



Coventry City Council

Briefing note

To: Health and Social Care Scrutiny Board

Date: 13th September 2023

Subject: Adult Social Care Performance Outturn 22/23

1 Purpose of the Note

1.1 To provide SB5 with an update on Adult Social Care Performance Outturn 22/23

2 Recommendations

2.1 Scrutiny Board 5 is recommended to:

2.2 Review and comment on the work of Adult Social care to understand how Adult Social Care is monitored, what are the key indicators and to provide commentary on Adult Social Care 22/23 outturn.

3 Information/Background

3.1 The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

3.2 Each domain within ASCOF is made up of data gathered from our case management recording system and from surveys completed.

3.3 The measures are grouped into four domains:

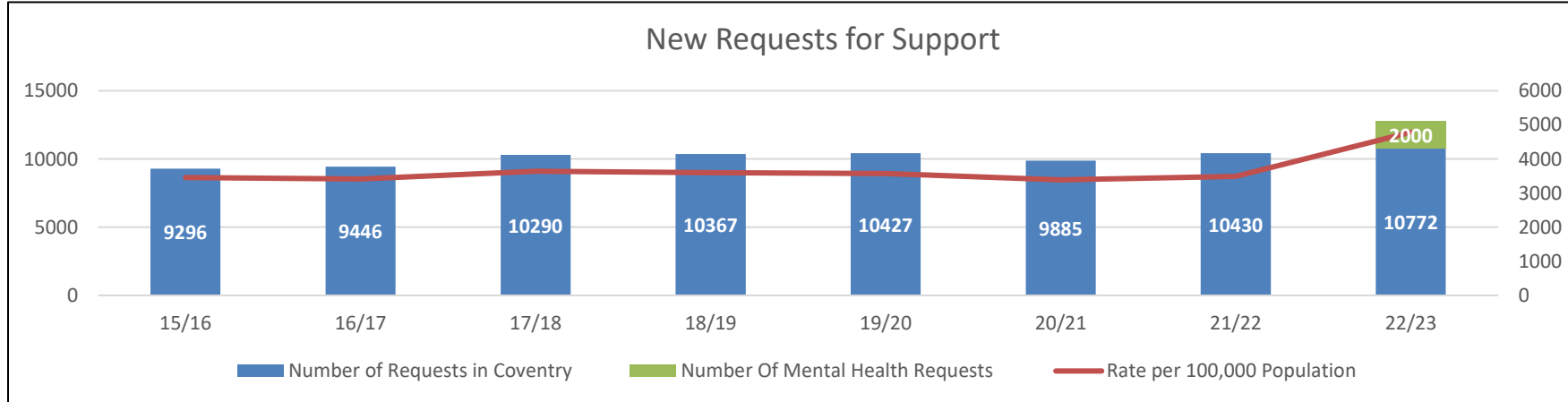
- Enhancing quality of life for people with care and support needs
- Delay and reducing the need for care and support.
- Ensuring people have a positive experience of care and support.
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

- 3.4 ASCOF aims to give an indication of the strengths and weaknesses of Social Care in delivering better outcomes for people who use the service.
- 3.5 Adult Social Care has a performance group that meets monthly. This group is made up of service area representatives along with colleagues from our Insight Team. This group provides assurance in respect of the performance of operational delivery and providing quarterly reports to Adult Social Care Management Team.
- 3.6 This report outlines performance against these key indicators. The 22/23 outturn is based on data from 1st April 2022 to 31st March 2023. Red / amber / green ratings are displayed to summarise direction of movement for these measures. Also outlined is information on how Coventry benchmarks against other local authorities based on most recent benchmarking information from 2021/22 with 2022/23 benchmarking due in October 2023.
- 3.7 2022/23 marked a substantial improvement in performance across some areas which is important context for 2023/24 where we will aim to consolidate improved performance in several areas as well as progress further in others.

4 Social Care Activity

- Each year Adult Social care sees an increase in activity and number of new requests increase year on year. Overall number of requests for new people has increased by 22.5% (including 2k proxy Mental Health data).

