



# Appendix 1:

## Adult Social Care Performance Report - March 2021

including Adult Social Care Outcomes  
Framework (ASCOF) measures for 2019-20



# How is Adult Social Care Measured?

Collection Name	Publication date
Adult Social Care Outcomes Framework	December 2020
Adult Social Care User Experience Survey in England	December 2020
Survey of Adult Carers in England	October 2019
Short and Long Term Support (SALT)	December 2020
Safeguarding Adults Collection	December 2020
Adult Social Care Finance Return (ASC-Fr)	December 2020
National Minimum Data Set - Social Care (NMDS-SC)	March 2021
In addition, as a result of Covid, 2 new additional mid-year surveys were completed	
Mid-Year Adult Social Care Activity data 2020-21	tba
Safeguarding Adult Mid-Year Collection 2020-21	tba



# How is Adult Social Care Measured?

## Local Key Performance Indicators

### Corporate Plan Key Performance Indicators

Reduced Delayed Transfers of Care (DToC) for Social Care

Increased number of service users receiving direct payments

Decrease the permanent new admissions to Residential or Nursing care per 100,000 population for Younger People (18-64)

Decrease the permanent new admissions to Residential or Nursing care per 100,000 population for Older People (65+)

### Directorate Key Performance Indicators e.g.

Percentage of people with learning disabilities living in settled accommodation

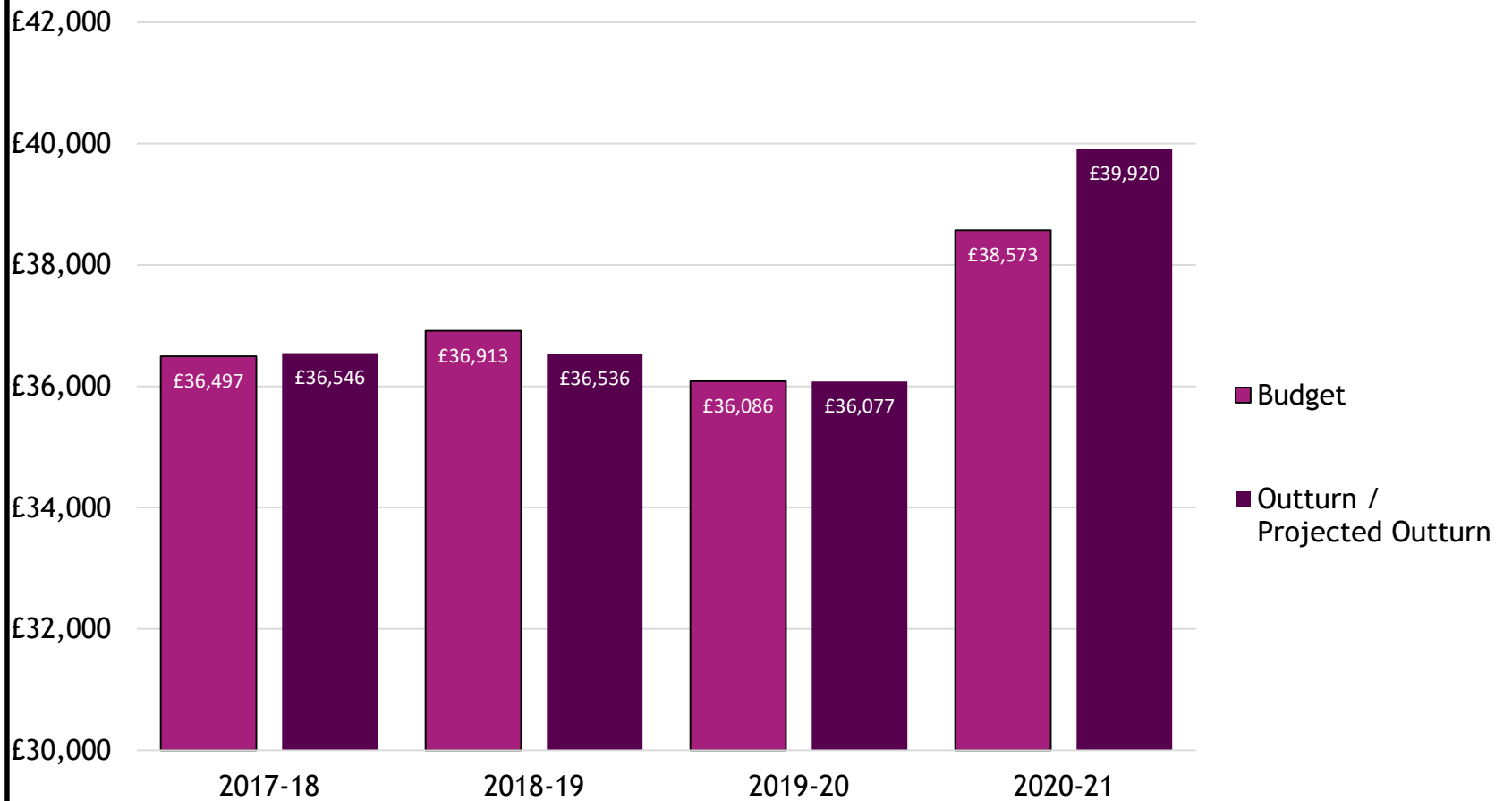
Percentage of older people (age 65+) still at home 91 days after discharge from hospital into reablement/rehabilitation services

% of Safeguarding Concerns leading to a Full Enquiry

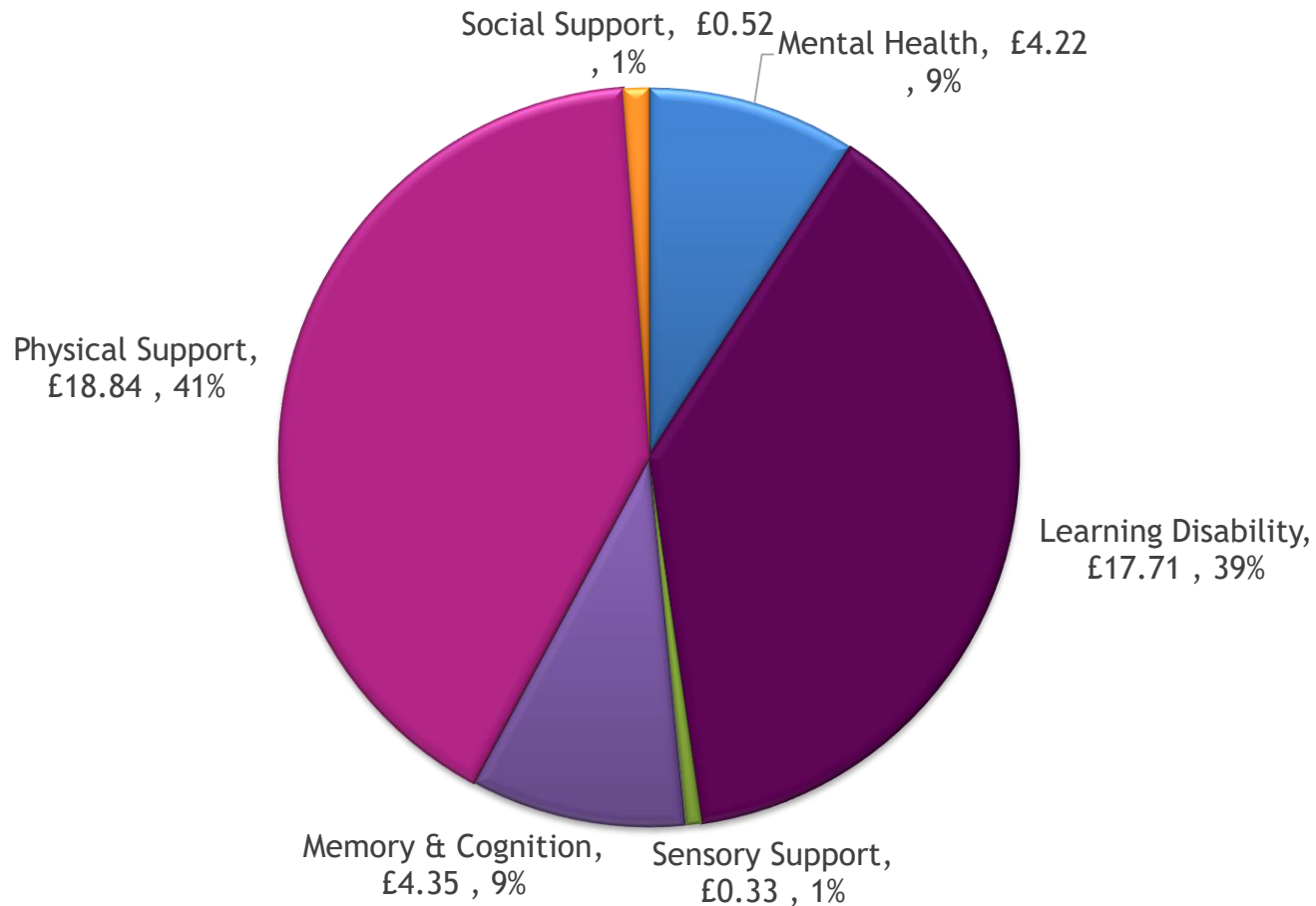
CIPFA is the Chartered Institute of Public Finance Accountants - used as a comparison with our Near Statistical Neighbours



Adult Social Care Budget 2017-18 to 2020-21 (000's)

