	Committee and Date Cabinet 15 th February 2023	Item Appendix 2 – Corporate Performance Benchmarking data Public
---	---	---

Introduction

This report updates cabinet with comparator (benchmarking) data published during quarter 3. Information relates to:

- Adult Social Care for the year 2021/22 - for the year ending March 22 published November 22
- Children's Social Care for the year 2021/22 - for the year ending March 22 published November 22
- Economic Growth – wages rates from April 22 survey published December 22



Adult Social Care

Adult Social Care annual benchmarking review

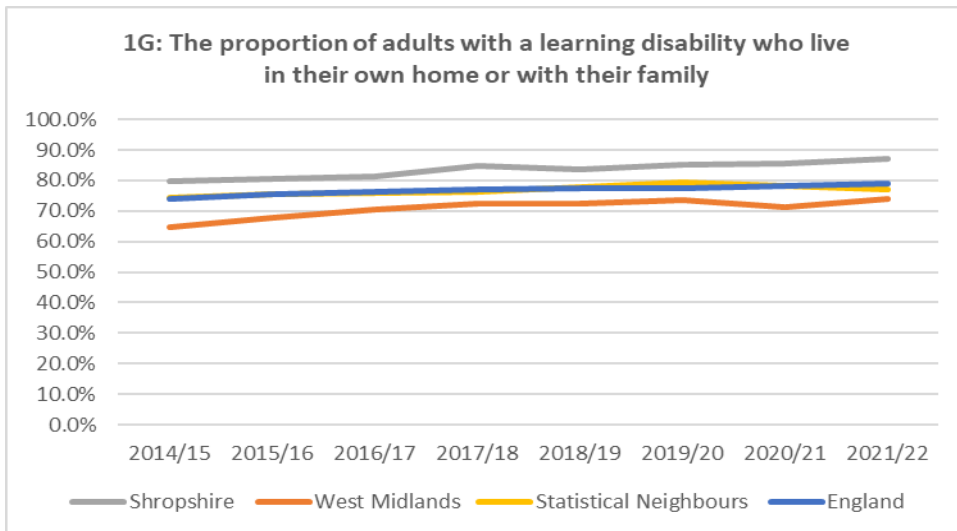
The Adult Social Care Outcome Framework (ASCOF) comparator data has now been published. This report provides a summary of performance for the year to March 22 in comparison to England, West Midlands and our CIPFA Statistical Neighbours.

Summary

Adult Social Care comparator data indicates good performance in the areas of learning disabilities, admissions and reablement. Surveys of users and carers have seen a downturn in results. It should be noted that survey results can be influenced by circumstances that are directly out of the control of the service. The service will be exploring options this year to identify if service developments can be made to improve future outcomes.

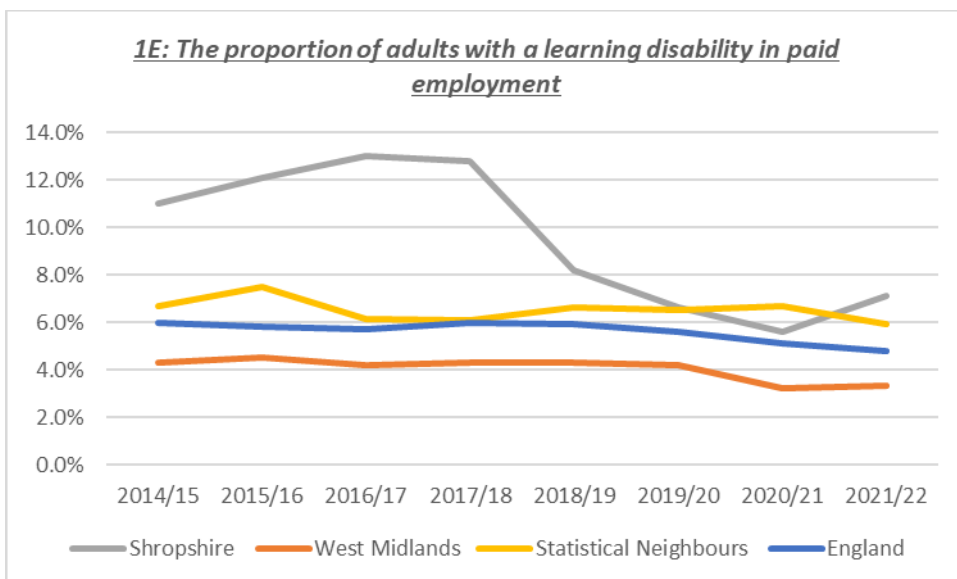
Learning Disabilities

Shropshire Council has performed well in supporting positive outcomes for service users with Learning Disabilities. The percentage of people living in their own home or with family now stands at 87% and is now in the top quartile of local authorities.



