

Appendix A - Adult Social Care Outcomes Framework (ASCOF) 2024/2025

Indicator	Ind Old	Brief Description	2021/22	2022-23	2023-24	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25	Improvement	Annual Trend	Peer Group	West Mids	England	Rank - England	Rank - England	Rank - England	Quartile	Improvement	
			2023/24	2023/24	2023/24	2021/22	2022/23	2023/24	2023/24			Outturn to move to next quartile								
Objective 1: Quality of life																				
1A	1A	Quality of life of people who use services	18.9	18.6	19.1	NA	NA	NA	19.6	↑		↑	18.74	19.10	19.10	70	112	72	2	19.4
1B	1J	Quality of life of people who use services (Adjusted)	0.439	0.423	0.415	NA	NA	NA	0.437	↑		↑	0.403	0.435	0.417	10	50	80	N/A	0.416
1C	1D	Quality of life of carers	7.0	7	7.0	NA	NA	NA	NA				7.0	7.4	7.3	94	N/A	106	3	7.2
1D	3A	Overall satisfaction of people who use services with their care and support	62%	60.5%	64.6%	NA	NA	NA	67.10%	↑		↑	61.5%	66.3%	65.4%	103	118	80	3	64.8
1E	3B	Overall satisfaction of carers with social services (for them and for the person they care for)	32%	32%	33.2%	NA	NA	NA	NA				33.3%	38.6%	36.7%	110	N/A	105	3	36
Objective 2: Independence																				
2A	2D	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 support.	65.1%	75.0%	76.7%	76.9%	80.0%	78.1%	77.20%	↓		↑	76.2%	77.9%	79.4%	110	89	86	3	78.3
2B	2A1	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	27	6.5 estimated rate end of year 26	14.4 estimated end of year 28.8	20.1 estimated end of year 26.8	27	↓		↔	17.8	16.4	15.2	147	141	146	4	19
Number of admissions			87	56	61	15	33	46	62											43
2C	2A2	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	680	173 estimated end of year 692	354 estimated end of year 708	513 estimated end of year 684	654	↑		↑	529.6	603.8	566	138	128	118	4	668
Number of admissions			409	367	345	88	180	261	333											339
2D																				
2D Part 1	2B	The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital	84%	81.1%	81.2%	80.8%	82.7%	78.7%	79.80%	↑		↓	85.6%	84.4%	83.8%	78	95	103	3	85.2
2D Part 2	2B2	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				4.4%	4.7%	3.0%	8	15	13	1	=
2E Part 1	1G	The proportion of people who receive long-term support who live in their home or with family with LD aged 18-64	77.5%	80.2%	81.2%	80.6%	80.4%	80.3%	82.50%	↑		↑	78.7%	77.2%	81.6%	99	86	87	3	82.6
2E Part 2		The proportion of people who receive long-term support who live in their home or with family (LD only up to 23-24)	39.8%	43.5%	52.3%	54.9%	55.1%	57.1%	67.70%	↑		↑	NA	NA	NA	NA	NA	NA	NA	NA

INDICATOR	Ind OLD	Brief Description	2021/22	2022-23	2023-24	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25	Improvement	Annual Trend	Peer Group 2023/24	West Mids 2023/24	England 2023/24	Rank - England 2021/22	Rank - England 2022/23	Rank - England 2023/24	Quartile 2023/24	Improvement Outturn to move to next quartile
Objective 3: Empowerment - information and advice																			
3A	1B	The proportion of people who use services who report having control over their daily life.	73.7%	74%	78.9%	NA	NA	NA	82.20%	↑	↑	74.5%	76.6%	77.6%	121	121	67	3	80%
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%	NA	NA	NA	NA			64.3%	66.9%	66.4%	50	N/A	52	2	70.8
		3C																	
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%	65.3%	NA	NA	NA	73.5%	↑	↑	66.2%	65.3%	67.9%	61	39	110	2	68.80%
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%	NA	NA	NA	NA			55.8%	60.8%	59.1%	60	N/A	65	2	61.8
		3D																	
3D Part 1a:	1C1A	adults aged 18 or over receiving self-directed support	86.8%	100%	100%	100%	100%	100%	100.00%	↔	↔	96.3%	94.0%	92.2%	132	1=	1	1	=
3D Part 1b:	1C1B	carers receiving self-directed support	37.1%	100%	100%	100%	99%	99.6%	100.00%	↔	↔	93.3%	90.5%	89.7%	143	1=	1	1	=
3D Part 2a:	1C2A	adults 18 or over in receipt of care and receiving direct payments.	23.4%	22.7%	22.5%	22.0%	21.0%	22.0%	22.00%	↔	↓	25.6%	25.8%	25.5%	90	94	93	3	24.9
3D Part 2b:	1C2B	carers receiving direct payments for support direct to carer.	37.1%	53.7%	64.2%	57.0%	57.3%	59.6%	100.00%	↑	↑	81%	82.3%	77.4%	128	118	116	4	71.1
Objective 4:Safety																			
4A	4A	The proportion of people who use services who feel safe	72%	69.9%	74.3%	NA	NA	NA	72.60%	↓	↓	68%	72.5%	71.1%	36	79	31	1	75
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%	94%	96%	96%	95%	93%	↓	↓	NA	NA	NA			N/A		
Objective 5: Social connections																			
		5A																	
5A part 1 (users)	111	Proportion of people using services reporting they had as much social contact as they would like	41.7%	45%	47.3%	NA	NA	NA	49.60%	↑	↑	42.88	46.2	45.6	55	69	55	2	48.5
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%	NA	NA	NA	NA			27.69	32.2	30	103	N/A	118	3	26.7

