

# Adult Social Care Scrutiny Commission

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## **ASCOF Benchmarking 2017/18**

Date: 22nd January 2019

Lead Director: Steven Forbes

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Leicester  
City Council

## Useful information

- Ward(s) affected: All
- Report author: Adam Archer
- Author contact details: 454 4133
- Report version: 1

## 1. Summary

- 1.1 This report presents the full picture of our performance for the Adult Social Care Outcome Framework in 2017/18, following publication of the national report by NHS Digital on 23<sup>rd</sup> October 2018. The report covers both our local time series performance and our position compared to the other local authorities in England with social care responsibilities.
- 1.2 The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.
- 1.3 The ASCOF measures use data from four main sources: the SALT collection; the ASC User Survey; the ASC Carer Survey; and the Mental Health Minimum Data Set. Submission of data for the ASCOF is mandatory and allows for both benchmarking and local trend analysis. ASCOF compliments the NHS and Public Health outcome frameworks.
- 1.4 The national headlines from the report were that:
- 1A: Social care-related quality of life
- Younger adults (aged 18 to 64) reported a higher quality of life score (19.5) than those aged 65 and over (18.9), this difference is statistically significant.
  - The overall Social Care-related quality of life score at England level was 19.1 out of a maximum score of 24.
- 1E: Proportion of adults with learning disabilities in paid employment
- The proportion of adults with learning disabilities in paid employment is 6.0 per cent. This has increased from 5.7 per cent in 2016-17.
  - The proportion of adults with a learning disability in paid employment varies across each region in England. London (7.5 per cent) and Eastern (7.5 per cent) have the highest proportion, North West, East Midlands and West Midlands have the lowest proportion of adults with a learning disability in paid employment at 4.3 per cent.
- 1I(1): Proportion of people who use services who reported that they had as much social contact as they would like
- A higher proportion of service users aged 18 to 64 reported having as much social contact as they would like (49.2 per cent) compared to those aged 65 and over (44.0 per cent).
- 2C: Delayed transfers of care from hospital, and those which are attributable to social care or jointly to social care and the NHS, per 100,000 population
- At England level the rate of delayed transfers of care was 14.3 per 100,000 population. Due to a change in methodology this figure is not comparable with previous years
  - Measure 2C(2) now includes only those delayed transfers of care that are attributable to adult social care. The rate for 2017-18 was 4.9 per 100,000 population
  - A new measure, 2C(3), records delays that are jointly attributable to the NHS and social care. The rate for 2017-18 was 1.1 per 100,000 population
- 1.5 Our performance has generally been very positive over 2017/18 and consolidates year on year improvement for us in Leicester. There is much to celebrate in this improvement journey, particularly when we consider the pressures facing adult social care across the country and the challenges presented by the social and

economic context in which we operate in Leicester.

- 1.6 However, we need to acknowledge that our performance has deteriorated for a small number of measures during the 2017/18 and we continue to have a low national ranking for some measures (not necessarily the same ones).

## 2. Recommendations

- 2.1 The Scrutiny Commission is requested to note the areas of positive achievement and areas for improvement as highlighted in this report.

## 3. Report

- 3.1 Leicester's ASCOF scores for 2017/18 are overall very positive. The following table summarises our 2017/18 position when compared to our performance in 2016/17.

Leicester's 2017/18 ASCOF Scores Compared to 2016/17	
Measures where score improved	15
Measures where score unchanged	2
Measures where score worsened	6
N/A	5

- 3.2 This means that for those measures where we can compare scores, 65% showed improvement. If we discount the two unchanged scores (both 100%, with no scope for improvement) we have an overall improvement rate of 71%.
- 3.3 Three of the six measures where our score worsened relate to people with learning disabilities and mental health conditions in employment and stable accommodation. Two of these were the mental health measures where we have previously flagged up concerns about data quality. The two reablement measures used for BCF purposes also worsened, although it should be noted that they have historically been areas of very strong performance. Overall satisfaction of people who use services with their care and support also reduced in 2017/18 following a particularly good score in 2016/17.
- 3.4 The following table summarises our position in the ranking of England councils when compared to 2016/17.