After a period of decrease the efforts of work with the Enable team has seen an improvement in the number of adults with a learning disability in paid employment. This has resulted in the rate moving back above comparator rates.

Work continues to find both training, volunteering and work experience opportunities to help step into employment.



Admissions and Reablement

Admissions and reablement services have both performed well during the year.

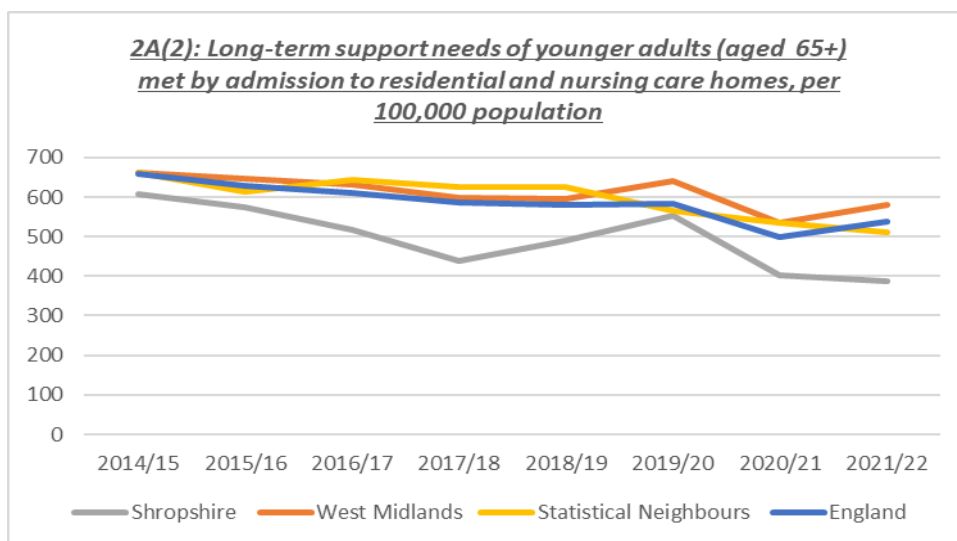
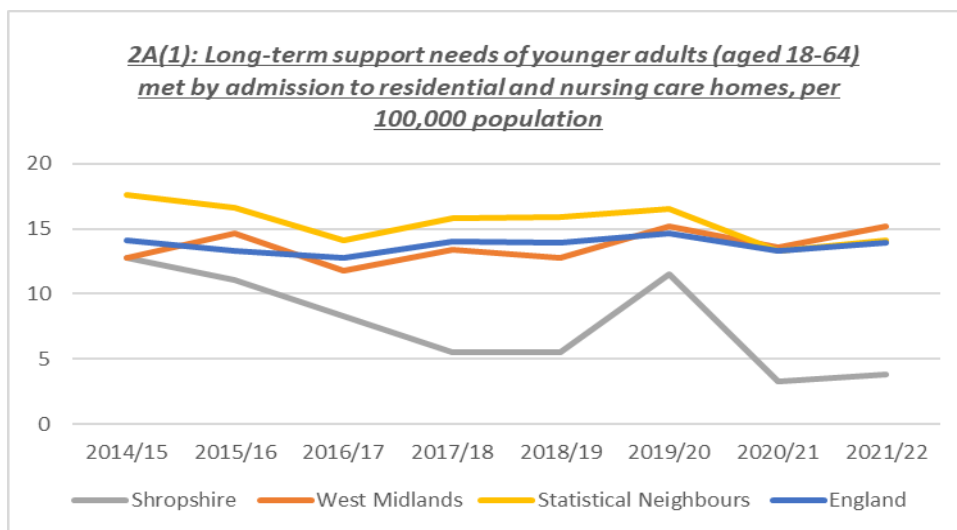
Reablement services seek to improve outcomes and value for money across the health and social care sectors. Reablement seeks to support people and maximise their level of independence, in order to minimise their need for ongoing support and dependence on public services. Results for 2021/22 show that 83.6% of people using the service remain at home 91 days after their discharge from hospital.

