

# B&NES Adult Social Care Outcomes Framework Performance 2018-19

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For definitions of these measures, visit:  
<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>

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# B&NES Adult Social Care Outcomes Framework Performance 2018/19 - summary

## Domain 1: enhancing quality of life for people with care and support needs

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## Domain 3: ensuring people have a positive experience of care and support

Measure	Measure description	B&NES	England	South West	Best quartile	Bottom quartile
1J	Adjusted Social care-related quality of life – impact of Adult Social Care services	0.429				
1D	Carer-reported quality of life score	8.0				
1A	Social care-related quality of life score	19.7				
1F	The proportion of adults in contact with secondary mental health services in paid employment	10.0%				
1H	The proportion of adults in contact with secondary mental health services living independently, with or without support	69.0%				
1E	The proportion of adults with a learning disability in paid employment	10.1%				
1G	The proportion of adults with a learning disability who live in their own home or with their family	78.3%				
1C(2B)	The proportion of carers who receive direct payments	100.0%				
1C(1B)	The proportion of carers who receive self-directed support	100.0%				
1I2	The proportion of carers who reported that they had as much social contact as they would like	39.5%				
1B	The proportion of people who use services who have control over their daily life	78.9%				
1C(2A)	The proportion of people who use services who receive direct payments	24.0%				
1C(1A)	The proportion of people who use services who receive self-directed support	89.9%				
1I1	The proportion of people who use services who reported that they had as much social contact as they would like	49.6%				
Total			13	11	8	0

Measure	Measure description	B&NES	England	South West	Best quartile	Bottom quartile
3B	Overall satisfaction of carers with social services	41.4%				
3A	Overall satisfaction of people who use services with their care and support	69.4%				
3D(2)	The proportion of carers who find it easy to find information about support	62.8%				
3C	The proportion of carers who report that they have been included or consulted in discussion about the person they care for	69.3%				
3D(1)	The proportion of people who use services who find it easy to find information about support	71.0%				
Total			4	4	1	0

## Domain 4: safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

## Domain 2: delaying and reducing the need for care and support

Measure	Measure description	B&NES	England	South West	Best quartile	Bottom quartile
2A(1)	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	15.0				
2A(2)	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	460.6				
2B(1)	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	83.2%				
2B(2)	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	6.7%				
2C(1)	Delayed transfers of care from hospital, per 100,000 population	13.1				
2C(2)	Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	4.9				
2C(3)	Delayed transfers of care from hospital that are jointly attributable to NHS and adult social care, per 100,000 population	0.4				
2D	The outcome of short-term services: sequel to service	67.8%				
Total			4	4	1	3

Measure	Measure description	B&NES	England	South West	Best quartile	Bottom quartile
4A	The proportion of people who use services who feel safe	71.1%				
4B	The proportion of people who use services who say that those services have made them feel safe and secure	90.3%				
Total			2	2	1	0

Overall ▶

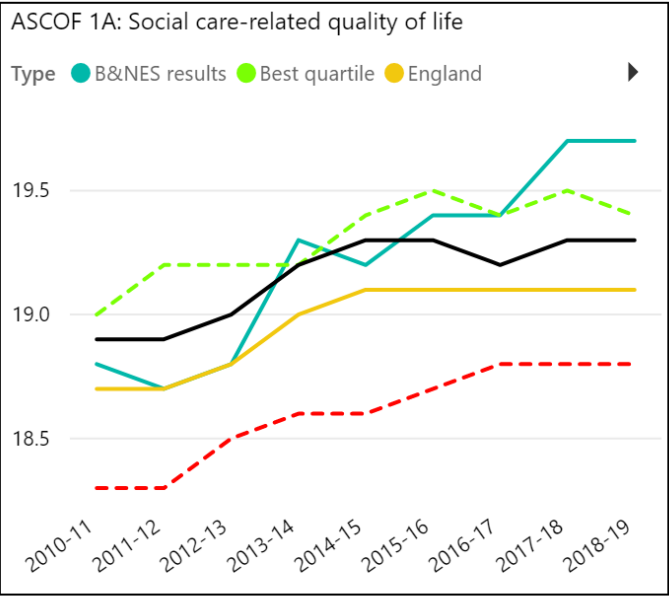
Total measures

29

Measure	England	South West	Best quartile	Bottom quartile
Total	23	21	11	3

B&NES' performance against the ASCOF measures remains generally good, with top-quartile performance for 11 of 29 measures. B&NES is also performing better than the national and regional averages for 23 and 21 measures respectively. However, Domain 2 is a significant area of challenge, particularly for Delayed Transfers of Care.

- B&NES is better than the national or regional average or is in the top quartile of all LAs (as applicable)
- B&NES is in the bottom quartile of all LAs



Latest result

**19.7**

Rank out of 152 LAs 2018/19

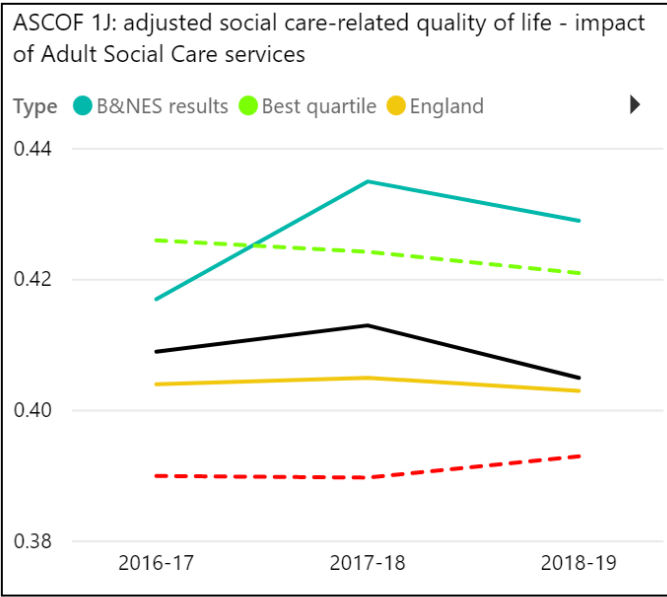
**10**

Quartile

**Top**

Intended direction of travel

↑



Latest result

**0.43**

Rank out of 152 LAs 2018/19

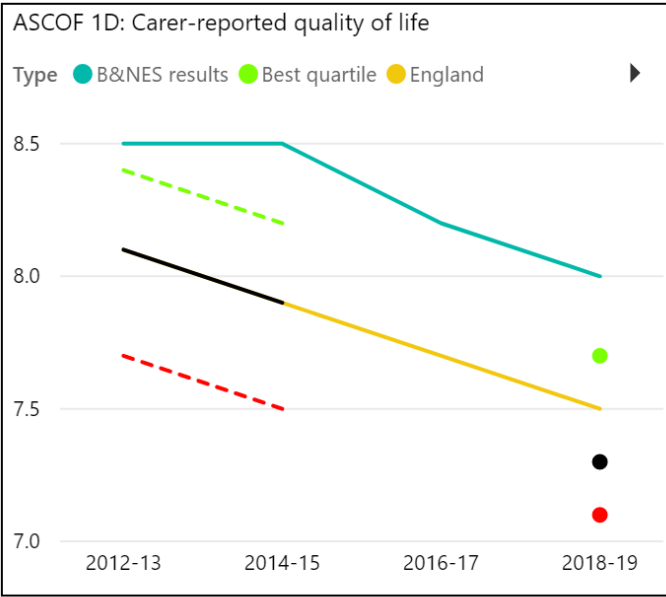
**19**

Quartile

**Top**

Intended direction of travel

↑



Latest result

**8.0**

Rank out of 152 LAs 2018/19

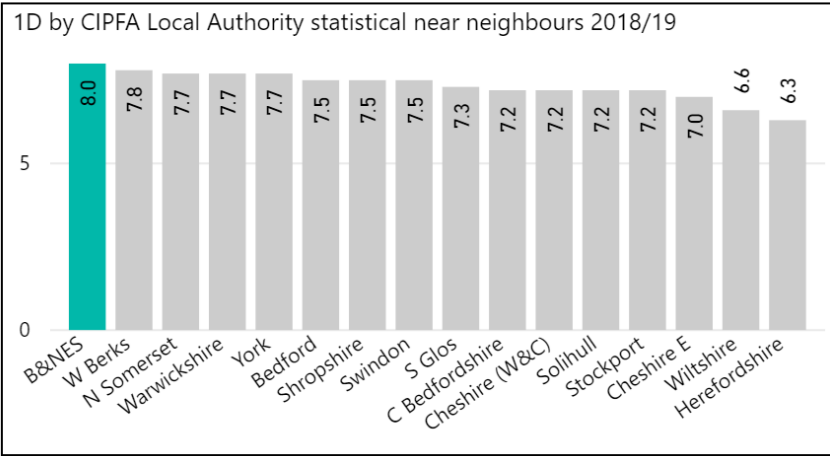
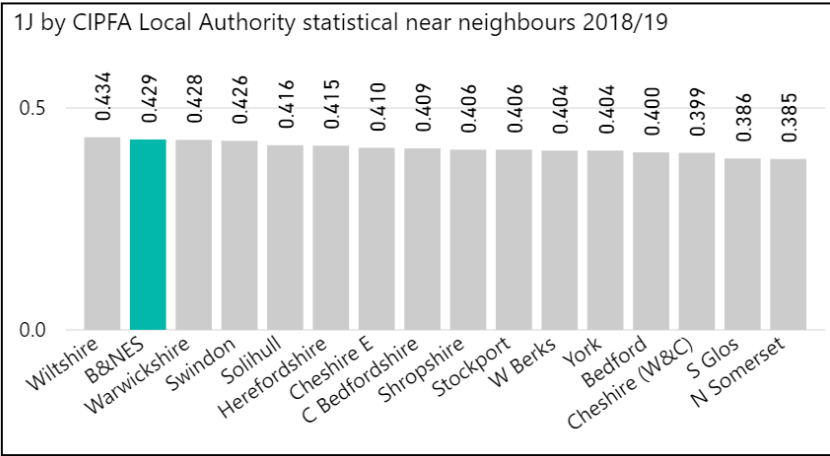
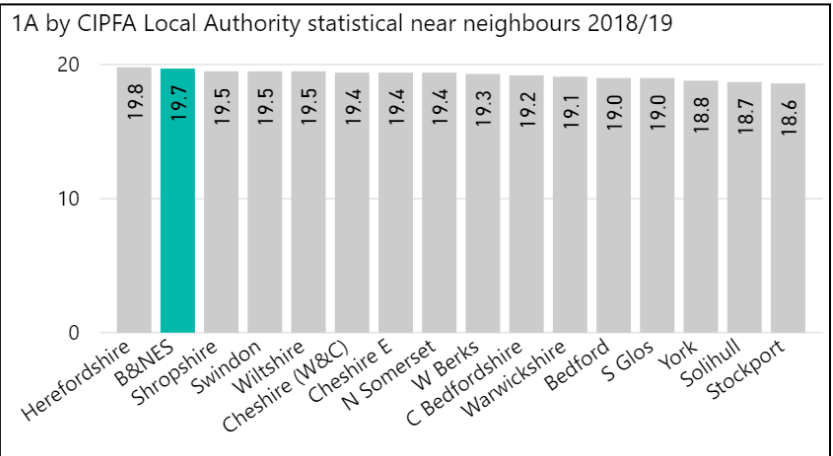
**11**