4.1



Pathway Into Adult Social Care	19/20	20/21	21/22	22/23
Hospital (%)	2,889 (27.7%)	2,634 (26.7%)	2,686 (25.8%)	2,610 (24.2%)
Community/Other Route (%)	7,474 (71.7%)	7,173 (72.7%)	7,700 (73.8%)	8,084 (75.0%)

5 People in Long Term Support

The Number of people in the long-term support at 31st March 2023 has slightly increased. We are supporting slightly less people in Nursing/Residential settings at 31st March 2023 compared to the previous financial year, however, a general upward trend has continued

	2019	2020	2021	2022	2023
Nursing/Residential	993	1054	1004	1099	1086
Community Support	2294	2351	2400	2420	2509
Total	3287	3405	3404	3519	3595

6 ASCOF Outturn 22/23

	16/17	17/18	18/19	19/20	20/21	21/22	22/23	Target	% Change	Trend	Trend Line	National Rank	Comparator Ave	West Mids Ave	England Ave
2021/22															
Domain 1															
ASCOF 1C Part 1a - Service users who receive self directed support	88%	88%	88%	88%	88%	87%	100%		13%	↑		132	94%	91%	95%
ASCOF 1C Part 1b - Carers who receive self directed support	33%	20%	43%	45%	51%	37%	100%		63%	↑		143	98%	87%	89%
ASCOF 1C Part 2a - Service users who receive direct payments	24%	23%	23%	24%	23%	23.4%	22.7%		-0.7%	→		90	31%	27%	27%
ASCOF 1C Part 2b - Carers who receive direct payments	33%	20%	43%	45%	51%	37%	54%		17%	↑		128	90%	79%	78%
ASCOF 1E - proportion of adults with a learning disability in paid employment	5%	4%	3%	3%	3%	2.6%	1.9%		-0.7%	→		111	4%	3%	5%
ASCOF 1G - Proportion of adults with a learning disability living in their own home/with family	78%	78%	79%	78%	80%	78%	80%		3%	↑		99	81%	74%	79%
Domain 2															
ASCOF 2A -Permanent admissions to residential and nursing care homes per 100,000 population 18-64	15.38	16.75	20.60	32.71	25.67	34.66	25.90	14.91	-8.76	↑		147	18.9	15.2	13.9
ASCOF 2A -Permanent admissions to residential and nursing care homes per 100,000 population 65+	611.28	593.52	840.54	766.46	639.05	786.72	728.00	684.84	-58.72	↑		138	582.7	579.5	538.5
ASCOF 2B - Part 1: Proportion of people 65+ still at home 91 days after hospital discharge into reablement	85%	81%	81%	80%	82%	84%	81%	83%	-3%	↓		78	80%	81%	82%
ASCOF 2D - The outcome of short-term services: sequel to services	67%	75%	67%	67%	60%	65%	75%	70%	10%	↑		110	69%	69%	78%

6.1 Domain 1 below sets out the section on ‘Enhancing the quality of life for people with care and support needs.

6.2 Many areas within Domain 1 saw improvements from previous years.

6.3 Proportion of adults receiving self-directed support increased.

6.4 Proportion of adults receiving self-directed support increased from 87% in 2021/22 to 100% in 22/23. This is higher than the West Midlands comparator Figure of 91%.

6.5 The proportion of carers receiving self-directed support.

6.6 The proportion of carers receiving self-directed support also increased from 37% in 2021/22 to 100% in 22/23. This is mainly due to improved recording and data quality to reflect a more accurate picture. This is in comparison to the West Midlands comparator figure of 87 %

6.7 Proportion of adults receiving direct payments

6.8 22.7% of people are receiving direct payments at the end of 22/23. This is in comparison to the West Midlands comparator figure of 27%. Work is underway to review our Direct Payment approach and develop promotional materials to support uptake and detail the support that can be provided to manage a direct payment.

6.9 Proportion of carers receiving direct payments for support direct to carer

6.10 54% of carers receiving direct payments for support direct to them. This compares to the West Midland comparator figure of 79%. Work is underway to review our Direct Payment approach and develop promotional materials to support uptake. Carers Action plan in development as response to a Carers Survey undertaken in May 2023.

6.11 Proportion of adults with learning disabilities in paid employment

6.12 1.9 % of adults with a learning disability known to Adult Social Care are in paid employment. This compares to the West Midlands comparator figure of 3%. Work is being undertaken by the commissioning team and with the Adult Education Team with the goal of enhancing recruitment prospects for individuals in Coventry facing learning barriers such as learning disabilities, mental health issues, autism, physical disabilities, and more.

