

Appendix A Summary of measures where the target was not achieved in Quarter 4 and performance did not improve.

The following 8 Commissioning strategies had all but 1 measure achieve the target in Q4.

[Adult Frailty, long term conditions and physical disability](#)

This is the first time 'Requests for support for new clients, where the outcome was universal services/signposting' has been reported this year. There has been a modest 5% increase in actual requests from new clients this year, 42.5% of which resulted in the provision of information and advice, or signposting to other services in the community. The reduction in information and advice this year has been driven by the increase in clients offered reablement (+20%), wellbeing (+11%) and equipment (+25%). As reported in Q3, the measure has been removed from the 2018-2020 Council Business Plan as it is no longer fit for purpose and will be replaced by 'Percentage of requests for support for new clients, aged 65 or over, where the outcome was long term support services.' This measure will more accurately reflect early intervention services, which collectively serve to delay and reduce the need for longer term funded support. (Measure 61)

[Community resilience and assets](#)

This is the first quarter during this reporting year that 'Visits to core libraries and mobile library services' has not achieved the target. The low number of visits are attributed to adverse weather events and Mobile vehicles failures which resulted in a reduction in the number of community visits made. There were 1.56m visits in 2017/2018, compared with a target of 1.59m which is 31.3k below the target. During Q4, February saw the biggest drop in visitor numbers compared with target. (Measure 36)

[How we effectively target our resources](#) (Combination of 3 commissioning strategies)

The 'Public Services Network (PSN) Connection compliance' is not compliant. This is because the annual PSN connection submission has not been approved by the PSN Authority and remedial action, which is necessary to improve the controls we have in place across our IT environment, has been identified. Activity is underway to progress the required work, which is complex in nature, and this must be completed before the council can consider resubmitting. Resubmission is anticipated to be carried out in late 2018/early 2019, however this will depend on whether the required work has been carried out to the appropriate standard at that time. (Measure 99)

[Readiness for Adult Life](#)

'Achievement gap between disadvantaged pupils and their peers' is the final data for the academic year September 2016 – July 2017. The outcome of 31% missed the target of 34% by 3 percentage points. Feedback from Schools has been 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-E' and 'grade 9 to 1', introduced in July 2016. When analysing the Free School Meals (FSM) data set, it is clear that the gap between Disadvantaged pupils and Non-disadvantaged pupils has narrowed in Lincolnshire by three percent over three years at the end of KS4. However, it is still wider than the national gap, and the East Midlands gap. We are in line with our statistical neighbours for the Free School Meals cohort. (Measure 42)

[Readiness for school](#)

'Lincolnshire Early Years Foundation Stage (EYFS)' has dipped slightly below national average. Although this appears disappointing, there has been a focus on an accurate assessment and moderation process to ensure teacher assessments are consistent and robust across the county for what is a complex provision offering. The Standards and Testing Agency (STA) have confirmed this through their visit to Lincolnshire and also to Leicester City, whom we have been supporting during the last 18 months on improving their

EYFS outcomes. On this basis, our focus for the future will be working more closely with our teaching schools, academies and maintained schools, to raise engagement and awareness levels of the impact the early years educational entitlement (30 hours fully funded education from the government) has on children's outcomes at the end of the foundation stage. We have participated in a regional Strategic School Improvement Fund (SSIF) application for Early Years, with a focus on communication; this aims to gain funding for a project to support stronger working relationships between statutory school provision and the Private, Voluntary or Independent (PVI) schools to better improve transition. The focus will remain on children with English as an additional language (EAL) with provision in Boston. Disadvantaged children will be the focus of schools in Lincoln and Gainsborough. Effective use of Early years pupil premium funding, deprivation funding and how this can be utilised to improve outcomes for this group of children can be used to promote the use of effective tracking and the value of this being shared with consent from the child's parent in to the school/academy of their choice. This measure is the final data for the academic year September 2016 - July 17. (Measure 47)

Specialist adult services

'Satisfaction with learning disability and autism care and support services' 75.6% of respondents with a learning disability reported in the annual Adult Social Care Survey (ASCS) that they are 'extremely' or 'very' satisfied with the care and support they receive. This measure is a subset of the Adult Social Care Outcomes Framework (ASCOF) measure about satisfaction of all adult care users. Due to a small reduction this year, the target has not been achieved. (Measure 53)

The following 3 commissioning strategies had mixed performance:-

Carers

'Carers reported quality of life' is taken from the 'Survey of Adults Carers in England' (SACE) which surveys the experience of carers in Adult Care, usually undertaken biennially. For 2017/2018 Lincolnshire County Council undertook an additional survey. It combines responses to 6 different questions about a carer's overall feeling about their quality of life including work, control, personal care, safety, social participation and encouragement. Some carers will be supported via Adult Care only; some only by the Lincolnshire Carer's Service; and some by both. There has been no significant change from the 2016/2017 survey. This is a key measure for Adult Care & Community Wellbeing as a whole to improve. (Measure 55)

'Carers supported to delay the care and support for the person they care for' Q4 performance of 57.4% saw a reduction of 9.8 percentage points compared to Quarter 3 (67.2%) and is 17.6 percentage points below target of 75%. This measure was initially designed to capture the preventative approach of the Lincolnshire Carer's Service, by identifying the number of carers who were caring for an adult who was not yet known to Adult Care. A greater proportion of carers are being identified through Adult Care client assessments. As these cared-for adults are more likely to be in receipt of services following their assessment this measure has been showing a downward trend. However, this represents a more 'whole family' approach where the needs of adults and their carers are being considered together. This measure will no longer be monitored in 2018-2020 Council Business plan which was agreed by Council in February. (Measure 57)

