

Appendix A Summary of those measures where the target was not achieved in Quarter 4

The following 5 commissioning strategies performed well (all but 1 measure reported in Q4 achieved the target).

[Learn and achieve](#) the target for percentage of permanent exclusions of total pupil population was not achieved for the academic year September 2014 to July 2015 (the latest data available), with an actual number of 180 permanent exclusions. The Inclusive Lincolnshire Strategy only became available to schools in September 2016 in its complete form, as before then there was no Behaviour Outreach Support Service (BOSS) and no pre-exclusion places available in the Pupil Referral Unit. Going forward, the exclusions in academic year September 2015 to July 2016, (reported in March 2018) will not be impacted by the work of BOSS, however it is reasonable to expect progress to be made in academic year September 2016 to July 2017 which will be reported in March 2019. Secondary schools represent the ongoing challenge going forward.

[Protecting and sustaining the environment](#) 'Household waste recycled' did not meet the challenging annual target (55%) set in the Joint Municipal Waste Management Strategy and fell short of the forecasted year-end total for 2016/17 of 47.4%, with 46.8% achieved. Whilst there was a small increase in composting tonnages compared to last year, these are notoriously variable depending on factors such as weather. There was an increase in the rejection rate of mixed dry recyclables which is reducing even further the quantity of actual recyclables being collected at kerbside. The aspirational target set in our Joint Municipal Waste Management Strategy needs to be addressed in the production of a revised strategy.

[Safeguarding adults](#) all 4 measures achieved the target, with the exception of 'People report they feel safe'. This is an annual Adult Social Care Outcomes Framework (ASCOF) measure from the statutory Adult Social Care Survey (ASCS) that is reported to the Department of Health on an annual basis. It should be noted that respondents have not necessarily been subject to an Adult Safeguarding intervention, so this measure is not specific to the Safeguarding service, but more of a general view of social care users. The feeling of safety is lower this year compared to last. As there are many factors that affect how safe people feel it is difficult to pinpoint specific reasons for the reduction. As part of the survey process we also have a duty to investigate where respondents indicate that they do not feel safe. A handful of cases were flagged and each was followed up and once spoken to, the respondents were safe and had been confused by the question. This was similar to our experience from the previous year and gives us a reasonable level of assurance that the vulnerable adults we support are safe.

[Specialist adult services](#) all 4 measures achieved the target with the exception of 'Adults who received a review of their needs' where performance has improved each quarter, although data submitted to the Department of Health at the end of May did not achieve the annual target. However whilst the initial report from mosaic suggested 286 reviews had not been completed, further validation work has confirmed that the number of reviews not completed was 44. This means that the annual performance target has been achieved and further work will be completed to ensure the accuracy of performance recorded and reported via mosaic is improved. The service has elected to keep the status of improving but not achieved as this is based on the data from mosaic. Mosaic report development in 2017/18 will include operational teams to minimise the discrepancies in the future.

[Wellbeing](#) all 4 measures achieved the target with the exception of 'Successful completion of alcohol treatment'. Performance is reported with a 3 month lag and so the latest performance available is for Q3. Performance dropped from Q2. The service expects performance to fluctuate over Q4 (which will be reported in Q1 2017/2018) while the new treatment model and ways of working embed themselves across the county.

The following 5 commissioning strategies had mixed performance:-

[Adult Frailty, long term conditions and physical disability](#) 2 of the measures for this commissioning strategy achieved the target: 'People using the service with control over their daily life' and 'Adults who receive a direct payment'.

A summary of the 3 measures that did not achieve the target in Q4 are:-

- 'Permanent admissions to residential and nursing care homes aged 65+'. The target has not been achieved in each quarter this year. The number of admissions has slowed in the last quarter of the year, however, increased demand for residential care has resulted in 85 placements more than planned for the year, which is just less than a 10% deviation from the target. The target (982) was set by the Better Care Fund (BCF) and kept the same for corporate reporting for consistency. Cumulative performance in Q4 was 1067. The service believes that 100% of the placements were appropriate and required in meeting citizens' needs and our statutory requirements. Alternatives are always explored and placements approved on a case-by-case basis and it appears 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. Over the last 2 years, the ratio of people in residential care to community has been static at 1:2, suggesting we are consistently placing people as appropriate.
- 'Requests for support for new clients, where the outcome was universal services/signposting'. The figures for the full year show that 59.1% of requests from new clients received in the year have resulted in information and advice or signposting to other services; however the stretch target (67%) has not been achieved. Before the official figures were published on 24th May in the Short and Long Term (SALT) government return, an additional 3,000 new clients were added from our Reablement provider Allied Healthcare, all of which would have a reablement outcome. This has depressed the percentage but serves to illustrate an important point; that this measure should not be taken in isolation. A significant amount of equipment has also been provided this year, with increased levels of Reablement, which are both viable lower level support options to delay and reduce the long term needs of adults. Ultimately, the aim of prevention is to provide low level support to reduce the longer-term need for funded care in the community or in residential care.
- 'People in receipt of long term support who have been reviewed'. The performance figures have increased slightly in Q4 but are 7% below the tolerance level for the target. Further work will be carried to understand how the implementation of Mosaic may be under-reporting the true level of review activity. A number of teams are confirming higher levels of performance in line with targets set for 2016/17.

[Carers](#) 2 of the measures for this commissioning strategy achieved the target: 'Carers who receive a direct payment'; and 'Carers supported in the last 12 months'.