6.13 Proportion of adults with learning disabilities who live in their own home or with their family.

6.14 80% of adults with learning disabilities live in their own home or with their families. This compares the national comparator of 74%.

7. Domain 2 sets out the section for ‘delaying and reducing the need for care and support’.

7.1 Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population.

7.2. Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population. In the last year we saw a reduction in numbers of working age adults admitted to long term residential and nursing care. Whilst the estimate is 17.1 per 100,000 (a reduction on the previous year (25.9) it remains higher than the West Midlands average of 15.2. There has been significant emphasis on the development of alternative provision for adults with ensuring mental ill health and/or learning disability and new models of support planned to reduce admission further. The indicators that rely on per 1000 population have been adversely impacted by the census changes compared to previous years.

7.3 Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population.

7.4. In 2022-23 there were 367 residents over 65 admitted into residential or Nursing care, which is a reduction from previous years admission rates. Adult Social Care monitors data in relation to admission rates regularly and ensure that any admission to nursing or residential care is in the best interests of the individual and all other community resources have been exhausted. The indicators that rely on per 1000 population have been adversely impacted by the census changes compared to previous years.

7.5 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation (effectiveness of the service)

7.6 In 2022-23, 81.1% of people aged 65+ were still at home 91 days after a hospital discharge, demonstrating an improvement from previous years. This compares with the West Midlands figure of 81.2%.

7.7 Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level.

7.8 In 2022/23, 75% of people received a short-term service with little or no ongoing support. This is a significant improvement from previous years. The West Midlands comparator figure is 69%. Our promoting independence and therapeutic approach is something within Coventry we are very proud of and continue to demonstrate positive outcomes for individuals.

8 Domain 3 Ensuring people have a positive experience of care and support and Domain 4 Safeguarding adults whose circumstances make them vulnerable and protecting them for avoidable harm.

8.1 Surveys traditionally takes the form of two national postal surveys, annual Adult Social Care Survey and bi-annual Carers Survey. All local authorities must complete these surveys.

8.2 Postal Surveys can be challenging in terms of gathering information and accessibility can be an issue. Within Adult Social Care we introduced a real time survey which enabled us to gather feedback on experience in real time throughout the year.

8.3 There are **8** Adult Social Care Outcome Framework indicators that are derived from the Adult Social Care survey. The results indicate;

- Improvement in 3 indicators
- 2 with no significant change
- Decline in 3 indicators.

8.4 Looking at the 6 years trend we can see that there is a decrease of general feeling of safety (**4A**) by -2.1%, As well as decline in quality of life (**1A**) by -0.3 point and overall satisfaction with care and support decreased by -1.5%. This is reflective of current data and trends within the City, thus a broader issue than within Adult Social Care.

8.5 For the first time in last 6 years responses indicate that people had more social contact (**111**) with improvement by +3.3%. Services provided by ASC have made people feel more safe and secure (**4B**) which resulted in improvement by +2.1%. There was also improvement in how easy is to find information (**3D1**) by +4.3%.

	16/17	17/18	18/19	19/20	21/22	22/23	Diff	Trend	6-year Trend Line	National Rank	Average						
											Comparator	West Mids	England				
											2021/22						
Domain 1 - Enhancing quality of life for people with care and support needs																	
1A. Social care-related quality of life	19.4	18.7	19.1	19.2	18.9	18.6	-0.3	↓		70	18.7	18.8	18.9				
1B. Have control over their daily life	79.6%	70.4%	78.5%	75.0%	73.7%	73.8%	0.1%	→		121	75.7%	76.0%	76.9%				
11i. had as much social contact as they would like	51.8%	44.6%	47.3%	42.3%	41.7%	45.0%	3.3%	↑		55	40.5%	41.6%	40.6%				
1J. Adjusted Social Care related quality of life – impact of Adult Social Care Services	n/a	0.40	0.389	0.408	0.439	0.423	-0.016	→		10	0.408	0.421	0.407	max 0.468 min 0.296			
Domain 3 – Ensuring that people have a positive experience of care and support																	
3A. Overall satisfaction of people who use service with their care and support	62.0%	60.1%	63.4%	63.1%	62.0%	60.5%	-1.5%	↓		103	63.2%	62.2%	63.9%				
3D1. Find it easy to find information about services	69.4%	68.5%	65.0%	69.8%	66.2%	70.5%	4.3%	↑		61	63.1%	61.6%	64.6%				
Domain 4 – Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm																	
4A. Who use services who feel safe	74.8%	71.7%	69.7%	76.7%	72.0%	69.9%	-2.1%	↓		36	67.7%	70.5%	69.2%				
4B. Say that those services have made them feel safe and secure	88.5%	86.3%	84.0%	80.9%	85.3%	87.4%	2.1%	↑		87	83.8%	86.1%	85.6%				