Leicester's 2017/18 National Ranking Compared to 2016/17	
Measures where ranking improved	12
Measures where ranking unchanged	2
Measures where ranking worsened	7
N/A	7

- 3.5 The full set of ASCOF scores for Leicester in 2017/18, with comparator data for 2016/17 including national ranking, can be seen in **Appendix 1** of this report.
- 3.6 This outcome is broadly similar to last year and reflects continued improvement over recent years. In 2017/18 we have seven measures where we are amongst the worst 50 performing councils in England. In 2013/14 the number of measures in this position was 15.
- 3.7 Charts showing an overview of our national ranking for each measure over the period 2014/15 – 2017/18 can be seen in **Appendix 2** of this report.
- 3.8 The following table summarises this longer-term improvement journey by comparing the spread of measures across the performance quartiles of councils in England between 2013/14 and 2017/18. Quartiles

are used to divide a range of data or population into four equal parts.

Leicester's National Ranking by Quartile		
Percentage of measures in each quartile	2013/14	2017/18
1 <sup>st</sup> (top) Quartile	5%	21%
2 <sup>nd</sup> Quartile	23%	12%
3 <sup>rd</sup> Quartile	14%	46%
4 <sup>th</sup> (bottom) Quartile	59%	21%

3.9 In summary, we have clearly seen marked improvement in performance on the ASCOF measures in recent years. There have been some exceptions, but we are seeing an overall year on year improvement in our performance which has been reflected in our position in the ranking of England councils. However, this must be seen in the context of our relatively poor position in the first few years in which ASCOF was in place. It is fair to say that we have moved from being one of the worst performing councils in England to a 'comfortable mid-table' position. Given the tough social and economic context in which we operate in Leicester, it is probably reasonable to accept that we are not likely to move to a position of being a top performing council, however if we maintain our commitment to continuous improvement there is every possibility that we can continue to improve the quality of life of our service users and carers, which will in turn impact positively on the city as a whole.

## 4. Financial, legal and other implications

### 4.1 Financial implications

There are no direct financial implications associated with this report.

Martin Judson, Head of Finance, Ext 37 4101

### 4.2 Legal implications

There are no direct legal implications arising from the contents of this report at this stage.

Pretty Patel, Head of Law, Social Care & Safeguarding, Tel 0116 454 1457.

### 4.3 Climate Change and Carbon Reduction implications

There are no direct climate change implications associated with this report.

Aidan Davis, Sustainability Officer, Ext: 37 2284

### 4.4 Equalities Implications

The Framework measures the success of the adult social care system in delivering personalised care and support that promotes people's independence and ensures that people have a positive experience of their care and support. Our performance has generally been very positive over 2017/18 and consolidates year on year improvement for Leicester. The indicators that have shown a decrease, are the protected characteristics of disability (learning disabilities and mental health) and age (older people) as defined by the Equality Act 2010, these will need to be monitored on an ongoing basis by the relevant services.

Sukhi Biring, Equalities Officer (Ext. 374175)

#### 4.5 Other Implications














None
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**5. Background information and other papers:** None













**6. Summary of appendices:**

Appendix 1 - ASCOF 2017/18 National Benchmarking












Appendix 2 - ASCOF Scores England ranking 2014/15 – 2017/18

ASCOF – 2017/18 National Benchmarking								
Indicator	2016/17	2016/17 Benchmarking			2017/18	2017/18 Benchmarking		
		England Average	England Ranking	England Rank DoT		England Average	England Ranking	England Rank DoT
1A: Social care-related quality of life.	18.5	19.1	=126/150	 From 147/150	18.7	19.1	=116/150	 Up from = 126/150
1B: Proportion of people who use services who have control over their daily life.	76.2%	77.7%	100/150	 From 138/150	78.1%	77.7%	= 72/150	 Up from 100/150
1Cia: Service Users aged 18 or over receiving self-directed support as at snapshot date.	99.8%	89.4%	=28/152	 From 31/152	100%	89.7%	=1/152	 Up from = 26/152
1Cib: Carers receiving self- directed support in the year.	100%	83.1%	=1/150		100%	83.4%	=1/152	
1Ciia: Service Users aged 18 or over receiving direct payments as at snapshot date.	46.9%	28.3%	7/152	 From 8/152	50.9%	28.5%	5/152	 Up from 7/150
1Ciib: Carers receiving direct payments for support direct to carer.	100%	74.3%	=1/150		100%	74.0%	=1/152	
1D: Carer reported quality of life.	7.2	7.7	=127/151	 From 145/151	No carers survey			