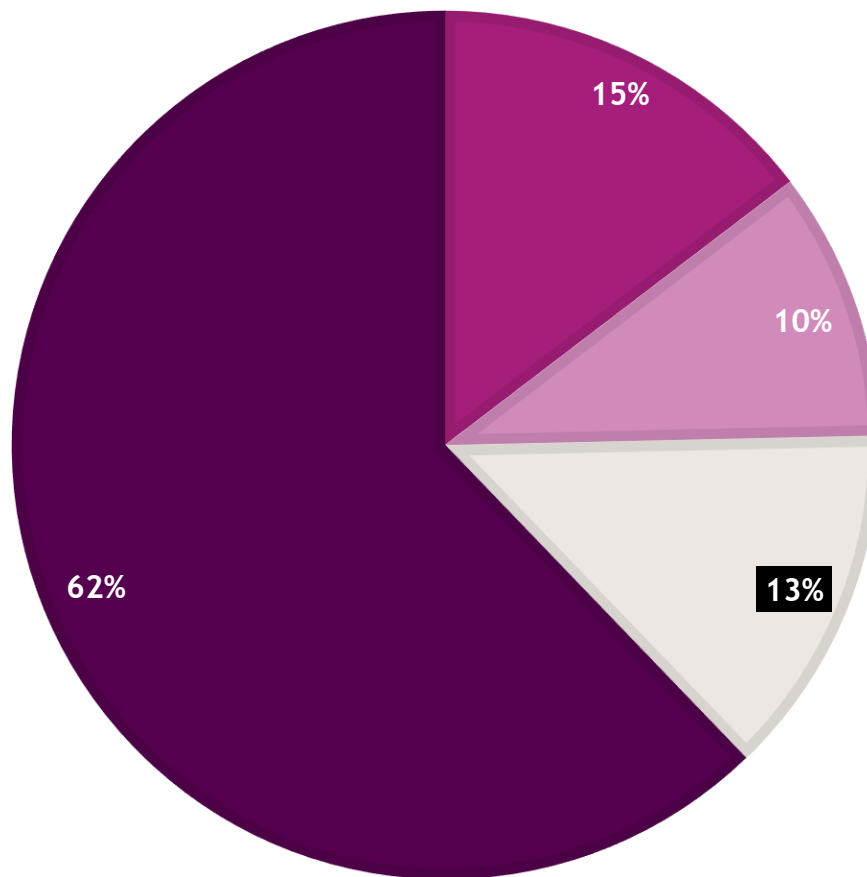


# Forecast percentage Spend per PSR 2020/21, £m

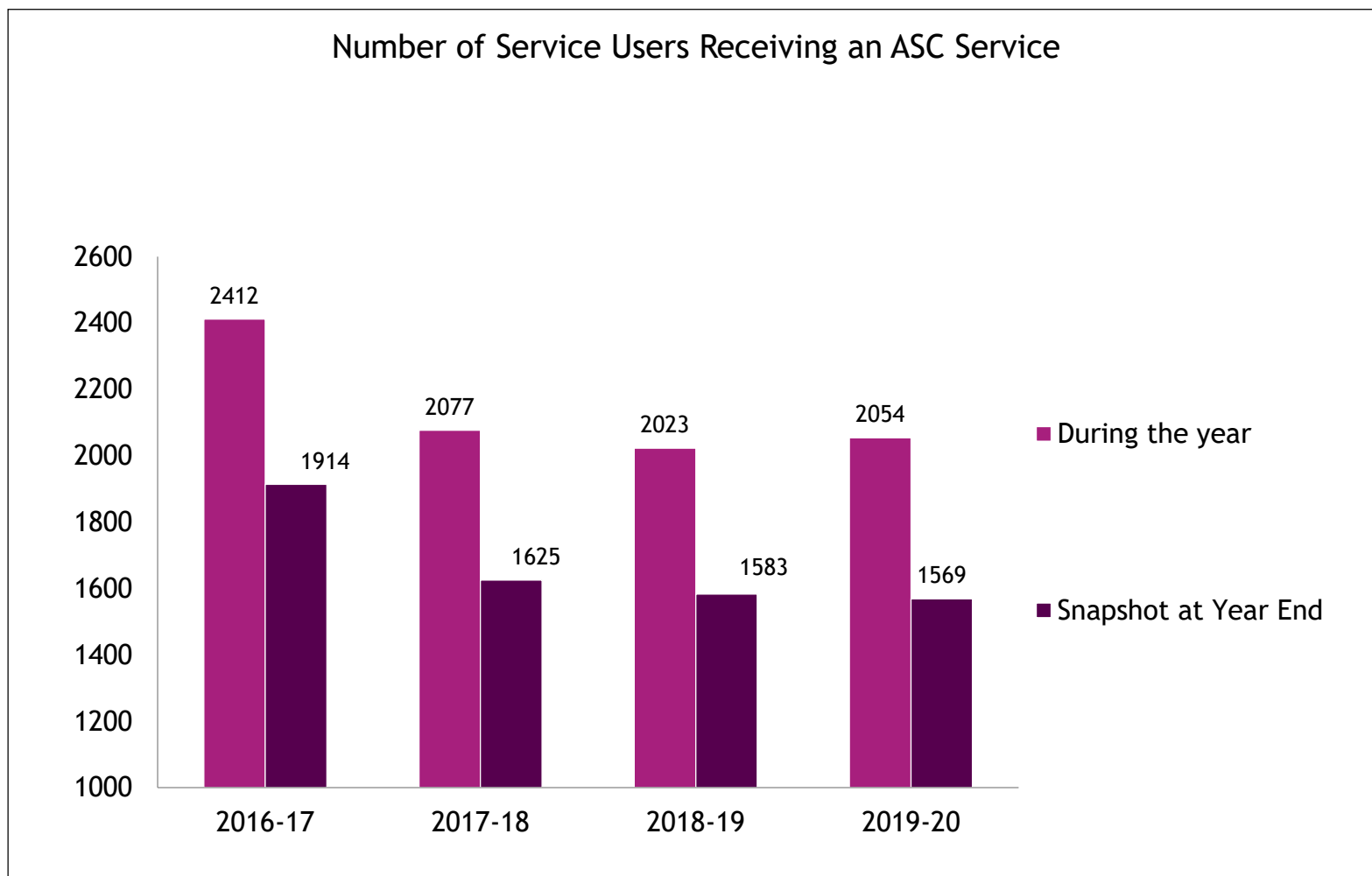


**% OF PEOPLE WITH AN ADULT SOCIAL CARE SERVICE BY SERVICE  
TYPE GROUP  
(AS AT 31<sup>ST</sup> JANUARY 2021)**

■ Residential ■ Nursing ■ DP ■ Community



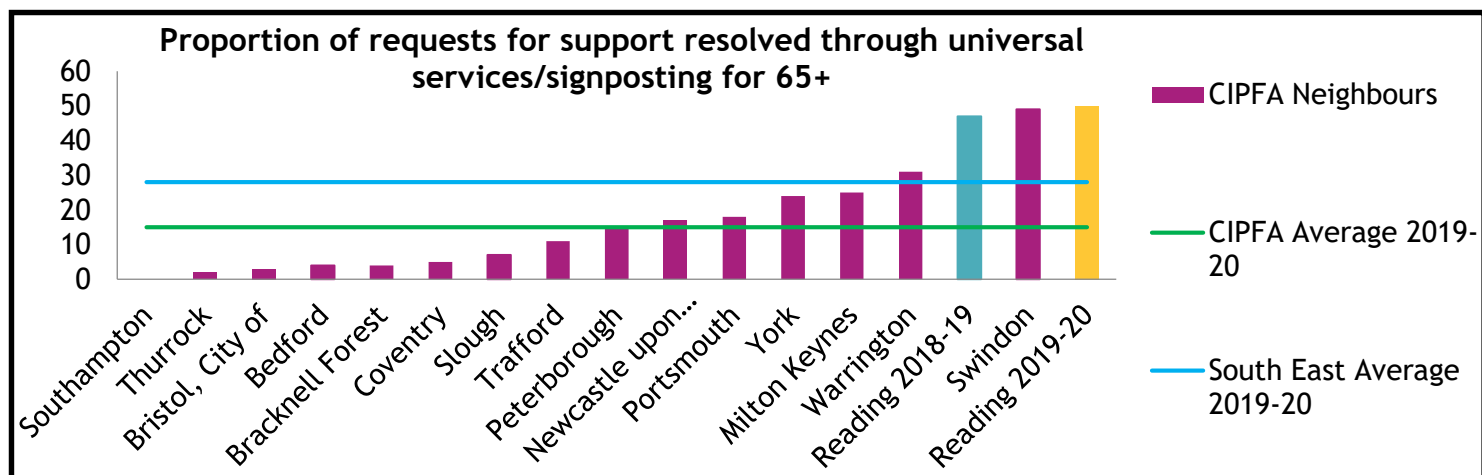
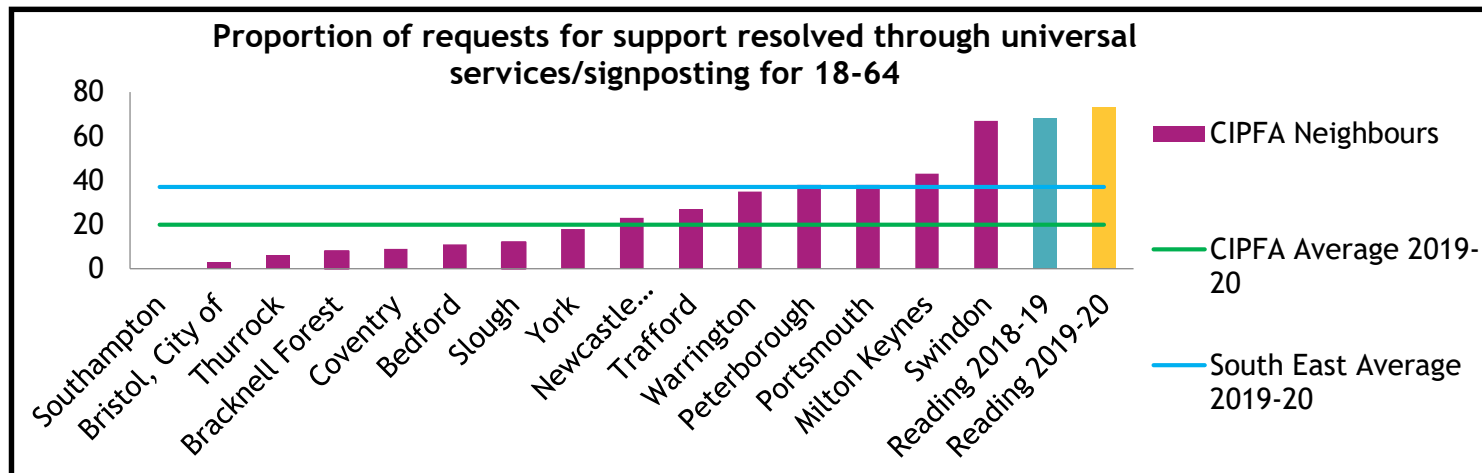
## Number of People receiving Adult Social Care Services 2016-17 to 2019-20



# Adult Social Care Wellbeing Front Door HUB

The Wellbeing hub is successful in diverting demand and preventing people going on to a long term service.

