

Appendix 1 - Trends in Adult Social Care Outcomes Performance.

Updated 17/03/15

Indicator	Data Source	11/12 Result	12/13 Result	13/14 Result	Family Group Average 13/14	England Average 13/14	Comments
OUTCOME 1: ENHANCING QUALITY OF LIFE FOR PEOPLE WITH CARE AND SUPPORT NEEDS							
1A: Social Care related quality of life score.							This is a nationally prescribed, annual survey of a sample of users of adult social care services, covering 8 different aspects of care. See more detailed analysis of how we compare to our comparator group.
	User Survey						
		18.6%	18.8%	18.5%	19.1%	19.0%	
1B: Proportion of people who use services who have control over their daily life, as a percentage of respondents.							This is a nationally prescribed, annual survey of a sample of users of adult social care services. See also, 1C below.
	User Survey						
		72.4%	77.8%	71.8%	78.8%	76.8%	
1C: Part 1 - Proportion of adults, older people and carers receiving self directed support, as at 31 March 2015 , as a percentage of all clients receiving community based services and carers receiving specific carers' services (ie. not Information and advice or open access services).		3524	3096	2811			Linking this excellent performance to 1B above, shows that, as well as supporting over 75% of people using Adult Social Care services, to receive this via Self Directed Support (volume); nearly 72% of service users questioned, feel they have control over their daily life (quality).
	RAP return	12,282	4172	3722			
		28.7%	74.2%	75.5%	56.0%	61.9%	
1C: Part 2 - Proportion of adults, older people and carers receiving a direct payment , as at 31 March 2015, as a percentage of all clients receiving community based services and carers receiving specific carers' services (ie. not Information and advice or open access services).				1190			Direct payments are the purest form of personalisation, and impact positively on well-being, increasing choice and control. We are a TOP performer for this measure , and are well above the Family Group and England averages.
	RAP return			3722			
		12.20%	28.8%	32.0%	18.4%	19.1%	

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1E: Proportion of adults (aged 18-64) with learning disabilities in paid employment.		81	94	77			There is a strong link between employment and enhanced quality of life. Whilst our performance for supporting adults with Learning Disabilities into paid employment has dipped slightly compared to the previous year, we are still a TOP performer for this measure , and achieved a result well above the Family Group and England averages in 2013/14.
	ASC-CAR Return	768	765	686			
		10.5%	12.3%	11.2%	7.5%	6.7%	
1F: Proportion of adults in contact with secondary Mental Health services in paid employment.		75					This is a similar measure to 1E above, but covers people with Mental Health problems. Shropshire is one of the TOP performers (6th out of 150 councils) for supporting people with MH problems into paid employment in 2013/14.
	MH NMDS	1005					
		7.5%	13.4%	13.6%	9.0%	7.0%	
1G: Proportion of adults (aged 18-64) with Learning Disabilities who live in their own home or with their family.		597	597	549			This measure shows the extent to which we are improving vulnerable peoples' safety, and reducing their risk of social isolation. We continue to achieve excellent results for this measure (ranked 2nd highest in the WM region), and have continued to make improvements year on year.
	ASC-CAR Return	768	765	686			
		77.7%	78.0%	80.0%	76.3%	74.9%	
1H: Proportion of adults in contact with secondary Mental Health services who live independently, with or without support.		540					This measure is similar to 1G above, but covers adults with Mental Health problems. We are a TOP performer and have continued to make improvements year on year.
	MH NMDS	1,005					
		53.7%	77.90%	79.2%	61.5%	60.8%	
1I: Proportion of service users who reported they had as much social contact as they would like.							This is a NEW measure for 2013/14. Our bottom quartile ranking may be linked to the rural nature of our county , which may increase peoples' sense of isolation.
	User Survey						
		n/a	n/a	38.8%	45.2%	44.5%	

