

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

**The following 5 commissioning strategies had mixed performance** (some measures achieved and some measures did not achieve the target).

1. [Adult Frailty, long term conditions](#)

[Adults who receive a direct payment](#) (M63)

Performance for this measure has remained quite static during the year which has meant that the ambitious target of 40% has not been achieved; the Q4 outturn is 32.7%. For clients aged 65 in particular, Lincolnshire still remains well above the national average, which was 18% last year, indeed current performance suggests Lincolnshire would be in the upper quartile. Direct payments are promoted by fieldworkers for people taking a community package and this can be via a prepayment card, paid straight into their bank account or managed by our Direct Payment Support Service provider, Penderel's Trust. The target in the Council Business Plan 2019/2020 is 40%.

[Completed episodes of reablement](#) (M124)

Q4 performance is 88.3% compared with the target of 95% but encouragingly shows a slight increase from 87% in 2017/18. Q3 performance of 91% was within the target range of 90% - 100%. Allied Healthcare went into administration during the year, which caused an unanticipated disruption, whilst a replacement provider was urgently found. Consequently, there was reduced capacity in the service and recording was disrupted. Whilst the volume of people accessing reablement dipped, the quality of service appears to have been unaffected with a similar proportion of people being diverted away from long term support compared to last year. Also, in Quarter 4 this measure was exclusively reported from Mosaic, whereas in the past there has been a reliance on the provider for data extracts which were difficult to match to LCC records. The reporting is therefore much more efficient from a single source, and is likely to be more robust. The annual target for this measure in the Council Business Plan 2019/2020 remains at 95%.

2. [Community resilience and assets commissioning strategy](#) the following 2 measures have not achieved the target in Q4. Both did not achieve the target in Q1, Q2 and Q3.

[Contact with the heritage service](#) (M35)

An actual of 4,012,720 contacts were achieved for 2018/2019 overall, compared with a target of 4,800,000. Whilst the annual cumulative target was not achieved, the service performed well in Q4 (1,176,311 contacts), decreasing the performance gap from the previous quarter (728,235 contacts). This was due to an increase in web activity and site visits to The Collection for Museum of the Moon. As reported in Q1, Q2 and Q3 technical difficulties with Lincs to the Past website have resulted in a decrease in activity through the website. The annual target for this measure in the Council Business Plan 2019/2020 is 3,600,000 contacts and reflects a picture of nationally declining numbers and IT difficulties.

#### Visits to core libraries and mobile library services (M36)

An actual of 1,438,699 visits were achieved for 2018/2019 overall, compared with a target of 1,665,479. In Q4 there were 348,277 visits, 70,045 visits below the Q4 target of 418,322 (Jan -14,736; Feb -34,839; March -20,470). As reported in Q1, Q2, and Q3, the low number of visits is attributed to not being able to keep pace with the changing IT requirements and expectations of our customers. It also needs to be recognised that this is against a national picture of declining library visits as well as there being more options for our customers within their local communities from the independent Community Hub provision (these visits are not counted in this figure).

3. Protecting the public commissioning strategy – the following 2 measures have not achieved the target in Q4. Neither met the target in Q1, Q2, and Q3.

#### Unsafe and counterfeit goods removed from the market (M2)

An actual of 8,015 counterfeit and unsafe goods were removed from the market for 2018/2019 overall, compared with a target of 31,000. 5,043 of these were counterfeit, 2,972 were unsafe. The annual target has not been achieved, largely due to far fewer counterfeit goods seized as we are working with premises to bring them into compliance to ensure goods are not made available for sale in the first instance. Historically we have seized large numbers of counterfeit items from markets, particularly those operating around the coast. We have worked with the operators, the national markets group and brand holders over the past few years and this has resulted in a significant drop in the level of counterfeit items being sold at these locations. Similarly we have worked with stallholders to make them aware of basic safety checks which have resulted in a drop in the number of unsafe items on sale. The measure has been amended in the Council Business Plan 2019/2020, to 'Unsafe goods removed from the market' with an annual target of 3,000 products to reflect this change.

