Our communities are safe and protected from harm

Commissioning Strategy	Outcomes Outcomes are the results or benefits for individuals, families, groups, communities, organisations or systems. Outcomes reflect priorities and resources are allocated to achieve stated outcomes.	Measures Measures are how we will monitor and report progress in achieving the outcome.
Protecting the public The purpose of this commissioning strategy is to create an environment that enables the people of Lincolnshire to succeed and prosper, to ensure the public feel protected and secure and that those that are most vulnerable are safeguarded.	The public are protected from unsafe and dangerous goods	Number of successful operations for illicit alcohol and tobacco
		Amount of unsafe goods removed from the market
		Number of businesses brought into complianace through utilisation of consumer protection legislation
		Amount of intelligence received from the public through Crimestoppers
	Improve public safety by the reduction in drugs and alcohol misuse, focussed on town centre alcohol fuelled violence and anti-social behaviour, young people and drug misuse	Improve the quality of information and analysis around New Psychoactive Substances (legal highs) to better target the prevention, education and enforcement work within the county and draw on best practice from elsewhere
		Alcohol related anti-social behaviour
		Alcohol related violent crime
	Increase public confidence in how we tackle domestic abuse	Reports of domestic abuse
		Number of repeat victims of domestic abuse
	Reduce the number of people killed and seriously injured on Lincolnshire's roads	People killed and seriously injured on roads in Lincolnshire
		Children killed or seriously injured in road traffic accidents in Lincolnshire
	Reduce adult reoffending	Number of domestic abuse reoffenders
		Reoffending in Lincolnshire
	Reduce the number of young people committing a crime	Number of young people entering the criminal justice system (first time entrants)
		Victim participation and victim satisfaction within all (youth) restorative justice initiatives
		Youth reoffending
	Reduce fires and their consequences	Primary fires per 100,000 population
		Fire fatalities in primary fires per 100,000 population
		Deliberate primary and secondary fires per 10,000 population
		Future Control project (mobilising infrastructure)

	Our local services and communities are better prepared and more able to cope with major emergencies	Percentage of communities who feel better prepared and informed about what to do in an emergency through the work of the Local Resilience Forum
Children are safe and healthy The purpose of this commissioning strategy is that children growing up in Lincolnshire are safe and healthy. We think this can be achieved by children growing up in homes where they feel safe and are supported to make decisions to live a healthier life.	Children are safe and healthy	Looked after children per 10,000 population aged under 18
		Children subject to a child protection plan per 10,000 population under 18
		Timeliness and stability of adoption of children looked after
		Percentage of troubled families turned around. (Measures the percentage of families meeting the national criteria for an outcome payment).
Safeguarding adults The purpose of this commissioning strategy is that vulnerable adults' rights are protected so that everyone can live safely and free from abuse and neglect.	Safeguarding adults whose circumstances make them vulnerable, protecting them from avoidable harm and acting in their best interests where they lack capacity	People report they feel safe
		Proportion of concluded safeguarding enquiries where the person's desired outcomes were:- a) identified b) fully or partially met
		Proportion of cases where support was provided by an advocate, family or friend (for concluded safeguarding enquiries where the person at risk lacks capacity)
		Individuals involved in safeguarding adult reviews who suffered serious harm and died per 100,000 population
		Proportion of safeguarding referrals where the 'Source of Risk' is a 'service provider'
		Completed safeguarding referrals where a risk has been identified – proportion where the risk was reduced or removed

The health and wellbeing of the population is improved, people remain independent for longer and feel responsible and in control of their own future

Commissioning Strategy	Outcome Outcomes are the results or benefits for individuals, families, groups, communities, organisations or systems. Outcomes reflect priorities and resources are allocated to achieve stated outcomes.	Measures Measures are how we will monitor and report progress in achieving the outcome.
Community resilience and assets **Wellbeing** The purpose of these commissioning strategies is for communities to be resilient and to improve the health and wellbeing of people in Lincolnshire. We think this can be best achieved when people and communities have the information they need to come together, solve the problems they face and build the county they want, when people are supported to be independent, make healthier choices and live healthier lives.	People are supported to live healthier lifestyles	People referred for alcohol treatment completing treatment in a planned way (The wider impacts on society are measured by alcohol inflenced antisocial behaviour and violence in Protecting the public commissining strategy – see page 1).
	Older people are able to live life to the full and feel part of their communities	Older people receiving support from the Wellbeing Service to maintain their independence
	Peoples' health and wellbeing is improved	Cumulative percentage of eligible population aged 40-74 offered an NHS health check who received an NHS health check (National definition change to measure cumulatively between 2013/14 to 2017/18)
		Chlamydia diagnoses (15-24 year olds) per 100,000
	Enable and encourage people to participate in Lincolnshire's culture	Contact with the heritage service either in person, on the phone, by email or via the website
		Contact with the library service either in person, on the phone, by email or via the website
	Communities and residents are supported to be involved in local decision making and have their views taken into account	Non-Government organisations advised and/ or supported Non-governmental organisations refers to civil society organisations (I.e. Voluntary organisations and community led organisations)
Readiness for adult life	Young people are supported to reach their	Young People Not in Education, Employment or Training