There are currently 52 people who have not had their request for services screened by the HUB  
Reading (and the HUB) resolve a higher than average rate of requests for support through universal services/signposting.

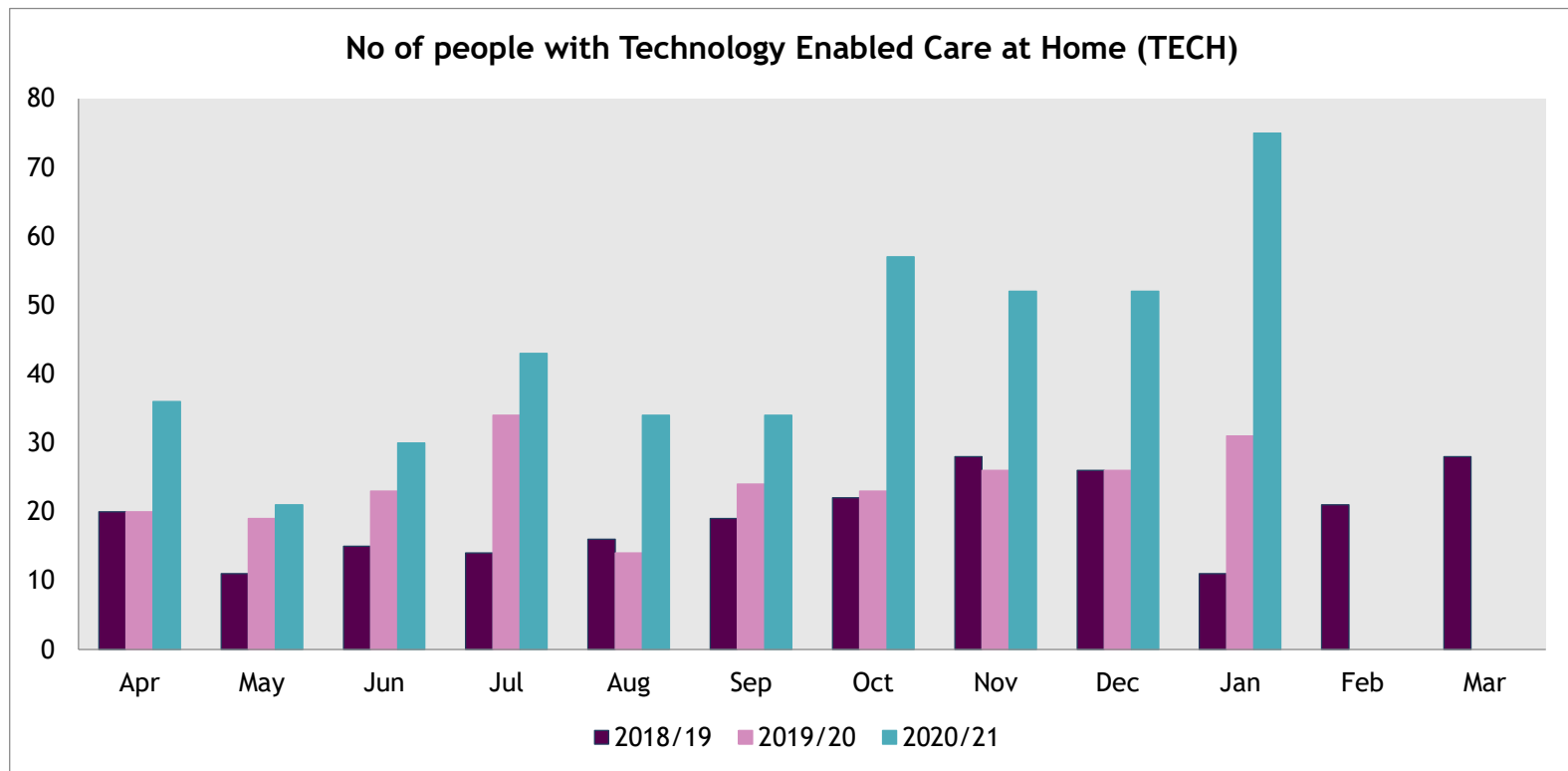




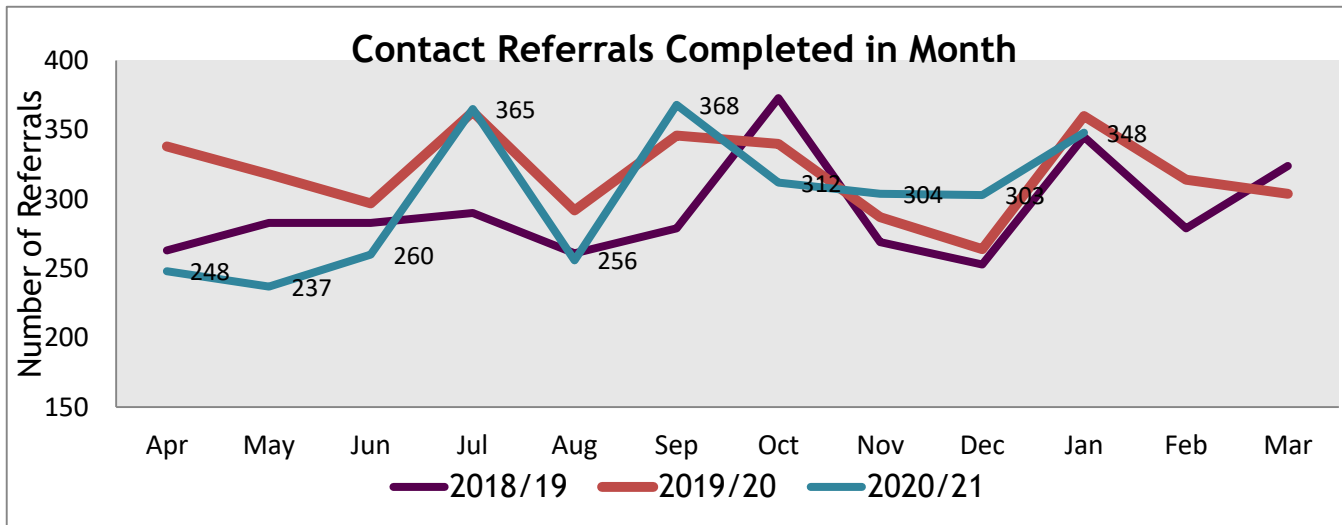
## Technology Enabled Care

Design, implement and transition to an enhanced Technology Enabled Care (TEC) service that delivers savings, through innovation, development of digital services and increased usage of TEC as a preventative approach.

New TEC Turnkey commissioned service introduced in Dec 2020 with TEC Lead supporting operational staff to ensure smooth TEC service delivery. 54 Referrals were made in December