Previous Result	Shropshire 2021/22	Statistical Neighbours 2021/22	West Midlands 2021/22	England 2021/22
83.2 (2020/21)	83.6	80.4	81.2	81.8

Achievement of high reablement results in Shropshire is notable given the challenges of providing support in a sparsely populated county and above average age profile of those transferring from care.

Living at home provides better outcomes for people and improves quality of life. Avoiding permanent placements in residential and nursing care homes is a good measure of delaying dependency. Shropshire has performed well in supporting people at home with admission rates being lower than comparator groups with both age groups within the top quartile for performance.

Low performance scores are good



Annual User Survey

Results for 2021/22 include the annual users survey. A survey did not take place during 2020/21 due to the pandemic.

The quality-of-life score is an overarching measure calculated from the annual user survey which comprises of eight factors covering; control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation. The maximum score is 24.

Factors affecting the quality of life reflect some of the wider social and economic conditions and concerns of residents and may not necessarily be as a result of interventions from social care.

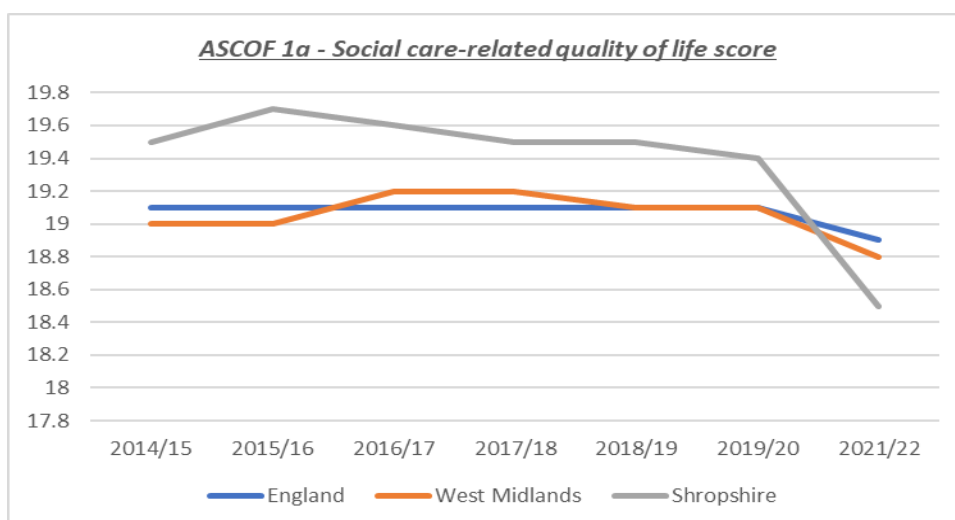
Elements of the survey that have had the most impact on the overall score are the overall satisfaction of people who use Adult Social Care services were; having enough social contact and if services make people feel safe.

Overall satisfaction of Adult Social Care Services in Shropshire has remained higher than those for England and West Midlands.

The rate of variation could be attributed to a number of reasons:

- Local sample sizes are smaller which can result in a greater statistical variance when compared to regional and national results.
- Social and economic factors, not directly related to service provision, having a greater impact on our communities

To help better understand the responses the service is working with the customer insights team and will be asking additional questions in this year's survey. This information will be used to inform future service planning and design.