		potential	Achievement gap between disadvantaged pupils and their peers at Key Stage 4
The purpose of this commissioning strategy is for all young people to be prepared and ready for adult life.			Pupils aged 16 – 18 participating in learning
			Number of young people who go into full time education or training; apprenticeship; employment combined with training; working towards participation age 16
Readiness for school The purpose of this commissioning strategy is for all children to get the best possible start in life so that they are ready to learn when they start school.	There is a secure foundation for all children to progress through school and life		Achievement at a good level of development in the Early Years Foundation Stage
			Achievement gap between disadvantaged pupils and their peers at Foundation Stage
Adult Specialties[1]	Prevent people from dying prematurely		Excess under 75 mortality rate in adults with common mental illness
			Excess under 75 mortality rate in adults with serious mental illness
			Suicide and mortality from injury of undetermined intent among people with recent contact from NHS services
			Excess under 60 mortality rate in adults with learning disability
			Levels of self-harm
	Enhanced quality of life and care for people with learning disability, autism and or mental illness		Proportion of adults with a learning disability or autism who live in their own home or with their family
			Proportion of adults in contact with secondary mental health services living independently, with or without support
	Help people to recover from episodes of ill health		Recovery rates from psychological therapies
	People have a positive experience of care		Overall satisfaction of people who use services with their care and support (learning disability and autism work-sets)
			Patient experience of community mental health services
Carers	Carers feel valued and respected and able to maintain their caring roles		Percentage of carers who receive a direct payment

[1] The outcomes and measures detailed above for the Adult Specialties commissioning strategy are based on the work completed so far in developing the commissioning strategy and have yet to be considered by the Specialist Services Delivery Board.

4

The purpose of this commissioning strategy is to help carers build resilience in their caring role and to prevent young carers from taking on inappropriate caring roles, protecting them from harm. Carers should have appropriate access to support which enables them to improve their quality of life and help prevent crisis.		Carer reported quality of life
		The proportion of carers who report that they have been included or consulted in discussions about the person they care for
		Percentage of carers supporting people not known to adult care
		The proportion of carers who find it easy to find information about services
Adult frailty, long term conditions and physical disability The purpose of this commissioning strategy is for the most vulnerable individuals to feel safe and live independently. We think this can be achieved by eligible individuals receiving appropriate care and support, with greater choice and control over their lives.	People are supported to remain independent and at home	Percentage of people receiving reablement where the outcomes was no ongoing support
		Percentage of requests for support for new clients, where the outcome was universal services/ signposted to other services
	The quality of life for the most vulnerable people is improved	Proportion of people using the service who have control over their daily life
		Percentage of clients in receipt of long term support and carers who receive a direct payment
	People have a positive experience of care and support	Delayed transfers of care from hospital and those that are attributable to adult social care
		Percentage of people in receipt of long term support who have been reviewed

Businesses are supported to grow and want to invest in the county; people have the skills and training to access local jobs supported by the right infrastructure and environment