Indicator	2016/17	2016/17 Benchmarking			2017/18	2017/18 Benchmarking			
		England Average	England Ranking	England Rank DoT		England Average	England Ranking	England Rank DoT	
<b>1E: Proportion of adults with a learning disability in paid employment.</b>	4.7% (37/785)	5.7%	85/152		4.5% (35/774)	6.0%	=81/151	 Up from 85/151	
<b>1F: Proportion of adults in contact with secondary mental health services in paid employment.</b>	2.4% (19.5/820)	No national data published			1.0%	7.0%	=146/150	N/A No data published in 2016/17	
<b>1G: Proportion of adults with a learning disability who live in their own home or with their family.</b>	74.4% (584/785)	76.2%	97/152	 From 98/152	74.9% (580/774)	77.2	105/151	 Down from 97/152	
<b>1H: Proportion of adults in contact with secondary mental health services who live independently, with or without support.</b>	36.6% (300/820)	No national data published			30%	57%	137/152	N/A No data published in 2016/17	
<b>1I: Proportion of people who use services and their carers who reported that they had as much social contact as they would like.</b>	<b>Users</b>	35.9%	45.4%	148/150	 From 142/150	43.0%	46.0%	110/150	 Up from 148/150
	<b>Carers</b>	31.0%	35.5%	105/151	 From 123/151	No carers survey			
<b>1J: Adjusted Social care-related quality of life – impact of Adult Social Care services.</b>	0.372	0.403	131/150	 From 123/150	0.404	0.405	84/150	 Up from 131/150	
<b>2Ai: Adults aged 18-64 whose long-term support needs are met by admission to residential and nursing care homes, per 100,000 pop (Low is good)</b>	18.12 40 admissions	12.8	121/152 (=)	 From 111/152	14.5 33 admissions	14.0	= 92/152	 Up from =121/150	