Quartile

**Top**

Intended direction of travel

↑

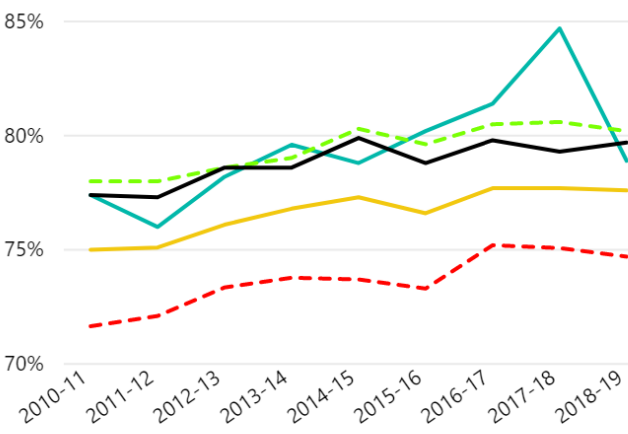


Domain 1: Enhancing quality of life for people with care and support needs

Quality of Life

ASCOF 1B: proportion of people who use services who have control over their daily life

Type ● B&NES results ● Best quartile ● England



Latest result  
**78.9%**

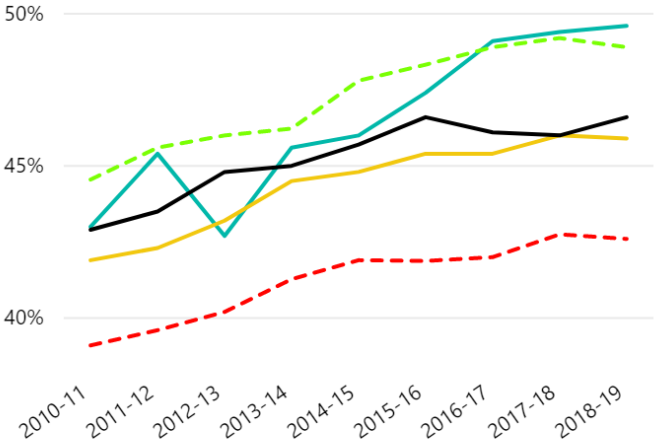
Rank out of 152 LAs 2018/19  
**59**

Quartile  
Interquartile range

Intended direction of travel  
↑

ASCOF 111: proportion of service users who reported that they had as much social contact as they would like

Type ● B&NES results ● Best quartile ● England



Latest result  
**49.6%**

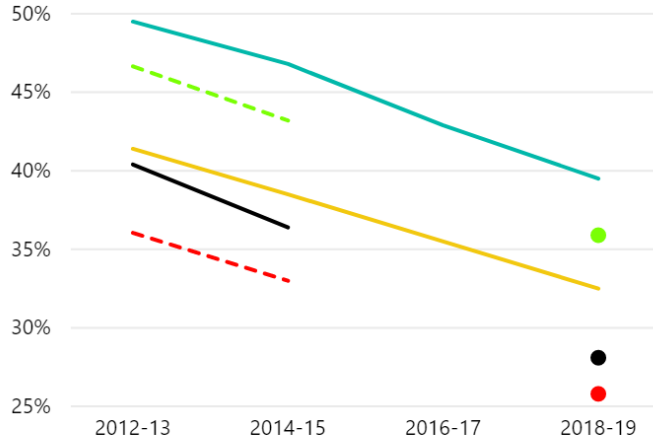
Rank out of 152 LAs 2018/19  
**26**

Quartile  
**Top**

Intended direction of travel  
↑

ASCOF 112: proportion of carers who reported that they had as much social contact as they would like

Type ● B&NES results ● Best quartile ● England



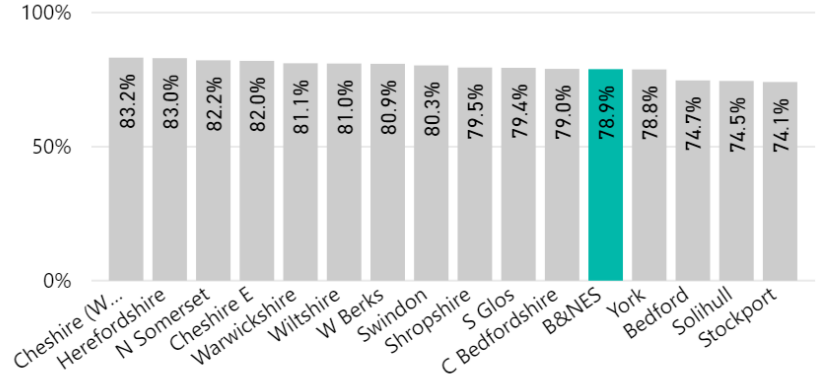
Latest result  
**39.5%**

Rank out of 152 LAs 2018/19  
**16**

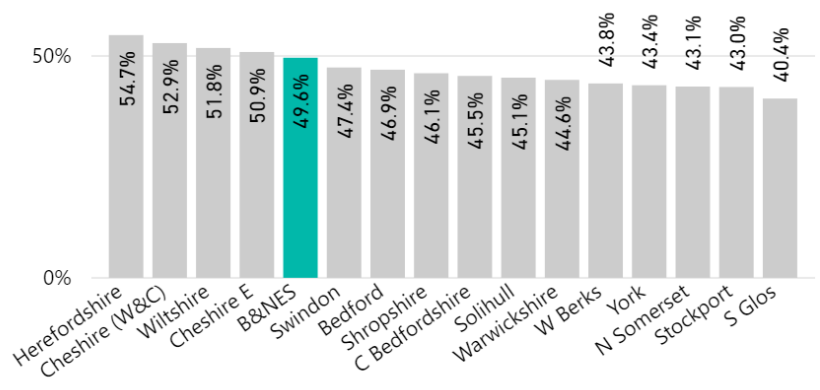
Quartile  
**Top**

Intended direction of travel  
↑

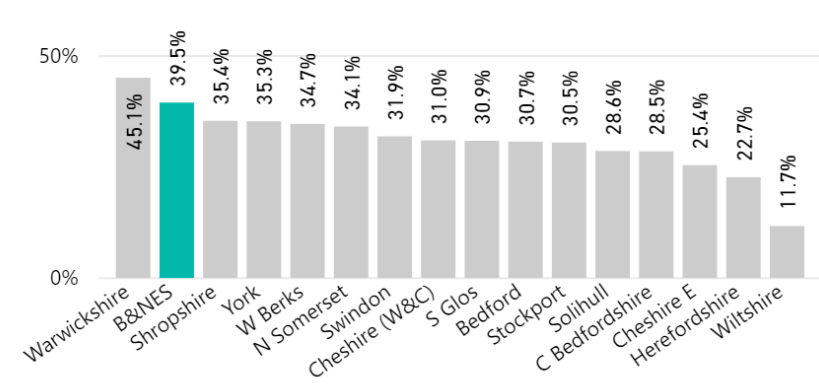
1B by CIPFA Local Authority statistical near neighbours 2018/19



111 by CIPFA Local Authority statistical near neighbours 2018/19



112 by CIPFA Local Authority statistical near neighbours 2018/19

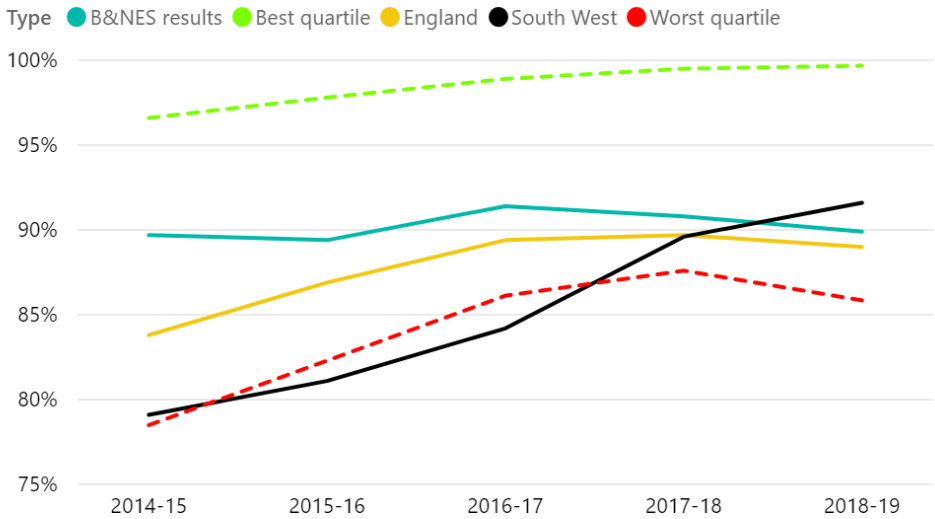


Domain 1: Enhancing quality of life for people with care and support needs

Self-directed support

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ASCOF 1C(1A): proportion of people using social care who received self-directed support