'Carers who find it easy to find information about services' This measure is taken from the Survey of Adults Carers in England (SACE) which surveys the experience of carers in Adult Care, usually undertaken biennially. For 2017/2018 Lincolnshire County Council undertook an additional survey. This measure has decreased by 3.2 percentage points when compared to the previous year's survey. However, 83.5% of respondents who received Information & Advice found it helpful. The Council are working on a project to improve Adult Care online information and advice. (Measure 58)

Protecting the public

A summary of the 4 measures that did not achieve the target in Q4 for Protecting the Public Commissioning Strategy are detailed as follows. Both measures are outside the direct responsibility of the County Council:-

- 'Alcohol related violent crime incidents' increased by 55.7% in Q4 compared to the same quarter last year. This continues the upward trend reported in previous quarters. This indicator is influenced by changes in violent crime recording and the flagging of the presence of alcohol in police crime reports. The drastic increase is down to a change in recording practice of crime which leads to more crimes being flagged than had been previously. The year-end figure of 2,007 incidents is 43.7% higher than over the target of 1,397 incidents. The Safer Communities Service continues to fund the 'Blue Light Project' which works with those treatment resistant drinkers who cause the most demand on the police. The scheme has now been brought into the Council having been previously been commissioned out to an external provider. The new arrangements mean that Blue Light Project staff now work from the same office as those working in the multi-agency Assisting Rehabilitation through Collaboration (ARC) scheme. ARC works with the most prolific crime offenders in Lincolnshire. The co-location of staff from both schemes has allowed them to share their expertise and resources, reducing duplication and increasing efficiency. As part of the Blue Light Project, training is due to be delivered later in the year which is open to front line staff from all agencies (including within the Council, to help them work more effectively with clients whose drinking is problematic). This will help to upskill staff so that they are better able to recognise and support clients to access help to tackle their drinking. The Safer Communities Service continues to work in partnership on the innovative Alcohol Abstinence Monitoring Requirement (AAMR) tags scheme, which has recently been expanded countywide in Lincolnshire after initially only operating at Boston Magistrates Court. The tags measure the amount of alcohol in an offender's sweat to determine if they are breaching their sentence or bail. The Safer Communities Service is currently working with other agencies on the evaluation of the effectiveness of this scheme. (Measure 6)
- 'Reported incidents of domestic abuse' to the police have increased, for all districts apart from West Lindsey, compared to the same quarter last year. Overall there has been a 6% increase in reported incidents in Quarter 4 2017/18 (2,276) compared to Quarter 4 of 2016/17 (2,142). These figures do not include incidents reported to other agencies and support services such as district councils or housing agencies. The cumulative outturn for 2017/2018 of 9,525 incidents is 3% away from the 2017/2018 target of 9,824 incidents. This measure has not achieved the target each quarter in 2017/18. Domestic abuse support services have recently been recommissioned for victims of domestic abuse. The new contract with West Lindsey Domestic Abuse Service (WLDAS) will commence on 1st August. The Safer Communities Service is working closely with WLDAS during the implementation period, including looking at how hospital based Independent Domestic Violence Advisors services could be delivered within budget, which will also probably see improved reporting of domestic abuse. (Measure 7)
- 'Primary fires' there has been an increase of 51 primary fires (up from 1,042 to 1,093 - 5% increase) compared to last year. There have been small fluctuations across a variety of property types but, in the main, the increase can be attributed to a rise in vehicle fires (up from 258 to 280 – 8.5%) and dwelling fires (up from 384 to 409 – 6.5%). It is, however, pleasing to see that fires in both prisons and restaurants/cafes have almost halved (prisons – down from 32 to 17, restaurants/cafes – down from 18 to 10), and fires in schools/colleges have also seen a significant reduction – down

from 13 last year to only 4 this year. In addition to the Home Safety Check programme, we continue to deliver four main campaigns throughout the year, all targeted at reducing fires in dwellings. The Arson Task Force continue to work toward reducing the number of vehicle fires. (Measure 19)

- 'Deliberate primary fires' there has been a small increase (19) in deliberate primary fires compared to last year (227 to 246 - 8.4%). Whilst we have seen some small fluctuations across several property types, the increase can largely be attributed to vehicle fires (94 to 115) and dwelling fires (26 to 36), yet fires in prisons have decreased compared to last year (27 to 16). The Arson Task Force continue to co-ordinate local Policing Teams with community safety activities aimed at reducing deliberate fires. (Measure 21)

Protecting and sustaining the environment

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

- 'The Household Waste Recycling Centre (HWRC)', the overall total for 2017/18 is 71.8% compared with a target of 75%. The spring weather was particularly adverse this year which has led to a reduction in composting and has contributed to the overall fall in the rate. As previously reported, the processing of some materials has been moved down the waste hierarchy from recycling to recovery. The Environment Agency has concerns around some materials being stored which have reduced the available recycling outlets in Lincolnshire. It should be noted that some of the data for Q4 is still incomplete, so a number of estimates have been used in the year to date figure. This measure has not achieved the target each quarter in 2017/18. (Measure 76)
- 'Household waste recycled' The tonnage is down by approximately 14k tonnes compared to 2016/17; much of that difference (approximately 7k tonnes) was seen in Q4. This is largely due to an increase in reported levels of contamination of the mixed dry recycling compared to 2016/17 and a reduction in green waste composted because of 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. This measure has not achieved the target each quarter in 2017/18. (Measure 78)