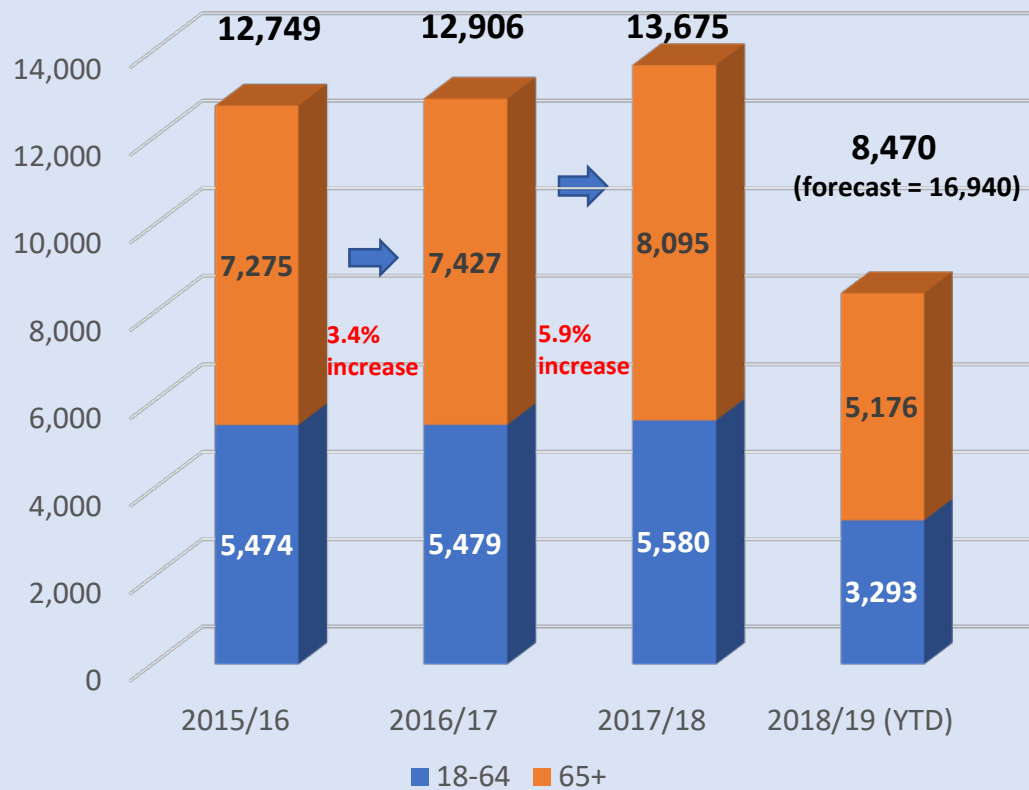


Adult Social Care Key Data

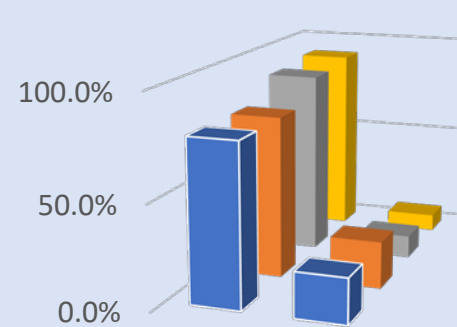
2018/19 – Quarter 2

Understanding demand

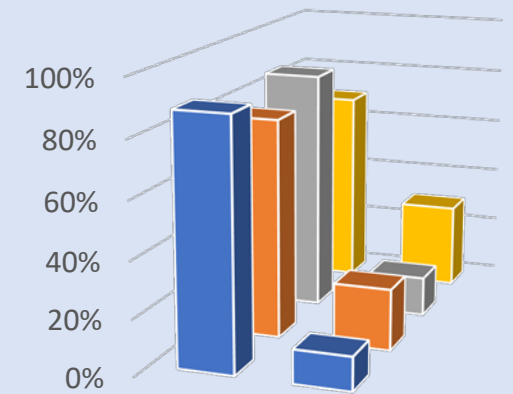
Requests for support



... for those leading to formal assessments



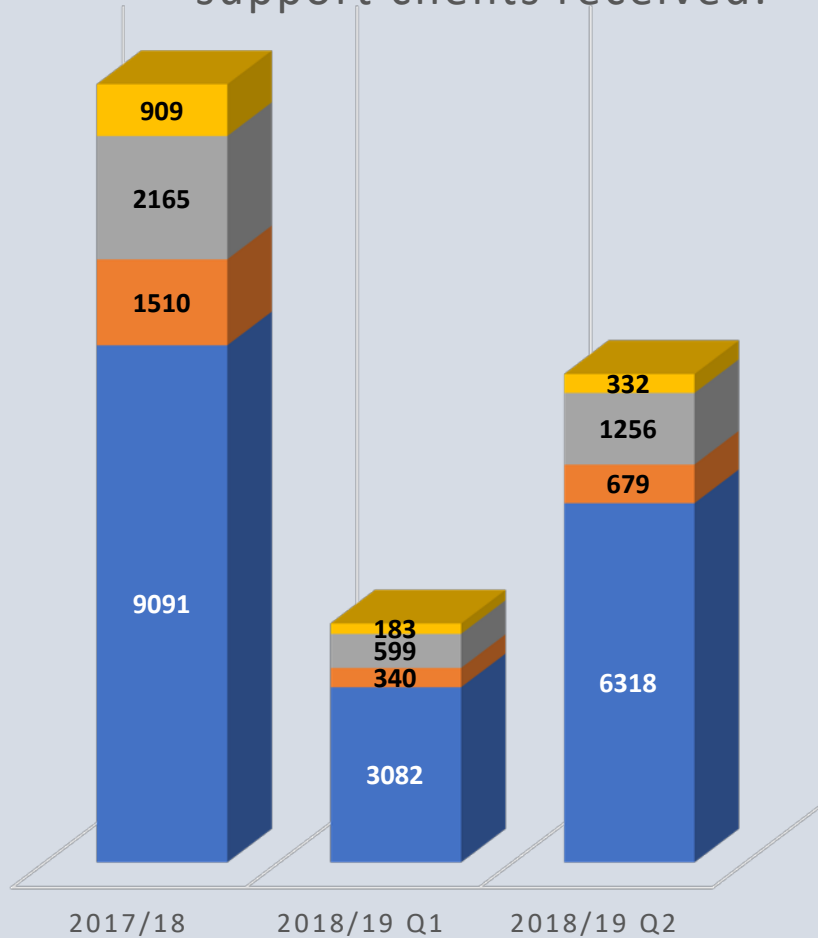
| | Completed within 28 days | Not completed within 28 days |
|----------------|--------------------------|------------------------------|
| ■ 2015/16 | 78.2% | 21.8% |
| ■ 2016/17 | 78.3% | 22.7% |
| ■ 2017/18 | 89.1% | 10.9% |
| ■ 2018/19 - Q2 | 91.8% | 8.2% |



