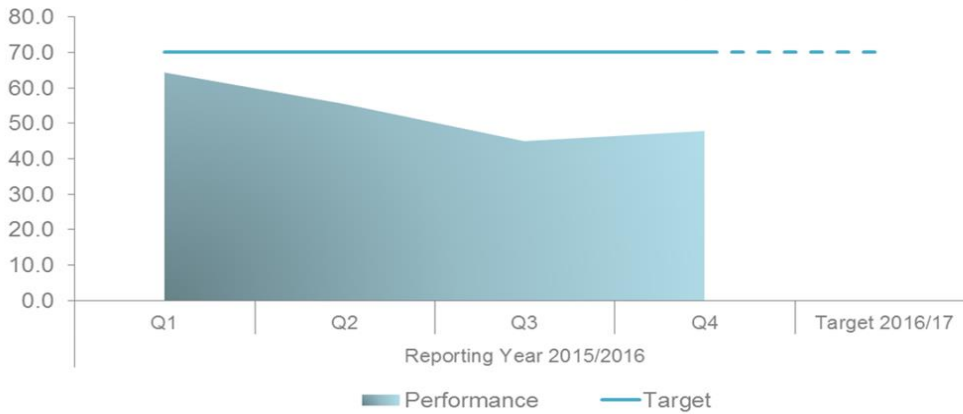


About the latest performance

The carers figures cover the period from December 15 to November 16, to give a 12 month position. The overall number of direct payments has fallen as has been the trend since the introduction of the Carer Act at the start of 2015/16. Changes to eligibility have meant fewer carers have been eligible for care and support, but equally many more carers are being supported with lower level support. Where a personal budget is appropriate, 84% of carers are taking a direct payment. The remaining personal budgets are used for commissioned carer respite services, arranged by the council. The measure is currently exceeding the annual target of 70%.

Further details

Carers who receive a direct payment



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

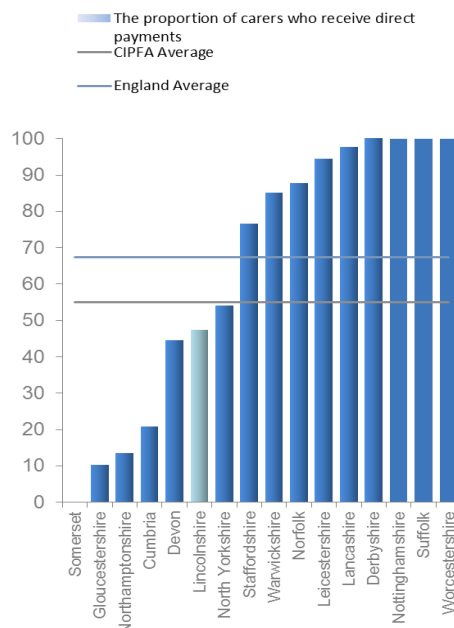
This measure has a target range of +/- 5% based on tolerances used by Department of Health

About benchmarking

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Carers who receive a direct payment - CIPFA Comparators 2015/16

	*Numerator	**Denominator	***Outcome
Somerset	-	-	0.0
Gloucestershire	621	6,092	10.2
Northamptonshire	191	1,424	13.4
Cumbria	237	1,142	20.8
Devon	1,885	4,242	44.4
Lincolnshire	2,406	5,092	47.3
North Yorkshire	2,752	5,099	54.0
Staffordshire	225	294	76.5
Warwickshire	443	521	85.0
Norfolk	1,405	1,602	87.7
Leicestershire	1,084	1,149	94.3
Lancashire	2,704	2,771	97.6
Derbyshire	12	12	100.0
Nottinghamshire	3,598	3,598	100.0
Suffolk	731	731	100.0
Worcestershire	656	656	100.0
CIPFA Average	18,950	34,425	55.0
England Average	81,948	121,519	67.4



*Number of carers receiving direct payments or part-direct payments in the year (15/16) to 31 March
 **Number of carers receiving carer-specific services in the year (15/16) to 31 March
 ***Proportion of carers receiving carer-specific services in the year (15/16) 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.



