

Appendix B Summary of those measures where the target was not achieved in Quarter 1

The following 4 commissioning strategies had mixed performance:-

Carers

Of the 3 measures reported in Q1, 1 achieved the target, 1 did not achieve the target and 1 measure improved although the target was not achieved.

- 'Carers who receive a direct payment' did not achieve the target. Although there has been a 10% increase in the number of carers receiving a direct payment since the last quarter, the percentage of clients receiving this type of support has reduced. The driver for this is an increase in the number of carers receiving indirect support following a joint assessment with the person they care for. This has resulted in people choosing residential respite care for the person cared for and is another option for using the personal budget. (Measure 54)
- 'Carers supported to delay the care and support for the person they care for' has been assessed as improved but not achieved. As previously reported, this measure shows the proportion of carers receiving services where the person being cared-for is not known to Adult Care. The measure was initially included in the Council Business Plan to illustrate the preventative element of the carers' service in delaying the support of the people they care for. However, an equally important trend has emerged and the downward trend is indicative of a move towards a whole family approach where both the carer and person cared for are supported. This is largely due to an increase in the number of carer and person cared for joint assessments. This has shifted the focus of the measure slightly to acknowledge the early identification and support of carers to delay the support needs of the people they care for, but also, where care and support plans are developed for the person cared for the carer is also supported. This provides a more holistic and more efficient approach, which in turn helps to stabilise and/or reduce support needs. In these circumstances being below target is not a negative indication as the reason for the downturn is an approach to be encouraged. (Measure 57).

The following 3 measures are reported biennially in Q4. Latest performance relates to 2016/2017 and was reported in Q4 2016/2017:- 'Carer reported quality of life' (Measure 55), 'Carers included or consulted in discussions about the person they care for' (Measure 56), 'Carers who find it easy to find information about services' (Measure 58).

Protecting the public

A summary of the 8 measures that did not achieve the target in Q1 for Protecting the Public Commissioning Strategy are:-

- 'Alcohol related antisocial behaviour incidents' due to technical issues there are some alcohol related anti-social behaviour incidents which have not been counted in the Q1 figure of 764 incidents. These will be corrected when data is available and it is anticipated that this figure will increase by around 70 incidents. Although the exact increase is not yet confirmed, given the under-counting of incidents there will be an increase compared to Q1 2016/2017 (766 incidents). In 2016 the two bank holidays for Easter fell within March whereas this year they fell within April which may have increased this quarters figures in comparison to last year. The weather may also have had an impact on these figures as during Q1 there were some warm sunny days which tend to see an increase in drinking behaviour. (Measure 5)
- 'Alcohol related violent crime incidents' (403 incidents) is up 14% compared to Q1 2016/2017 (354 incidents) and is higher than Q4 2016/2017 (370 incidents). Although

all violent crime is continuing on an upwards trend, the proportion of violence that is alcohol related has remained similar. (Measure 6)

- 'Reported incidents of domestic abuse' due to technical issues there are some domestic abuse incidents which have not been counted in the Q1 (2,196 incidents). These will be corrected when available. It is expected that this figure will increase by around 240 incidents when all data is available. With this in mind commentary in relation to trends is not possible at present. (Measure 7)
- 'Satisfaction with response to crime and antisocial behaviour' did not meet the target of 62%. This measures satisfaction that the police and local council are working in partnership to deal with community safety issues. 2016/2017 survey results (59.9%) are reported in Q1 2017/2018 and although for Lincolnshire satisfaction has increased by 4.3 percentage points compared to 2015/16 results, and are 2.1 percentage points higher than the East Midlands average satisfaction results (57.8%) satisfaction is below target. Nationally, satisfaction levels have dropped (61.9% in 2015/2016 to 61.3% in 2016/2017). Although previous year's results have showed a downward trend in satisfaction for Lincolnshire this now appears to be improving. (Measure 13)
- 'Juvenile first time reoffenders' the most recent published FTE (first time entrants) figure for Lincolnshire is 268 actual young people for the period of January 2016 to December 2016. This is higher than the target figure of 203. 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 figure of 268, when expressed as a rate per 100,000, 10 to 17 year old population is 431, which is higher than the local midlands region of 357 and the national average of 327. In July a new diversionary project was launched 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. What we should see will be a more effective restorative justice process, instead of giving the young person a criminal record that will unfairly affect their future life chances. This also should therefore help reduce the numbers of first time entrants. (Measure 15)
- 'Primary fires' we have seen an increase of 69 fires compared with Q1 last year. This can be attributed to a 40% increase in dwelling fires and a 43% increase in vehicle fires. In domestic dwellings, the number of cooking related fires and fires caused by electrical appliances has increased over the previous 2 years. We have developed a strategy around cooking fires and have engaged in a national campaign with the manufacturers of white goods, with the aim to reduce the occurrence of such incidents in future. (Measure 19)
- 'Deliberate primary fires' there has been an increase of 21 deliberate primary fires compared with Q1 last year; this is 15 more than target. Vehicle fires are the main reason for the increase which has more than doubled from the same period last year (35 vehicle fires this year compared with 16 in 2016/2017). The Arson Task Force continue to work collaboratively with the neighbourhood policing teams on initiatives aimed at reducing deliberate fires. (Measure 21)
- 'Deliberate secondary fires' there has been an increase of 34 deliberate secondary fires compared to Q1 last year; this is 10 more than target. All of the increases can be attributed to fires involving refuse. Gainsborough has seen an increase from 7 to 25, however local crews remain active with community engagement activities and the Arson Task Force work collaboratively with the neighbourhood policing teams on initiatives aimed at reducing deliberate fires. (Measure 22)