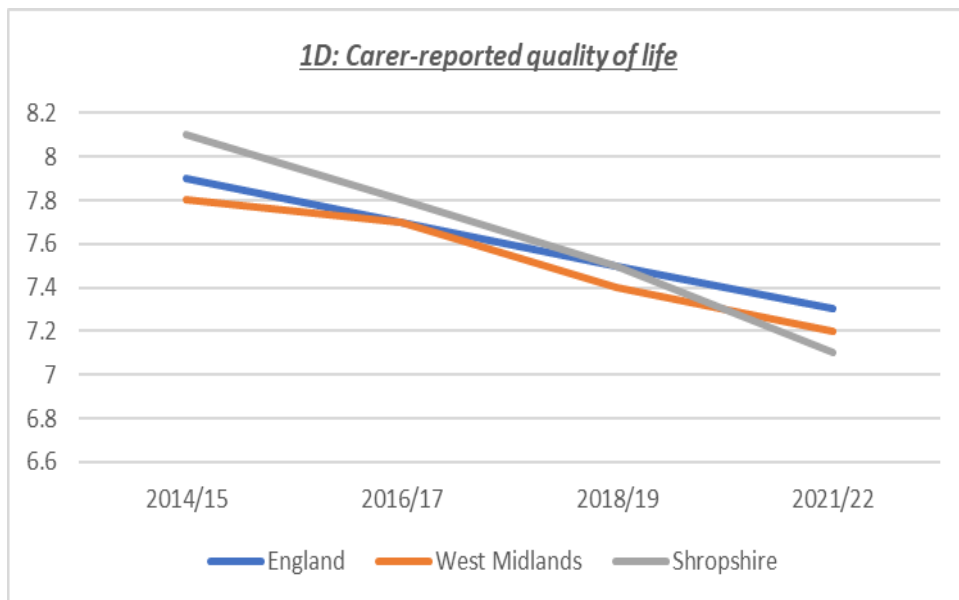
Carers Survey – every two years

Results for 2021/22 include the annual Carers Survey. A survey did not take place during 2020/21 due to the pandemic. The previous survey year was 2018/19

Carer results show a mixed picture. The overall quality of life indicator shows a decrease across all comparators. In Shropshire this mainly affected by carers reporting that they do not have enough social contact as they would like. This measure has seen the greatest reduction in satisfaction.

Social contact is now factored into the work that Shropshire Carers are offering, linking in with Social Prescribing to connect users with the wider communities.

A positive message from the carers survey is that carers report an improved level of satisfaction with social services.



The service is developing an all-age carers strategy which should help to design and commission future services to help improve carers experiences and overall quality of life.



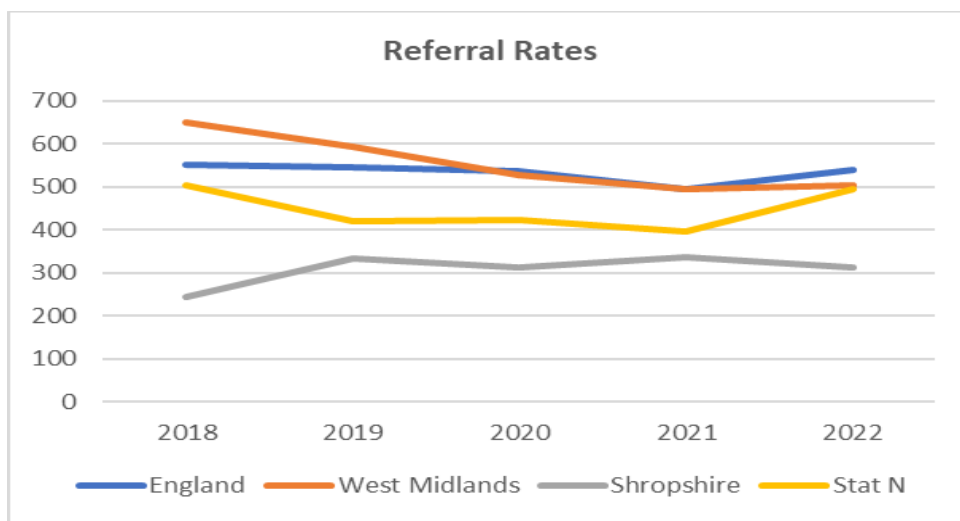
Summary

Children's Social Care comparator data indicates good performance in the areas of referrals, re-referrals, children in need and child protection rates. Timeliness of assessments and child protection conferences were impacted by covid related issues but remain similar or better than comparators. Looked After Children rates continued increased at higher than average rates. Managers continue to assess each child ensuring the appropriate support and care is in place to keep each child safe.