| | Eligible for support | Not eligible for support |
|----------------|----------------------|--------------------------|
| ■ 2015/16 | 88% | 12% |
| ■ 2016/17 | 78% | 22% |
| ■ 2017/18 | 86% | 14% |
| ■ 2018/19 - Q2 | 70% | 30% |

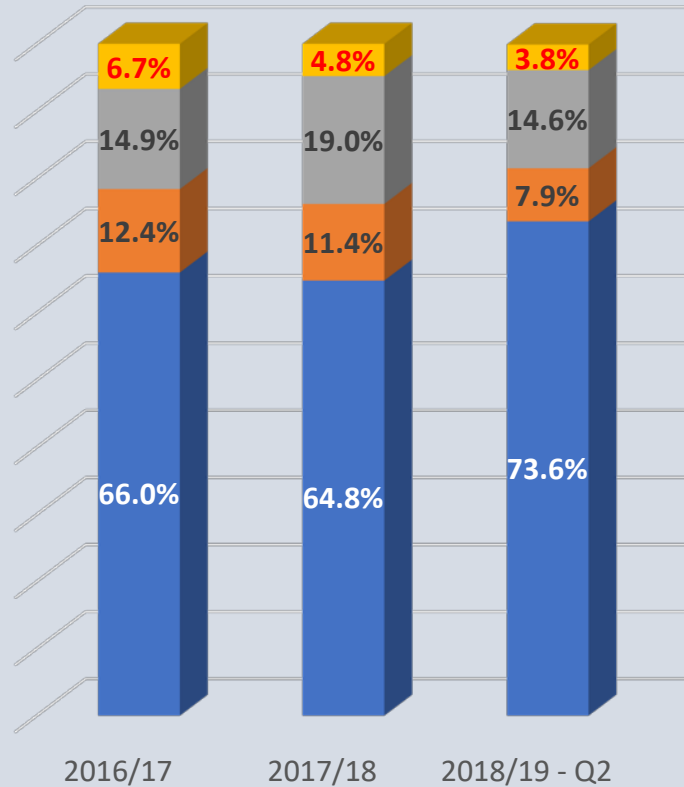
Meeting needs appropriately

During 2017/18 and 2018/19 (YTD), following a request for support clients received:



Compared to 2016/17

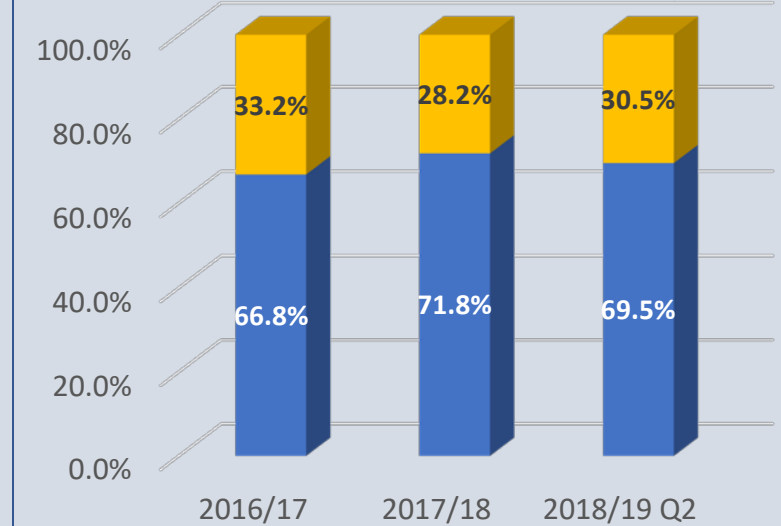
LTS - 43% decrease →



- Long-term support
- Other short-term support
- Short-term services to maximise independence
- No services / information, Advice and Guidance

Following short-term support to maximise independence for new clients ...