9 Directorate indicators

9.1 In respect of directorate indicators 22/23 commentary is as follows:

4.2 Reviews for people in long term support for 12+ months

4.3 In 2022/23 49.2 % of people in receipt of support for more than 12 months had had a review during the year.

9.4 The number of people who received reviews has increased. In 21-22 there were 1140 people (45%) who had review in the year compared to 1279 people in 22-23., this was 10th highest in the WM and 116th nationally, below regional (58%) and national averages (57%) for reviews.

9.5 There is an improvement plan in place with an aim of achieving 75% compliance and Adult Social Care will be securing additional short-term capacity to achieve this.

9.6 For some years Adult Social Care has prioritised new requests over and above reviewing activity. Targeting resources in this way has been necessary to ensure that those without care provision are safeguarded, supported and the impact on the NHS is reduced. Equally, and despite the additional contacts in the last 12 months this has enabled the focus on promoting independence and enablement that has ensured our conversion into long term support provision has remained at a static 5%. The Market Sustainability Improvement Plan (MSIP) demonstrates support is put in place quickly when needed, within 16 days, which is the best in region.

9.7 Whilst outturn performance is lower, significantly more people in receipt of services will have been consulted on their support provision either through the annual reviews undertaken by Internally Provided Services or via the DOLs assessment process. This offers greater assurance particularly for those placed out of city.

10 Waiting times for Care Act Assessment (average of days)

10.1 People wait on average 92 days where it has been identified that they require a Care Act Assessment which is an improvement on the average of 114 days overall during the year 2021-22. Significant work has been undertaken to understand the waiting lists for assessment and review. Whilst waiting lists are no longer 'unusual' for local authorities across the country it is the risk management of the waiting list that remains a priority. Once it has been identified that an assessment is required, a priority rating is applied based on the person's situation and level of risk.

10.2 Those people waiting for an Assessment will be contacted to monitor people's circumstances and level of risk. The Market Sustainability Improvement Plan (MSIP) demonstrates support is put in place quickly when needed, within 16 days, which is the best in region.

11 Waiting list for Care Act Assessment (number of people)

11.1 As in paragraph above, an assessment starts as soon as the local authority begins to gather information about the person. In 2022/23. 461 people were waiting for an Assessment. The overall number of people waiting will change throughout the year. The number of people waiting an assessment is reducing, however managing the demand and priorities remain a consistent challenge. Our commitment to Promoting independence remains one of our core principles and we make best use of short-term services for new people contacting Adult Social Care to promote independence as well as reduce demand on long term services.

12 ASCOF Summary

12.1 Overall, of the 10 ASCOF Performance Indicators , 1 Indicator has declined, 7 have improved and 2 have maintained similar performance.

12.2 Of the 10 SALT ASCOF Indicators, we are likely to move up into the next quartile for 2 Indicators, and likely to remain in the same quartiles for the remaining 8.

12.3 As at the end of year position, we can estimate that we will have 3 Indicators in Quartile 4, 7 Indicators in Quartile 3, 0 Indicator in Quartile 2 and 0 Indictors in Quartile 1.

13 Summary

13.1 Although Adult Social Care is seeing increased demand, we continue to work with people in a personalised way achieving positive outcomes for people. The increased demand has not translated into increased numbers of people receiving long term care at the same level, thus demonstrating that our promoting independence model is supporting people appropriately and achieving good outcomes for people.

13.2 Overall, we are seeing many areas of ASCOF improving and once national benchmarking is completed it is hoped that we will see a move to higher quartiles in some areas.

13.3 There will always be areas of improvement and where these are identified improvement plans and actions to mitigate are in place.

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