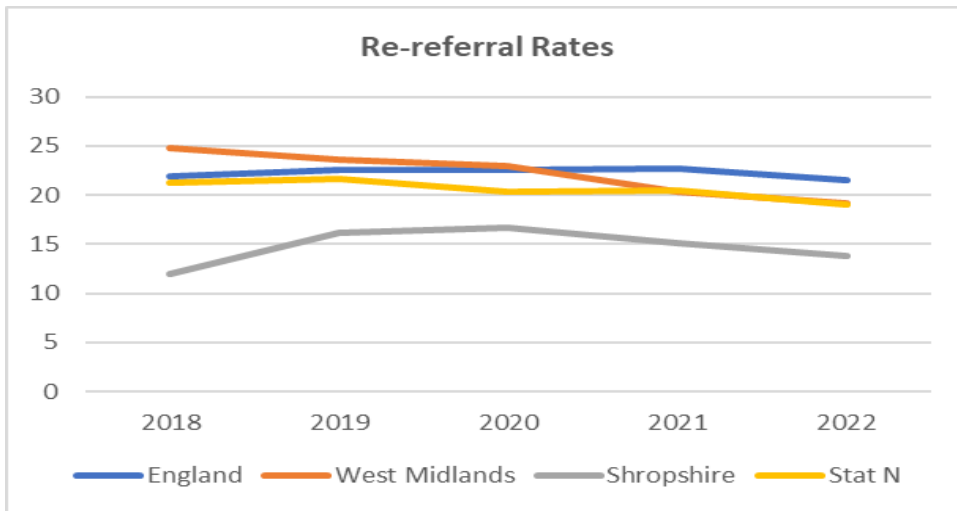
Referrals and Re-referrals

A referral is where information shared relates to a concern about a child's welfare, the threshold for intervention is met and further information or action is required.

Referral rates in Shropshire are lower than our comparator groups and remained at a similar level to the previous year.

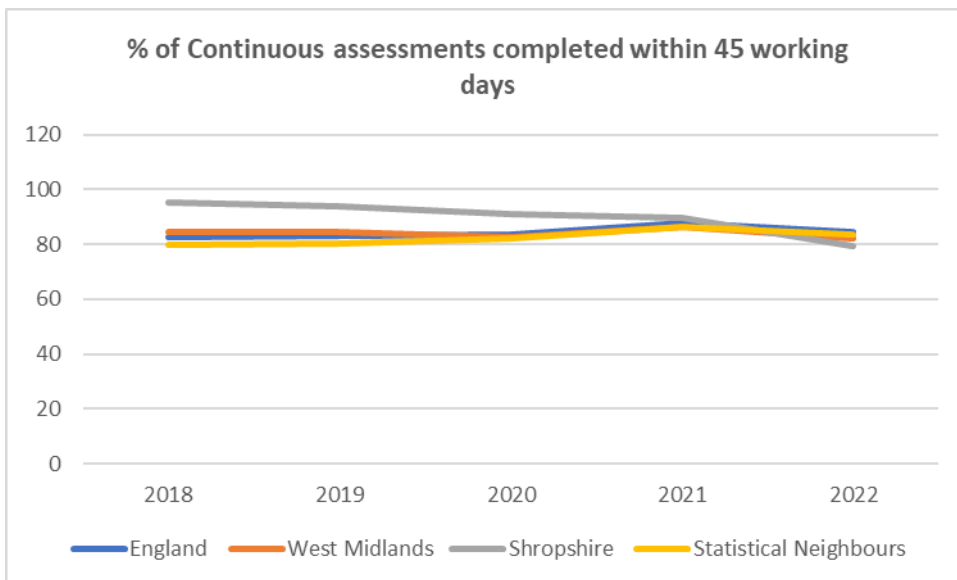


Re-referrals into CSC remain low, suggesting that children requiring support are new to social care, or have not been supported in some time. Re-referral rates being low indicate effective intervention in the previous period of being open to Children's social care and is therefore an indicator of positive performance.