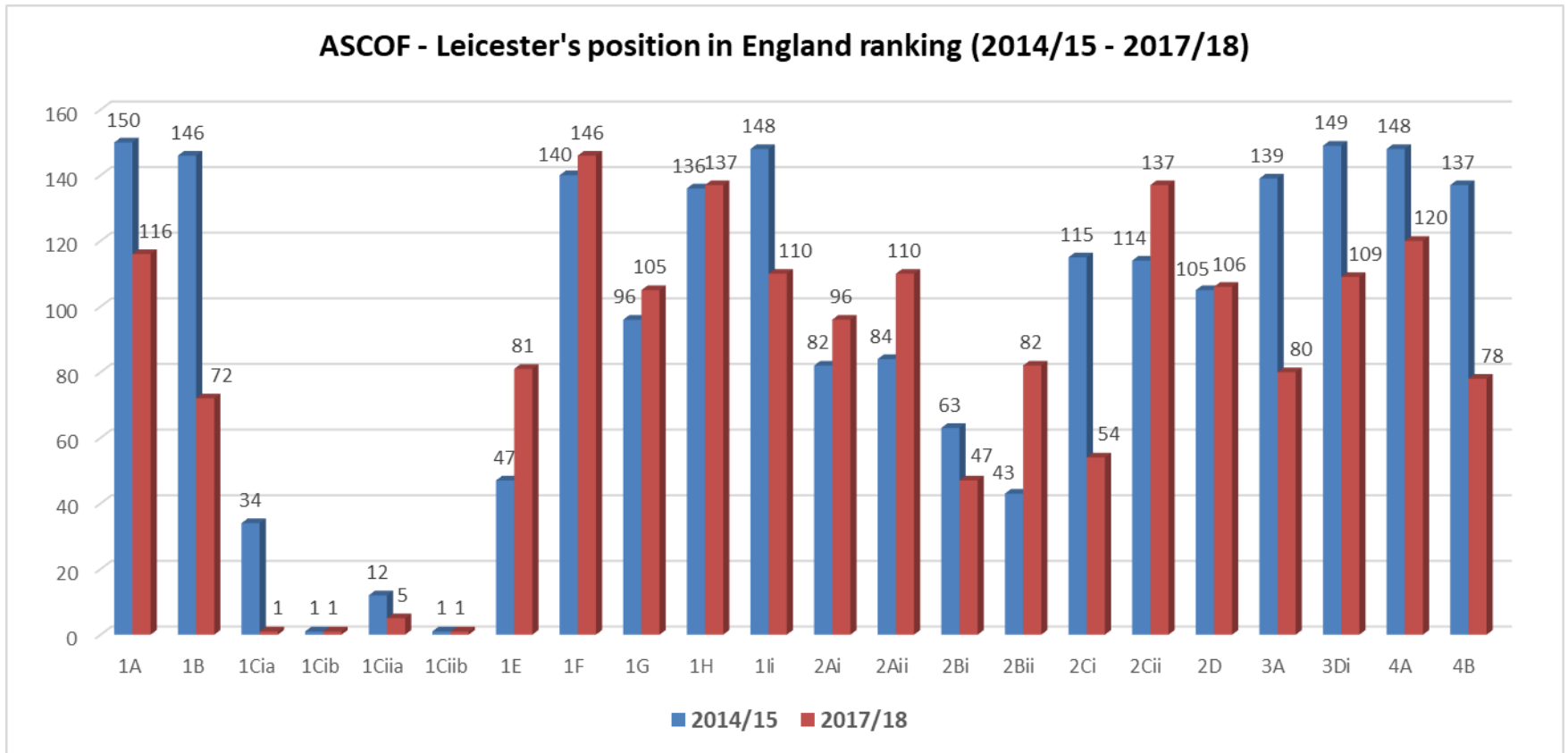
Indicator	2016/17	2016/17 Benchmarking			2017/18	2017/18 Benchmarking		
		England Average	England Ranking	England Rank DoT		England Average	England Ranking	England Rank DoT
<b>2Aii: Older people aged 65+ whose long-term support needs are met by admission to residential / nursing care per 100,000 pop (Low is good).</b>	704.04	610.7	99/152	 From 82/152	<b>703.0</b>	<b>585.6</b>	<b>114/152</b>	 Down from 99/152
<b>2Bi: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services.</b>	91.3%	82.5%	=22/152	 Down from 19/152	<b>87.6%</b>	<b>82.9%</b>	<b>= 47/150</b>	 Down from =22/152
<b>2Bii: Proportion of older people (65 and over) offered reablement services following discharge from hospital.</b>	3.1%	2.7%	64/152	 From 72/152	<b>2.8%</b>	<b>2.9%</b>	<b>= 82/152</b>	 Down from 64/152
<b>2Ci: Delayed transfers of care from hospital per 100,000 pop. (Low is good)</b>	9.0	14.9	46/152	 From 34/152	<b>8.7</b>	<b>12.3</b>	<b>= 62/152</b>	 Down from 46/152
<b>2Cii: Delayed transfers of care from hospital attributable to ASC per 100,000 pop. (Low is good)</b>	N/A	N/A	N/A	N/A	<b>0.6</b>	<b>4.3</b>	<b>=16/152</b>	<b>N/A</b> New measure for 2017/18
<b>2Ciii: Delayed transfers of care from hospital attributable to NHS and/or ASC per 100,000 pop. (Low is good)</b>	2.9	6.3	47/152	 From 37/153	<b>1.9</b>	<b>0.9</b>	<b>142/152</b>	 Down from 47/152
<b>2D: The outcomes of short-term services (reablement) – sequel to service</b>	61.9%	77.8%	127/152	 From 129/152	<b>69.8%</b>	<b>77.8</b>	<b>106/152</b>	 Up from 127/152



Indicator	2016/17	2016/17 Benchmarking			2017/18	2017/18 Benchmarking			
		England Average	England Ranking	England Rank DoT		England Average	England Ranking	England Rank DoT	
<b>3A: Overall satisfaction of people who use services with their care and support.</b>	65.4%	64.7%	64/150	 From 104/150	63.9%	65.0%	80/150	 Down from 64/150	
<b>3B: Overall satisfaction of carers with social services.</b>	43.5%	39%	24/151	 From 116/151	<i>No carers survey</i>				
<b>3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for.</b>	70.7%	70.6%	70/151	 From 105/151	<i>No carers survey</i>				
<b>3D: The proportion of service users and carers who find it easy to find information about services.</b>	<b>Users</b>	67.4%	73.5%	142/150	 From 150/150	70.5%	73.2%	= 109/150	 Up from 142/150
	<b>Carers</b>	57.3%	64.2%	134/151	 From 144/151	<i>No carers survey</i>			
<b>4A: The proportion of service users who feel safe.</b>	65.4%	70.1%	125/150	 From 144/155	66.1%	69.9%	120/150	 Up from 125/150	
<b>4B: The proportion of people who use services who say that those services have made them feel safe and secure.</b>	77.6%	86.4%	139/150	 From 117/150	86.7%	86.3%	= 78/150	 Up from 139/150	