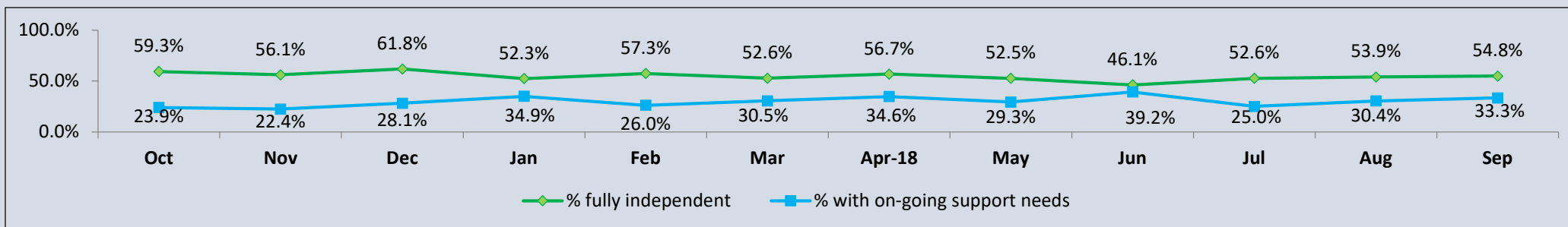
LTS - 8% decrease →



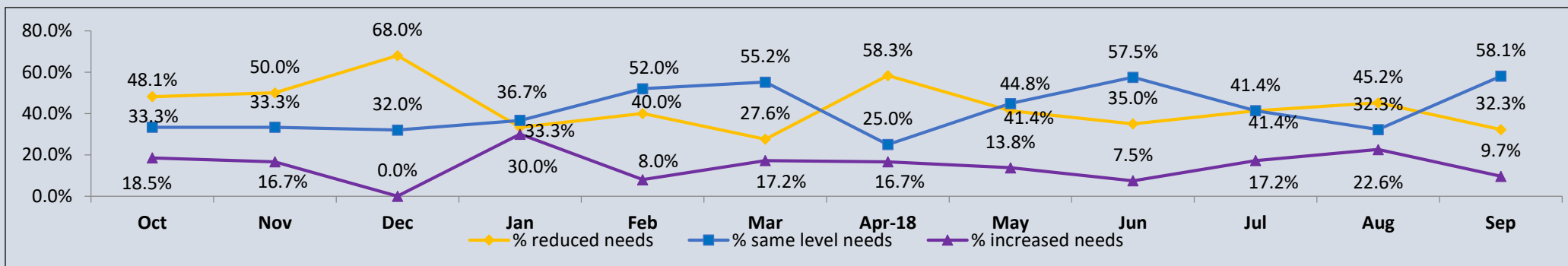
- Long-term support
- Fully independent or one-off support

Preventative services

Outcomes of preventative services (October '17 – September '18)

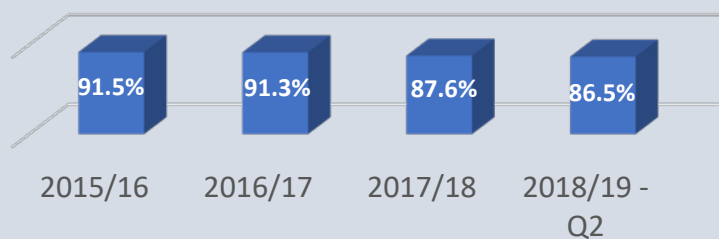


Outcomes for those with on-going support needs (October '17 – September '18)



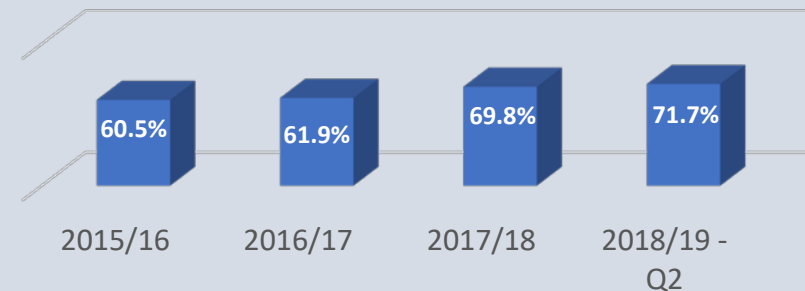
Adult Social Care Outcomes Framework measures:

2B(i) Outcomes for older people receiving reablement following a hospital discharge



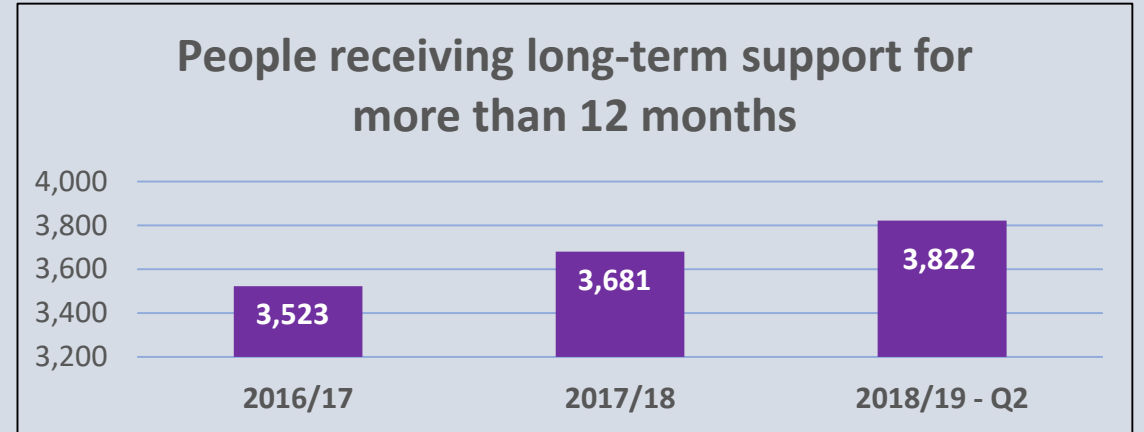
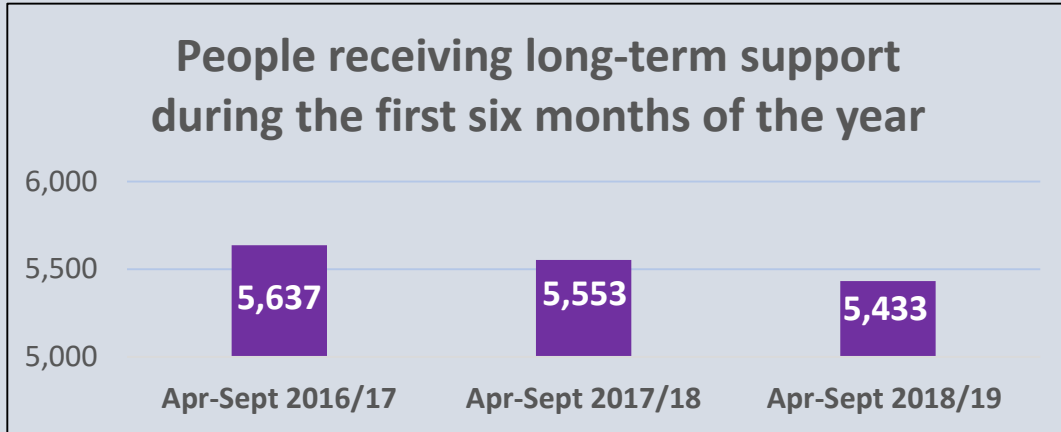
■ Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services.