Not achieved

67.9

%

Quarter 3 December 2016

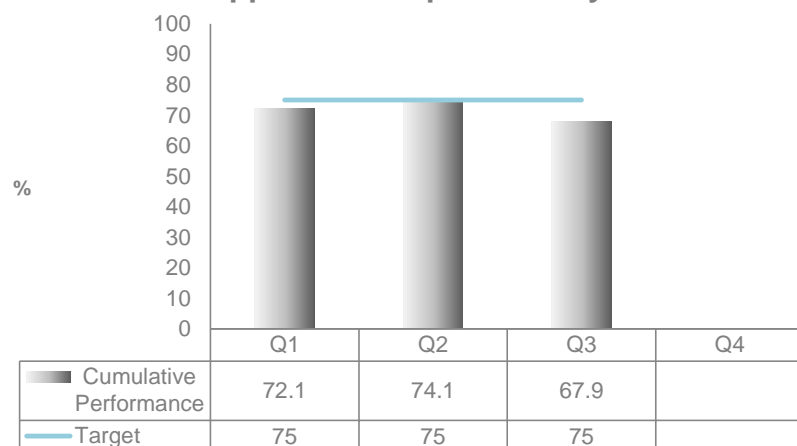


75

%

Target for December 2016

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

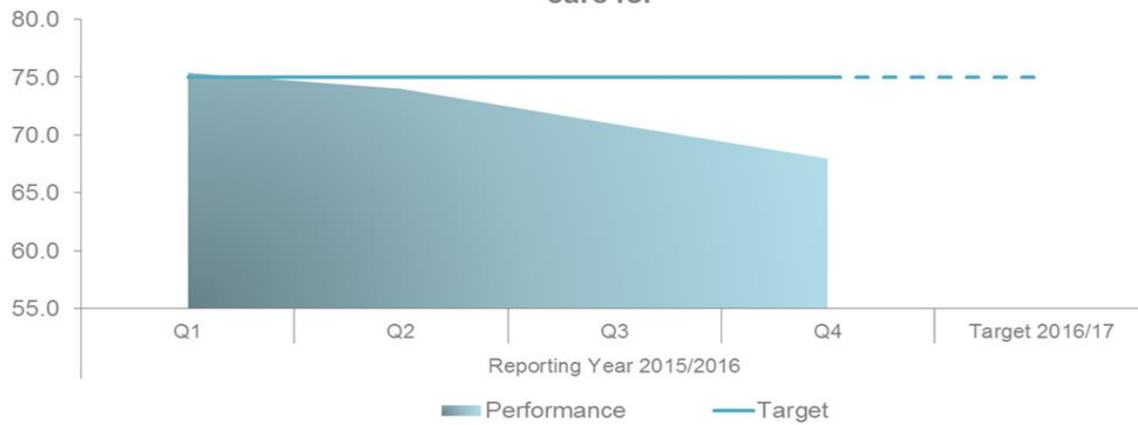


About the latest performance

Looking back over the 12 months from November 2016, there has been an increase in support provided to both the carer and the person cared for. This is because an increasing number of carers are being identified from their involvement in the support provided to adult clients, and therefore the care needs of both the client and carer are being considered jointly with a holistic package. Although this shows a more considered and rounded package, it is at odds with the preventative focus of this measure which seeks to support the carer as early as possible to help sustain the caring role and delay the care and support needs of the person they care for.

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	
Performance	75.4	74.0	71.0	68.0	
Target	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

