

Adult Social Care Outcomes Framework (ASCOF) 2024/2025

| INDICATOR | Indicator OLD | Brief Description | 2023-24 | | | | | 2024-25 | Improvement | Annual Trend | Peer Group | | | | | | Improvement Return to move to next quartile | | |
|-------------------------------------|---------------|--|---------|---------|--------------------------------|-------------------------------|---------------------------------|------------|-------------------------------|--------------|------------|---------|-------------------|-----------------|------------------------|------------------------|--|------------------|-------|
| | | | 2021/22 | 2022-23 | 2023-24 Q1 | 2023-24 Q2 | 2023-24 Q3 | 2023-24 Q4 | | | 2024-25 Q1 | 2022/23 | West Mids 2022/23 | England 2022/23 | Rank - England 2021/22 | Rank - England 2022/23 | | Quartile 2022/23 | |
| Objective 1: Quality of life | | | | | | | | | | | | | | | | | | | |
| 1 | 1A | Quality of life of people who use services | 18.9 | 18.6 | NA | NA | NA | 19.1 | NA | ↑ | | ↑ | 18.70 | 19.10 | 19.00 | 70 | 112 | 3 | 19 |
| 2 | 1B | Quality of life of people who use services (Adjusted) | 0.439 | 0.423 | NA | NA | NA | 0.415 | NA | ↓ | | ↓ | 0.408 | 0.422 | 0.411 | 10 | 50 | 2 | 0.429 |
| 3 | 1C | Quality of life of carers | 7.0 | 7 | 7 | 7 | 7 | 7.0 | NA | ↔ | | ↔ | 7.1 | 7.2 | 7.3 | 94 | N/A | 3 | 7.2 |
| 4 | 1D | Overall satisfaction of people who use services with their care and support | 62% | 60.5% | NA | NA | NA | 64.6% | NA | ↑ | | ↑ | 61.7% | 65.1% | 64.4% | 103 | 118 | 3 | 64.7 |
| 5 | 1E | Overall satisfaction of carers with social services (for them and for the person they care for) | 32% | 32% | 33.2% | 33.2% | 33.2% | 33.2% | NA | ↑ | | ↑ | 35.9% | 34.6% | 36.3% | 110 | N/A | 3 | 36 |
| Objective 2: Independence | | | | | | | | | | | | | | | | | | | |
| 6 | 2A | The proportion of people who received short-term services during the year - who previously were not receiving services - where no further request was made for ongoing | 65.1% | 75.0% | 82.6% | 79.5% | 76.4% | 76.7% | 89.4% | ↑ | | ↑ | 74.4% | 74.1% | 77.5% | 110 | 89 | 3 | 78.3 |
| 7 | 2B | The number of adults aged 18 to 64 whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population) | 35.1 | 24.8 | 5.1 estimated end of year 17.1 | 12 estimated end of year 23.6 | 18.6 estimated end of year 24.8 | 27 | 8.9 estimated end of year 31 | ↑ | | ↓ | 15.6 | 17.8 | 14.6 | 147 | 141 | 4 | 17.8 |
| Number of admissions | | | 87 | 56 | 11 | 26 | 42 | 61 | 20 | | | | | | | | | | 40 |
| 8 | 2C | The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population) | 810.5 | 723 | 159 estimated end of year 557 | 297 estimated end of year 587 | 501 estimated end of year 668 | 680 | 160 estimated end of year 556 | ↑ | | ↑ | 550.5 | 607.9 | 560.8 | 138 | 128 | 4 | 669.6 |
| Number of admissions | | | 409 | 367 | 80 | 150 | 254 | 345 | 81 | | | | | | | | | | 339 |
| 9 | 2D Part 1 | The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital | 84% | 81.1% | 82.7% | 85.9% | 84.3% | 81.2% | 75.9% | ↓ | | ↔ | 83.7% | 81.6% | 82.3% | 78 | 95 | 3 | 83.5 |
| 10 | 2D Part 2 | The proportion of older people aged 65 and over offered reablement services following discharge from hospital. | 6.9% | 6.0% | NA | NA | NA | NA | NA | | | | 4.5% | 4.4% | 2.9% | 8 | 15 | 1 | = |
| 11 | 2E | The proportion of people who receive long-term support who live in their home or with family (LD only up to 23-24) | NA | NA | NA | NA | NA | NA | 54.9% | | | | NA | NA | NA | NA | NA | NA | NA |