2D: The outcomes of short-term services



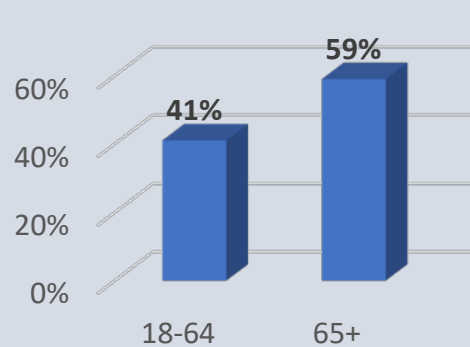
■ Percentage of those that received a short term service during the year where the sequel was either no ongoing support or support of a lower level

Long-term support

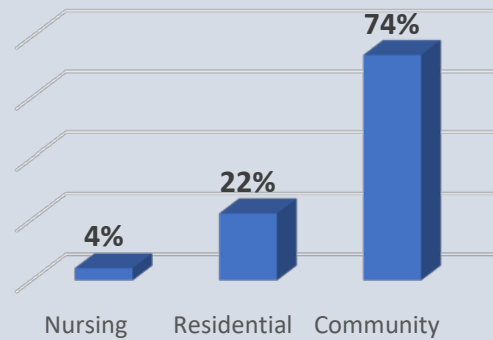


For Q2 2018/19:

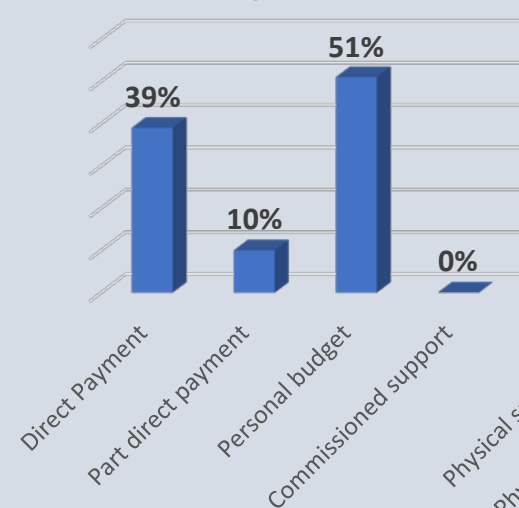
Age profile



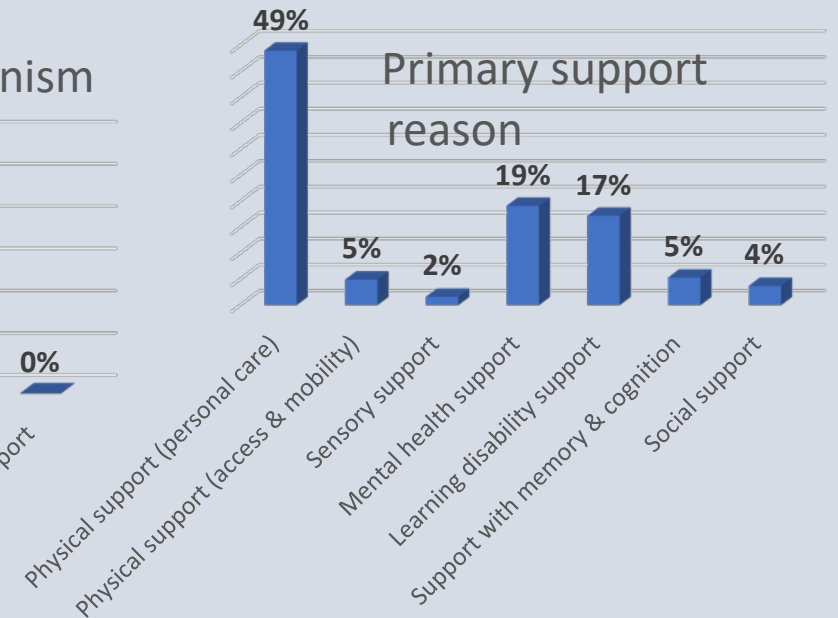
Support setting



Delivery mechanism

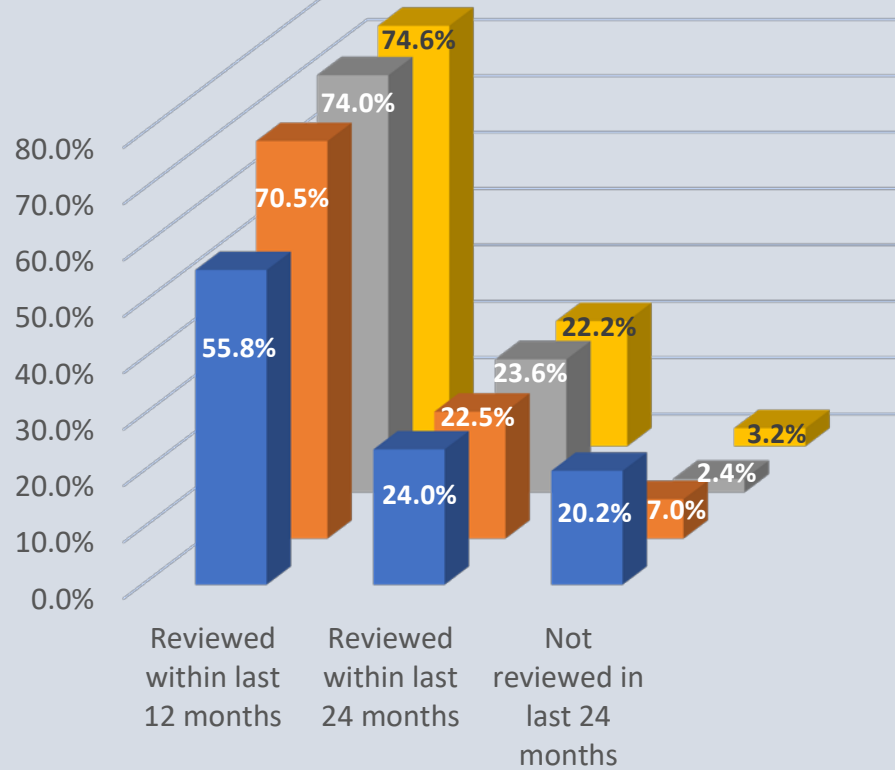


Primary support reason



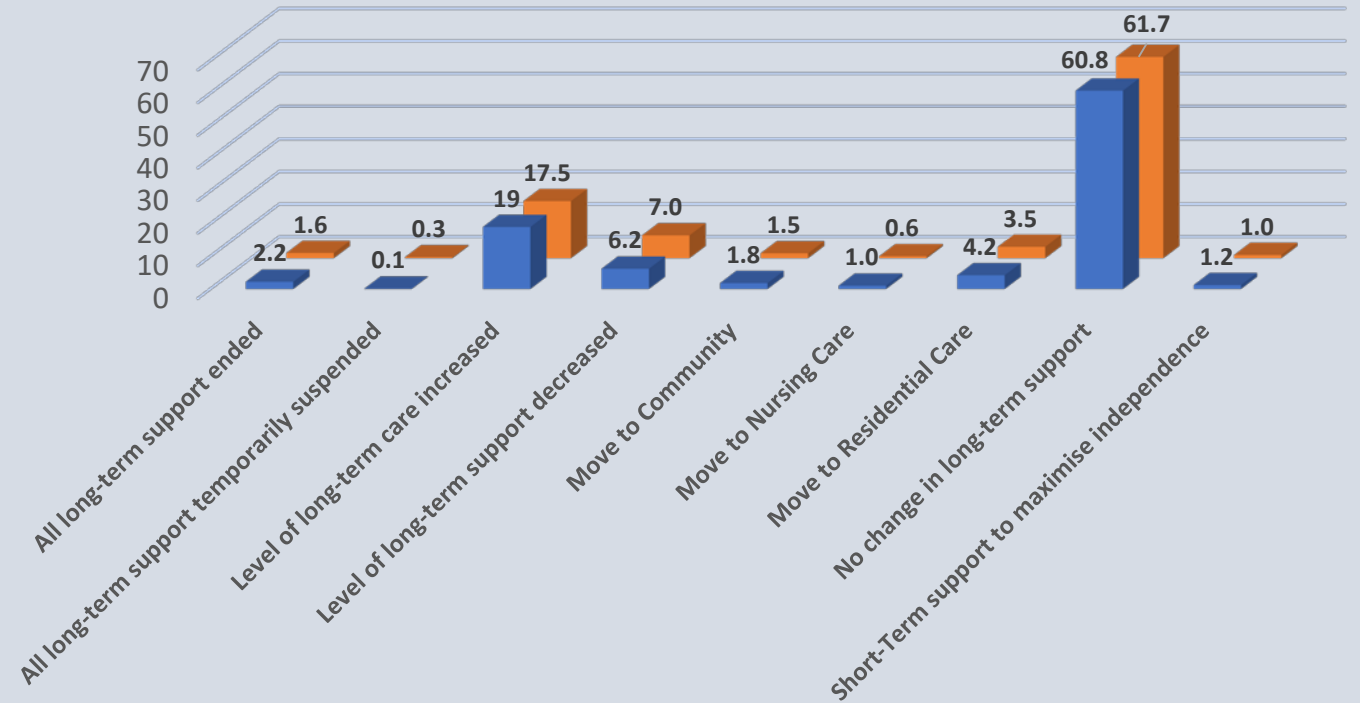
Reviewing needs

Timeliness of reviews



■ 2015/16 ■ 2016/17 ■ 2017/18 ■ 2018/19 - Q2

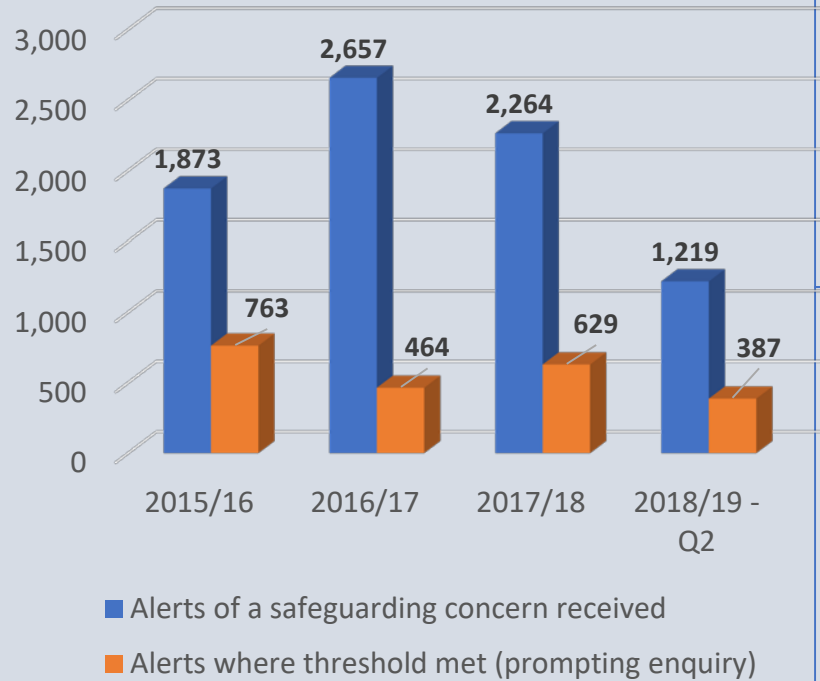
Outcome of reviews