1,268

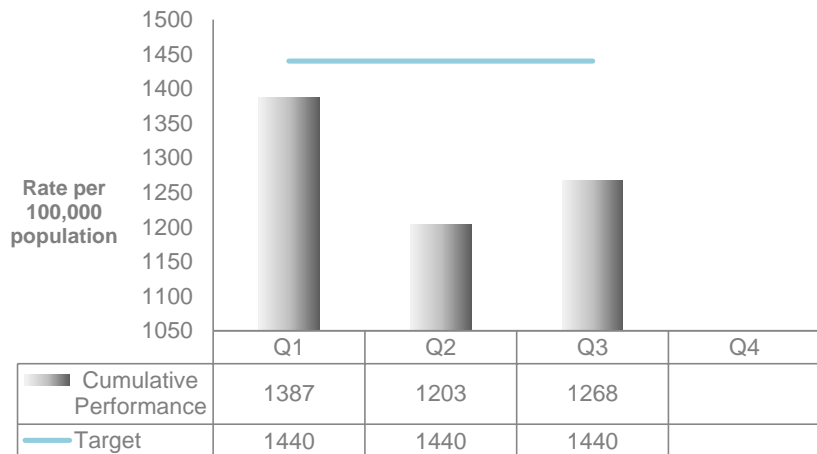
Rate per 100,000 population
Quarter 3 December 2016



1,440

Rate per 100,000 population
Target for December 2016

Carers supported in the last 12 months



About the latest performance

There has been a 6% increase in the number of carers supported in the last 12 months, compared to the previous quarter. The aspirational target of 8,500 carers is not currently being achieved, but the carers service is supporting more and more carers albeit at a slower rate than anticipated. A new provider, process change and system change have impacted on the growth.

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.

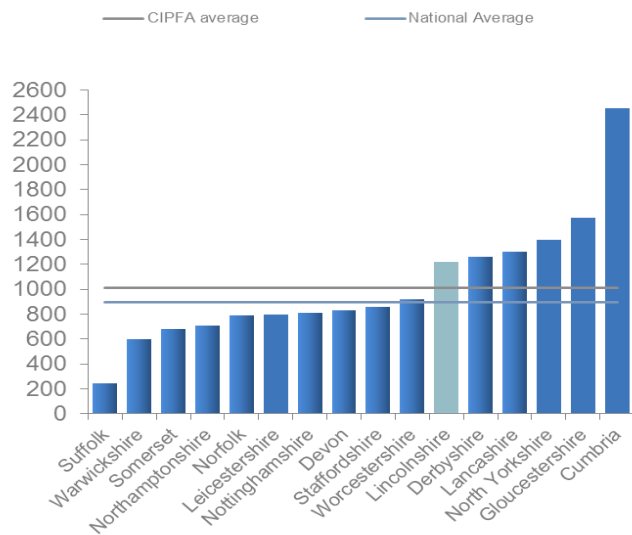
About the target range

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

About benchmarking

Carers supported in the last 12 months per 100,000 - CIPFA Comparators 2015/2016

CIPFA	Numerator*	Denominator**	Outcome***
Suffolk	1450	590605	245.5
Warwickshire	2645	441340	599.3
Somerset	2965	436207	679.7
Northamptonshire	3955	560409	705.7
Norfolk	5630	717037	785.2
Leicestershire	4290	539616	795.0
Nottinghamshire	5190	642564	807.7
Devon	5240	630486	831.1
Staffordshire	5925	693720	854.1
Worcestershire	4255	463334	918.3
Lincolnshire	7265	594466	1222.1
Derbyshire	7935	628988	1261.6
Lancashire	12300	946175	1300.0
North Yorkshire	6770	485158	1395.4
Gloucestershire	7735	492363	1571.0
Cumbria	9935	405166	2452.1
CIPFA Average	93485	9267634	1008.7
England Average	386600	43108471	896.8



*Total of carers receiving support in year (LTS003) Table 1 total of carers.

**18+ population.

***carers supported in the last 12 months per 100,000.



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+).

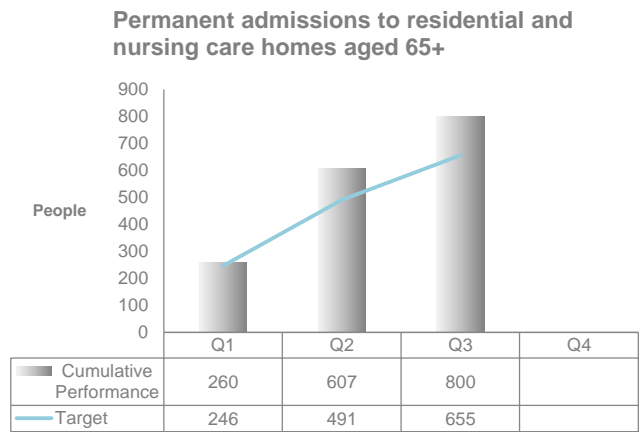
This is a Adult Social Care Outcomes Framework (ASCOF) 2a part 2 and reported in the Better Care Fund (BCF).