**WORST  
(150/150)**

**BEST (1/150)**

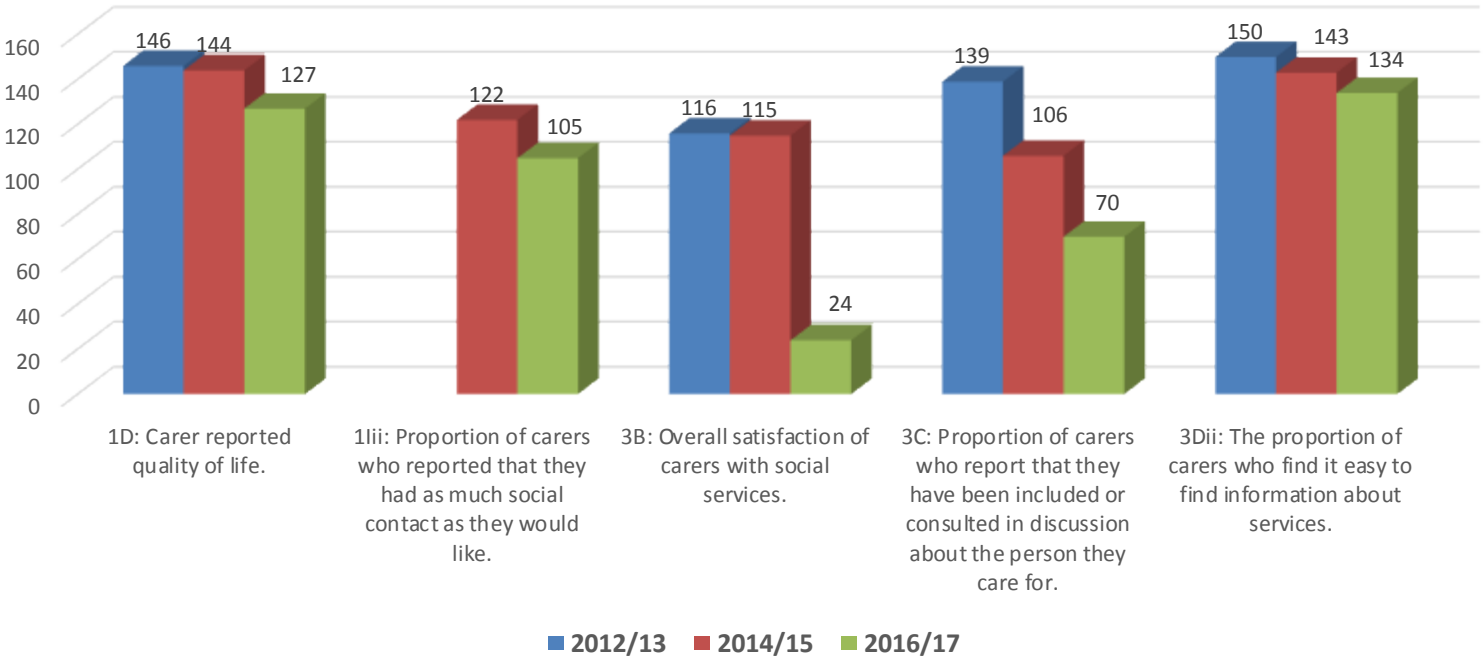


Note:

Excludes measure 1J: Adjusted Social care-related quality of life – impact of Adult Social Care services. Comparator data not available for 2014/15.

Excludes measures derived from the Carers survey as this was not carried out in 2017/18 (see below).

### ASCOF - Leicester's position in England ranking for measures from the carer's survey (2012/13 - 2016/17)



**WORST (150/150)**

**BEST (1/150)**