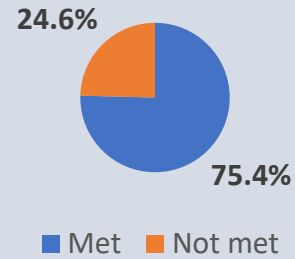
■ 2017/18 ■ 2018/19 Q2

Safeguarding

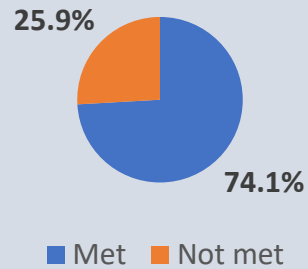
Alerts and Enquiries



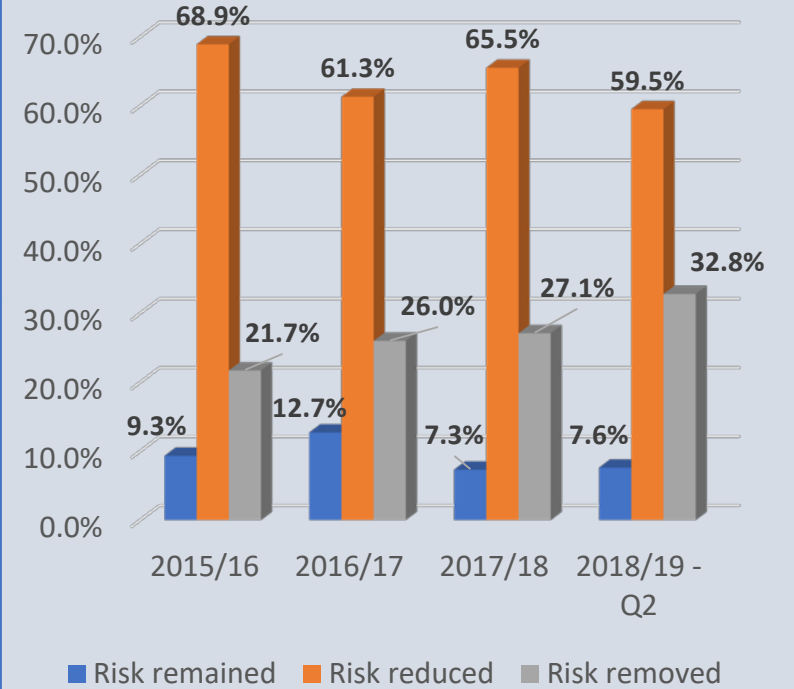
Threshold decisions made within 7 days of receipt of alert (2018/19 - Q2)



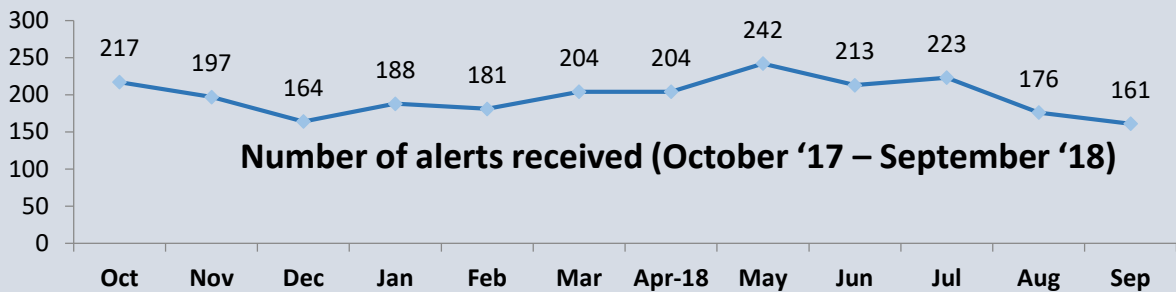
Action to make safe taken within 24 hours of threshold decision (2018/19 - Q2)