✘ Not achieved

800
People
Quarter 3 December 2016

↓

655
People
Target for December 2016



About the latest performance

The figures provided for Q3 relate to admissions into residential care between April and November. The transition to Mosaic in December has meant we have been unable to report on December admissions. The Q3 target has been rolled back to November for consistency. Admissions so far this year are higher than target, which have been driven by the high number of older people requiring residential placements. This appears to have been caused by discharge pressures in hospitals and an increase in the level of support people are requiring in the community. Work is being undertaken to quality assure the placements we are making, however the early indication is that we are dealing with a higher level of acuity and therefore the placements are fully justified. We are experiencing a higher level of demand for services generally and a similar proportion of people are being admitted to care homes as in previous years. The number of people admitted to long term care in Lincolnshire are only marginally higher than the Chartered Institute of Public Finance and Accountancy (CIPFA) average in terms of rate per 100,000 – (Lincolnshire County Council - 614, CIPFA average - 607). All the while though, over the 2 years, the ratio of people in residential care to community has stayed pretty static (1:2) suggesting we are consistently placing people as appropriate.

Further details

This is a new measure for 2016/2017 and therefore historic information is not currently available.

About the target

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

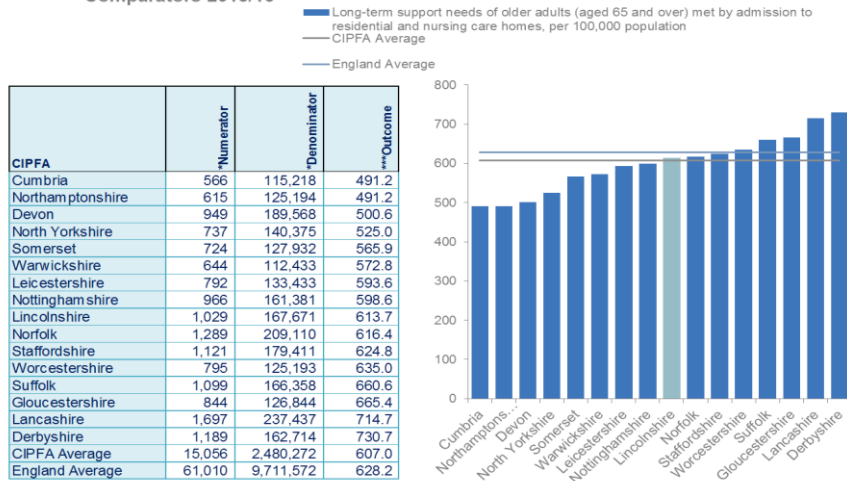
About the target range

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.

Permanent admissions to residential and nursing care homes aged 65+ CIPFA Comparators 2015/16



*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' or 'No services provided'.

Denominator: The number of requests for support received by Adult Care from new adult clients (i.e. adults who were not in receipt of services at the time of the request).