Latest result

89.9%

Rank out of 152 LAs 2018/19

102

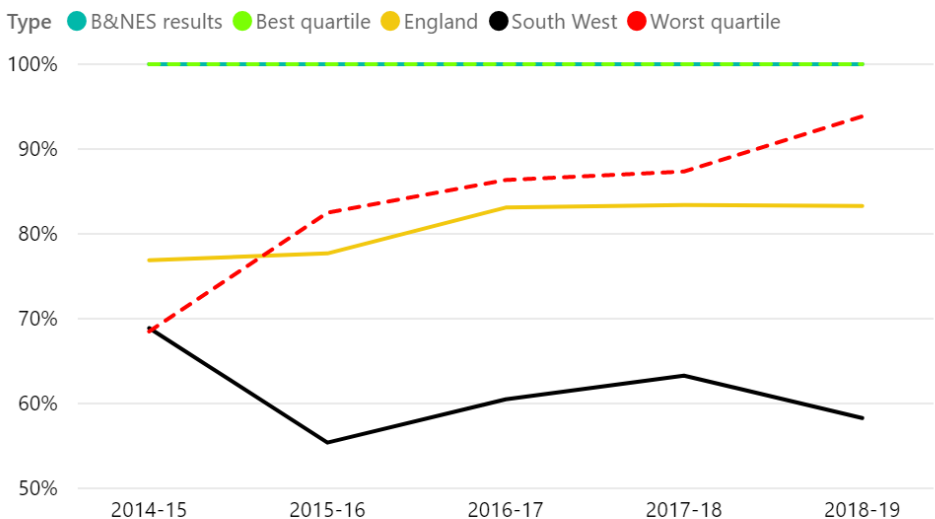
Quartile

Interquartile range

Intended direction of travel

↑

ASCOF 1C(1B): proportion of carers receiving self-directed support



Latest result

100%

Rank out of 152 LAs 2018/19

1

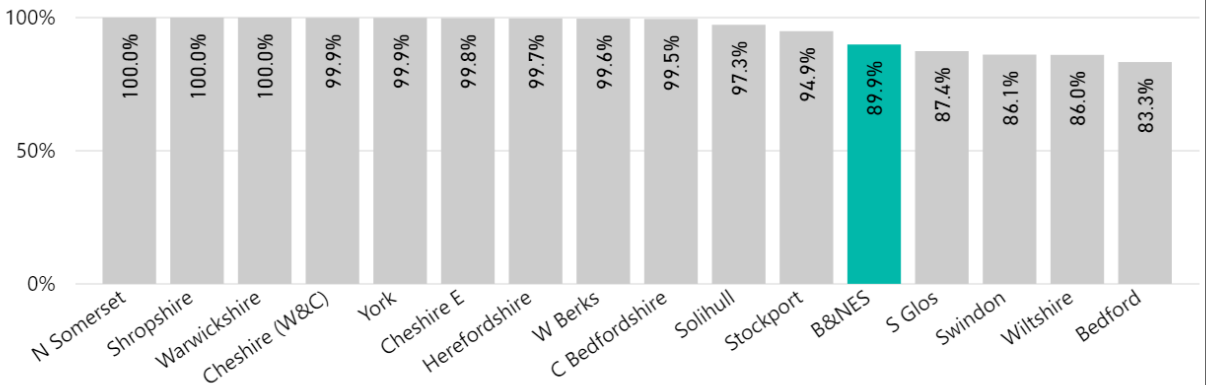
Quartile

Top

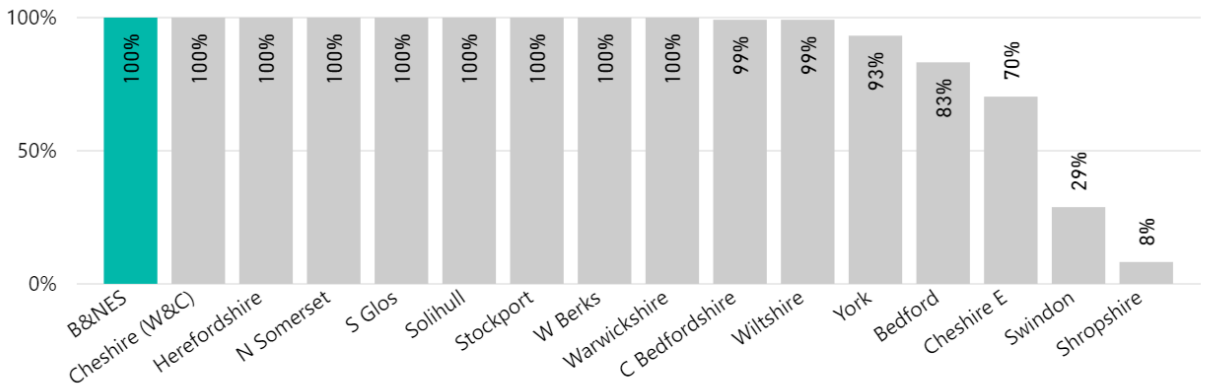
Intended direction of travel

↑

1C(1A) by CIPFA Local Authority statistical near neighbours 2018/19



1C(1B) by CIPFA Local Authority statistical near neighbours 2018/19

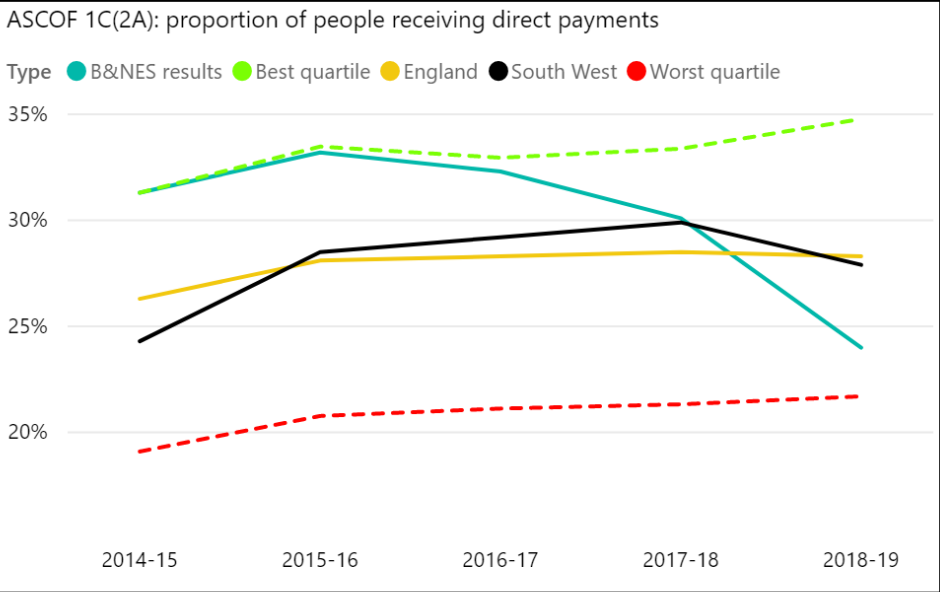




Domain 1: Enhancing quality of life for people with care and support needs

Direct payments

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Latest result

24%

Rank out of 152 LAs 2018/19

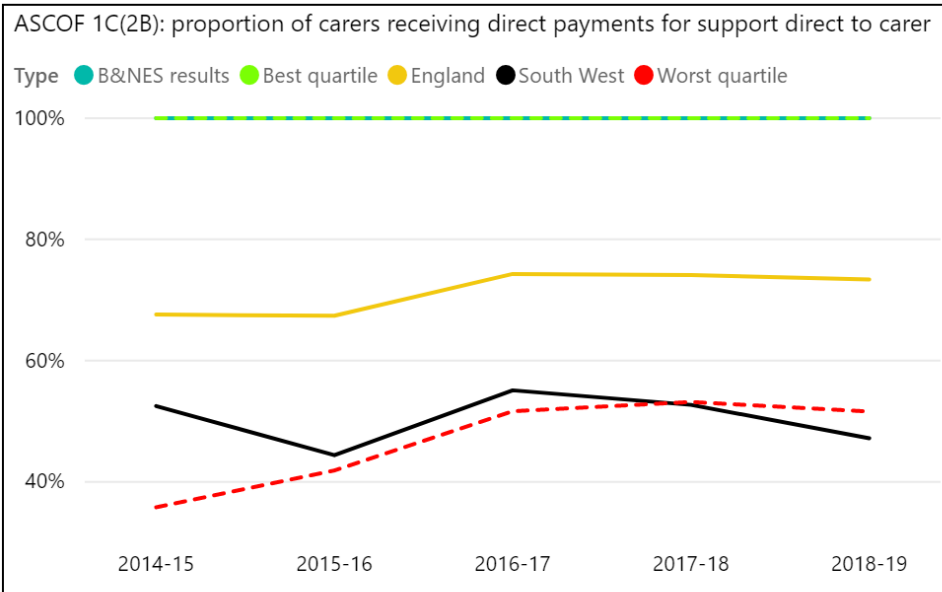
102

Quartile

Interquartile range

Intended direction of travel

↑



Latest result

100%

Rank out of 152 LAs 2018/19

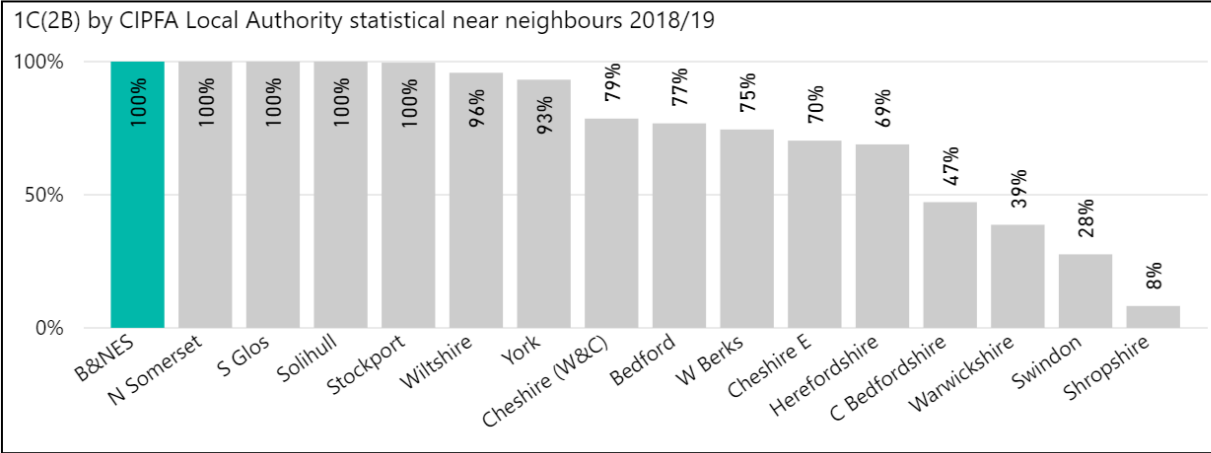
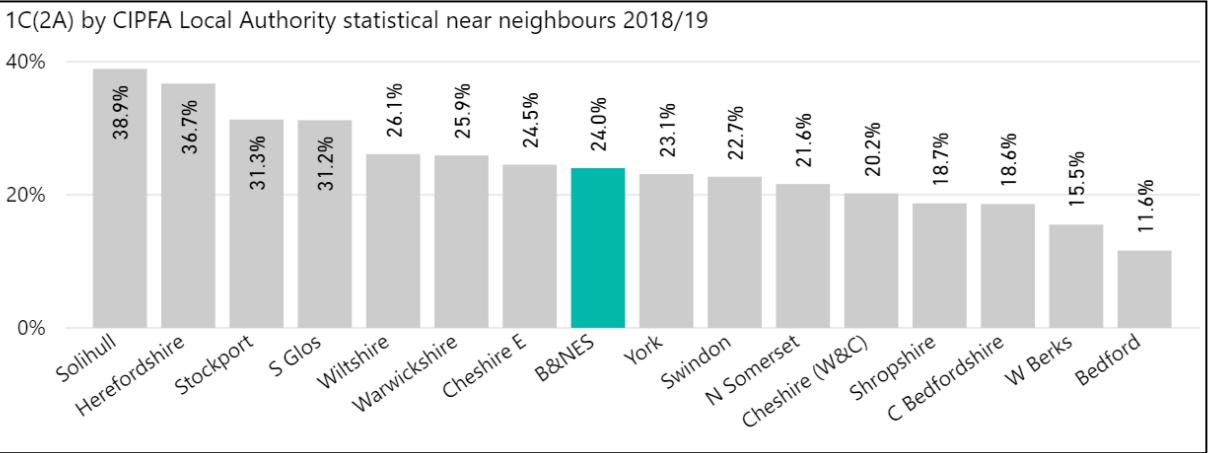
1

