

Summary of those measures that did not achieve the target this quarter

Communities are safe and protected

The [Protecting the public commissioning strategy](#) comes within the remit of the Public Protection and Communities scrutiny committee. This commissioning strategy performed well in Q2 with only one measure [High risk premises inspected by Trading Standards](#) (M3) not achieving the target this quarter. Although the number of planned inspections is behind the target this quarter, the service is confident that the end of year target (207 premises) will be achieved. 55 planned inspections have been carried out at identified high risk premises so far this year: 11 animal health inspections, 15 food premises and 29 feed premises. The measure achieved the target in Q1.

[Children are safe and healthy commissioning strategy](#) comes within the remit of the Children and Young People scrutiny committee. This commissioning strategy performed well, with only one measure [Children who are subject to a child protection plan](#) (M24) not achieving the target this quarter. The target was achieved in Q1. The number of children subject to a Child Protection Plan is 400 (27.5 per 10,000 children) at the end of September 2019 and the target is 330 (22.8 rate per 10,000). The number of children subject to a Child Protection Plan will fluctuate as the decision for a child to be subject to a plan is based on the individual risk to the child, however, this is a significant increase. An analysis is taking place of the last 100 children placed on a child protection plan to try and understand the increase. All the service managers have been tasked with reviewing the Child Protection cases in their team, and the managers will be reporting back to Assistant Directors.

The service has revised the commentary for performance since Q2 performance was reported to OSMB on 28th November to remove the following wording 'however, this is a significant increase' and to add the following sentences 'An independent audit has also been commissioned, the findings of which will inform future reporting. Benchmarking continues to show performance is better than all England and our statutory neighbours.' The publication of this revised commentary has been made to the LRO website.

Health and wellbeing is improved

The [Carers commissioning strategy](#) comes within the remit of the Adults and Community Wellbeing scrutiny committee. This commissioning strategy performed

well, with only one measure [Carers who received a review of their needs](#) (M121) not achieving the target this quarter. The target was achieved in Q1 and the service expects performance to improve over the next quarter, to again meet or exceed the target by year end. Recent changes in delivery model, with more needs being met through networks and community assets (other support that does not need funding from Adult Care in order for the person to meet their needs for example dementia morning at a local café, or a carers group run by a church) has meant a reduction in direct payments and a larger proportion of carers having joint reviews alongside the person for whom they care due to the respite support that they receive. Referrals pathways and performance are being monitored alongside specific targeting.

The [Community resilience and assets commissioning strategy](#) comes within the remit of the Public Protection and Communities Scrutiny Committee. This commissioning strategy performed well, with only one measure [Visits to Core Libraries and Mobile Library services](#) (M36) not achieving the target this quarter, however performance improved compared with Q1. The target was not achieved in Q1. There are 106,013 visits below the target in Q2 (July 37,890; August 25,083 and September 43,041). As previously reported the low number of visits is attributed to not being able to keep a pace with the changing IT requirements and therefore the 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. The Library Service is embarking on an IT refresh programme across all library sites; the investment in IT is expected to impact against visitor figures and attract more customers back to sites. Greenwich Leisure Limited (GLL) have a marketing plan to entice customers back to site once the IT transition has been completed. This is anticipated to be March 2020 but is dependent on Serco availability.

The [Wellbeing commissioning strategy](#) comes within the remit of the Adults and Community Wellbeing scrutiny committee. This commissioning strategy had mixed performance last quarter and this this quarter. The following four measures did not achieving the target this quarter:-

- [Percentage of alcohol users that left specialist treatment successfully](#) (M31)
This measure is reported with a one quarter lag. Q1 data is the latest available data. Performance for Q1 was 34.9%, lower than the previous quarter (36.1% in Q4 2018/2019). The target is 40%. Performance in Q4 was an improvement on the previous quarter (Q3 32.4%). Recent work has identified that the service provides good value for money and that the re-presentation rate is among the best in the country, with only 0.9% of all those completing alcohol treatment re-presenting to services. This is a good indicator that long term recovery is being achieved, making relapse less likely.

- [Chlamydia diagnosis](#) (M34) Performance is reported with a two quarter lag. Q4 2018/2019 is the latest data available. Although performance of 1,809 per 100,000 15-24 year olds been missed the target of 2,045, Lincolnshire performance is only slightly below that of our comparator local authority areas. The target was achieved in Q3. The service continues to seek to improve performance through partnership work and in the way the service is delivered, for example online testing continues to be popular and achieves a high level of successful diagnoses. The service is also working closely with Public Health England to clarify issues relating to data quality.
- [The number of staff and volunteers trained in Making Every Contact Count MECC](#) (M109)) has been planned to include changes in activity throughout the year. The target was exceeded in Q1 and in Q2 performance was 92 compared with a target of 100. The annual target of 400 is expected to be met, and cumulatively, activity is still exceeding target (170 against a target of 150). This quarter, time has been spent training and supporting a network of cascade trainers (within the NHS trusts and district councils) who will be responsible for the sustainability and delivery of MECC beyond 2019/2020. In addition extensive promotional activity has been undertaken, particularly within the NHS, and 120 MECC conversations with frontline staff have taken place.
- [People are supported to successfully quit smoking](#) (M111) Data for the number of people successfully supported to stop smoking has a three month time lag and so represents performance at the end of June 2019. The provider of stop smoking services changed on 1 July 2019 when the new integrated lifestyle service, One You Lincolnshire, began. Annual targets are expected to be met.

Businesses are supported to grow

[Protecting and sustaining the environment commissioning strategy](#) comes within the remit of the Public protection and communities scrutiny committee. This commissioning strategy performed well, with only one measure [Household waste recycled](#) (M78) not achieving the target this quarter. The target was not achieved in Q1. The contamination level is being addressed with the District Councils as part of the Joint Municipal Waste Strategy and the next MDR (Mixed Dry Recycling) contract. The national recycling rate is also reducing and is down from 45.1% in 2016/17 to 44.8% in 2017/18 with estimates for 2018/19 indicating this downward trend is set to continue. The national recycling rate for 2018/2019 is expected to be published in December. The National Resource and Waste Strategy includes commitment to review the current measurement metrics used to report recycling performance.

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