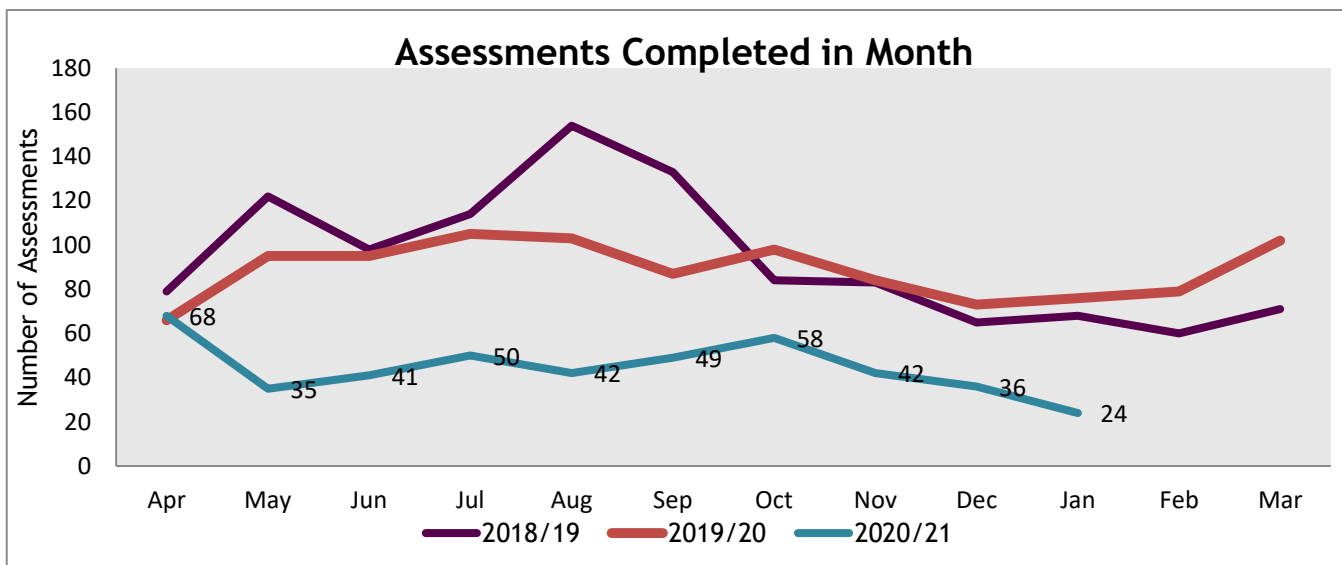


# Current Activity and Work coming into the System



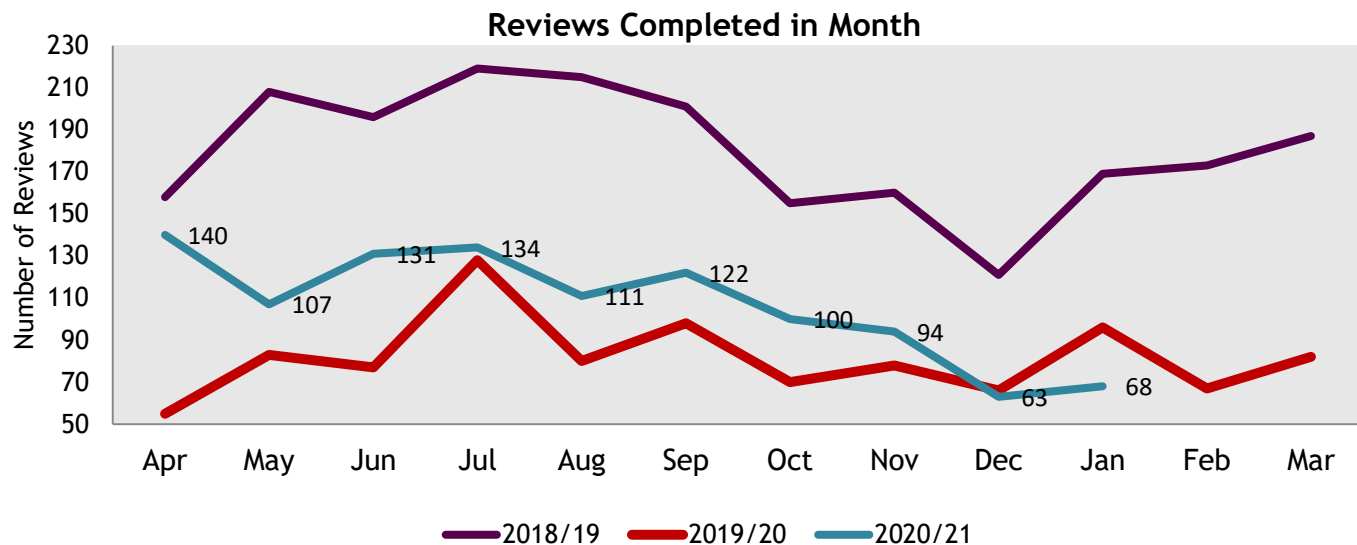
Referrals are received into Adult Social Care from Health and the Community.

The RBC Contact Centre deals with 17,000 calls a month, 94% are resolved by them whilst the remaining 6% are referred to the Adult Social Care service

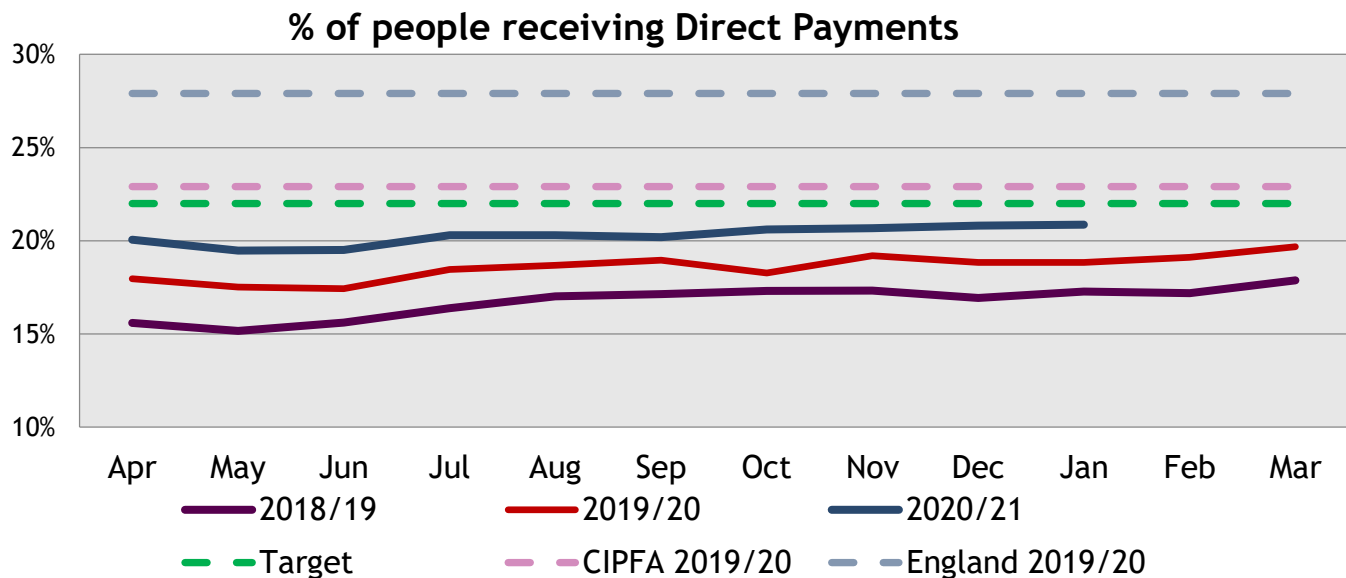


Fewer full assessments have been carried out since the Advice and Wellbeing Hub started in Oct 2018. Also, hospital discharges under Scheme 2 mean that the Assessment is completed in the community





Reviews of existing people to determine if needs have changed. Fewer reviews are completed as under Scheme 2, we completed an initial assessment only once the person has been discharged from hospital



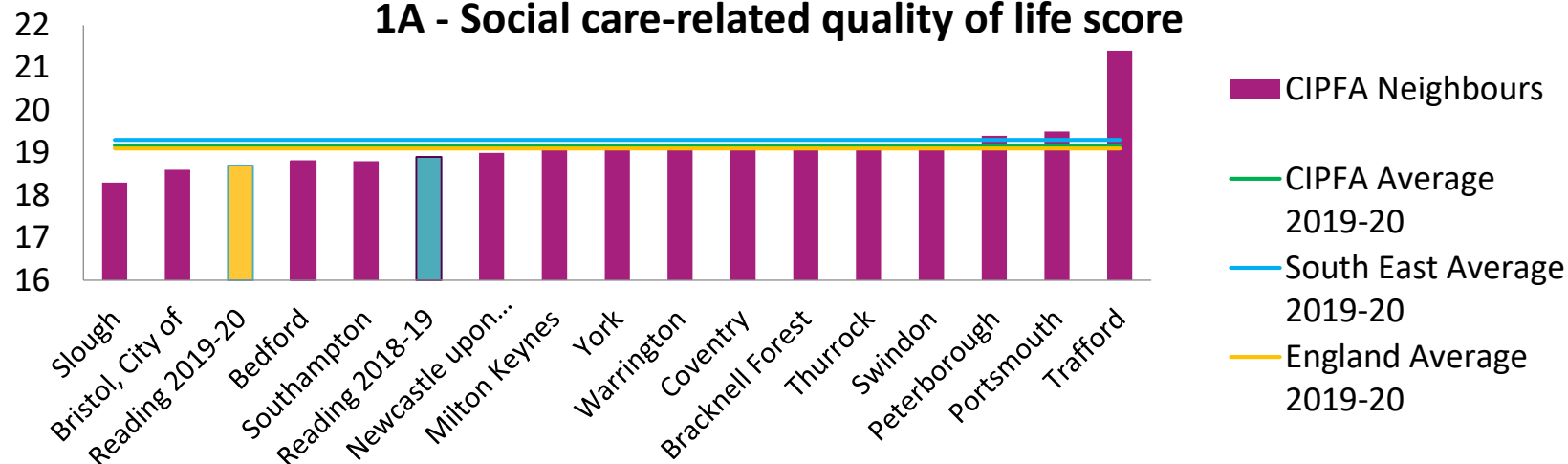
Direct Payments are paid to people so that they have more control over determining the type of care and support they need



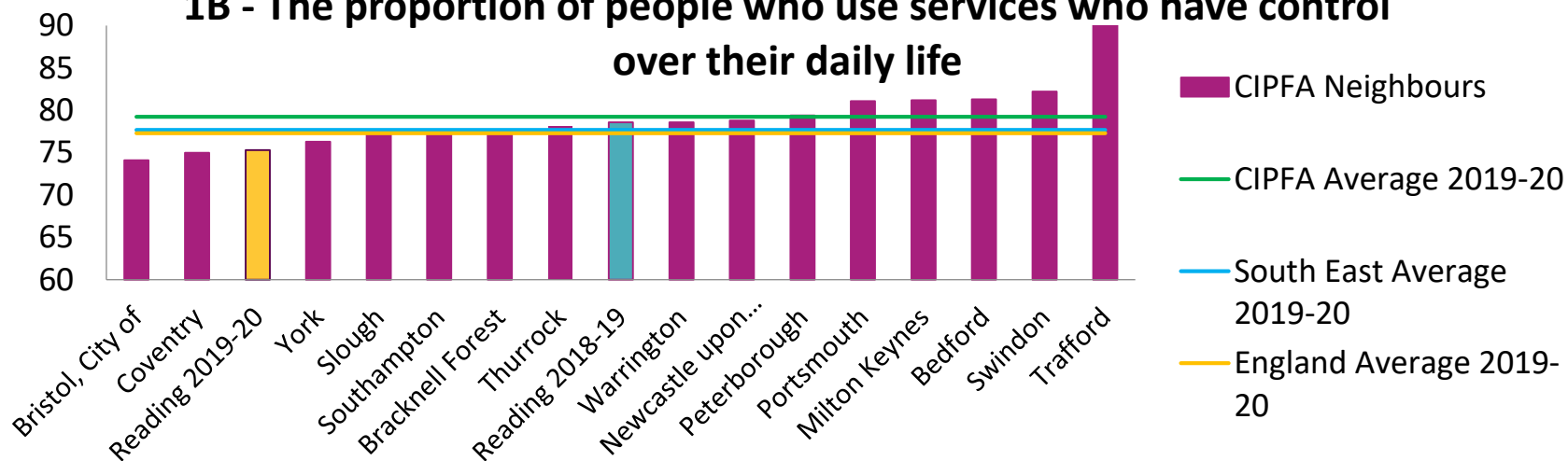
# Adult Social Care Outcomes Framework 2019/20