Red = 2021/22 as not available in 2022/23

Objective 3: Empowerment - information and advice

| | | | | | | | | | | | | | | | | | | | | |
|----|-------------------------|------|--|-------|-------|--------|--------|--------|-------|-------|---|--|---|-------|-------|-------|-----|-----|---|------|
| 12 | 3A | 1B | The proportion of people who use services who report having control over their daily life. | 73.7% | 74% | NA | NA | NA | 78.9% | NA | ↑ | | ↑ | 73.1% | 77.7% | 77.2% | 121 | 121 | 4 | 74.7 |
| 13 | 3B | 3C | The proportion of carers who report that they have been involved in discussions about the person they care for | 66.5% | 66.5% | 69.2% | 69.2% | 69.2% | 69.2% | NA | ↑ | | ↑ | 64.1% | 61% | 64.7% | 50 | N/A | 2 | 68.1 |
| 3C | | | | | | | | | | | | | | | | | | | | |
| 14 | For 3C part 1 (users): | 3D1 | The proportion of people who use services who have found it easy to find information about services and/or support | 66.2% | 70.5% | NA | NA | NA | 65.3% | NA | ↓ | | ↓ | 66.1% | 65.6% | 67.2% | 61 | 39 | 2 | 71 |
| 15 | For 3C part 2 (carers): | 3D2 | The proportion of carers who use services who have found it easy to find information about services and/or support | 58.7% | 58.7% | 60.4% | 60.4% | 60.4% | 60.4% | NA | ↑ | | ↑ | 54.7% | 54.8% | 57.7% | 60 | N/A | 2 | 61.8 |
| 3D | | | | | | | | | | | | | | | | | | | | |
| 16 | 3D Part 1a: | 1C1A | adults aged 18 or over receiving self-directed support | 86.8% | 100% | 99.8% | 99.7% | 99.0% | 100% | 100% | ↔ | | ↔ | 98.1% | 95.4% | 93.5% | 132 | 1= | 1 | = |
| 17 | 3D Part 1b: | 1C1B | carers receiving self-directed support | 37.1% | 100% | 100.0% | 100.0% | 100.0% | 100% | 100% | ↔ | | ↔ | 85.3% | 85.4% | 89.3% | 143 | 1= | 1 | = |
| 18 | 3D Part 2a: | 1C2A | adults 18 or over in receipt of care and receiving direct payments. | 23.4% | 22.7% | 22.0% | 22.0% | 22.3% | 22.5% | 22.0% | ↓ | | ↔ | 29.2% | 26.7% | 26.2% | 90 | 94 | 3 | 25.2 |
| 19 | 3D Part 2b: | 1C2B | carers receiving direct payments for support direct to carer. | 37.1% | 53.7% | 52.3% | 62.4% | 63.8% | 64.2% | 57.0% | ↓ | | ↑ | 71% | 77.9% | 76.8% | 128 | 118 | 4 | 66.1 |

Objective 4: Safety

| | | | | | | | | | | | | | | | | | | | | |
|----|----|-----|---|-------|-------|-------|-------|-------|-------|-----|---|--|---|-------|-------|-------|----|----|---|------|
| 20 | 4A | 4A | The proportion of people who use services who feel safe | 72% | 69.9% | NA | NA | NA | 74.3% | NA | ↑ | | ↑ | 68% | 71.3% | 69.7% | 36 | 79 | 2 | 73 |
| 21 | 4B | NEW | The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed | 93% | 94% | 95.0% | 94.0% | 93.0% | 97% | 96% | ↓ | | ↑ | 86.6% | 82.9% | 90.6% | | | | |
| | | 4B | Proportion of people who use services who say that those services have made them feel safe and secure | 85.3% | 87.4% | NA | NA | NA | 84.9% | NA | | | ↓ | 85.4% | 89% | 87.1% | 87 | 77 | 3 | 87.7 |

Objective 5: Social connections

| | | | | | | | | | | | | | | | | | | | | |
|----|--------------------|-----|--|-------|-------|-------|-------|-------|-------|----|---|--|---|------|------|------|-----|-----|---|------|
| 5A | | | | | | | | | | | | | | | | | | | | |
| 22 | 5A part 1 (users) | 111 | Proportion of people using services reporting they had as much social contact as they would like | 41.7% | 45% | NA | NA | NA | 47.3% | NA | ↑ | | ↑ | 43.5 | 47.1 | 44.4 | 55 | 69 | 2 | 48.1 |
| 23 | 5A part 2 (carers) | 112 | Proportion of carers who reported that they had as much social contact as they would like | 24.6% | 24.6% | 25.8% | 25.8% | 25.8% | 25.8% | NA | ↔ | | ↑ | 28.4 | 29.4 | 28 | 103 | N/A | 3 | 26.7 |

Objective 6: Continuity and quality of care

| | | | | | | | | | | | | | | | | | | |
|----|------------------|-----|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|-----|----|-----|--|
| 24 | 6A | New | The proportion of staff in the formal care workforce leaving their role in the past 12 months | 24.6% | 25.6% | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | |
| 25 | 6B | New | The percentage of residential adult social care providers rated good or outstanding by CQC | 63.5% | 63.9% | 65.7% | 67.2% | 68.7% | 65.3% | 63.9% | 63.5% | 74.9 | 73.5 | 78.5 | | | | |
| | 6B outstanding | New | The percentage of residential adult social care providers rated outstanding by CQC | 1.4% | 1.4% | 1.4% | 1.4% | 1.4% | 1.4% | NA | | | | | | | | |
| | 6B good | New | The percentage of residential adult social care providers rated good by CQC | 62.2% | 62.5% | 63.9% | 63.9% | 63.9% | 63.9% | NA | | | | | | | | |
| | 6B other | New | The percentage of residential adult social care providers rated other by CQC | 29.7% | 33.3% | 33.3% | 33.3% | 33.3% | 33.3% | NA | | | | | | | | |
| | 6B not yet rated | New | The percentage of residential adult social care providers not yet rated by CQC | 6.8% | 2.8% | 0.0% | 0.0% | 0.0% | 1.4% | NA | | | | | | | | |
| | LOCAL | | Reviews for people in long term support for 12+ months | 44.9% | 49.2% | 48.4% | 49.6% | 53.4% | 55.6% | 53.1% | 54% | 64.0% | 57% | 102 | 101 | 3 | 58% | |
| | LOCAL | | Waiting times for Care Act Assessment (average of days) | 146 | 114 | 92 | 96 | 80 | 87 | 130 | | | | | | | | |
| | LOCAL | | Waiting list for Care Act Assessment (number of people) | 466 | 461 | 284 | 330 | 388 | 403 | 301 | | | | | | | | |