#### Adults Reoffending (M14)

This measure is reported with a one quarter lag, Q3 is the latest performance. Between April 2017 and December 2017 there were 4,467 adult offenders (the cohort). In the 12 months following identification (between April 2017 to December 2018), of those 4,467 adult offenders, 1,356 re-offended resulting in the 30.4% adult re-offending rate, against a target of 27.6%. On average, each reoffender committed 3.9 additional crimes within twelve months of their index offence. The most prolific offenders continue to be adopted by the ARC (Assisting Rehabilitation through Collaboration) scheme. This measure has not achieved the target throughout 2018/2019. The annual target for this measure in the Council Business Plan 2019/2020 is 29.8%.

#### Deliberate secondary fires (M22)

Although the annual target has not been achieved, numbers were either within the tolerance range or better than target for the first three quarters of 2018/2019. When compared to 2017/2018 there is an increase of only 1 incident. It is also worth noting that the 2018/2019 target is only 1 incident outside of our tolerance range. Deliberate fires involving refuse/refuse containers continue to account for the majority of these incidents (148 of the 256 – 58%) so it is pleasing to see that, as previously reported earlier in the year, there has been a reduction in these compared to last year (down from 175 – 15% reduction). There has been a small increase in deliberate fires involving grassland (up from 45 last year to 58) and in derelict buildings, which

although remain relatively small in number have almost doubled (up from 18 to 30 – 67% increase).

#### 4. [Wellbeing commissioning strategy](#)

##### [Percentage of alcohol users left specialist treatment successfully](#) (M31)

This measure is reported with a one quarter lag and so the latest performance is for Q3. Performance for this report period is 32.4%, slightly below the previous quarter and 7.6 percentage points below the 40% target. Work is currently being undertaken to compare Lincolnshire's performance against our main comparator areas with regard to contract size, number of clients and key outcomes. Current re-presentation rates to the service are very low at 4.2% compared with our main comparator areas average of 7.6%. Re-presentations are a good way to judge if people are leaving services and staying problem free in the long term, but to ensure these outcomes remain high it is paramount clients leave treatment when ready to do so and not before. The provider continues to seek new and innovative ways to provide the service to maintain the good re-presentation rates and improve the successful completions, but with high caseloads and limited resources this is difficult. The annual target for this measure in the Council Business Plan 2019/2020 remains at 40%.

##### [People successfully supported to quit smoking](#) (M111)

This measure is reported with a one quarter lag, therefore Q3 performance is the latest available data for this measure. Although the provider only reached 65% of the Q3 target (521 of 800 people) there has been some improvement in the types of smokers supported. The number of pregnant women supported by the service has increased due to changes in staffing and improved partnership working, with more sessions facilitated within antenatal clinics and in children's centres. There is more work to be done but the new Integrated Lifestyles Service will build on this when it takes over in July 2019. The service continues to target the most hardened smokers that need more support to help them to quit and to stay smoke free. The average Lincolnshire quit rate (at 4 weeks) for April to December 2018 was 48.5% (Source: NHS Digital), compared to a national (England) figure of 51.5%. The annual target for this measure in the Council Business Plan 2019/2020 remains at 3,200.

##### [Chlamydia Diagnosis](#) (M34)

The data is published nationally 6 months in arrears so reflects performance in the second quarter of 2018. The performance in this quarter did not meet the target of 2,045. As reported in the last performance report this was expected due to changes in the provider's delivery model. The Sexual Health Services (LISH) have an action plan in place to improve their performance which includes partnership work and collaboration, including midwifery services, Addaction and school immunisation services and the situation is being continually monitored. Online self-testing remains very popular and has the highest positivity rate, indicating this service is well targeted. Lincolnshire is ranked 5<sup>th</sup> out of 9 Local Authorities in the East Midlands Region. There is only one Local Authority in our Cipfa comparator group (Lancashire) that is meeting the national target of 2,300. Positive test results remain high at 10.4% (target 8%) suggesting the services remain well targeted. The Public Health England (PHE) Regional Advisor for Sexual Health has advised that the positivity rate should be the main quality indicator. Relationships with sub-contracted General Practitioners and Pharmacies have developed to improve and promote the

chlamydia testing programme and are on-going. The annual target for this measure in the Council Business Plan 2019/2020 remains at 2,045.