Quartile

Top

Intended direction of travel

↑

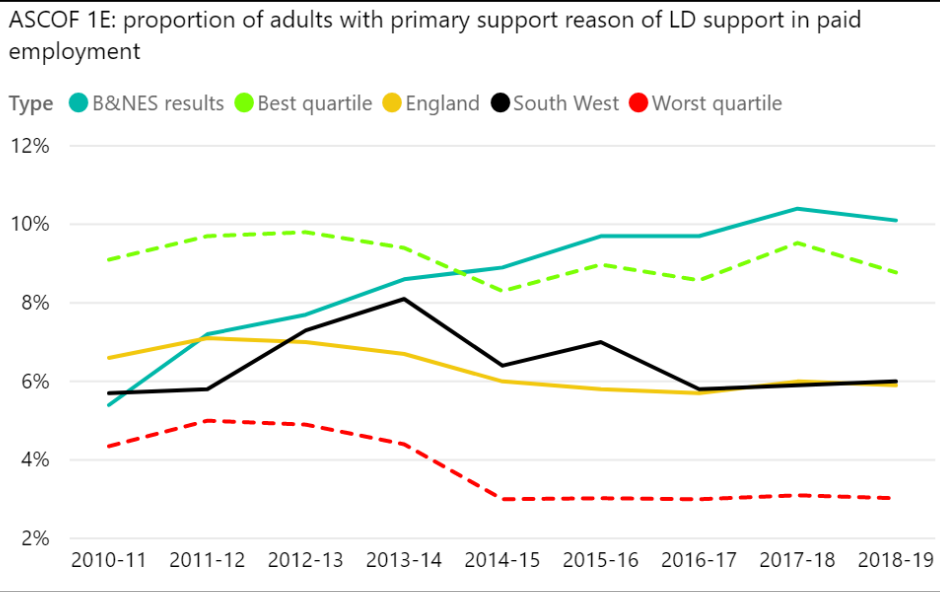


The proportion of service users receiving direct payments (DPs) has fallen sharply in 2018/19, due in large part to an urgent review of DPs after a provider change. The review established that some service users were not eligible for DPs, so they no longer count towards this measure. Training for providers and service users has been delivered to improve uptake, but the Council remains focused on providing DPs only where it is appropriate for the service user. While the rate is below the national and regional averages, it is not out of step with statistically similar local authorities.

Domain 1: Enhancing quality of life for people with care and support needs

Learning Disabilities

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Latest result

10.1%

Rank out of 152 LAs 2018/19

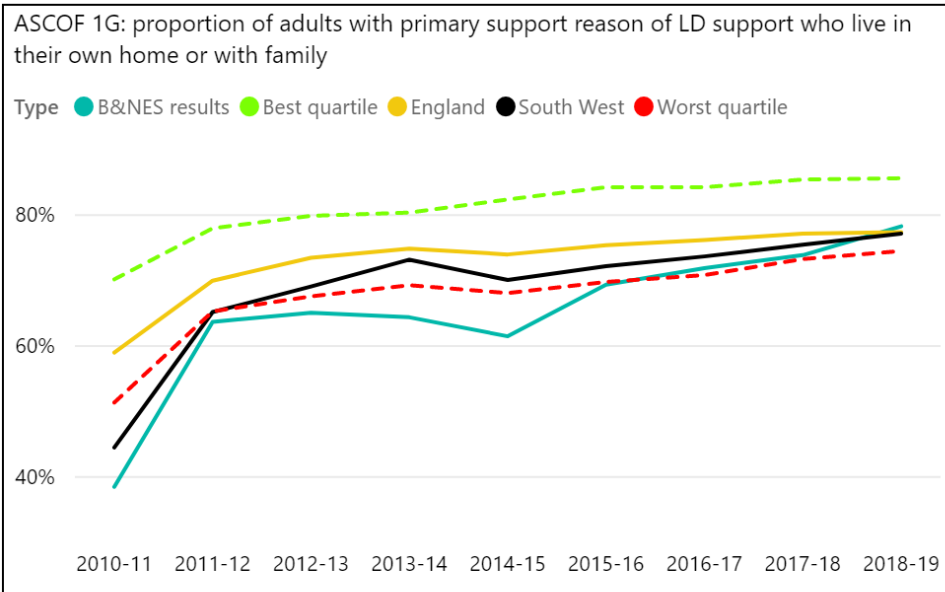
28

Quartile

Top

Intended direction of travel

↑



Latest result

78.3%

Rank out of 152 LAs 2018/19

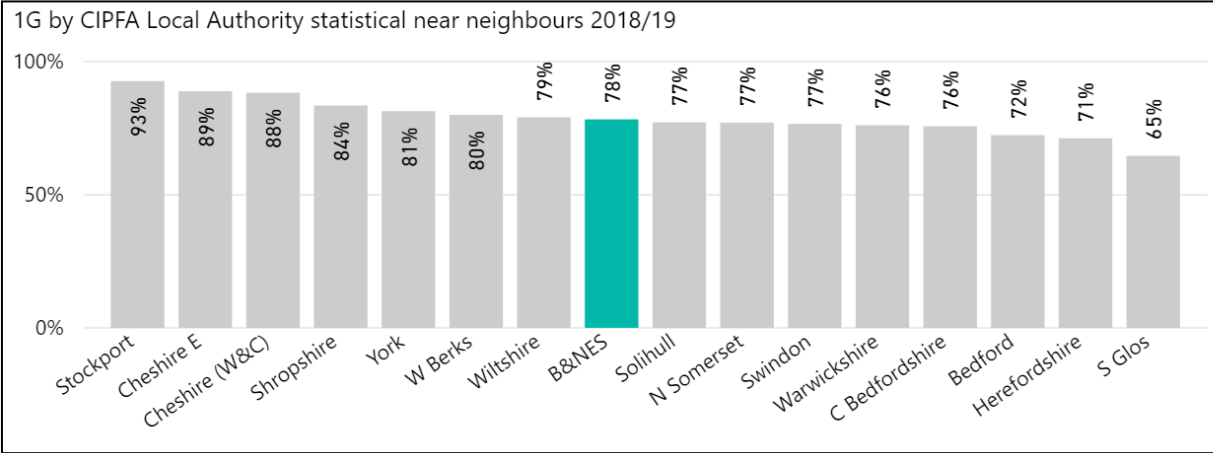
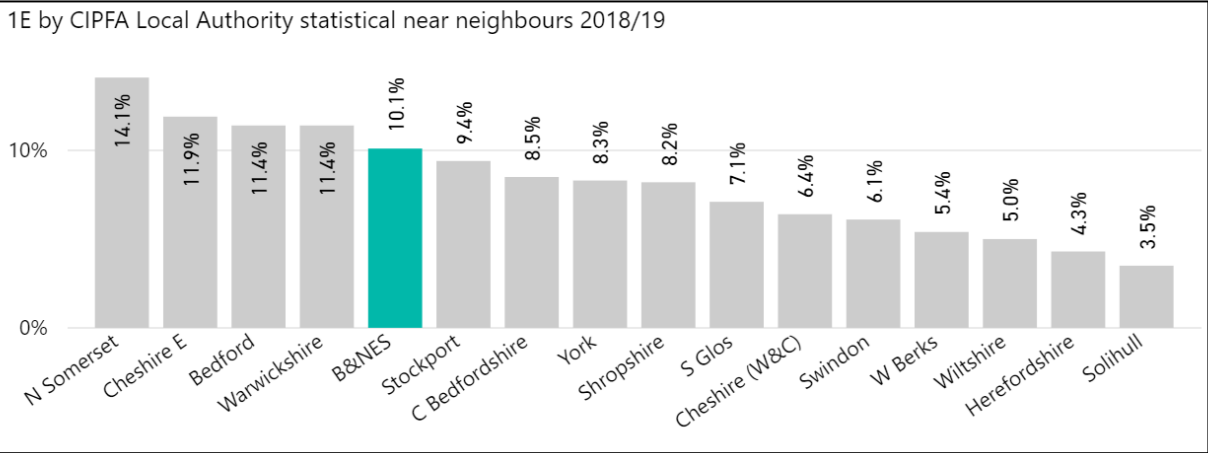
81

Quartile

Interquartile range

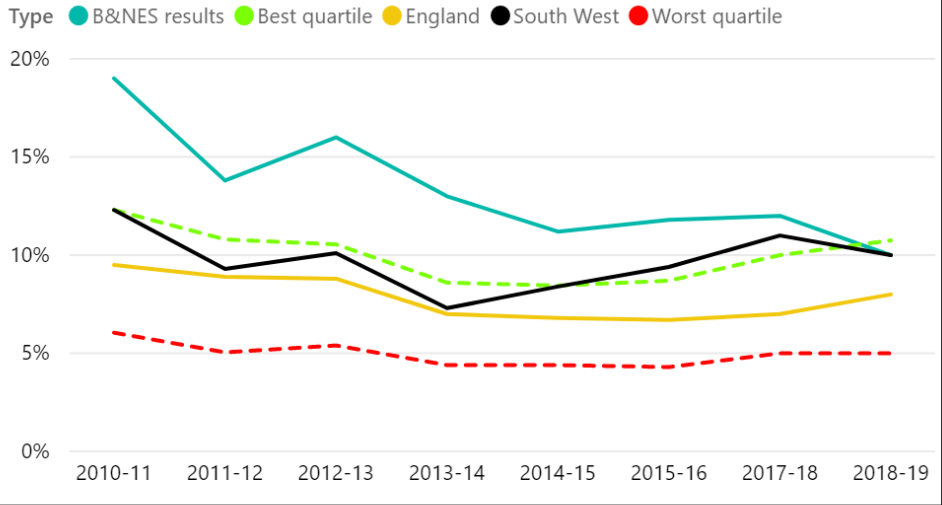
Intended direction of travel

↑





ASCOF 1F: proportion of adults in contact with secondary mental health services in paid employment