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

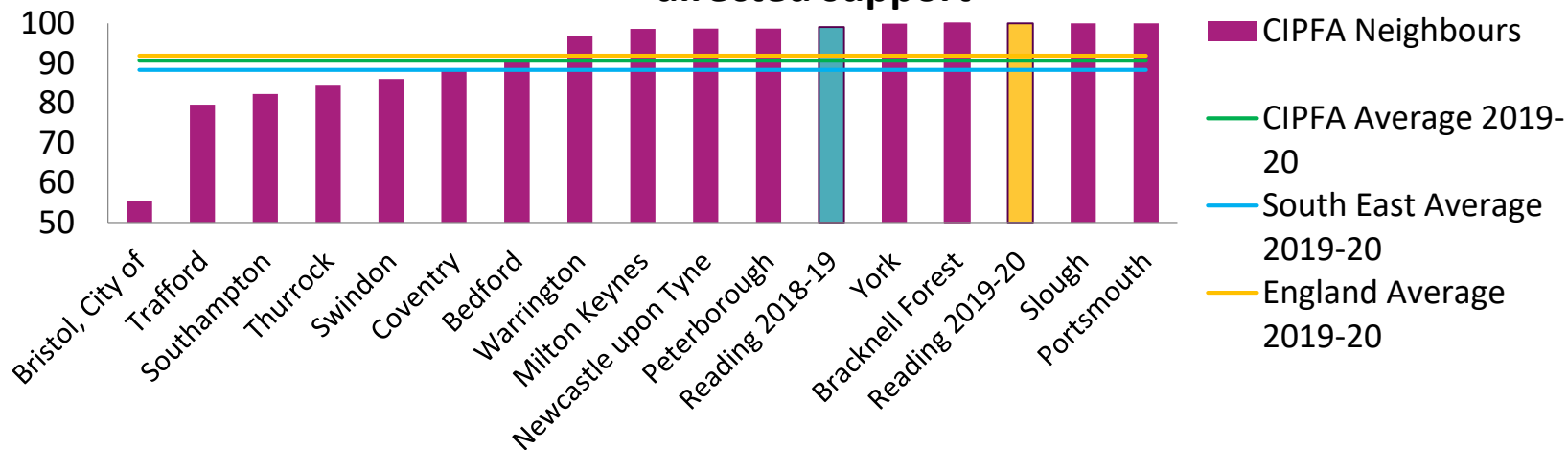
### 1A - Social care-related quality of life score



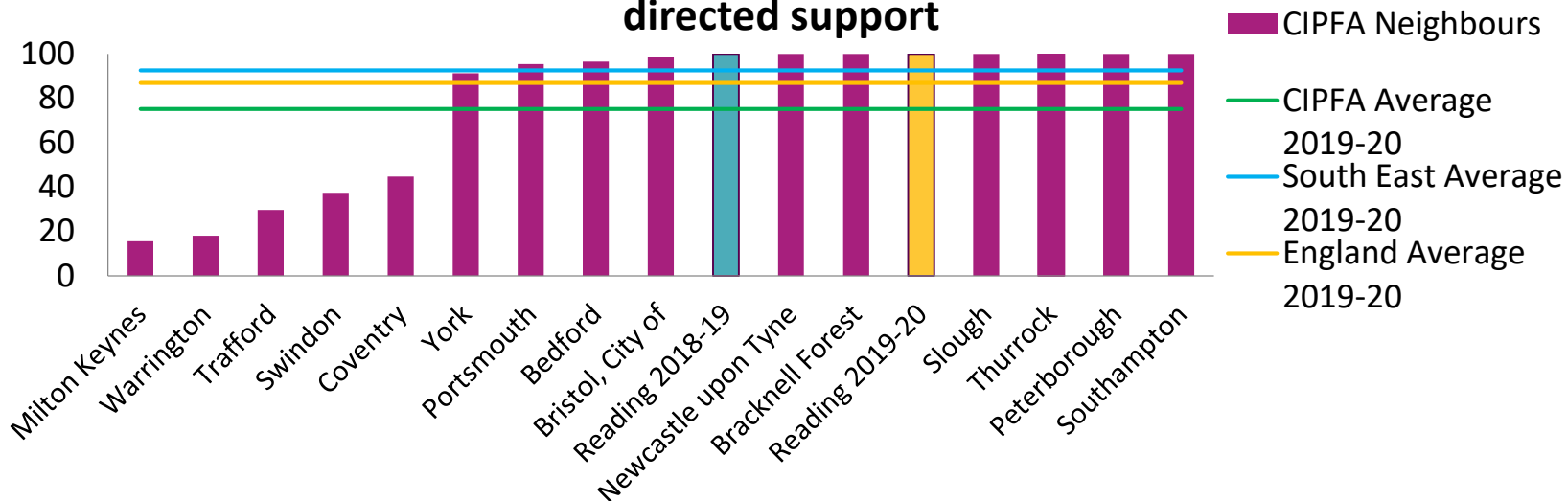
### 1B - The proportion of people who use services who have control over their daily life



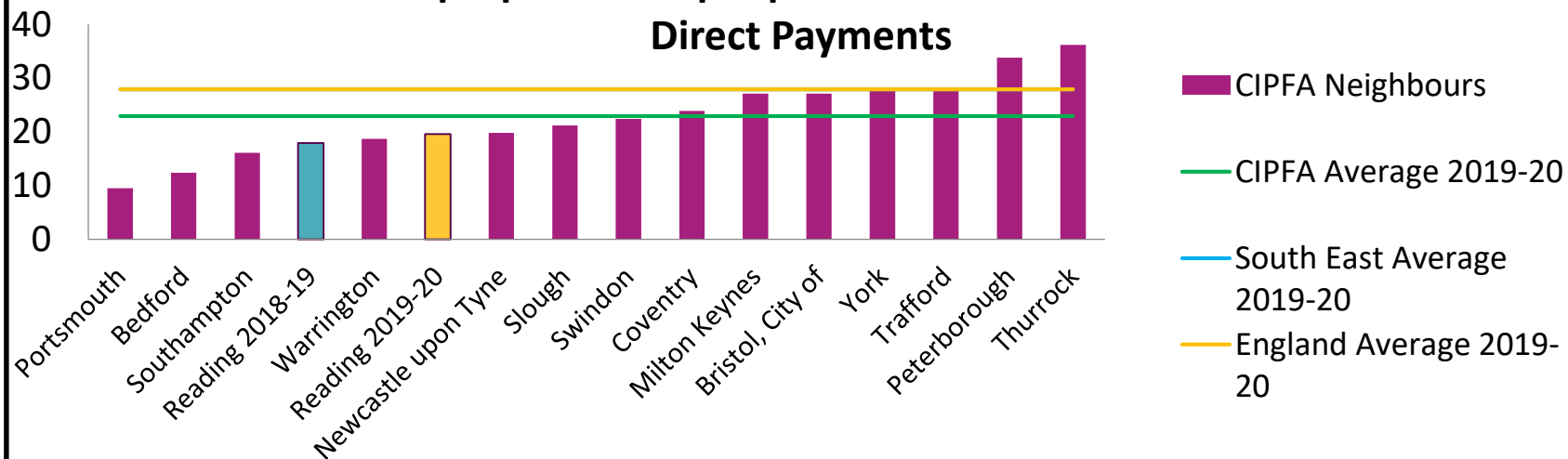
## 1C1A - The proportion of people who use services who receive self-directed support



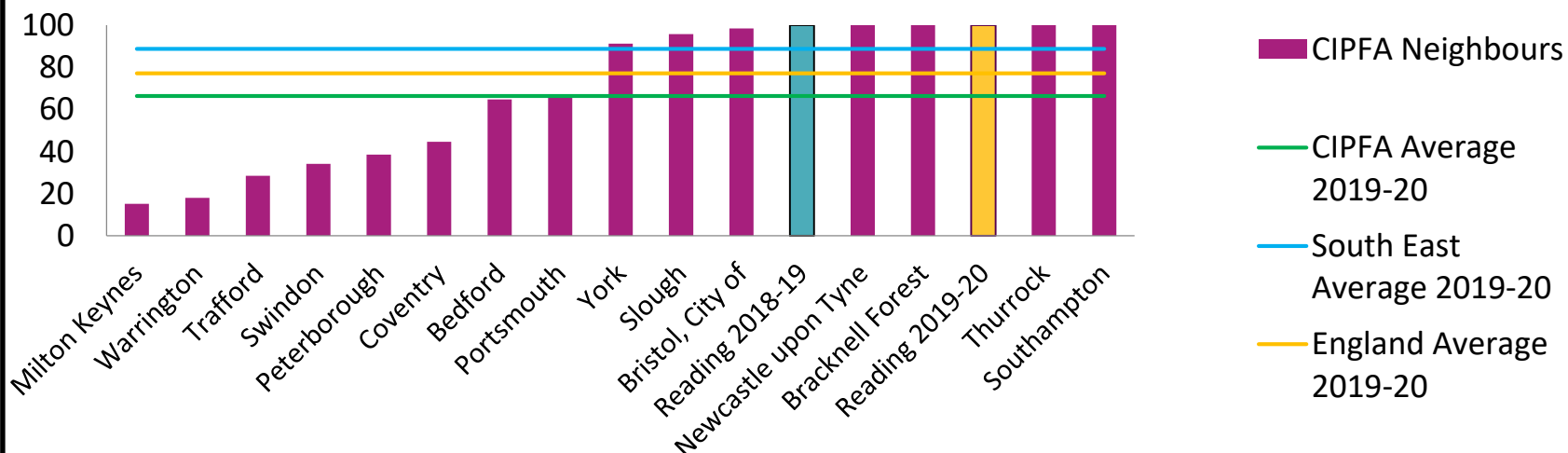
## 1C1B - The proportion of Carers who use services who receive self-directed support