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

64.9

%

Quarter 3 December 2016

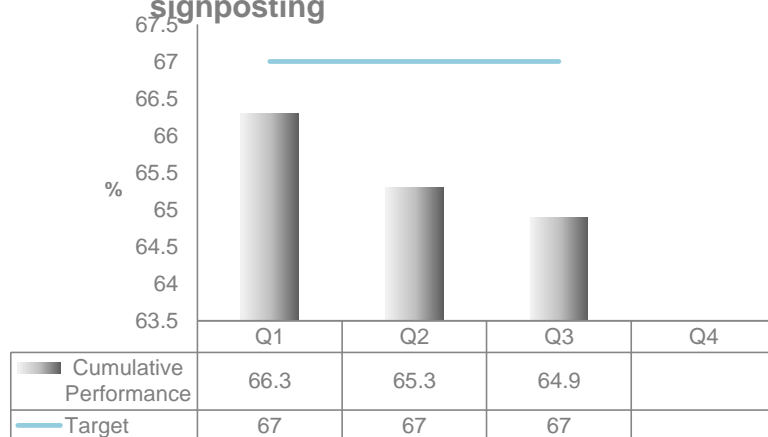


67

%

Target for December 2016

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

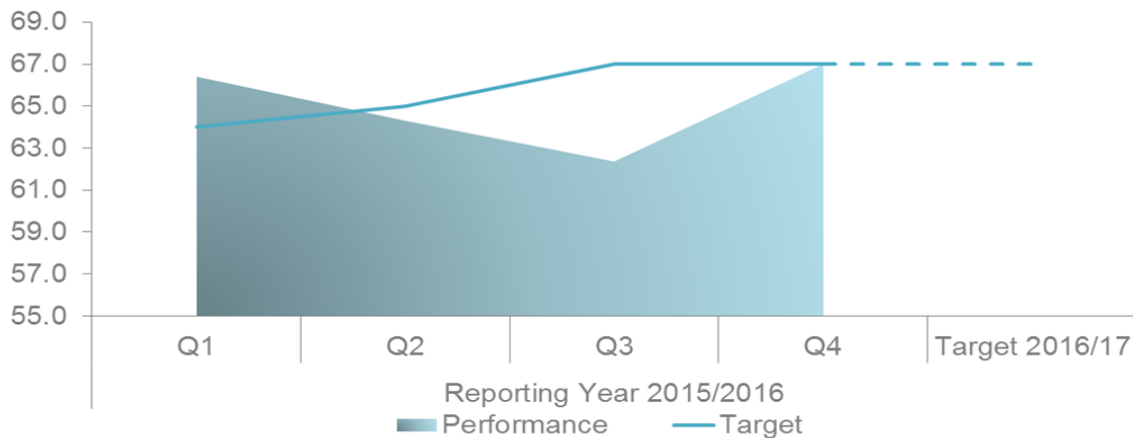


About the latest performance

This measure is currently being achieved, and has been relatively stable over the last 2 years. 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	
Performance	66.4	64.3	62.4	67.0	
Target	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

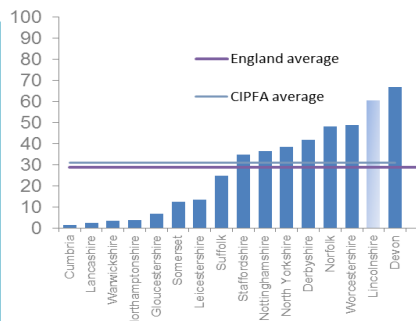
This measure has a target range of +/- 5% based on tolerances used by Department of Health

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.

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

CIPFA areas	Numerator*	Denominator*	Requests for support for new clients, where the outcome was universal services/ signposting
Cumbria	320	21,795	1.5
Lancashire	875	35,830	2.4
Warwickshire	475	14,375	3.3
Northamptonshire	405	10,765	3.8
Gloucestershire	2,485	36,165	6.9
Somerset	1,220	9,685	12.6
Leicestershire	4,730	35,480	13.3
Suffolk	9,830	39,515	24.9
Staffordshire	7,420	21,365	34.7
Nottinghamshire	9,595	26,240	36.6
North Yorkshire	6,455	16,830	38.4
Derbyshire	18,835	44,505	41.9
Norfolk	14,840	30,825	48.1
Worcestershire	15,475	31,730	48.8
Lincolnshire	20,585	34,065	60.4
Devon	26,105	39,110	66.7
CIPFA Average	139,450	448,260	31.1
England Average	524,450	1,810,730	29.0



Numerator: Number of requests for support for new clients, where the outcome was 'Universal services / signposting to other services' or 'No services provided'

Denominator: The number of requests for support received by Adult Care from NEW adult clients (i.e. adults who were not in receipt of services at the time of the request)



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 adults aged 18 or over accessing long term support on the last day of the period.