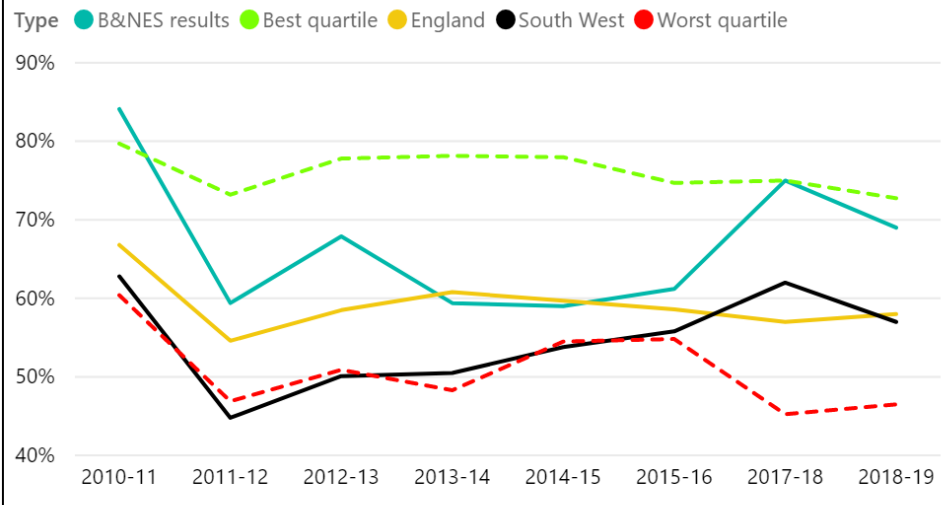
Latest result  
**10%**

Rank out of 152 LAs  
2018/19  
**39**

Quartile  
**Interquartile range**

Intended direction of travel  
↑

ASCOF 1H: proportion of adults in contact with secondary MH services living independently

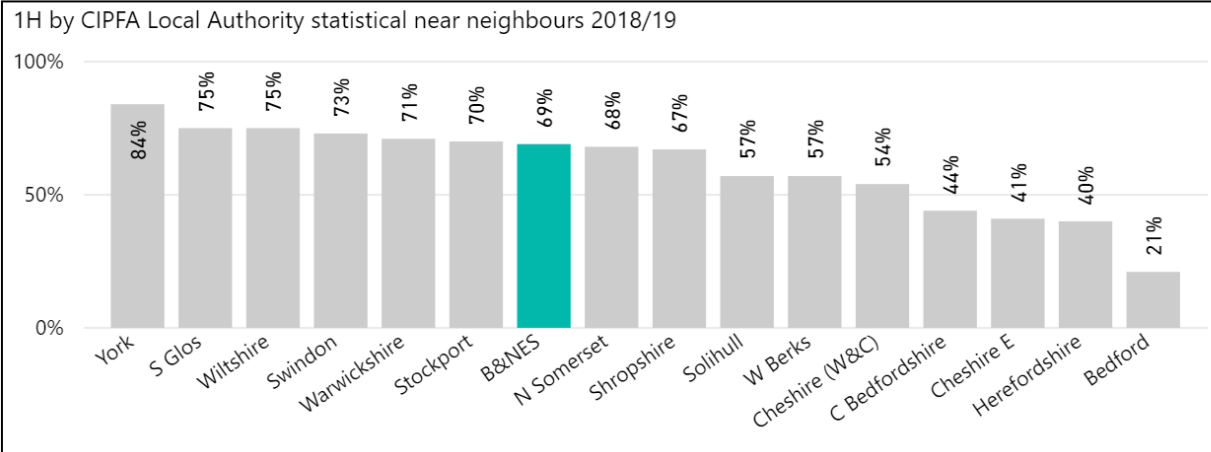
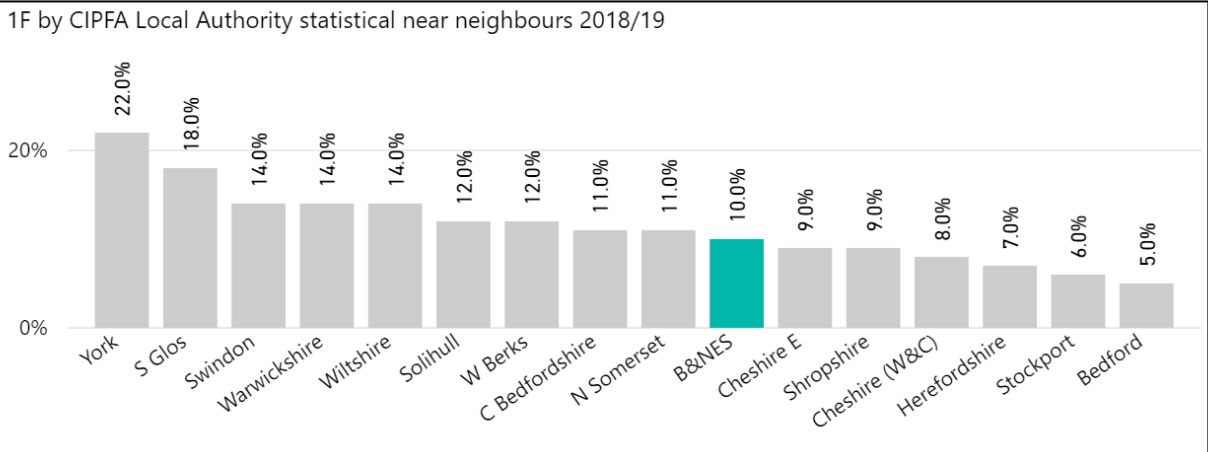