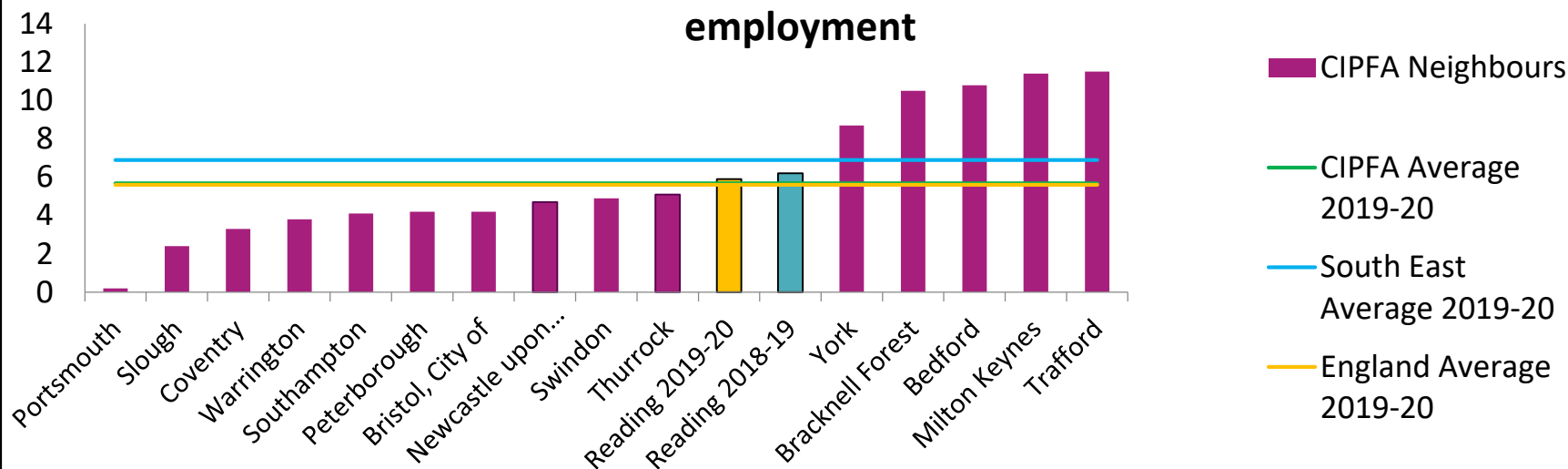
## 1C2A - The proportion of people who use services who receive Direct Payments



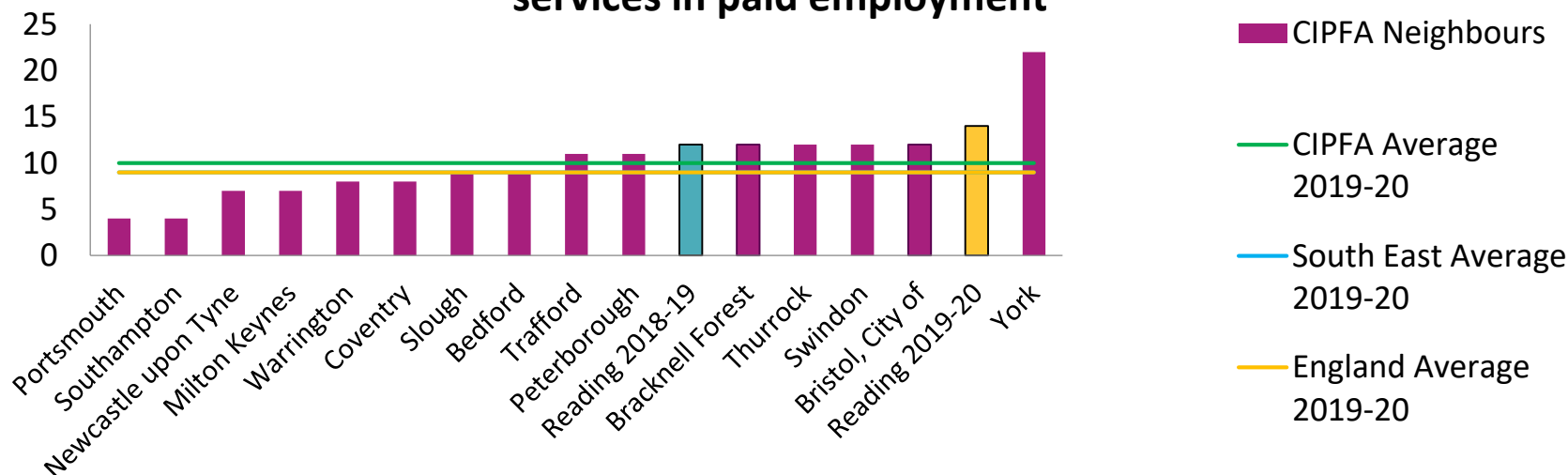
## 1C2B - The proportion of carers who receive Direct Payments



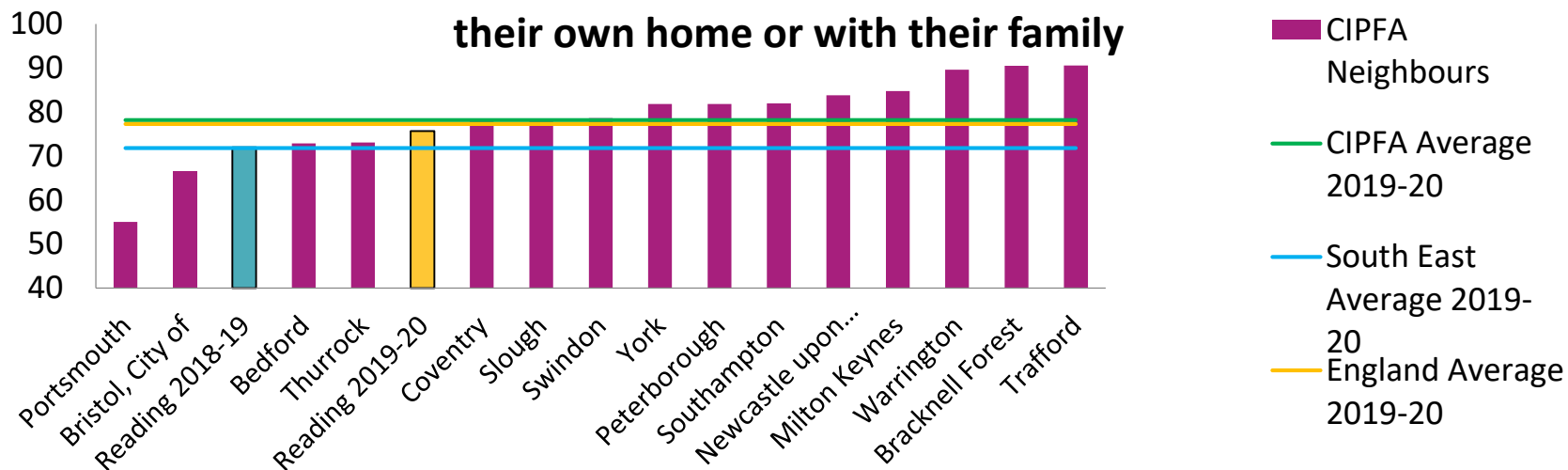
## 1E - The proportion of adults with a learning disability in paid employment



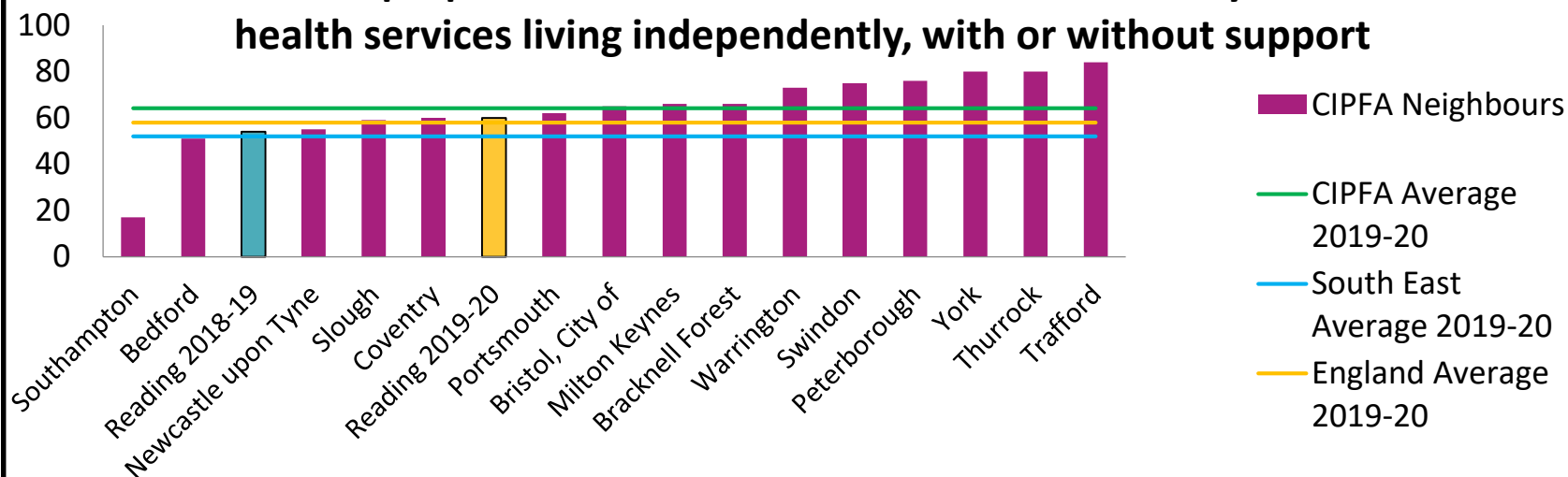
## 1F - The proportion of adults in contact with secondary mental health services in paid employment