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

This measure is reported as a snapshot in time so for example Q2 is performance as at 30th



Achieved

33.9

%

Quarter 3 December 2016

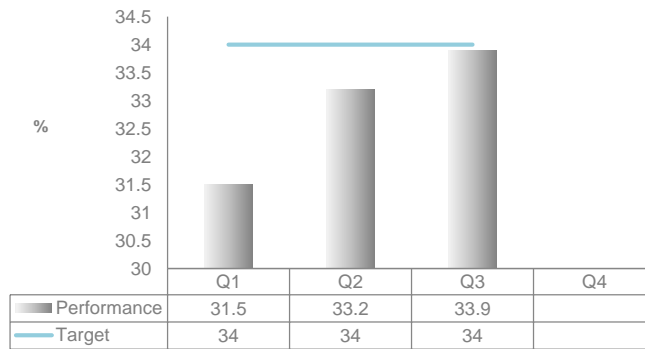


34

%

Target for December 2016

Adults who receive a direct payment

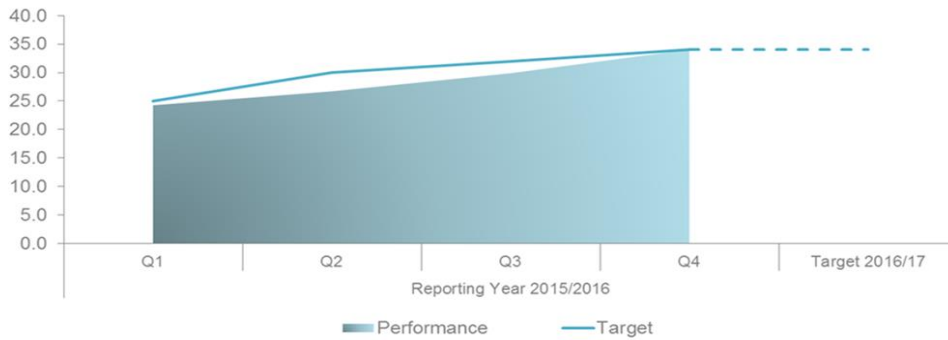


About the latest performance

The percentage of adults with a direct payment is fairly static at present, and the target of 34% is likely to be achieved by year end.

Further details

Adults who receive a direct Payment



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

About the target

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

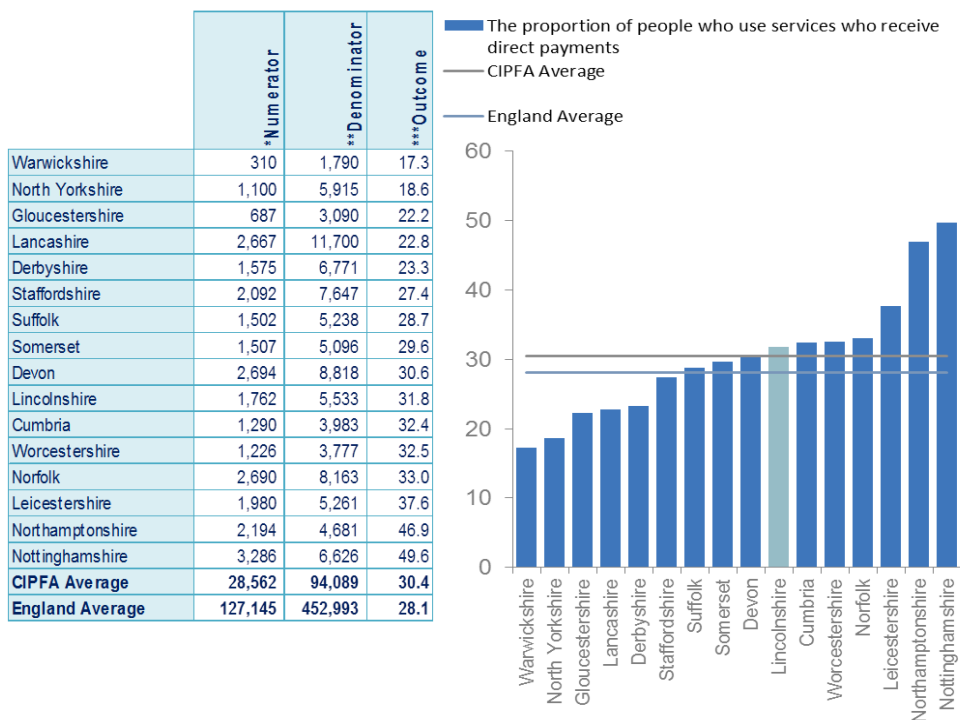
About the target range

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.