Latest result  
**69%**

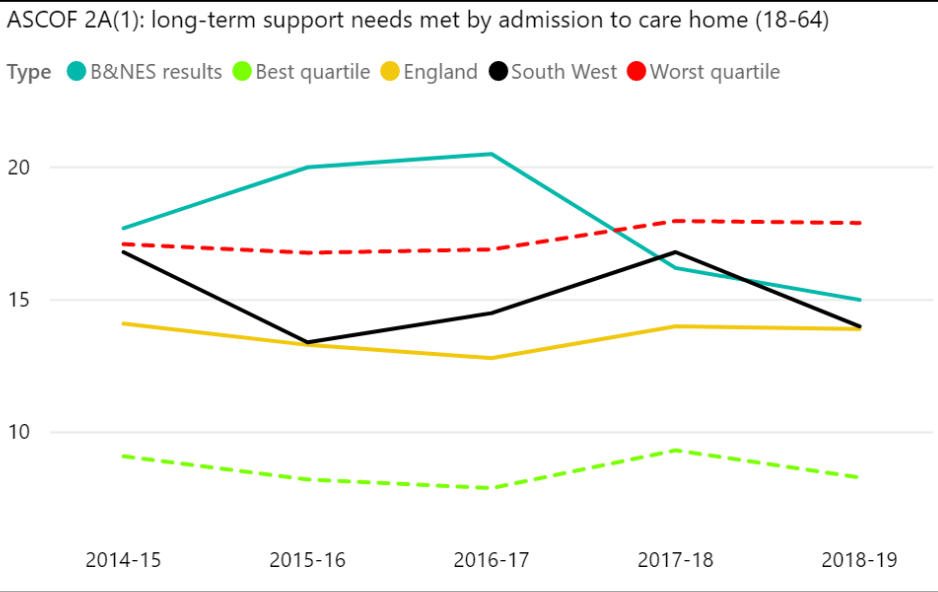
Rank out of 152 LAs  
2018/19  
**56**

Quartile  
**Interquartile range**

Intended direction of travel  
↑



Domain 2: Delaying and reducing the need for care and support

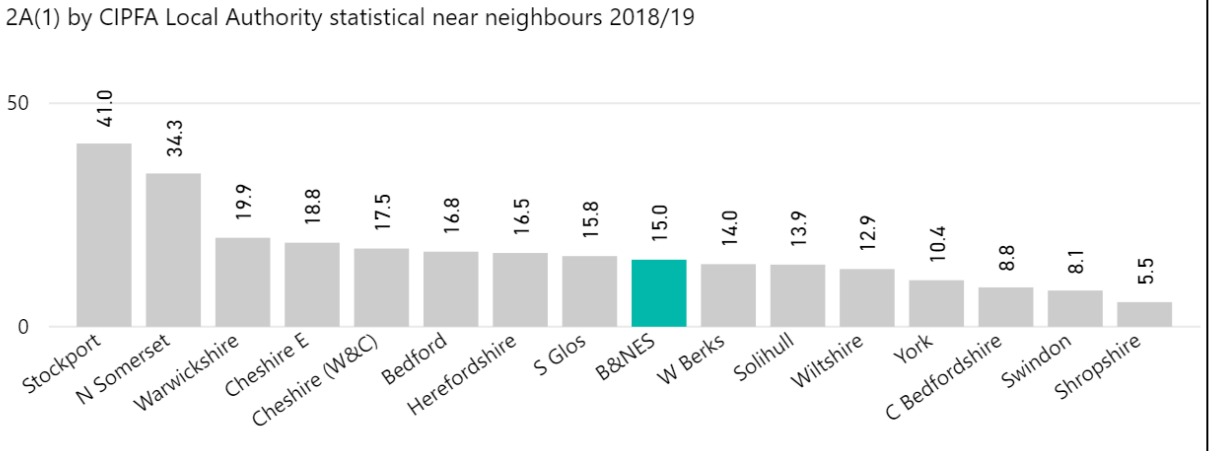


Latest result  
**15.0**

Rank out of 152 LAs 2018/19  
**91**

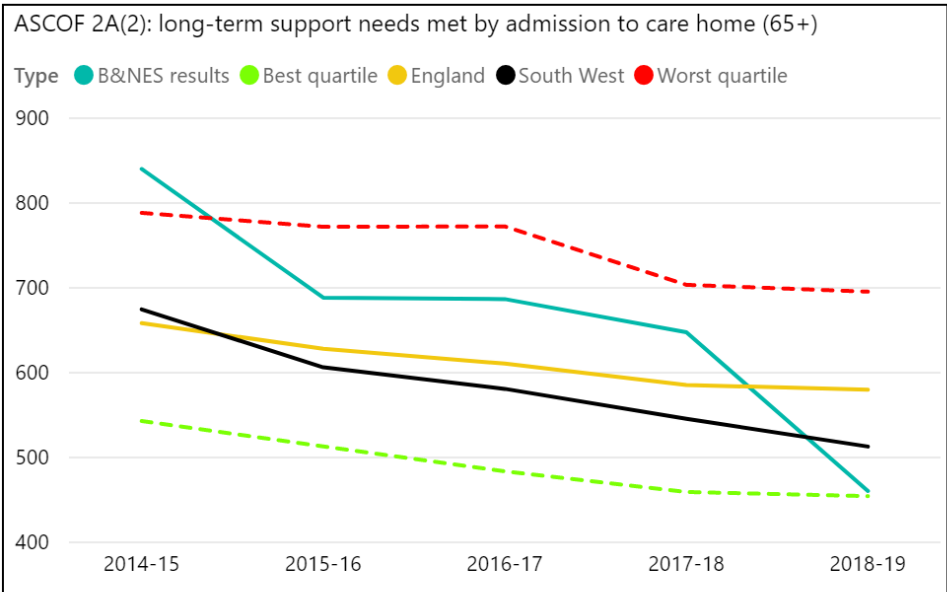
Quartile  
**Interquartile range**

Intended direction of travel  
↓



Care Home admissions

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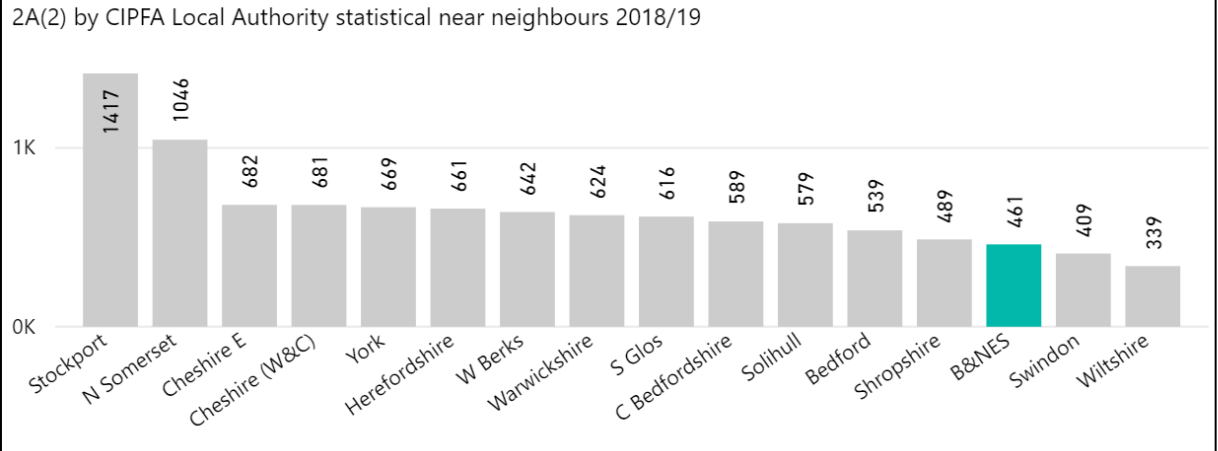


Latest result  
**460.6**

Rank out of 152 LAs 2018/19  
**40**

Quartile  
**Interquartile range**

Intended direction of travel  
↓



Both measures are derived from the statutory Short and Long Term (SALT) return. In 2018/19, the Council reviewed and revised its its process for generating the SALT return and, in doing so, identified that a number of potential admissions to care homes were not linked to requests for support and technically could not be counted in SALT without skewing the data on new requests for support. The ASCOF scores for 2018/19 are therefore potentially undercounting the number of new requests, but work is continuing to review data inouts and reporting processes to understand - and fix - the cause. The dramatic improvement in measure 2A(2) in particular is reflective of a change in reporting rather than an actual reduction in new placements. If all potential new admissions were included in the return, B&NES would likely have been in the lowest quartile for measure 2A(2).

A number of Better Care Fund schemes for 2019/20 will help to reduce or delay the onset of long term care needs, including Home First, Reablement, the Falls Rapid Response service, and Pathway 3 beds. Winter Pressures schemes, such as the OT at the front door scheme and a review of double-handed packages will support increased capacity in domiciliary care as the provision of equipment will offer earlier access to the right level of care in the right setting.

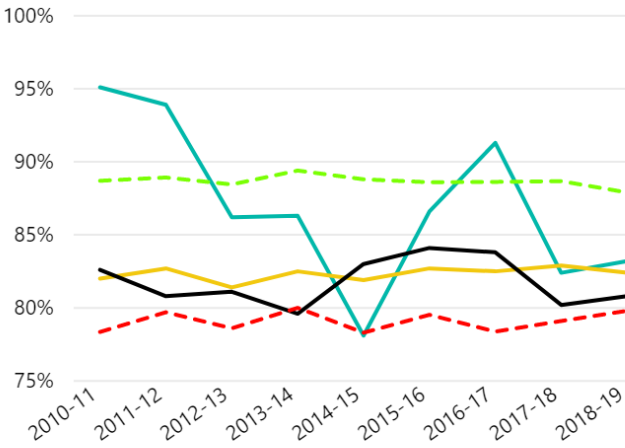
Domain 2: Delaying and reducing the need for care and support

Reablement

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ASCOF 2B(1): proportion of older people (65+) still at home 91 days after discharge into reablement

Type ● B&NES results ● Best quartile ● England



Latest result  
**83.2%**

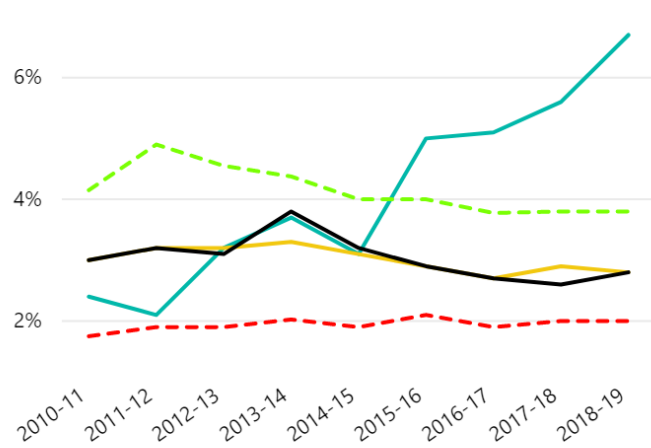
Rank out of 152 LAs 2018/19  
**85**

Quartile  
Interquartile range

Intended direction of travel  
↑

ASCOF 2B(2): proportion of older people (65+) offered reablement services following discharge from hospital

Type ● B&NES results ● Best quartile ● England



Latest result  
**6.7%**

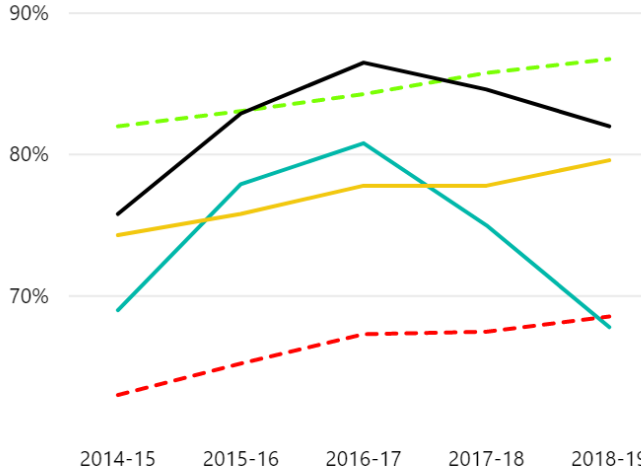
Rank out of 152 LAs 2018/19  
**9**

Quartile  
**Top**

Intended direction of travel  
↑

ASCOF 2D: outcome of short-term services: sequel to service

Type ● B&NES results ● Best quartile ● England



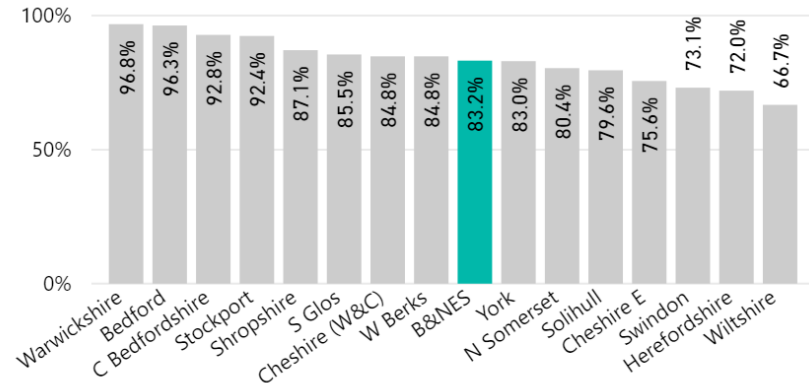
Latest result  
**67.8%**

Rank out of 152 LAs 2018/19  
**116**

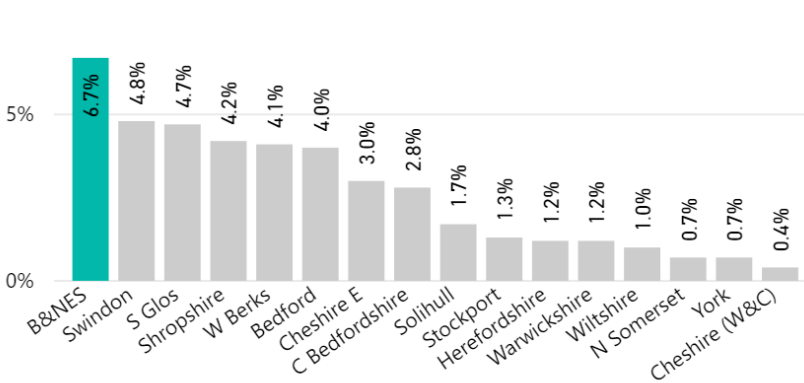
Quartile  
**Bottom**

Intended direction of travel  
↑

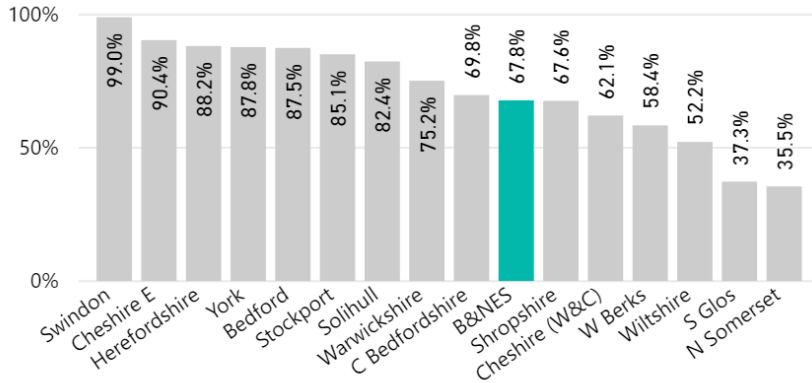
2B(1) by CIPFA Local Authority statistical near neighbours 2018/19



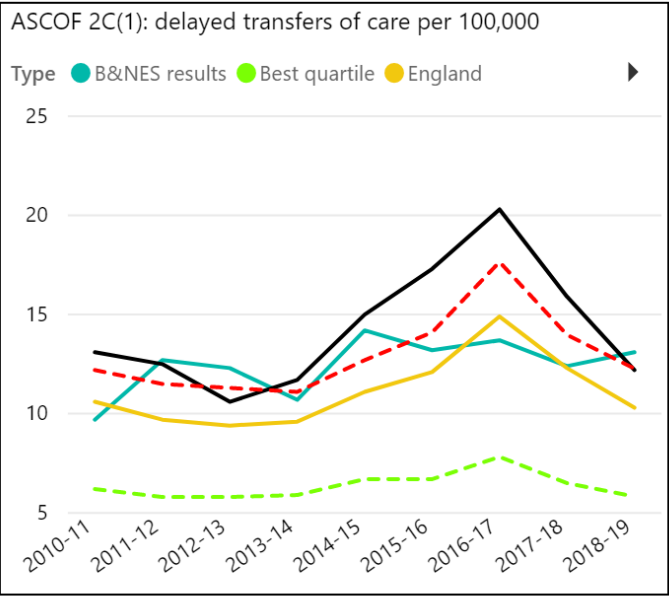
2B(2) by CIPFA Local Authority statistical near neighbours 2018/19



2D by CIPFA Local Authority statistical near neighbours 2018/19



Reporting for 2B(1) changed during 2017/18 when, after the change of provider, the previous method of calculation was identified as over-counting the number of people still at home. While performance is lower from 2017/18 onwards, this doesn't represent a deterioration in outcomes for people. Performance improved in 2018/19 and is above the national and regional averages. For 2B(2), the percentage of people offered reablement on discharge continues to be in the top quartile nationally. The proportion of people who either required no services, ongoing low level support or other short term support (2D) has dropped in 2018/19, into the lowest quartile. A revised process for counting reablement episodes that are linked to a *social care* request for support (in accordance with SALT guidance) means that fewer people are in scope of the indicator in 2018/19, so each case not included in the numerator has a higher percentage impact than in previous years; this doesn't necessarily reflect a worsening of outcomes for service users. Work continues to ensure that the correct sequels for SALT are recorded on LiquidLogic and SystmOne so that people are appropriately categorised for this measure.