## 1G - The proportion of adults with a learning disability who live in their own home or with their family

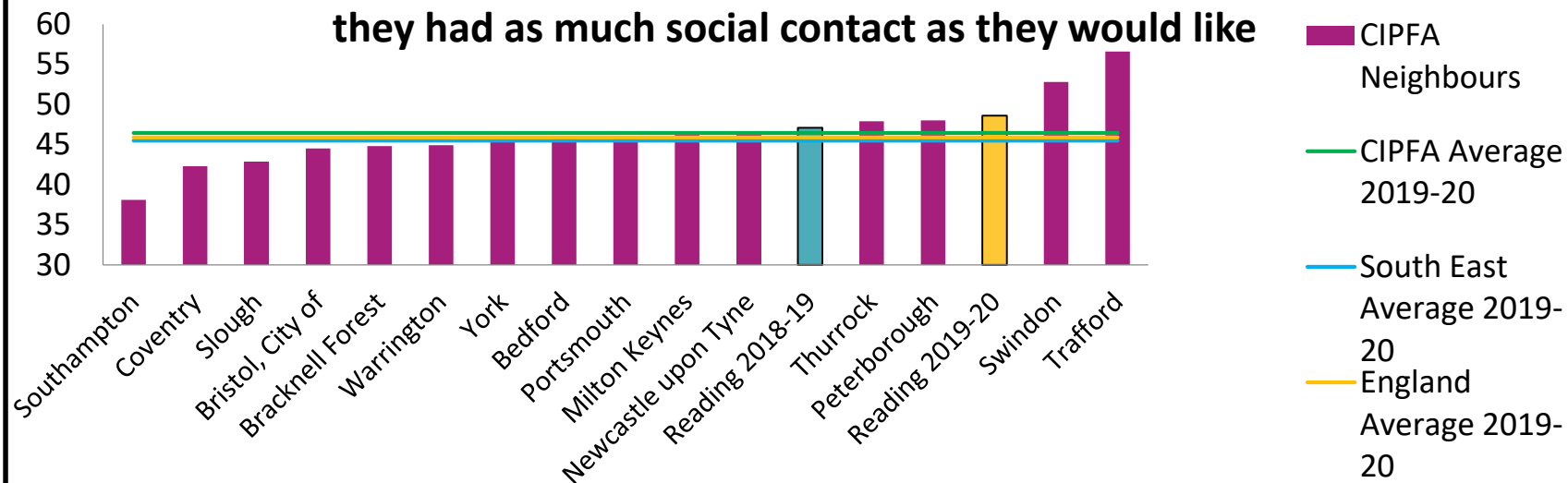


## 1H - The proportion of adults in contact with secondary mental health services living independently, with or without support



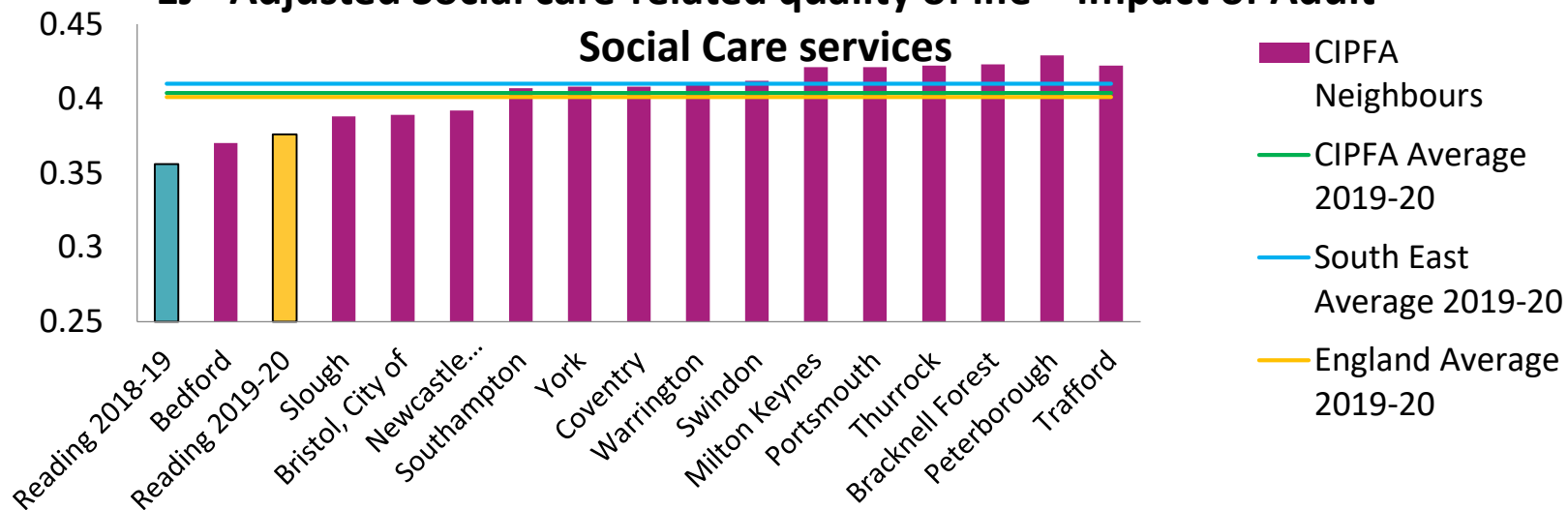


## 1I1 - The proportion of people who use services who reported that they had as much social contact as they would like



## 1J - Adjusted Social care-related quality of life – impact of Adult

### Social Care services

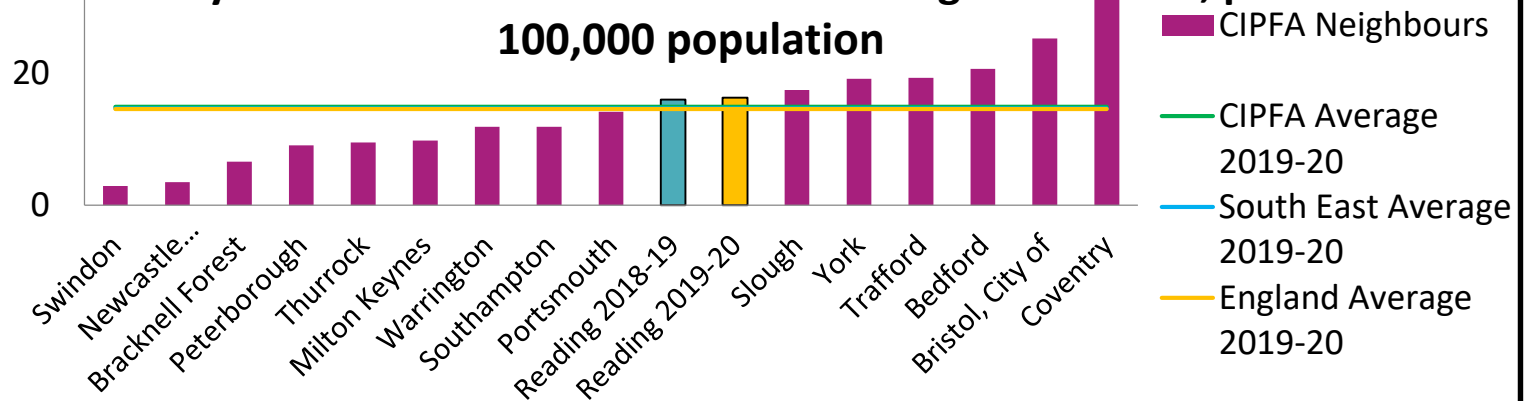


# Adult Social Care Outcomes Framework 2018/19

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

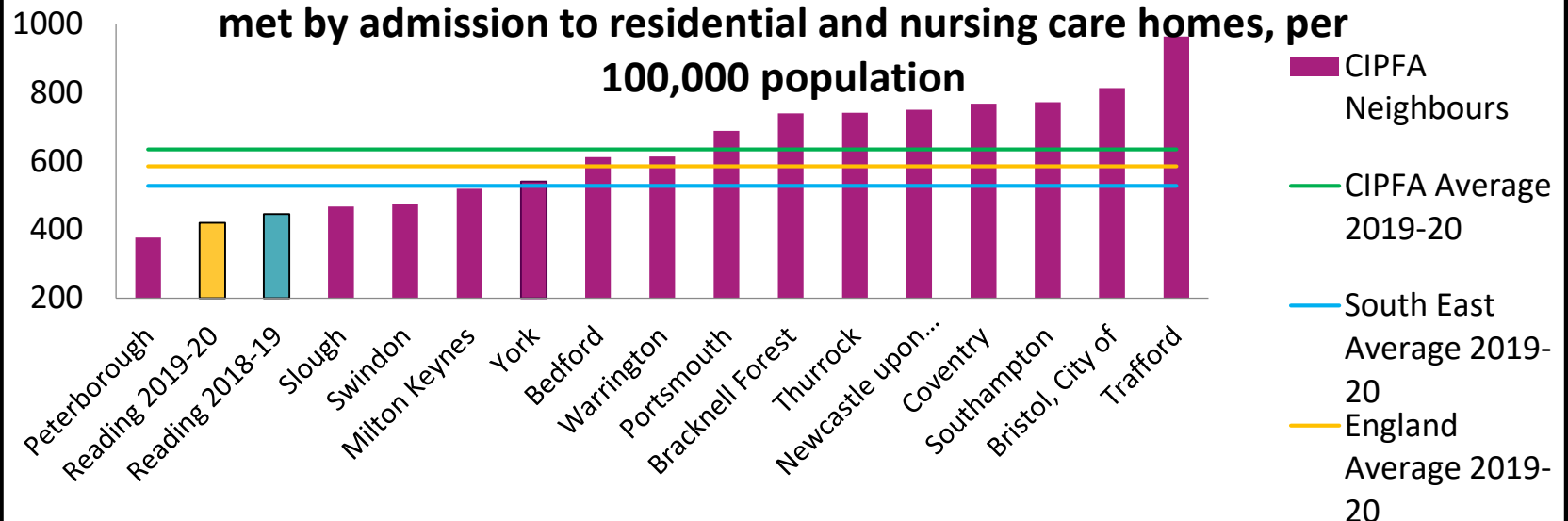
### 2A1 - Long-term support needs of younger adults (aged 18-64)