Service users who receive a direct payment - CIPFA Comparators 2015/16



*Number of service users receiving direct payments or part-direct payments at the year end 31 March (15/16)

**Number of service users accessing long-term support at the year end 31 March (15/16)

***Proportion of service users accessing long-term support at the year-end 31 March (15/16) who were receiving direct payments (%)



Health and Wellbeing is improved

People have a positive experience of care and support

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: For adults in the denominator, those that have received an assessment or review of their needs in the year.

Denominator: Number of adults aged 18 or over receiving long term support in the community or in residential care, on the last day of the period.

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



Achieved

59.9

%

Quarter 3 December 2016

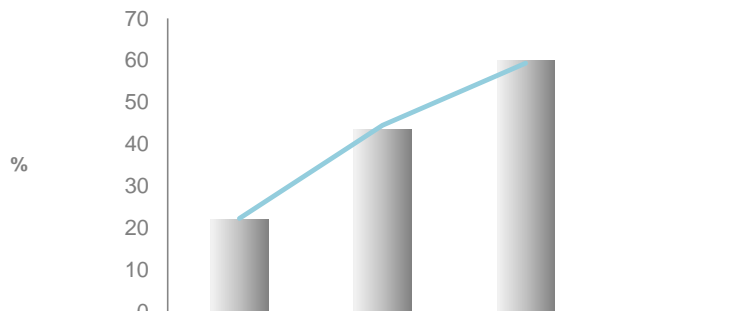


59.3

%

Target for December 2016

People in receipt of long term support who have been reviewed



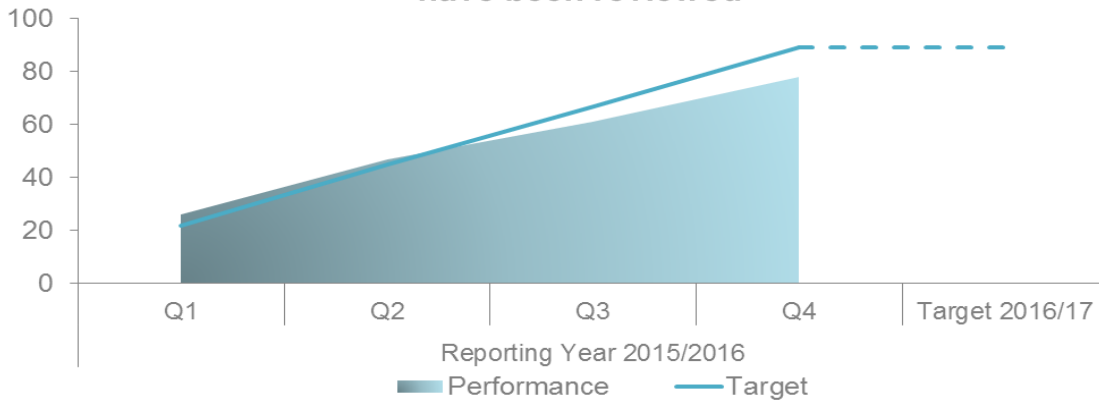
	Q1	Q2	Q3	Q4
Cumulative Performance	22	43.4	59.9	
Target	22.3	44.5	59.3	

About the latest performance

The figures provided for Q3 relate to reviews completed between April and November. The transition to Mosaic in December has meant we have been unable to report on December reviews. The Q3 target has been rolled back to November for consistency. At the point of migration to Mosaic, the target was being achieved. It will be interesting to see if the new system, with new recording and increased work for social workers, will impact on this measure as anticipated.

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
Performance	26.0	46.9	60.9	78.0	
Target	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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