Latest result

**13.1**

Rank out of 152 LAs 2018/19

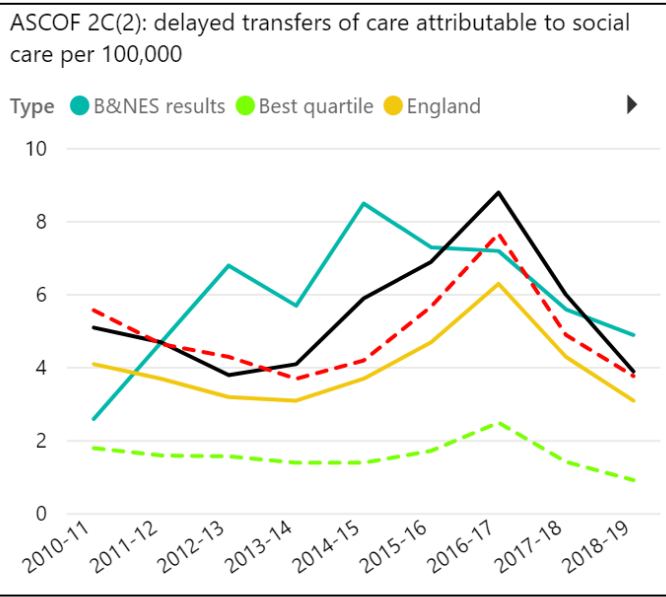
**122**

Quartile

**Bottom**

Intended direction of travel

↓



Latest result

**4.9**

Rank out of 152 LAs 2018/19

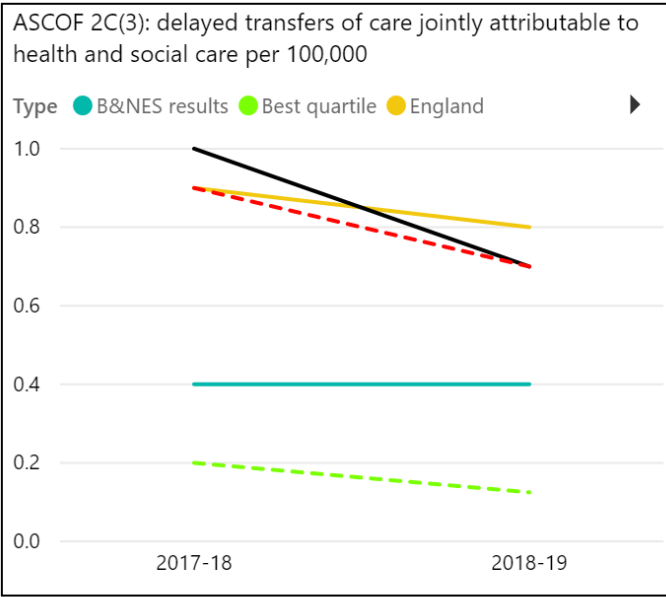
**130**

Quartile

**Bottom**

Intended direction of travel

↓



Latest result

**0.4**

Rank out of 152 LAs 2018/19

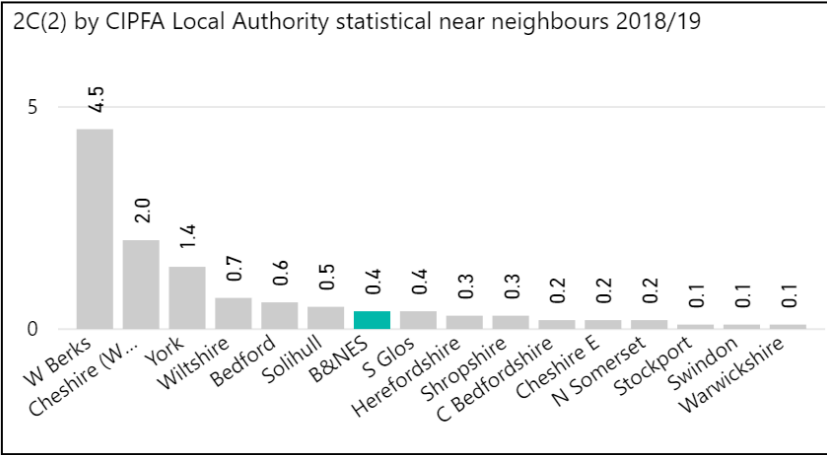
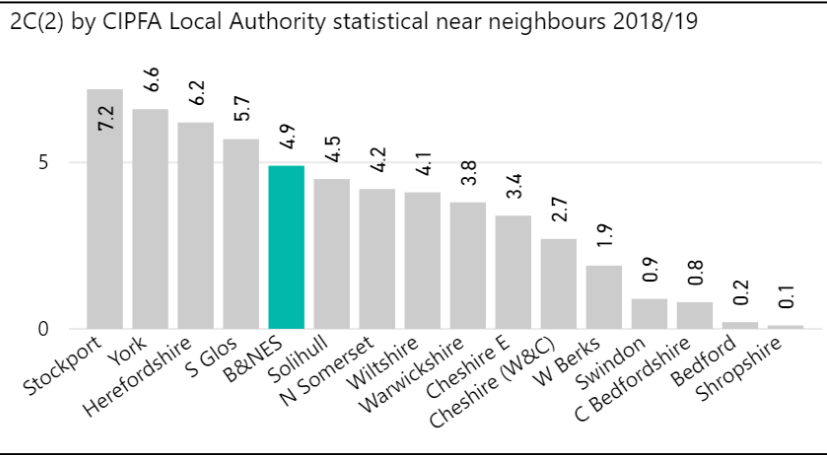
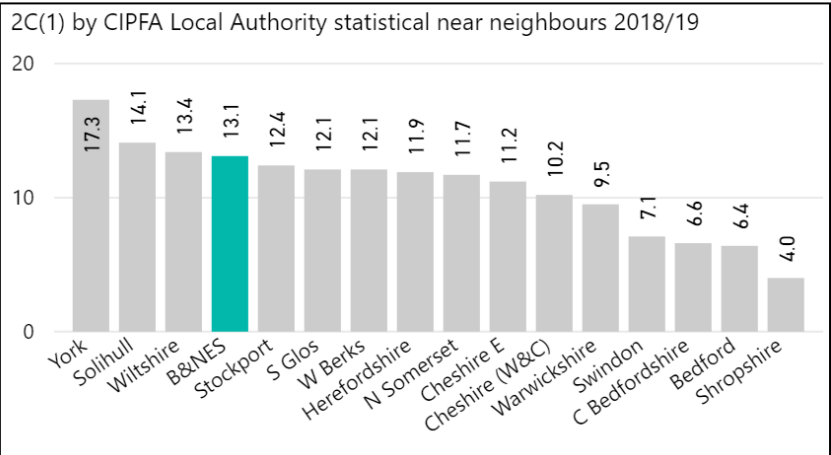
**78**

Quartile

**Interquartile range**

Intended direction of travel

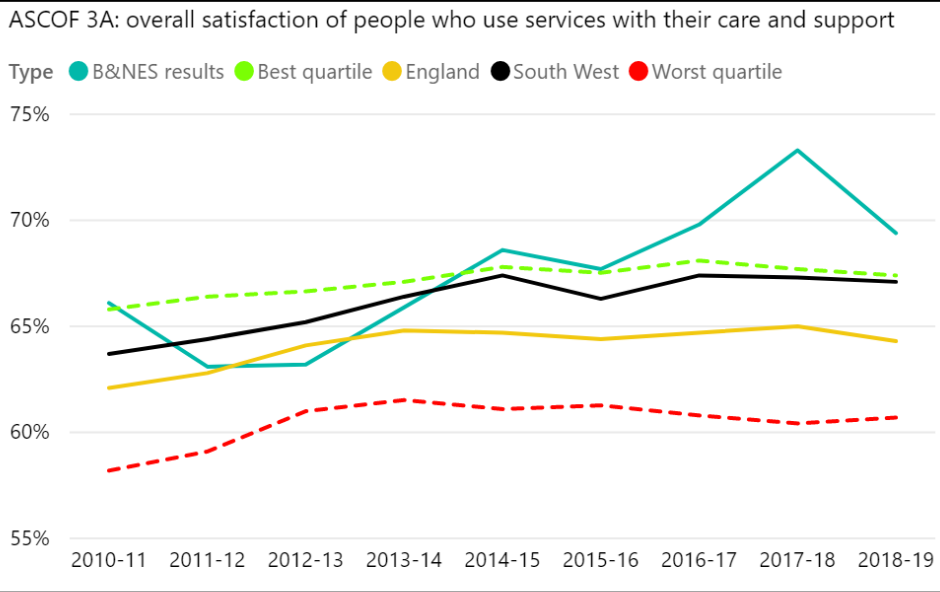
↓



Delayed Transfers of Care (DTOC) performance has been affected by data quality issues across the system in the past three years and 2018/19 was the first full year in which all providers were submitting national returns, which means that 2018/19 results are not comparable with previous years on a like-for-like basis. While the overall rate (2C(1)) has increased in 2018/19, the level of growth is less than anticipated given the increase in providers submitting their data nationally. Despite this, B&NES is in the lowest quartile nationally, and worse than the South West average, The rate of social-care-attributable delays has reduced for B&NES , continuing the trend since 2014/15, but it remains in the bottom quartile of local authorities. Performance for the measure of jointly-attributable delays remains good.

The challenges experienced in 2018/19 remain in effect in 2019/20. Work continues across the system to improve the speed of discharge and Winter Pressures schemes intend to support improved flow through the system during the period where already high demand increases.

