



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE:
17 SEPTEMBER 2014

ADULT SOCIAL CARE OUTCOMES FRAMEWORK (ASCOF)
PERFORMANCE REPORT 2013/14

JOINT REPORT OF THE CHIEF EXECUTIVE AND DIRECTOR OF
ADULTS AND COMMUNITIES

Purpose of Report

1. The purpose of this report is to present the Adults and Communities Overview and Scrutiny Committee with an update on adult social care performance during 2013/14, attached at Appendix 1.
2. The report specifically focuses on the recent publication by the Health and Social Care Information Centre of performance against the Adult Social Care Outcomes Framework (ASCOF) indicators in the national performance framework for adult social care in 2013/14.

Policy Framework and Previous Decisions

3. Performance was previously monitored by the Budget and Performance Monitoring Scrutiny Panel. However, performance reporting at scrutiny level was included in the review of Scrutiny and Overview Committees conducted in 2013. New arrangements including the abolition of the Budget and Performance Monitoring Scrutiny Panel were approved. The Adults and Communities Department's performance is now being reported on a quarterly basis to the Adults and Communities Overview and Scrutiny Committee.

Background

4. Adult social care performance is monitored nationally via the ASCOF. This framework is overseen by the Department of Health and currently consists of 19 indicators across four domains. It measures "how well the care and support system achieves the things we would expect for ourselves and for our friends and relatives".
5. Locally performance reporting is guided by the priorities, indicators and targets which were set in May 2014 in the Council's new Strategic Plan. A full end of year performance position statement against all of the priority areas and indicators is currently being collated to be included in the Annual Report and performance data compendium, which will be reported to Members later in the autumn. This will include important new areas such as the performance regime for the Better Care Fund (BCF) plan.

6. The national framework is continually evolving in order to strengthen it to reflect changes in relation to the provision of adult social care.
7. The provisional performance for 2013/14 was published by the Health and Social Care Information Centre on 8 July 2014 and this is summarised in Appendix 1. This includes Leicestershire's performance over the past three years and how this compares nationally.

ASCOF Performance Update

ASCOF Domain 1: Enhancing Quality of Life for People with Care and Support Needs

8. The social care-related quality of life measure within the ASCOF gives an overarching view of the quality of life of users of care and support. It is drawn from a number of questions in the annual survey of service users, including such topics as control over daily life, how time is spent, and social contact. Performance on this measure remains positive and is above the national average for the second year running.
9. Three-quarters of respondents to the annual survey of service users stated that they had control over their daily life; slightly below the national average. In addition, the proportion of service users in receipt of a personal budget was in the bottom quartile. This, however, is partly due to the way the data was collected and will improve from 2014/15.
10. A new measure was included in ASCOF in 2013/14 relating to the level of social contact a service user has. In response to a question in the annual survey of service users, 45% stated they had as much social contact as they would like – a performance slightly above the national average.

ASFOF Domain 2: Delaying and Reducing the Need for Care and Support

11. The number of permanent admissions to residential or nursing care is the over-arching metric for this domain and for people aged 18-64 during 2013/14 was slightly lower than the national average (i.e. it is better to have a lower number of admissions) and in the second quartile. For those aged 65 or over however performance on the comparable indicator was slightly above average and in the third quartile.
12. Two key measures in the ASCOF relate to reducing delayed transfers of care from hospital. The first of these focuses on all delays regardless of which agency the delay is attributable to. In Leicestershire these are higher than the national average and in the third quartile. The number of delays attributable to either adult social care specifically or jointly with the NHS are significantly lower than 'all delays' i.e. they do not include those attributable to the NHS only. Nevertheless, a rise in numbers through the year has meant an increase above the national average into the third quartile. The BCF performance reporting will in future cover the impact of care/health services in terms of reducing emergency and unnecessary hospital admissions.

ASCOF Domain 3: Ensuring that People have a Positive Experience of Care and Support

13. The proportion of service users stating that they are satisfied with their care and support fell to 60% in 2013/14; a similar level to that of 2011/12. This significant swing across the three years has occurred amongst numerous other authorities also and in

some areas at an even larger scale. The results should therefore be considered with caution.

14. The other two measures in this domain relate to the carers survey which was not conducted in 2013/14 (the next one is due in the autumn 2014).

ASCOF Domain 4: Safeguarding Adults Whose Circumstances make them Vulnerable and Protecting from Avoidable Harm

15. There are only two measures in the ASCOF relative to safeguarding and both are based on responses from the annual survey of service users. The key measure is the percentage of people who say that services have made them feel safe. There has been a small increase in this proportion, up to 90%, and performance remains in the top quartile for the second year.
16. Comparing the level of safeguarding activity for the full year 2013/14 with the previous year is problematic due to changes to both national reporting and the Adult Social Care IT system. However, based on data to the end of February 2014, it is estimated that during 2013/14 there were 1,700 safeguarding referrals, an increase of 28% on the year before. Of these, it was concluded that 53% were either substantiated or partly substantiated.

Conclusion

17. The report provides a statement of Adult Social Care performance during 2013/14. Performance on eight of the measures showed improvement from the previous year whilst performance on five measures was above the national average. These include areas of quality of life, social contact, supporting people aged under 65 within the community, i.e. not permanent residential or nursing care, and two measures relating to feeling safe.
18. Areas in the bottom or third quartile will be of particular focus during 2014/15 performance monitoring.

Background papers

None

Circulation under Local Issues Alert Procedure

None

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Appendix

Appendix 1 – Adult Social Care Outcomes Framework (ASCOF) Performance 2013/14

Equal Opportunities Implications

19. The Adults and Communities Department supports vulnerable people from all the diverse communities in Leicestershire. However, there are no specific equal opportunities implications to note as part of this performance report.