Although it is not appropriate to compare the following measures with a target, comparisons with historical data have been made:-

- 'Repeat referrals of domestic abuse to MARAC', comparison with previous quarters shows an increase by 3.5 percentage points this quarter compared to Quarter 4 2016/2017. The total number of referrals (new and repeat) to MARAC remains lower than in previous quarters which will have impacted the percentage repeat referral rate. The actual number of repeats referred (181) is not dissimilar to previous quarters, although is slightly higher than the number reported in Quarter 4 2016/2017 (167). (Measure 9)
- 'People killed or seriously injured (KSI) in road traffic accidents' the January – March 2017 figure (122 casualties) is higher than the same period in 2016 (92 casualties). Analysis of collision and casualty data does not indicate any clear commonality or patterns. The overall increase in KSI's is mirrored across most user groups for example car drivers, motorcyclists, pedestrians etc. (Measure 11)
- 'Children killed or seriously injured (KSI) in road traffic accidents' the figure for Jan – Mar 2017 (8 casualties) is higher than both January – March 2016 and January – March 2015 when there was 1 Child KSI recorded. However, the 2015 and 2016 figures of 1 Child KSI were unusually low in comparison to the overall average. (Measure 12)

[Protecting and sustaining the environment](#)

A summary of the 2 measures that did not achieve the target in Q1 for Protecting and Sustaining the environment Commissioning Strategy are:-

- The Household Waste Recycling Centre (HWRC) recycling rate for Q1 (73.9%) was lower than Q1 last year (74.7%) and is below the target of 75%. We are currently seeing a reduction in the HWRC recycling rate. A contributing factor will be the processing of some materials down the waste hierarchy from recycling to recovery. The Environment Agency (EA) has concerns around some materials being stored which has reduced the recycling outlets in Lincolnshire. (Measure 76)
- 'Household waste recycled' our recycling rate for Q1 is expected to be higher than for the year overall due to more composting in summer. The recycling rate for Q1 is expected to be higher than for the year overall due to more composting in summer. The service is forecasting a drop in the overall recycling rate compared to 2016/2017 as the reported level of contamination (non-recyclables) has increased. There have been similar levels in Green waste composting to 2016/2017. The aspirational target of 55% was set in our Joint Municipal Waste Management Strategy and needs to be addressed as it is presently unachievable. The strategy is being refreshed in cooperation with the Districts. (Measure 78)

[Wellbeing](#)

A summary of the 2 measures that did not achieve the target in Q1 for Wellbeing Commissioning Strategy are:-

'Successful completion of alcohol treatment', it is worth noting that this measure is reported with a 3 month lag and so the latest performance available is for Q4 2016/2017. Following the new contracts commencing in October 2016, it was anticipated that performance would dip over the remaining quarters of 2016/17. This has been realised with a reduction in outcomes to 36% against a target of 40%. Local data shows performance increasing in Q1 2017/18 however verified data is not yet available. Action plans and risks are all being

managed by the commissioning team and the provider continues to embed new working processes to enable performance to recover as quickly as possible. (Measure 31)

'Chlamydia diagnosis' it is worth noting that this measure is reported with a 6 month lag and so the latest performance available is for Q3 2016/2017. Service Credits have been in place since April 2017 to incentivise the service provider to improve performance of the chlamydia screening target and the impact will not be seen on performance of this measure until Q3 when April – June 2017 data is reported.

Although the target has not been achieved, comparison with the east midlands ranked Lincolnshire 2nd out of 9 Local Authorities, with the highest rate in Nottinghamshire at 2010. (A higher rate of diagnosis indicates a better performance). The positivity rate in Lincolnshire remains high at 9.2% (target 8%) ranked 5th out of 9 Local Authorities. Nationally the number of chlamydia tests have fallen, as have the number of young people accessing Sexual Health Services (8%) drop. Public Health East Midlands have advised that the quality indicator should be the focus of efforts rather than the Detection Rate Indicator. A full review of Lincolnshire Integrated Sexual Health (LISH) services for young people is being reviewed and an action plan has been revised to improve uptake. The chlamydia Pathway as recommended by Public Health England (PHE) has been integrated into LISH and places greater activity on partner notification and follow up testing which provide greater opportunities to meet the targets. (Measure 34)