Results for the 3 of the 4 measures where the target was not achieved come from the national Survey of Adult Carers in England (SACE), which is submitted to the Department of Health on a biennial basis. These results are statistically significant at +/-5% so reductions against the previous survey results from 2 years ago are negligible:-

- 'Carer reported quality of life'. This measure does not include young carers, young adult carers or parent carers (which are reported through Children's Services). It is a composite measure that combines responses to 6 different questions about quality of life including work, control, personal care, safety, social participation and encouragement. The results this year (7.4) have dropped slightly from a previous quality of life score of 7.9. It is worth noting that this appears to be in line with national trends, as cuts are made to Adult Care, and unpaid carers fill the gap; however local analysis has not yet been carried out.
- 'Carers included or consulted in discussions about the person they care for'. Slightly fewer carers this year (64.4%) reported that they were 'always' or 'usually' included or consulted in either health or social care decisions regarding the person they cared for. The Care Act and the Lincolnshire Carers Service champion 'Whole Family Approaches' and it therefore remains an aspiration for the Lincolnshire Health and Care community that these figures should improve with the next survey in 2018/19. Adult Care is increasingly developing 'whole family approaches' as a routine approach to meeting the needs of a vulnerable adult, ensuring that carers of all ages are identified and any needs assessed. Carers FIRST has a long term programme of engagement with the NHS sector, in both primary and acute care to build the cultural change required which will see carers of all ages routinely included or consulted in such discussions.
- 'Carers who find it easy to find information about services'. Whilst the results (58.9%) are lower than two years ago (65%), the reduction may not be as pronounced as the figures suggest. The same national survey also reported that 94% of respondents said the information they did find was useful. It should also be noted that the question in the survey asked respondents to consider information and advice from different sources, such as voluntary organisations and Health as well as the Council. The aspiration remains to improve this figure.
- 'Carers supported to delay the care and support for the person they care for'. This measure was designed to capture the preventative element of the Carers Service, where the focus is to identify carers early on, provide information and advice and lower levels of support to enable carers to sustain the caring role, prevent crisis and delay the need for the person they care for needing a funded social care package. The success of the Care Act has raised awareness of Social Care teams of the rights and needs of carers, resulting in more carers being identified and assessed alongside the person they care for. This means both the carer and the person they care for can be eligible for support, in their own right. This is a positive trend, indicating that the increase of carers being supported is also as a result of the good practice of social care teams being aware of and promoting carers rights. It highlights that if a similar cultural change is achieved with all care professionals an increasing number of carers could be identified early. A continuing intensive publicity programme during 2017-18 is aimed at improving professionals' awareness and to reach out to hidden carers.

[Children are safe and healthy](#) 2 out of the 4 measures for this commissioning strategy achieved the target: - 'The average time taken to move a child from care to an adoptive family'; and 'The average time taken to match a child to an adoptive family' both achieved the target.

A summary of the 2 measures that did not achieve the target in Q4 for this commissioning strategy are: - 'Children looked after' and 'Children who are subject to a child protection plan'. There has been an increase in both measures in Q4. The service will undertake further work to understand the cause of the increase, however it should be noted that for both

measures the rate per 10,000 is still lower than statistical neighbouring authorities and the England rate.

Readiness for Adult Life

3 of the measures for this commissioning strategy achieved the target: 'Young People not in education, employment or training'; '16-18 year old Looked After Children participating in learning' and 'Care Leavers in suitable accommodation'.

A summary of the 3 measures where performance improved although the target was not achieved are:

- 'The achievement gap between disadvantaged pupils and their peers at key stage 4'. This is reported annually in Q4 and performance improved compared with the previous year. Children's Services in partnership with the Lincolnshire Learning partnership have agreed a range of actions to support schools to reduce the achievement gap: Schools are encouraged to undertake pupil premium reviews to ensure they are targeting resources in the right area; schools share best practice; and the Teaching Schools offer a range of professional development opportunities to support schools to tackle the achievement gap.
- The target for 'Pupils aged 16 – 18 participating in learning' is ambitious as the Council has already made significant increases in performance, although below the East Midlands figures. For both this measure and 'Participation in learning age 16', difficulties are being experienced in obtaining the data from independent learning providers who, unlike schools and colleges, struggle to meet the demands of data provision. We know that approximately 9% of young people are in this type of provision which is impacting on our performance. Previously, the careers service would have supported the independent learning providers in supplying information but as this service has been decommissioned there is no remedial action that can be taken.

Protecting the public 5 of the outcomes can be compared with a target in Q4. 3 performed really well (all measures achieved the target), 2 performed well (all but 1 measure reported in Q4 was achieved the target).

A summary of the 2 measures that did not achieve the target in Q4 for Protecting the Public Commissioning Strategy are:-

- 'Reported incidents of domestic abuse'. As forecasted, the total number of domestic abuse incidents reported to the Police did not achieve the target. Nationally, prevalence of domestic abuse is at its lowest since 2005 (Crime Survey for England and Wales). The decrease in reported incidents of domestic abuse can be seen across most districts in Lincolnshire with the exception of South Holland and West Lindsey where the number has increased since 2015-16.
- 'Juvenile first time reoffenders'. The most recent published figure for Lincolnshire is 266 actual young people for the period of October 2015-September 2016. Although this did not meet the target figure of 203, it is a reduction on previous numbers. The number of young people entering the criminal justice system for the first time is mostly controlled by external influences, e.g. Police policies, and therefore it is difficult to predict future performance. However, there are no expectations that this figure is likely to rise sharply in the near future. The service is currently preparing to launch a new diversionary project in Lincolnshire in conjunction with Lincolnshire Police. This, through joint co-operation between both Services, will divert young people that offend at a low level, through local panels that will try to prevent those young people from getting a criminal record. Effective restorative justice will be put in place instead of a criminal record that will unfairly affect their future life chances. This should therefore help reduce the numbers of first time entrants.