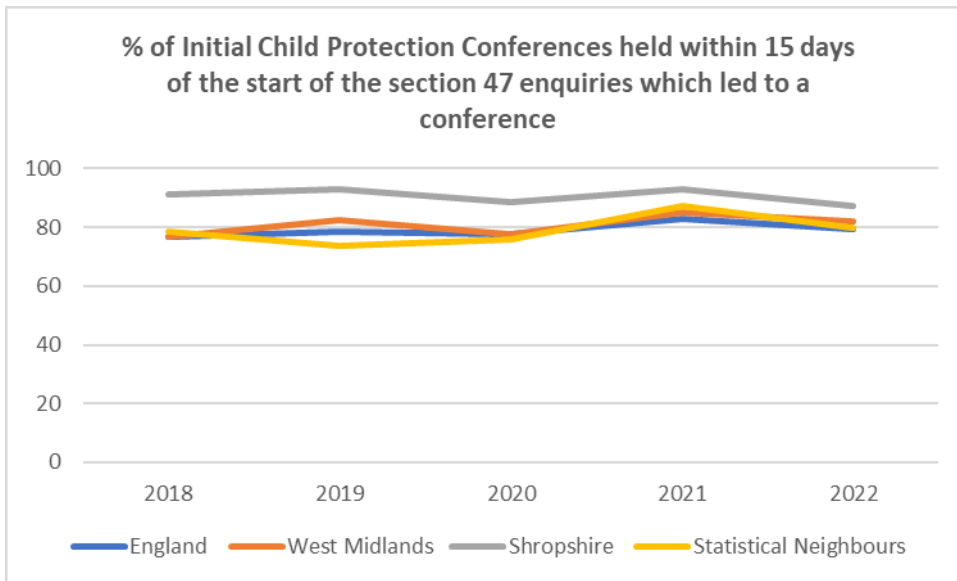


Timeliness

During the year the timeliness of completing Social Work Assessments saw a decrease. This was the result of high levels of Covid-related sickness which caused delays. All comparator groups have seen staffing pressures resulting in a decrease in timeliness. Shropshire rate remains similar to comparator groups. The service is monitoring current performance and has developed action plans to improve the timeliness in completion of assessments

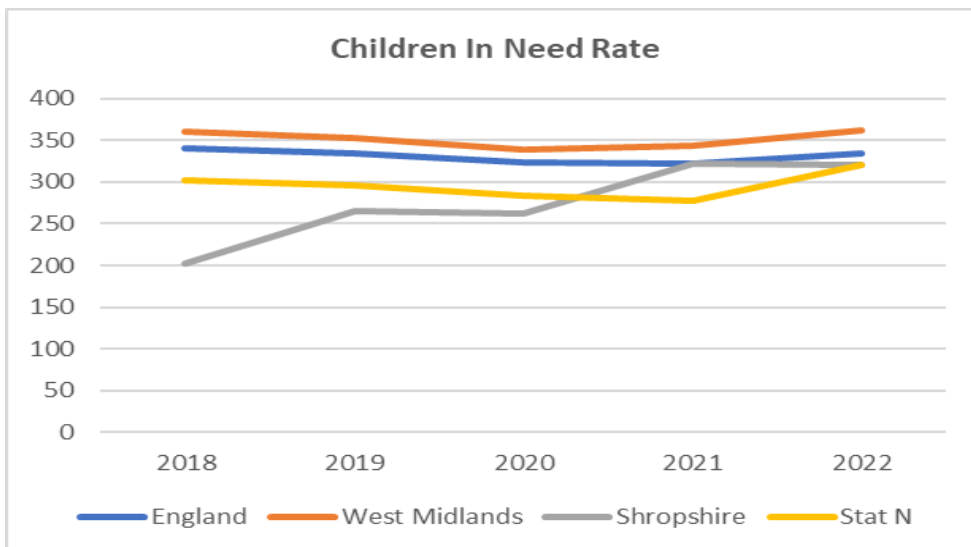


The percentage of Initial Child Protection Conferences held within 15 days has seen a decrease across all comparator groups. Performance in Shropshire remains above the comparator rates.



