



Committee report

COMMITTEE	POLICY AND SCRUTINY COMMITTEE FOR ADULT SOCIAL CARE AND HEALTH
DATE	25 MARCH 2019
TITLE	ADULT SOCIAL CARE OUTCOME FRAMEWORK SUMMARY (ASCOF)
REPORT OF	CAROL TOZER – DIRECTOR OF ADULT SOCIAL SERVICES

SUMMARY

The Adult Social Care Outcomes Framework (ASCOF) is a national tool which seeks to measure how well adult social care delivers best outcomes to the people it serves. All Councils must submit annual returns for each of the ASCOF performance indicators.

The ASCOF aims to give an indication of the strengths and weaknesses of social care in delivering better outcomes for people who use services.

This paper, and its supporting material, sets out our 2017/18 outturn ASCOF results and benchmarks our performance against the regional and national ASCOF outturns as published by NHS Digital.

Of particular positive note is the fact that users and carers rate their experiences of adult social care consistently above regional and national averages. Equally, several of the ASCOF outturn results reveal the scale of improvement that has taken place in the year ending 31 March 2018 – especially with regards to rates of permanent admissions into care homes

BACKGROUND

The ASCOF measures are sourced from ASC local authorities' statutory annual returns, which include the Short and Long term return (SALT) and Carer/User surveys.

The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability.

The key roles of the ASCOF are:

- Locally, the ASCOF provides councils with robust information that enables them to monitor the success of local interventions in improving outcomes for users and carers and to identify their priorities for making improvements. Local Authorities can also use ASCOF to inform outcome-based commissioning activity.
- Locally, ASCOF results are a useful resource for Health and Wellbeing Boards who can use the information to inform their strategic planning and leadership role for local commissioning.
- Locally, the ASCOF also strengthens accountability to local people. By fostering greater transparency on the outcomes delivered by care and support services, it enables local people to hold their council to account for the quality of the services that they provide, commission or arrange. Local authorities are also using the ASCOF to develop and publish local accounts to communicate directly with local communities on the outcomes that are being achieved, and their priorities for developing local services.
- Regionally, the data supports sector led improvement; bringing councils together to understand and benchmark their performance. This, in turn, stimulates discussions between councils on priorities for improvement, and promotes the sharing of learning and best practice.
- At the national level, the ASCOF demonstrates the performance of the adult social care system as a whole, and its success in delivering high-quality, personalised care and support. Meanwhile, the framework supports Ministers in discharging their accountability to the public and Parliament for the adult social care system, and continues to inform, and support, national policy development.

Key Facts for 17/18

Measure 1A: Social Care Quality of life

- This measure is an average quality of life score based on responses in the annual ASC Survey. With a maximum score being 24 the IOW ranked 9th best nationally in 17/18 and 1st within the South East region with a score of 19.7. Regional and National averages were 19.3 and 19.1 respectively.

Measure 1B: Proportion of people who use services who have control over their daily life

- This measure is again taken from the ASC Survey. The focus of this measure is on those individuals achieving the best outcomes, identifying no or limited need.
- Improvement in 17/18 saw the IOW ranked as 11th best nationally, with a score of 82.5 (National = 77.7 and Regional = 80.2)

Measure 1C part 2a: The proportion of people accessing long-term support who were receiving direct payments (%)

- Work was undertaken within the service at the start of the 17/18 transitioning historic brokerage cases to an IWC managed account. This work saw a shift in cases previously classified as a Direct Payment to a managed account. This work had a direct impact to the this ASCOF measure bringing the IOW (27.5) in line with national and regional figures (28.5 and 28.8).

Measure 1E: People with a learning disability in paid employment (18-64) (%)

- The proportion of adults with a learning disability in paid employment varies across each region in England. London (7.5 per cent) and Eastern (7.5 per cent) have the highest proportion, North West, East Midlands and West Midlands have the lowest proportion of adults with a learning disability in paid employment at 4.3%.
- The IOW ranked 82nd in 17/18 at 4.8% which was a drop from 6% in 16/17. Low numbers within the measure see large increase/decreases to the value.

Measure 1/1: The proportion of people who use services who reported that they had as much social contact as they would like (%)

- There is a clear link between loneliness and poor mental and physical health. A key element of the Government's vision for social care is to reduce loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family.
- IOW performance for this measure was good in 17/18 with a score of 51.6 compared to a regional score of 47% and nationally 46.0%. This ranked the IOW 1st within the region and 14th nationally.

