

Appendix B Changes from Council Business Plan 2017/2018 to 2018/2020

Measures removed

Commissioning Strategy	Measure	Ref No	Reason	Executive Director
Sustaining and developing prosperity through infrastructure	Lincoln East West Link Road	80	Scheme completed in January 2017	Richard Wills
Adult Safeguarding	People report they feel safe	27	Doesn't relate to safeguarding intervention, Adult Social Care Outcomes Framework (ASCOF) measure too general and doesn't give any insight.	Glen Garrod
Specialist Adult Services	Overall satisfaction with care and support	53	Low response rates from survey for this group gives rise to too big a confidence interval and more volatility.	Glen Garrod
Carers	Carers who receive a direct payment	54	No longer appropriate as does not reflect an increase in 'Whole Family Approach' to monitoring.	Glen Garrod
	Carer reported quality of life	55	This indicator is made up of the answers to 6 questions in the Carers biennial survey. Performance in this indicator cannot be traced back to a specific question or theme nor is it realistic to improve the outcomes for carers in up to 6 areas.	Glen Garrod
	Carers supported to delay the care and support for the person they care for	57	Indicator no longer serving as an effective prevention measure, as the priority is collaboration.	Glen Garrod
	Carers who find it easy to find information about services	58	Reporting from the biennial survey is too infrequent.	Glen Garrod
Protecting the Public	Youth Offending Victim Engagement	16	No longer a priority measure.	Debbie Barnes

Measures added

Commissioning Strategy	Measure	Ref No	Reason	Executive Director/Director
Sustaining and developing prosperity through infrastructure	Public satisfaction with Highways and Transport Services	108	To provide a view of the public perspective on Highways and Transport Services.	Richard Wills
	People supported to successfully quit smoking	111	Supports a number of areas of the Joint Strategic Needs Assessment and aligns to the Public Health Outcomes Framework which measures a number of population level outcomes regarding smoking.	Glen Garrod
Community Wellbeing	Percentage of people accessing housing-related support services that are successfully supported to access and maintain their settled accommodation	112	Supports the Council to meet its Care Act responsibilities regarding prevention and also supports wider Public Health Outcomes Framework outcomes regarding housing. The target is aligned to the KPI in the contract.	Glen Garrod
	Percentage of emergency and urgent deliveries and collections completed on time within Integrated Community Equipment Services	113	This is a core commissioned service in the Community Wellbeing Commissioning Strategy and supports the Council to meet its Care Act responsibilities. The target is aligned to the KPI in the contract.	Glen Garrod
Adult Safeguarding	Percentage of concluded Section 42 enquiries where the desired outcomes were fully or partially achieved	116	New measure to track the progress on Making Safeguarding Personal (MSP). This will be derived from the new mandatory reporting table in the Safeguarding Adults Collection (SAC).	Glen Garrod
	Percentage of adults aged 18-64 with a mental health problem living independently	117	LPFT measure, expected to be reported from Q1 2018/19.	Glen Garrod

Specialist Adult Services	Percentage of carers who reported that they had as much social contact as they would like	120	Identified from the last survey as significantly impacting on a carers' quality of life. Linked to social isolation project in Community Wellbeing and with employment project with the Lincolnshire carers Service.	Glen Garrod
Carers	Percentage of eligible carers (caring for adults) who have received a review of their needs in the period	121	New measure to ensure LCC's responsibilities under the Care Act are met to review carers who meet the national threshold for support.	Glen Garrod
	Percentage of completed episodes of Reablement where the outcome was either no ongoing support or support of a lower level	124	Monitor the effectiveness of the Reablement service. Lincolnshire are the best performing authority in this respect compared to our CIPFA comparator group.	Glen Garrod