Domain 3: Ensuring that people have a positive experience of care



Latest result

**69.4%**

Rank out of 152 LAs 2018/19

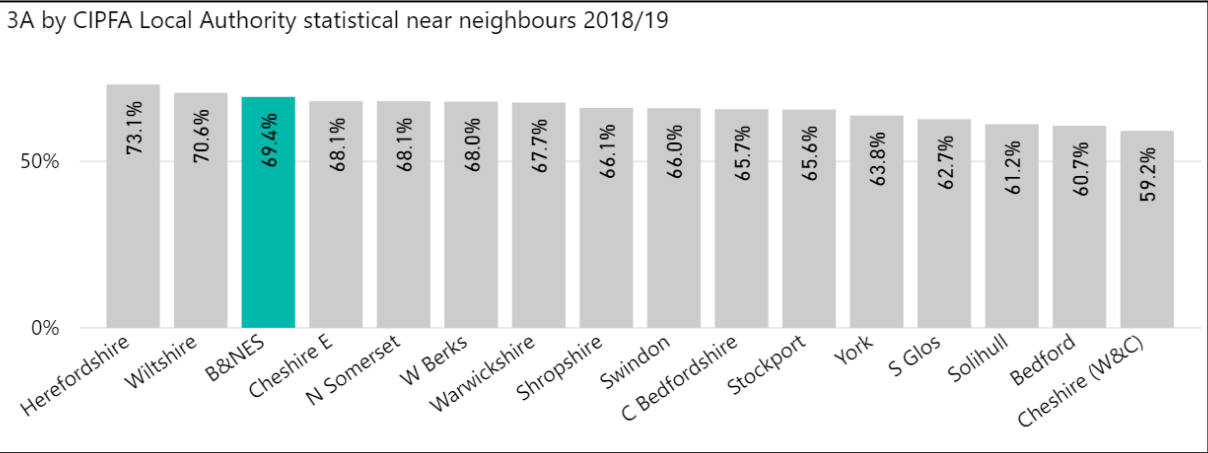
**19**

Quartile

**Top**

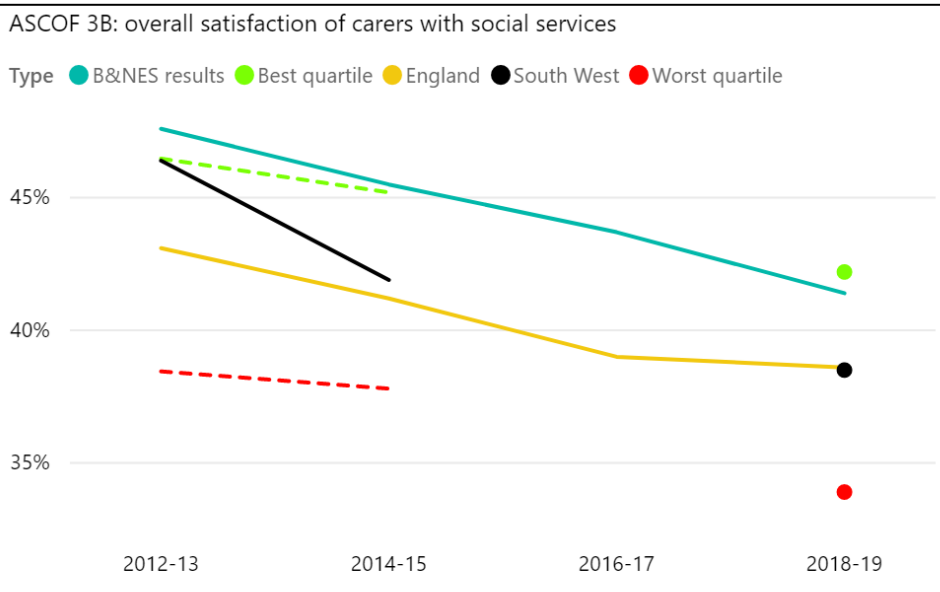
Intended direction of travel

↑



Satisfaction

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Latest result

**41.4%**

Rank out of 152 LAs 2018/19

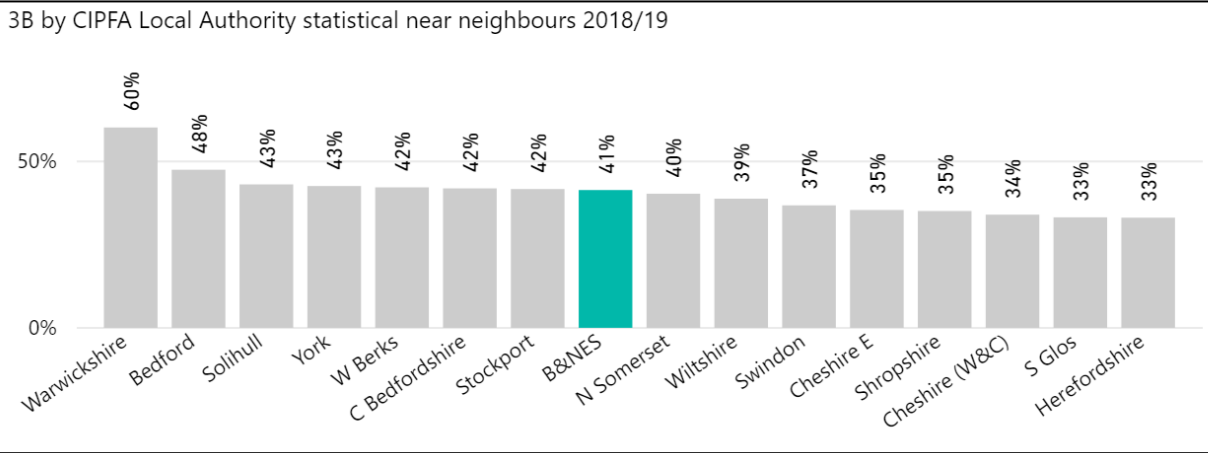
**46**

Quartile

**Interquartile range**

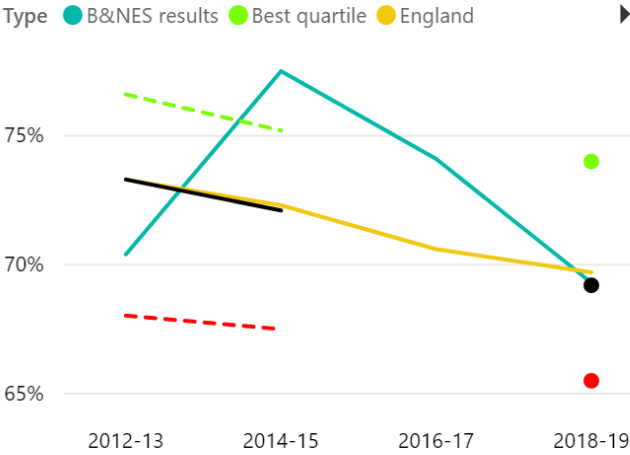
Intended direction of travel

↑





ASCOF 3C: proportion of carers who report that they have been included or consulted in discussion about the person they care for



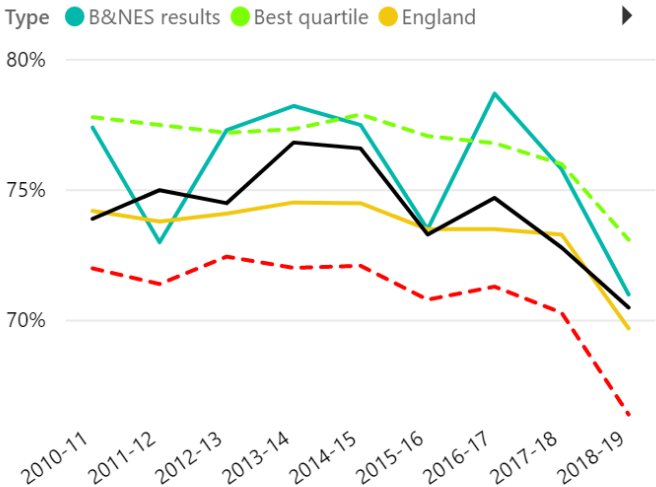
Latest result  
**69.3%**

Rank out of 152 LAs 2018/19  
**78**

Quartile  
Interquartile range

Intended direction of travel  
↑

ASCOF 3D(1): proportion of service users who find it easy to find information about support



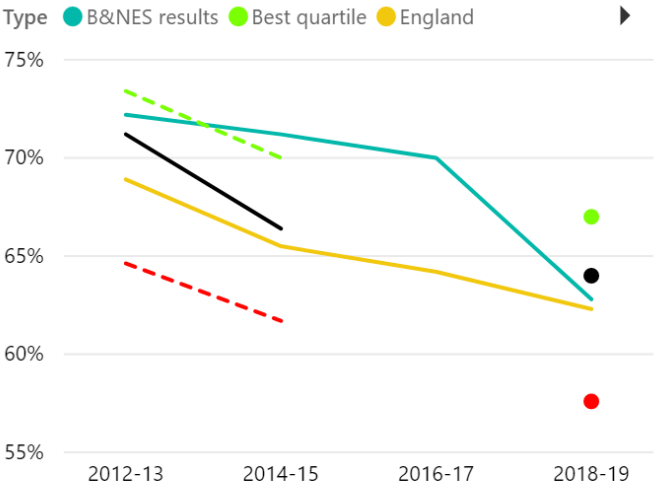
Latest result  
**71%**

Rank out of 152 LAs 2018/19  
**67**

Quartile  
Interquartile range

Intended direction of travel  
↑

ASCOF 3D(2): proportion of carers who find it easy to find information about support



Latest result  
**62.8%**

Rank out of 152 LAs 2018/19  
**71**

Quartile  
Interquartile range

Intended direction of travel  
↑

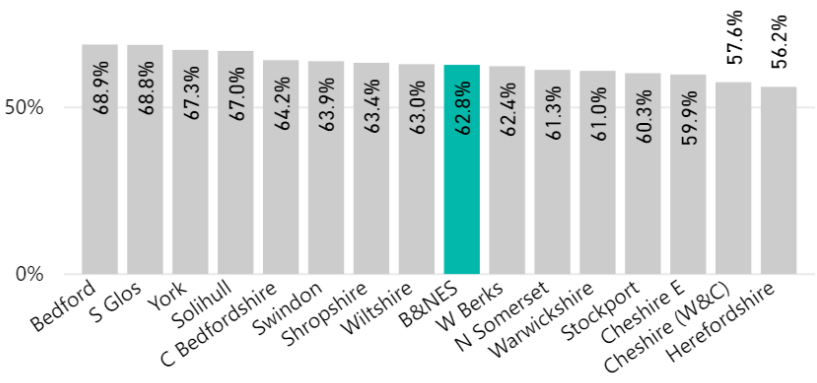
3C by CIPFA Local Authority statistical near neighbours 2018/19



3D(1) by CIPFA Local Authority statistical near neighbours 2018/19



3D(2) by CIPFA Local Authority statistical near neighbours 2018/19





Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