5. [Protecting and sustaining the environment commissioning strategy](#)

[Recycling at County Council owned Household Waste Recycling Centres \(HWRC\)](#) (M76) The overall total for 2018/2019 is 74%, against a target of 75%. Although this is an improvement on the Q3 forecast of 72.4% it is slightly below the Q3 outturn of 74.1%. This is due to more recyclable materials and garden waste being presented at sites. Due to international market factors and operational requirements the processing of some materials have moved down the waste hierarchy from recycling to recovery. The target in the Council Business Plan 2019/2020 is 74% and through the new Joint Municipal Waste Management Strategy we will be seeking to review our HWRC service in order to overcome the challenges facing us and gradually return to our previous level of performance (75%).

[Household waste recycled](#) (M78)

An actual of 43.9% was achieved in Q4 against a target of 55%. The tonnage is down by approximately 14,000 tonnes compared to 2016/2017; much of that difference (approximately 7,000 tonnes) came in Q4, which is why the service had not previously forecast such a low overall tonnage. This is largely due to an increase in reported levels of contamination of the mixed dry recycling compared to 2016/2017, and that the green waste composted has reduced due to adverse weather conditions in February and March. All Waste Collection Authorities (WCA's) now charge for green waste collections and this may also reduce the total green waste collected. The target in the Council Business Plan 2019/2020 is 48.5% in line with our draft Joint Municipal Waste Management Strategy objective "*To contribute to the UK recycling target of 50% by 2020*", the target reflects steady progress towards 50%.

**The following 7 commissioning strategies performed well** (all but 1 measure reported in Q3 achieved the target):-

1. [How we effectively target our resources](#) (Combination of 3 commissioning strategies) performed very well in Q3

[Public Service Network \(PSN\) connection compliance](#) (M99) is reported for the first time in 2018/2019 in Q4 and is non-compliant. Achieving PSN compliance remains a key objective. Progress continues to be made on the required remedial work with some very positive changes implemented that not only benefit the PSN submission but also the wider ICT environment. However, despite this there remains significant work to get the Council to a position whereby a submission would be deemed appropriate. This work remains complex in nature and therefore an accurate target date for resubmission is not currently available. This priority work will continue initially focussing on planned technical solutions and upgrades, however there will also be a number of systems and applications within service areas that, due to their age, will be impossible to make compliant. Therefore discussions with service areas will take place to identify these systems and applications and evaluate the impact of switching them off or, if business critical, upgrading them or using alternatives. The technical elements of this work should be completed during Q3 of 2019/2020 and the

service applications should be completed during Q4 2019/2020, which will enable us to complete the PSN submission by the end of Q4 2019/2020.

2. [Readiness for Adult Life](#) (performed very well in Q3)

[Achievement gap between pupils eligible for Free School Meals \(FSM\) and their non-FSM eligible peers nationally at KS4](#) (M42) is reported for the first time in 2018/2019 in Q4.

The Actual is 29.6% against a target of 26%. Schools have fed back that the transition to new assessment measures and exam specifications introduced by the Department for Education complicates year-on-year comparison of the achievement gap due to the non-comparable nature of 'grade A\*-G' and 'grade 9 to 1' introduced in July 2016. When analysing the Free School Meals (FSM) data set, it is clear that the gap in the percentage of pupils achieving a grade 5 or more in English and Maths between pupils eligible for Free School Meals in Lincolnshire and their non-Free School Meal peers nationally has widened slightly (by 0.6%) between 2017 and 2018, as other pupils nationally improve marginally but Lincolnshire FSM pupils' outcomes remain steady. The Lincolnshire/national gap is wider than the East Midlands/national gap. We are roughly in line with our statistical neighbours for the Free School Meals cohort. This measure is the final data for the academic year September 2017 - August 2018. The target in the Council Business Plan 2019/2020 is 27%.