Changes to measures

Commissioning Strategy	Measure changed from	Ref	Measure changed to	Reason	Director
Community Wellbeing	Number of Health and Social Care Staff trained in Making Every Contact Count (MECC)	103/ 109	Number of frontline staff and volunteers trained in making Every Contact Count (MECC) (measure 109)	Proposed descriptor change to reflect the wider workforce to which the programme is being rolled out. Whilst the proposed measure is not a Public Health Outcomes Framework indicator the measure meets needs identified in the Joint Strategic Needs Assessment.	Glen Garrod

Community Wellbeing	Older people supported by the Wellbeing service to maintain their independence	32/110	People supported by the Wellbeing Service to improve their outcomes	The proposed measure supports a number of areas of the Joint Strategic Needs Assessment and the Council to meet its Care Act responsibilities regarding prevention. The proposed measure is also aligns to the KPI in the newly commissioned Wellbeing Service.	Glen Garrod
Adult Safeguarding	Safeguarding referrals where the 'source of risk' is a service provider	29/114	Percentage of completed Section 42 safeguarding enquiries where risk was identified where the 'source of risk' is a service provider.	Previous measure doesn't relate to safeguarding intervention, Adult Social Care Outcomes Framework (ASCOF) measure too general and doesn't give any insight. This enables benchmarking from the Safeguarding Collection with other authorities.	Glen Garrod
	Adult safeguarding reviews where risk was reduced or removed	30/115	Percentage of 'Deprivation of Liberty Safeguards' (DoLS) applications completed	LCC not able to always remove or reduce risk as person can make own decisions to accept risk. Superseded by new measure which will be a more accurate measure of success of safeguarding intervention. A national	Glen Garrod

				issue post 'Cheshire West' judgement, which impacted all authorities.	
Specialist Adult Services	Adults in contact with secondary mental health services living independently	50/ 117	Percentage of adults aged 18-64 with a mental health problem living independently	Low ability to influence outcomes on performance. Superseded by new LPFT measure which reflects S75 MH clients where independence can be influenced.	Glen Garrod
	Adults who have received a review of their need (Learning Disability or Mental Health)	52/ 118/ 119	118 - Percentage of adults with a learning disability in receipt of long term support for 12 months or more who have been reviewed in the period 119 - Percentage of adults aged 18-64 with a mental health need in receipt of long term support for 12 months or more who have been reviewed in the period	This indicator is now split into 2 new review measures one for LD (118) and one for MH (119). The measure was combined previously, with two new measures created to monitor (internal) learning disability and (S75 commissioned) LPFT mental health activity separately.	Glen Garrod
Adult Frailty	Requests for support from new clients, where the outcome was universal services/signposting	61/ 122	Percentage of requests for support for new clients, aged 65 or over, where the outcome was long term support services	The previous measure did not reflect the extent of the preventative work in Adult Care and Community Wellbeing which ultimately aims to reduce the number of new clients requiring long term funded care.	Glen Garrod
	People using the service with control over their daily life	62/ 123	Percentage of people who report that services help them to	The original measure has been replaced by	Glen Garrod

				have control over their daily life (Survey measure)	the survey which will more closely measure the 'impact' of the social care service in helping the person to have control over their daily life, rather than a client's general feeling of control (similar to generally feeling safe that was also removed)	
Protecting the Public	Juvenile re-offending	18/ 125	Juvenile re-offending		The Ministry of Justice has changed the methodology for measuring reoffending. There has been a move to a three month cohort rather than a 12 month cohort. The cohort will still be tracked over 12 months. Changing from 12 month cohorts to the 3 month cohorts results in a greater proportion of prolific offenders and hence higher reoffending rates, though both measures show similar trends over time at a national level.	Debbie Barnes
How we do our business	Information Governance Policies	97	Information Assurance Policies		Reflect change in terminology	Richard Wills
Enablers to the business						

**Partnership
engagement and
support**

Changes to wording of outcomes

Commissioning Strategy	Outcome changed from	Outcome changed to	Director
How we do our business	Staff are made aware of their information	Staff are made aware of their information assurance responsibilities	Tony McArdle
Enablers to the business	governance responsibilities		
Partnership engagement and support			

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