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OUTCOME 2: DELAYING AND REDUCING THE NEED FOR CARE AND SUPPORT							
2A: Part 1 Permanent admissions of adults (aged 18-64) into residential/nursing care homes, per 100,000 population (cumulative). Good performance is LOW.		35	45	22			Admissions into residential/nursing care is seen as a last resort, once all other care options have been explored. We have performed well in 2013/14, having reduced the number of admissions of adults into residential/nursing care to just 22 people over the year. This is a significant improvement on previous years.
	ASC-CAR Return	171,265	182,100	179,900			
		20.4	24.7	12.2	16.5	14.4	
2A: Part 2 Permanent admissions of older people (aged 65+) into residential/nursing care homes, per 100,000 population (cumulative). Good performance is LOW.		538	519	498			Keeping admissions of older people into residential/nursing care as low as possible is a key measure and is included in our Better Care Fund Plan . We have shown a good reduction in 2013/14 compared to previous years, and continue to work across our Health and Social Care economy, to reduce these further.
	ASC-CAR Return	62,237	63,900	68,700			
		864.4	812.2	724.9	640.7	650.6	
2B Part 1: Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement services.		58		119			This measures the benefit to individuals receiving reablement services, following a stay in hospital. The collection period for 2B is between 1 October 2014 and 31 December 2014, with a 91-day follow-up for each case. Whilst we are below our comparator and England averages, we have improved on last year. We have worked closer with our Trust colleagues this year, to ensure further improvements in both effectiveness and the quality of our reablement services.
	ASC-CAR Return	65		155			
		89.2%	64.6%	76.77%	79.8%	82.5%	
2B Part 2: Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement services.							This part of the measure shows the proportion of people who received reablement (volume). The aim is to increase this proportion, which we have shown, over this 3 year period However, we recognise further improvements are needed, as we are below the family group and England averages for 2013-14.
	ASC-CAR Return						
		0.8	1.5	1.70%	2.9%	3.3%	
2C Part 1: Delayed transfers of care from hospital, (for adults aged 18+) per 100,000 population. Good performance is LOW.				22.2			We are broadly in line with our comparator group and England average, and have made improvements on previous year. However, we are reliant on our Health colleagues for the monitoring and recording of data for this measure (as the specified data source is a Health system). We have improved our processes and systems in 2014-15 to ensure effective joint working across Health and ASC services.
	UNIFY2 (Health system)			247,000			
		10.3	10.4	9.0	9.2	9.6	

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2C Part 2: Delayed transfers of care from hospital, (for adults aged 18+) attributable to adult social care. Good performance is LOW.		13	12	7.8			This measure is a sub-set of 2C above, and shows those delays only attributable to Adult Social Care. Again we are broadly similar to our comparator group and England average in 13/14, and have improved on previous years. We are also reliant on our Health colleagues for the monitoring and recording of data for this measure and have improved our processes and systems in 2014-15 to ensure effective joint working across Health and Social Care services.
	UNIFY2 (Health system)	233,505	246,000	247,700			
		5.5	4.8	3.1	3.6	3.1	
OUTCOME 3: ENSURING PEOPLE HAVE A POSITIVE EXPERIENCE OF CARE AND SUPPORT							
3A: Percentage of service users who are satisfied with the care and support they receive.							This measure is directly linked to peoples' experience of our care and support and is a good predictor of the overall experience of quality of care provided. We have improved on 12/13 result , and are in line with our comparator group and above the England average for 13/14.
	User Survey						
		66.4	62.6	66.3	66.6	64.8	
3D: Proportion of users who find it easy to find information about services.							Information and advice is a key universal service, and is a key factor in early intervention and reducing dependency. Whilst our result for 13/14 is slightly improved on 12/13, we are below our comparator group and England average. Clearly there are improvements that need to be made and we have been working with a consortium of volunteers to better understand about providing the most appropriate information, at the right time, and we are exploring best options.
	User Survey						
		74.6	68.1	68.4	77.1	74.5	
OUTCOME 4: ENSURING PEOPLES' SAFETY							
4A: Proportion of service users who feel safe.							Safety is fundamental to the wellbeing and independence of people using social care, and is our top priority. It is disappointing that our result for 13/14 shows us below our comparator group and England averages. We need to examine this in more detail to better understand reasons why people do not feel safe.
	User Survey						
		58.5	62.7	62.8	67.4	66.0	
4B: Proportion of service users who say that those services have made them feel safe and secure.							This measure complements 4B above, with a specific response on the impact of services on this outcome. Our result this year is a good improvement on last year, and is in line with our comparator group and England averages.
	User Survey						
		78	63.8	81.0	80.7	79.1	

Key:

Top Quartile
Second Quartile
Third Quartile

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Lower Quartile							