INDICATOR	Ind OLD	Brief Description
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2021/22	2022-23	2023-24	2024-25	2024-25	2024-25	2024-25
			Q1	Q2	Q3	

Improvement

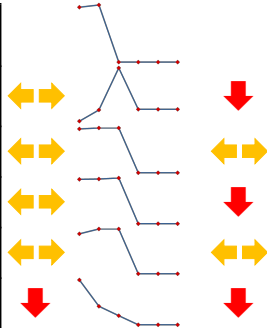
Annual Trend

Peer Group	West Mids	England	Rank - England	Rank - England	Rank - England	Quartile	Improvement
2023/24	2023/24	2023/24	2021/22	2022/23	2023/24	2023/24	Return to move to next quartile

Objective 6: Continuity and quality of care

6A	New	The proportion of staff in the formal care workforce leaving their role in the past 12 months
6B	New	The percentage of residential adult social care providers rated good or outstanding by CQC
6B outstanding	New	The percentage of residential adult social care providers rated outstanding by CQC
6B good	New	The percentage of residential adult social care providers rated good by CQC
6B other	New	The percentage of residential adult social care providers rated other by CQC
6B not yet rated	New	The percentage of residential adult social care providers not yet rated by CQC

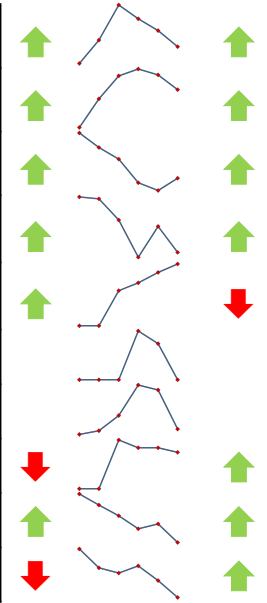
24.6%	25.6%	NA	NA	NA	NA	
63.5%	63.9%	65.3%	63.9%	63.9%	63.9%	63.90%
1.4%	1.4%	1.4%	NA	NA	NA	1.40%
62.2%	62.5%	63.9%	NA	NA	NA	62.50%
29.7%	33.3%	33.3%	NA	NA	NA	33.30%
6.8%	2.8%	1.4%	NA	NA	NA	2.80%



N/A	28.20%	28.3%					
74.9	73.5	78.5					

LOCAL	CQC IR5 Reviews for people in long term support for 12+ months
LOCAL	CQC IR5 People in Long term support who were assessed/reviewed within the last 18 months
LOCAL	CQC IR5 Waiting times for Care Act Assessment (average of days)
LOCAL	CQC IR5 Waiting list for Care Act Assessment (number of people)
LOCAL	CQC IR5 Median waiting time for a review
LOCAL	CQC IR9 Number of people waiting for an OT assessment
LOCAL	CQC IR9 Median waiting time for an OT assessment
LOCAL	CQC IR9 Median waiting time for equipment
LOCAL	CQC IR29 Number of Dols applications waiting to be allocated to BIA
LOCAL	CQC IR29 Median waiting time for Dols application to be allocated to a BIA

44.9%	49.2%	55.6%	53.1%	50.9%	48.0%	66.40%
63.0%	73.0%	81.0%	83.4%	81.3%	76.2%	88.30%
146	124	106	70	58	77	59.4
466	461	403	301	385	314	87
NA	NA	130	158	197	228	157
NA	NA	NA	260	192		
35	37	46	64	61	38	
NA	NA	43	36	36	32	35
337	301	266	224	240	180	130
62	44	39	46	32	16	19



54%	64.0%	57%	102	101	82	3	58%