



<u>Committee and Date</u>
Health and Adult Social Care Scrutiny Community
30 March 2015

<u>Item</u>
<b>7</b>
<u>Public</u>

## LOCAL ACCOUNT – COMPARISON OF PERFORMANCE MEASURES

**Responsible Officer** Tom Dodds, Performance and Design Team Leader  
e-mail: [tom.dodds@shropshire.gov.uk](mailto:tom.dodds@shropshire.gov.uk) Tel: 01743 252011

### 1.0 Summary

- 1.1 Following their consideration of the Local Account, the Health and Adult Social Care Scrutiny Committee requested a further update on the Adult Social Care Outcomes Framework (ASCOF) measures contained within it which set out how the Council compares with other local authorities.
- 1.2 This report introduces the ASCOF measures and presents the 2013/14 results which were included in the Local Account against results for 2011/12, 2012/13 and against the averages for England, and for other similar local authorities.

### 2.0 Recommendation

That the Health and Adult Social Care Scrutiny Committee

- A. review the comparisons over time and with the England averages and the average for other similar local authorities to identify questions for clarification and identify any potential topics for future Scrutiny consideration
- B. request a report on the Adult Social Care Survey results when they are published in the Autumn, to include comparison with the England averages and the average for other similar local authorities as well as for previous years results.

### Report

### 3. Risk Assessment and Opportunities Appraisal

- 3.1 Adult Social Care works with a range of people, a number of whom are vulnerable. Failure to fully evaluate and manage the changes to the service they receive could put them at risk. Having the right measures in place to understand the impact of the changes is an essential element of the arrangement to identify unintended consequences and manage the associated risks. This would include whether the Council is delivering its

services within the available resources and achieving the change it planned and agreed.

- 3.2 Through completing their work programmes and specific consideration of the progress in delivering them, the Scrutiny Committees aim to help reduce the level of risk and support their management.

#### 4. Financial Implications

- 4.1 Although this report does not have any direct financial implications, the work of the Scrutiny Committees will include making recommendations that may have financial implications if accepted.

#### 5. Comparison of the Performance Measures

- 5.1 Nationally reported measures provide a good basis to benchmark the performance of services and understand how the Council compares to others. The table attached at Appendix 1 presents the 2013/14 ASCOF measures that were reported in the Local Account. In addition to these measures, it also provides direction of travel information by including performance for 2011/12 and 2012/13, and includes comparison with the England average and the average for similar local authorities to the Council. The table also uses a traffic light presentation to denote which quartile nationally the 2013/14 performance places the Council in.

- 5.2 Comparative information for ASCOF published by the Health and Social Care Information Centre each year, with the 2013/14 paper being published on the 9 December 2014, on the link below:

<http://ascof.hscic.gov.uk/Outcome/417>

- 5.3 There are 19 ASCOF measures the comparison of which is summarised as follows:

Quartile	Top - 6 Second - 1 Third - 5 Lower - 7
Direction of Travel from 2011/12 to 2013/14	Better - 14 Same - 1 Lower - 3 N/A - 1
England average 2013/14	Better - 10 Same - 1 Lower - 8
Other similar local authorities average 2013/14	Better - 10 Lower - 9

- Between 2011/12 to 2013/14 performance for almost three quarters of the ASCOF measures showed improvement.
- Comparison with the averages for England and other similar Councils shows that performance for more than 50% of measures was better than the average.
- 7 ASCOF measures are based on the annual nationally prescribed survey of people who receive Adult Social Care services. The 2014/15 survey is currently being completed and the published results are available from the autumn 2015.

5.4 For 5 out of the 7 ASCOF measures from the user survey, performance was lower than the averages for England and other similar local authorities, and was in the lowest quartile. These were:

- 1A: Social Care related quality of life score.
- 1B: Proportion of people who use services who have control over their daily life, as a percentage of respondents.
- 1I: Proportion of service users who reported they had as much social contact as they would like.
- 3D % users who find it easy to find information about services
- 4A % users who feel safe

It is important to consider these measures alongside others to triangulate the significance of the result, for example the Council is amongst the best in England in terms of people who can direct and choose their own support (measure 1C), but for the corresponding measure from the survey (measure 1B) the Council is located in the lowest 25% of authorities for people who feel that they have control over their daily life.

5.5 Many of ASCOF measures are reported in the quarterly performance reports which are considered by Scrutiny. As part of this the Committee have questioned the reduction in the number of people placed in residential care (ASCOF 2A measures) as part of the quarterly performance reporting. This is also the case for the delayed transfers of care from hospital (ASCOF 2C).

5.6 In addition, the Committee have previously received reports and presentations on the Integrated Care Service between the Council and NHS, which provides the reablement services that contribute to the ASCOF 2B measures.

## 6.0 Conclusion

- 6.1 Overall the comparison of the ASCOF measures reported in the Local Account shows that the significant majority have shown improvement over the three years of the data, and more than half compare favourably both against the England and other similar local authorities averages.
- 6.2 The 7 ASCOF measures from the annual User Survey, together with the 5 ASCOF measures from the biennial Carers' Survey provide a comprehensive view of how users and carers feel about the services and support they receive. There may be value in Scrutiny revisiting the performance against these measures in the autumn when the most recent survey results will be published.

<b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b>
---

Shropshire Local Account
--------------------------

<b>Cabinet Member (Portfolio Holder)</b>
--

Cllr Lee Chapman
------------------

Cllr Tim Barker
-----------------

<b>Local Member</b>
---------------------

All
-----

<b>Appendices</b>
-------------------

Appendix 1 – Local Account Measures – Trends in performance measures
--