5

Commissioning Strategy	Outcomes Outcomes are the results or benefits for individuals, families, groups, communities, organisations or systems. Outcomes reflect priorities and resources are allocated to achieve stated outcomes.	Measures Measures are how we will monitor and report progress in achieving the outcome.
Learn and achieve The purpose of this commissioning strategy is for all children and young people to learn and achieve, enabling them to reach their potential.	Improve educational attainment for all pupils	Pupils achieving Level 4+ at the end of Key Stage 2
		Attainment gap between disadvantaged pupils and their peers at Key Stage 2
		Achievement of 5 or more A*-C grades at GCSE or equivalent including English and maths
		Achievement gap between disadvantaged pupils and their peers at Key Stage 4
		The percentage of Education, Health and Care Plans completed within 20 weeks. (Special Educational Needs and Disabilities Reform Implementation)
Sustaining and growing business and the economy The purpose of this commissioning strategy is for businesses in our most important sectors to be developed, to encourage investment in Lincolnshire and help to train people so that there is a skilled workforce to whom businesses can offer quality jobs.	Jobs created as a result of the Council's support	Number of jobs created and safeguarded result of the Council's support
		Number of businesses supported by the Council
		Number of qualifications achieved (Skills programmes, Vocational training Programmes, Adult and Community Learning) through programme support by the council
		Amount of external funding attracted to Lincolnshire (including Greater Lincolnshire Local Enterprise Partnership & EU funding programmes) by the council
Protecting and sustaining the environment The purpose of this	Reduce the risk of flooding	Number of flood incidents (contextual measure therefore no target to be set)
		Number of flood prevention schemes implemented by the Council
	Reduce carbon emissions	Greenhouse gas emission levels

commissioning strategy is an environment that supports economic growth. We think this can be best achieved when the environmental opportunities for investment are emphasised whilst still making sure that the natural environment is protected.		Fleet mileage (E.g. gritters, vehicles filling pot holes)
		Business mileage
		CO_2 emissions from Council properties
	Increase recycling	Waste landfilled
		Household waste recycled
		Green waste
Sustaining and developing prosperity through infrastructure The purpose of this commissioning strategy is for infrastructure that supports economic growth and prosperity. We want to encourage investment and enhance the economic potential of Lincolnshire. We think this can be achieved by encouraging new investment in transport, supporting business, managing and maintaining a high quality highway network and encouraging a reliable and accessible transport service.	Reduce barriers to business growth	Lincoln East West Link Road
		Lincoln Eastern Bypass
		Grantham Southern Relief Road
		Spalding Western Relief Road
		Progress in preparation of the Southern Relief Road

We effectively target our resources so that individuals and communities experience the desired benefits and results

Commissioning Strategies	Outcomes Outcomes are the results or benefits for individuals, families, groups, communities, organisations or systems. Outcomes reflect priorities and resources are allocated to achieve stated outcomes.	Measures Measures are how we will monitor and report progress in achieving the outcome.

How we do our business **Enablers to the business** **Partnership engagement and support** These three commissioning strategies have been grouped together as they provide the corporate framework within which the Council works, supports other commissioning strategies and carries out its business.	Effective financial and management accounting arrangements	Unqualified annual external audit opinion on the financial statements
		Accountancy service reconfigured to meet the future needs of the council
		Successful implementation of Aggresso
		Planning for the next spending review including maintenance of a 4 year financial model
	General reserves maintained within parameters set by the financial strategy	General reserves are 2.5% to 3.5% of the annual budget requirement net of dedicated schools grant
	Maintenance of an adequate internal control regime	External audit declare (annually) reliance on the work of internal audit
		Audit plan, including monitoring through the Audit Committee
	Maximise the organisational strength, capacity, resilience and wellbeing to deliver the Council's strategic objectives through people	Reinforce the Council's commitment to be a good employer through improved employee feedback from staff surveys
		Employee turnover
		Sickness absence
	Get better value from our use of land and buildings by assessing performance	Progression towards £1 million savings by March 2019
		Progression towards the annual capital receipts target
	Staff are made aware of their information governance responsibilities	Percentage of staff who have successfully undertaken information governance training within a 12 month period
		Percentage of information governance framework polices reviewed and updated within a 12 month period
	Improve and support staff understanding of information risks and the impact of data breaches	Reported data breaches which are the result of human error (measured over a 12 month period)
		Reported data breaches resulting from a reoccurrence of process failure (measured over a 12 month period)
	Develop the enterprise approach to information governance/assurance to ensure external compliance requirements are met	Successful submission of the Department of Health information Governance toolkit (annual requirement)
		Successful IMT submission of the Cabinet Office public services network code of connection (annual requirement)
	New support services partnership contracts perform effectively and efficiently to allow the Council to	Achievement of key performance indicators for the Council Business Plan within the SERCO contract
		Achievement of key performance indicators for the Council Business

	achieve its commissioning outcomes	Plan within the VINCI Mouchel contract (Property Services)
		Management of the customer interface and customer experience through service compliments, complaints, ombudsman complaints and Customer Service Centre key performance indicators

This page is intentionally left blank