Measure 2A parts 1 & 2: Long-term support needs met by admission to residential and nursing care homes, rate per 100,000 population

- Avoiding permanent placements in residential and nursing care homes is a good measure of delaying dependency, this measure supports local health and social care services to work together to reduce avoidable admissions.
- **Part 1 aged 18 to 64:** 17/18 sees the IOW ranked 131st with a score of 20.7. National and regional scores were 14.0 and 15.2 respectively. However, it should be noted that significant progress was made in 2017/18 in this area – as the 2016/17 outturn was 43.4.
- **Part 2 aged 65+:** the IOW was ranked 81st with a score of 599.5, national and regional scores were 585.6 and 561.5 respectively. Again, the 2016/17 outturn was over 959 meaning that significant progress has been made.
- Indeed, following the release of the ASCOF figures in 16/17, Care Close to Homes was implemented in ASC – and one of its targets was to reduce permanent admissions into care homes in line with national averages. 2017/18 saw performance across both measures improved significantly, albeit further improvements were still needed. Provisional figures for 18/19 indicate further improvements against both targets which would place the IOW below the national and regional scores and subsequently see a big improvement in our ranking across both measures.

Measure 2B part 1: The proportion of older people (aged 65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (%)

- Performance dropped significantly in 17/18 compared to 16/17 reducing from 91.1% to 75%, ranking the IOW 133rd nationally.

- We have invested heavily into our reablement services as part of Care Close to Home and so we have taken a particularly close look at this performance indicator. We are able to identify precisely how many people “failed” this performance indicator because they very quickly were readmitted into hospital or died – suggesting that they probably should not have gone into our reablement service in the first place as we do not provide nursing care. As a consequence, we are currently working to create a fully integrated health and social care “reablement and recovery” service with the IoW NHS Trust and this will enable people to benefit from a single service whereby nursing care can also be offered to people when in reablement.

Measure 2C part 1, 2 & 3: Delayed transfers of care from hospital per 100,000 population

- Targeted work within this service area saw improvements in 17/18.
- **Part 1:** Combined overall ranking of 36th nationally.
- ASC decreased its levels of delayed transfers by over 55% in 2017/18 – the second best improvement nationally as reported by the Municipal Journal. However, ASC has been given a much tougher target for 2018/19 (of only 2.6 per 100k people (in effect, this allows for a maximum of three people – 21 bed days – per week). New methodology and regional reporting practices for this measure make benchmarking difficult against previous years

Measure 3A: Overall satisfaction of people who use services with their care and support (%)

- Good satisfaction rates are directly linked to positive experiences of care and support.
- Although a slight reduction from 16/17 (72.9% to 71.7%) this ASCOF measure still sees good satisfaction rates from ASC IOW service users ranking them 16th nationally. Over a 4-year period the IOW has been consistently above national and regional % of 65 averaging at 72%.

Measure 4A: The proportion of people who use services who feel safe (%)

- Safety is fundamental to the wellbeing and independence of people using social care, and the wider population. Feeling safe is a vital part of users’ experience and their care and support.
- This measures one component of the overarching ‘social care-related quality of life’ measure 1A.
- A reduction in 2017/18 from 78.5% to 74% still places the IOW above regional and national values (71.1% & 69.9%), ranking for the IOW is 2nd in the regional and 25th nationally.

Measure 4B: The proportion of people who use services who say that those services have made them feel safe and secure (%)

- There was improvement in 17/18 with the IOW % increasing from 84.5% in 16/17 to 88.3%.
- This increase put the IOW back above the national/regional averages with a national ranking of 64th.

APPENDICES ATTACHED

[Appendix A: IOW ASCOF 17-18 Benchmarking Report](#)

BACKGROUND PAPERS

This report is complimented by an interactive Power BI report located on the NHS Digital website. The link below will allow users to explore the data further.

[NHS Digital Microsoft Power BI](#)

Contact Point: Max Yardley, Senior Business Information Analyst,
☎ 821000 e-mail max.yardley@iow.gov.uk

CAROL TOZER
Director of Adult Social Services

CLLR CLARE MOSDELL
*Cabinet Member for Adult Social Care
& Public Health*