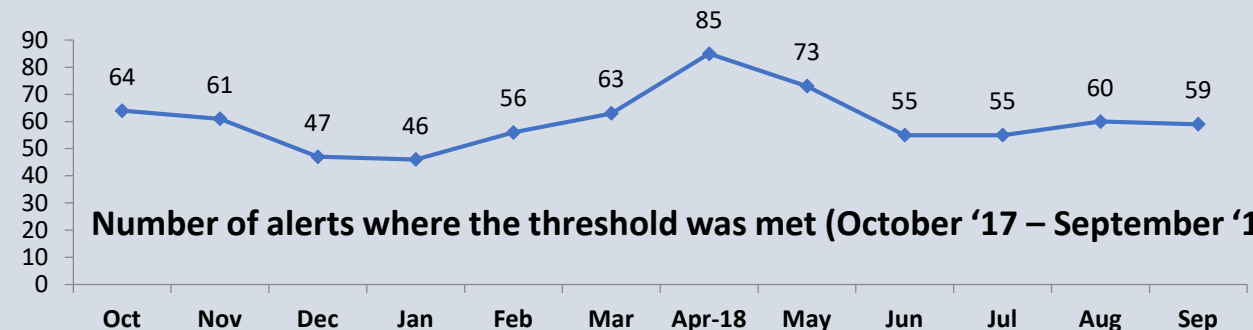
Outcomes



Number of alerts received (October '17 – September '18)



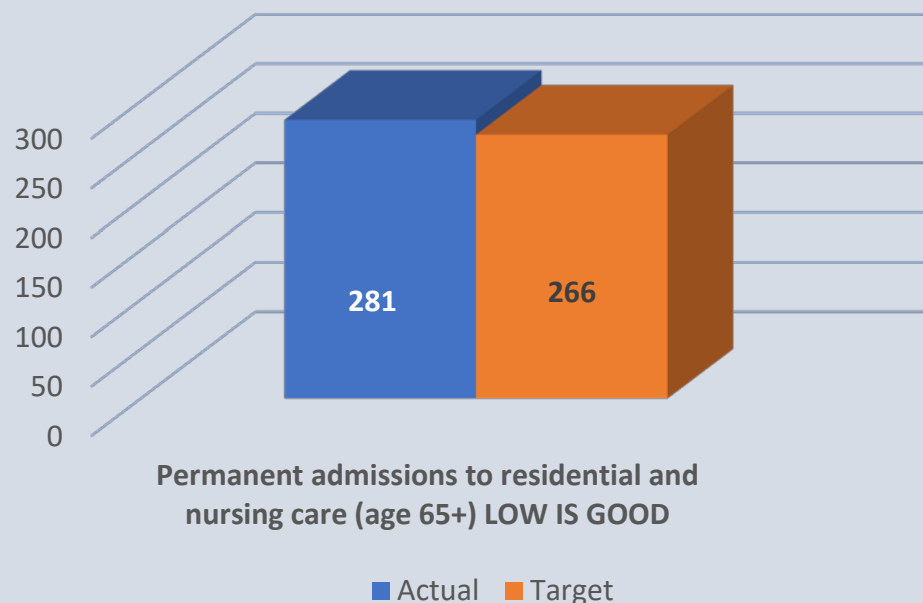
Number of alerts where the threshold was met (October '17 – September '18)



Better Care Fund (Health and Social Care integration)

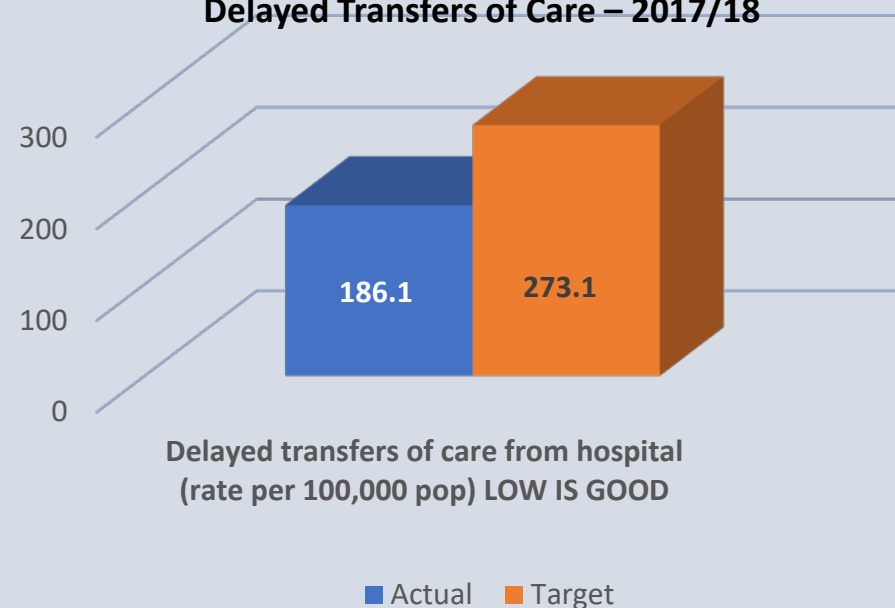
Better Care Fund national metrics - see also '91 days' measure on slide 4