3. [Safeguarding adults commissioning strategy](#)

[Adult safeguarding concerns that lead to a safeguarding enquiry](#) (M130) is a new measure for the Council Business Plan replacing Percentage of completed safeguarding referrals where source of risk was a service provider (M114).

The target of 50% was based on the limited data available for the first 9 months of 2018/2019 and it was therefore agreed that this would need to be kept under review. The inclusion of the most recently available data has provided an outturn figure of 43% at year end. As this is the first year of reporting, 43% will be the baseline. The aim is to achieve a 2% increase per quarter in order to reach the target of 50% by March 2020. Work is currently being undertaken with Providers and the Lincolnshire Safeguarding Adults Board (LSAB) which should positively impact on the referrals received.

4. [Sustaining and developing prosperity through infrastructure](#) commissioning strategy reported for the first time in Q4.

[Public satisfaction with Highways and Transport Services](#) (M108) Performance is 48% compared with the target of 52%, which was based on scores achieved in previous years (with a desire for continuing improvement). The likely factors for the dip in overall satisfaction are the increase in potholes caused by the severe winter of 2017/2018, compounding the drop in satisfaction with street lighting which occurred after the street lighting transformation project. A number of measures have been put in place to compensate for this which is why the target will remain at the same level.



5. [Sustaining and growing business and the economy](#) commissioning strategy (performed very well in Q3)

[Qualifications achieved by adults](#) (M70) did not meet the target in Q4. The 2018/2019 actual was 810 compared with the target of 1,000. The 2018/2019 performance programme was developed to focus on longer courses and qualification-based programmes and the outcome reflects this. However, performance of this indicator is expected to increase for 2019/2020. The Adult Skills & Family Learning Service is providing higher level qualifications of longer duration compared to previous years. Learners have chosen to sit their qualifications between May and July (instead of between January and April), thereby giving them the best possible opportunity to achieve the qualifications undertaken. There continues to be high demand for the qualifications that the service delivers, ranging from GCSE English and Maths to Food Safety, helping learners to progress into work. The annual target in the Council Business Plan 2019/2020 remains at 1,000.

**The following commissioning strategy did not achieve the targets.**

The [Readiness for school](#) commissioning strategy is reported for the first time in 2018/2019 and included two measures; neither measure achieved the target.

[Achievement at a good level of development in the Early Years Foundation Stage](#) (M47) performance has dipped slightly from 70% (academic year September 2016 – July 2017) reported in 2017/2018 to 69% (academic year September 2017 – July 2018) reported in 2018/2019. The lowest outcomes were in Literacy and two key projects will support targeted academies and maintained schools who have dips in Literacy goals to undertake specific work in this area as a priority. Early Years Child Care (EYCC) is working with Early Years Providers on delivering early communication and language to support the development of speech and language into Literacy readiness. EYCC has delivered a session on Closing the Word Gap to the countywide Summer Head Teacher Briefings and a one day free event for PVI (Private, Voluntary and Independent) sector took place in March to strengthen practitioners understanding of the importance of language in the early years. In addition EYCC has delivered a targeted assessment support programme to schools achieving significantly below the National measure so that they can identify gaps in learning early and focus interventions to improve outcomes for all children.

[Achievement gap between pupils eligible for Free School Meals and their non-FSM Eligible peers nationally achieving Good Level of Development](#) (M48)

Early Years Child Care (EYCC) have been proactively collaborating with schools, localities and Early Years providers to share good practice and identify themes and interventions that could contribute to narrowing the gap. A focus on Early Years Pupil Premium (EYPP) and EAL children (children with English as an additional language) has been an integral part of the work in the past year in order to target our most vulnerable cohorts within the county, with specific focus on the areas in Lincoln and Boston. Lincolnshire has been invited to participate in the professional development fund, which has an emphasis on communication, language and narrowing the word

gap for our EYPP children. This project will be focused on working with providers in areas of highest deprivation, contributing to the social mobility agenda, beginning in September 2019. EYCC is piloting a programme with Family Learning focussing on developing language through play with a focus on children and families eligible for Early Years Pupil Premium.

This page is intentionally left blank