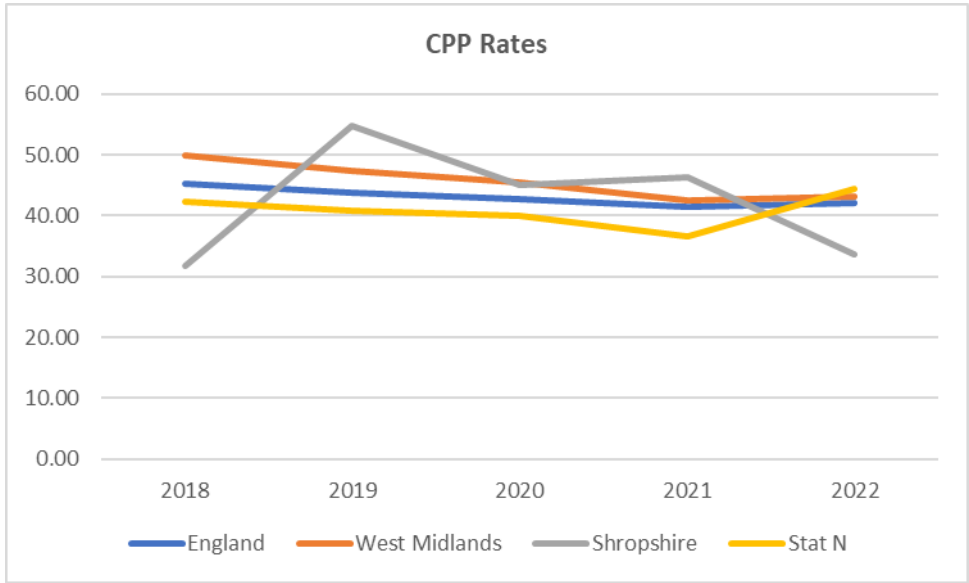
Children in Need

The number of Children in Need stabilised in Shropshire in the year to March 2022. This differs to comparator groups who all saw an increase in their rates of Children in Need.



Child Protection

The number of Child Protection Plans peaked in 2019 at 328. Numbers have since decreased and 2022 saw the largest decrease (27%) of any authority in its comparator group. Rates in Shropshire are now lower than its comparator groups.

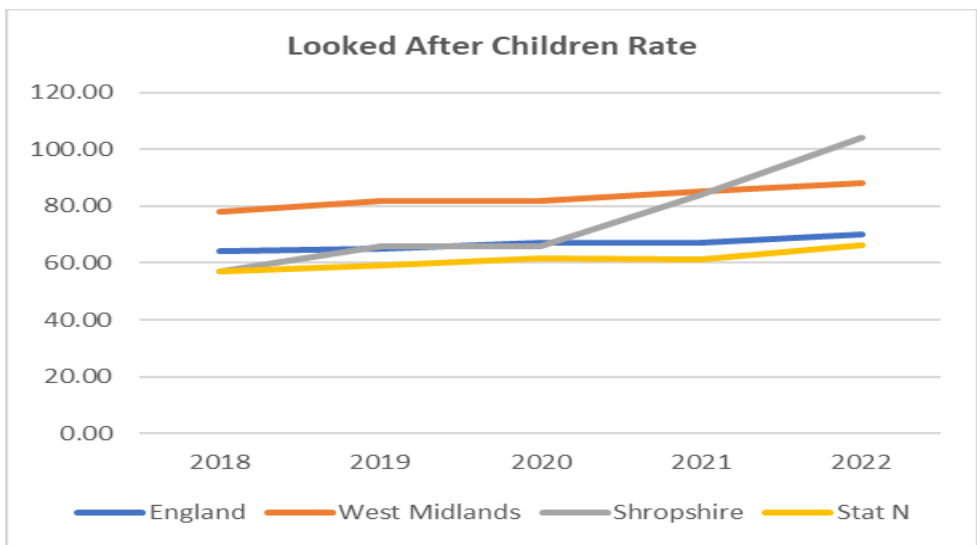


Looked After Children

Rates for Looked After Children in Shropshire are now higher than its comparator groups. This has been reported and discussed throughout the year at cabinet and scrutiny.

There are multiple factors for the increased rates and senior management continues to assess all children entering care to ensure the appropriate support package is in place to keep our children safe.

There are multiple and combined factors for the increase in children looked after, including; large sibling groups, increase in neglect, increasing number of young children especially under ones, delays in court proceedings being completed, system challenges such as SW capacity, delays to exiting children's care plans and an increase in Unaccompanied Asylum Seeker Children which is mandatory requirement under the National Transfer Scheme.