Permanent admissions to residential and nursing care (65+) – 2017/18



Permanent admissions to residential and nursing care (age 65+) LOW IS GOOD

Delayed Transfers of Care – 2017/18



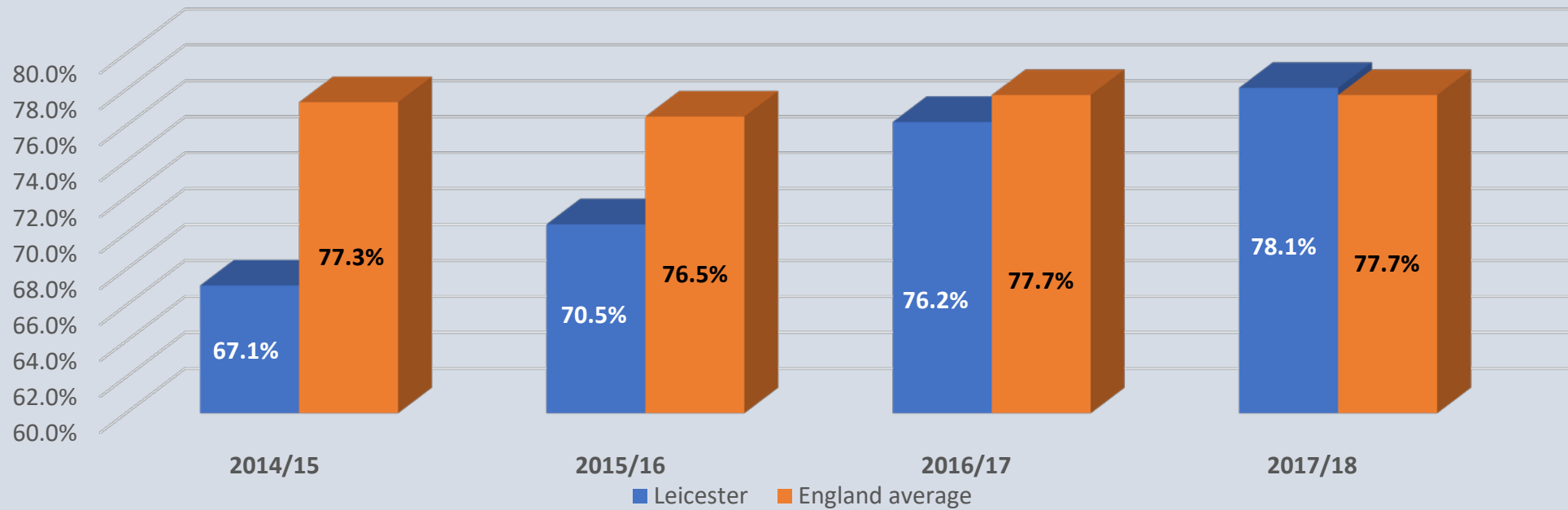
Delayed transfers of care from hospital (rate per 100,000 pop) LOW IS GOOD

| Permanent admissions to residential and nursing care (65+) | | | | |
|--|---------|---------|---------|--------------------------------|
| 2014/5 | 2015/16 | 2016/17 | 2017/18 | 2018/19 (Q2) |
| 287 | 258 | 282 | 281 | 103 (forecast = 206) |

| Delayed Transfers of Care - ASCOF definition | | | | |
|--|---------|---------|---------|--------------|
| 2014/5 | 2015/16 | 2016/17 | 2017/18 | 2018/19 (Q2) |
| 13.0 | 6.0 | 8.9 | 8.8 | 5.2 |

Choice and control

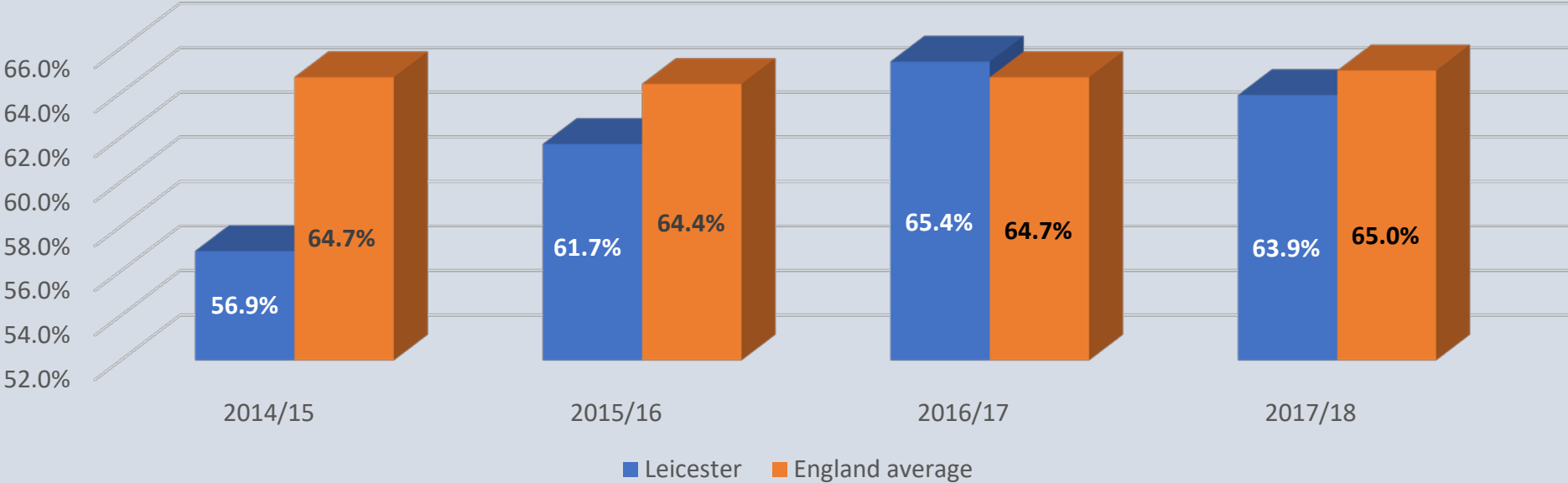
Proportion of people who use services who have control over their daily life
(ASCOF measure – 1B)



| England ranking | | | |
|-----------------|---------|---------|--------|
| 146/150 | 138/150 | 100/150 | 72/150 |

Customer satisfaction

Overall satisfaction of people who use services with their care and support
(ASCOF measure – 3A)



| England ranking | | | |
|-----------------|---------|--------|--------|
| 139/150 | 104/150 | 64/150 | 80/150 |