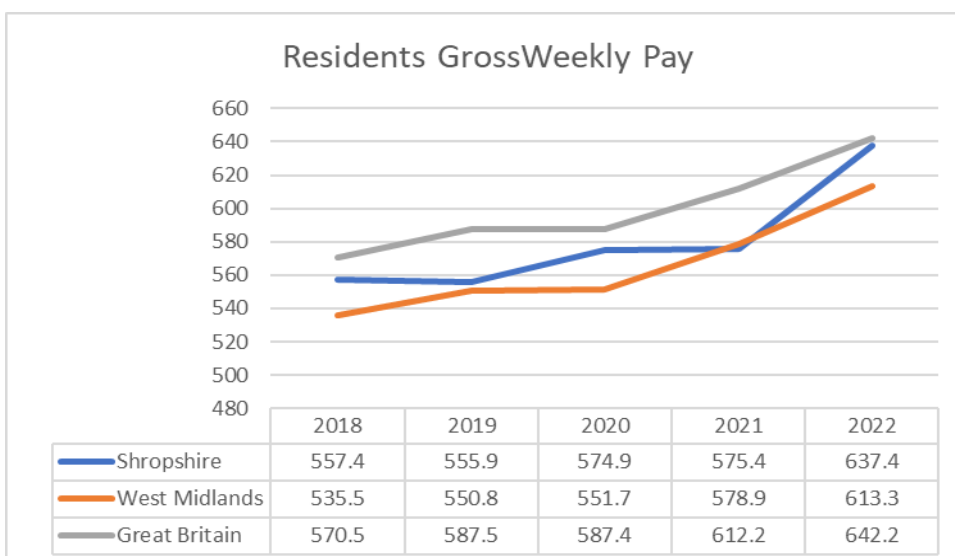
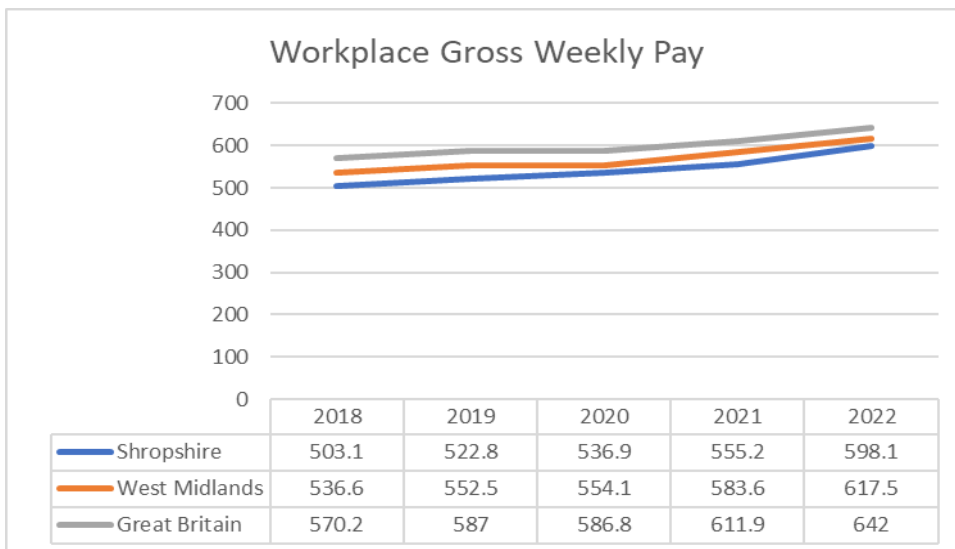


Weekly Pay Rates

Results from the ONS Annual Survey of Hours and Earnings have been published. Percentage increases in the pay rates for Shropshire, for both workplace and residents, have been higher than those for the West Midlands and for Great Britain.

Workplace pay in Shropshire is typically lower than comparators. This reflects the higher employment rates in lower paid sectors such as tourism, retail and care.

Residents pay is typically higher than the West Midlands and lower than Great Britain. The higher rate of residents pay indicates a net out commute by skilled workers to higher paying sectors and localities.



Please note the smaller sample size for Shropshire can result in a greater annual variance of rates.