met by admission to residential and nursing care homes, per  
100,000 population

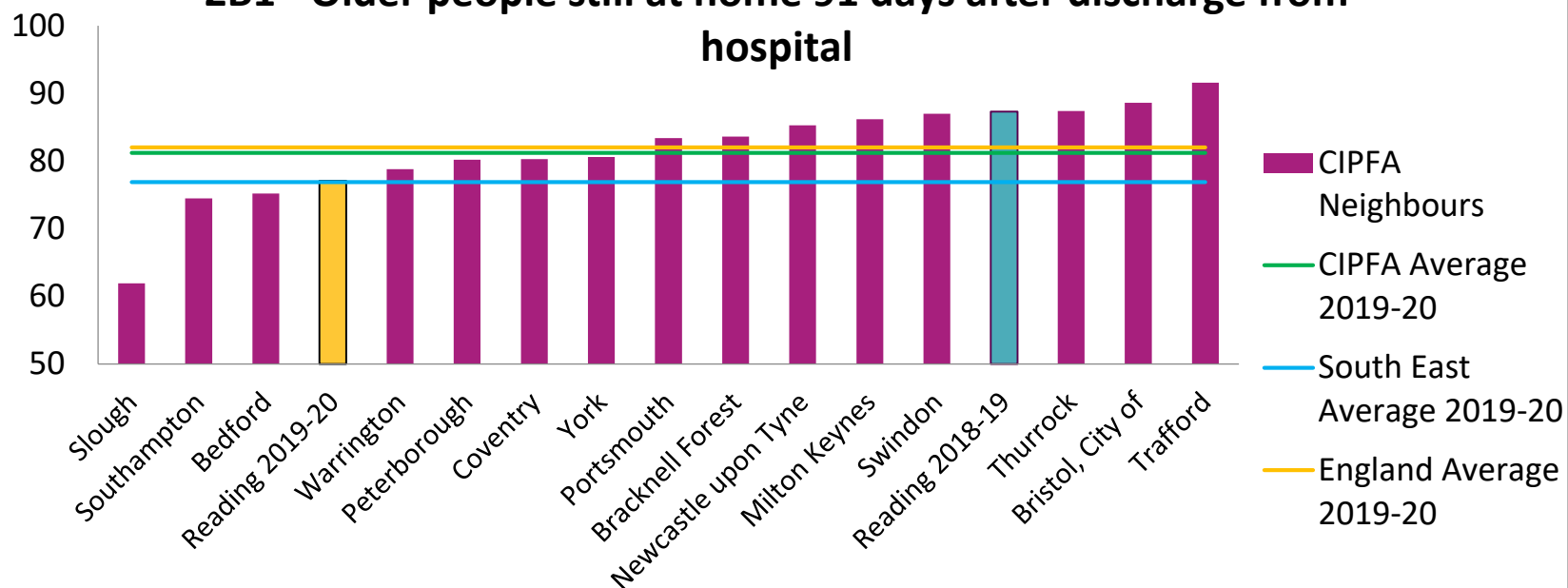


### 2A2 - Long-term support needs of older adults (aged 65 and over)

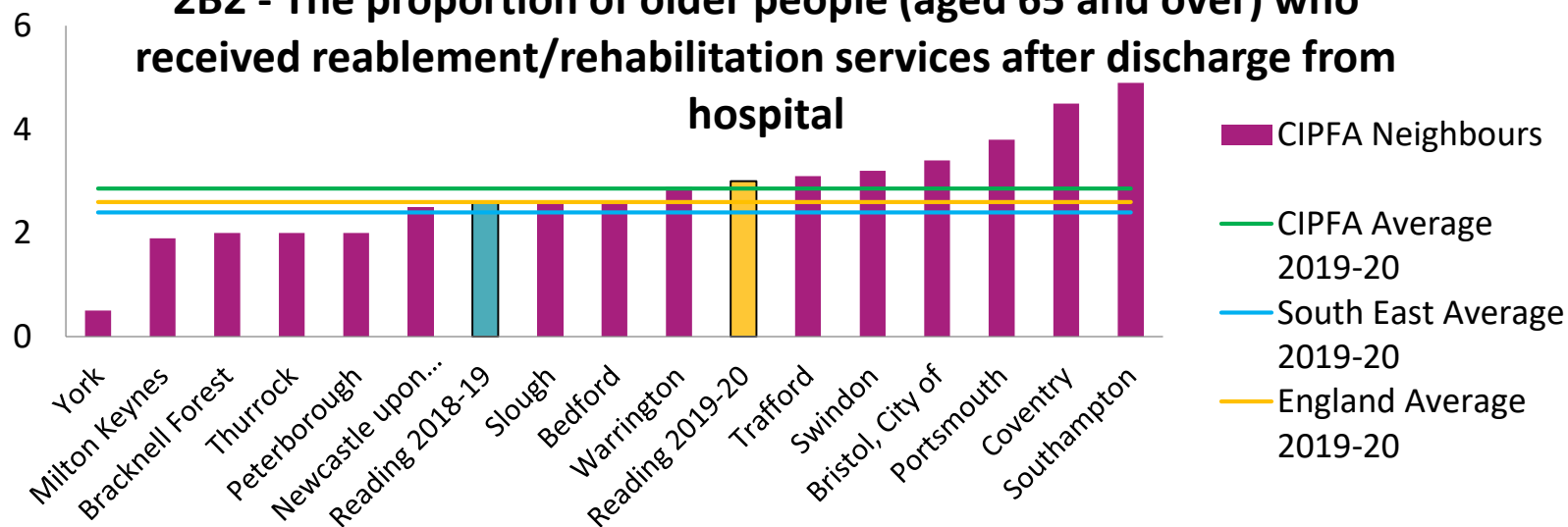
met by admission to residential and nursing care homes, per  
100,000 population



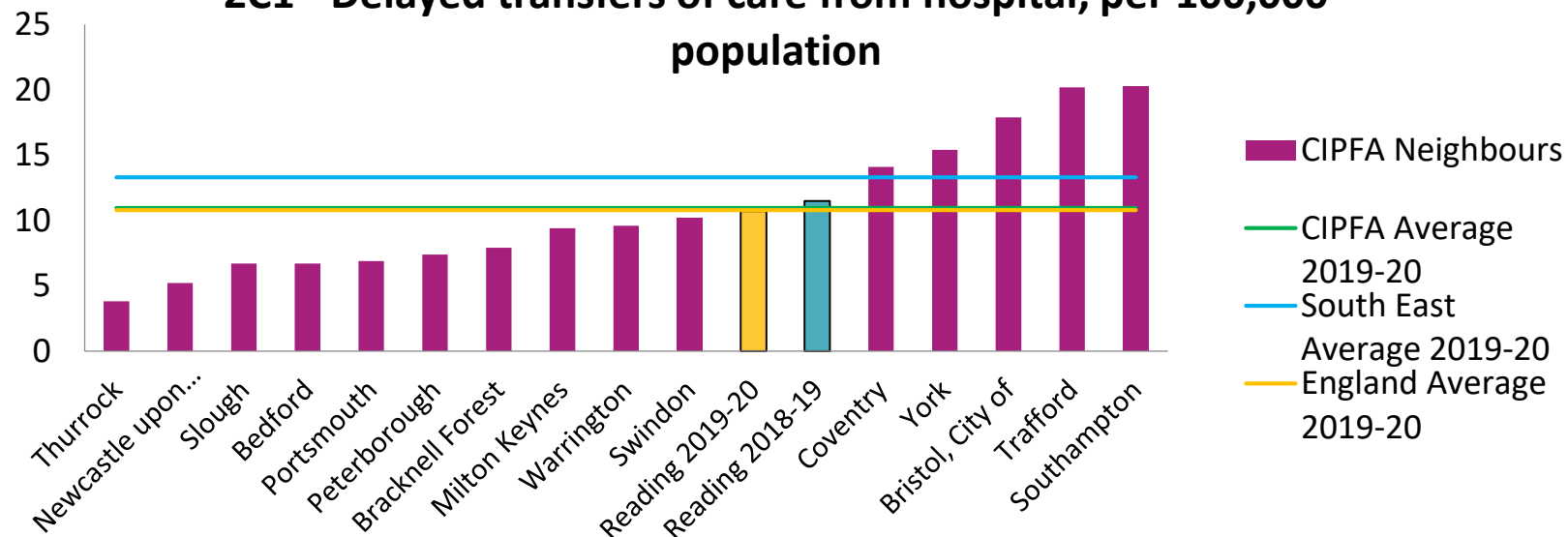
## 2B1 - Older people still at home 91 days after discharge from hospital



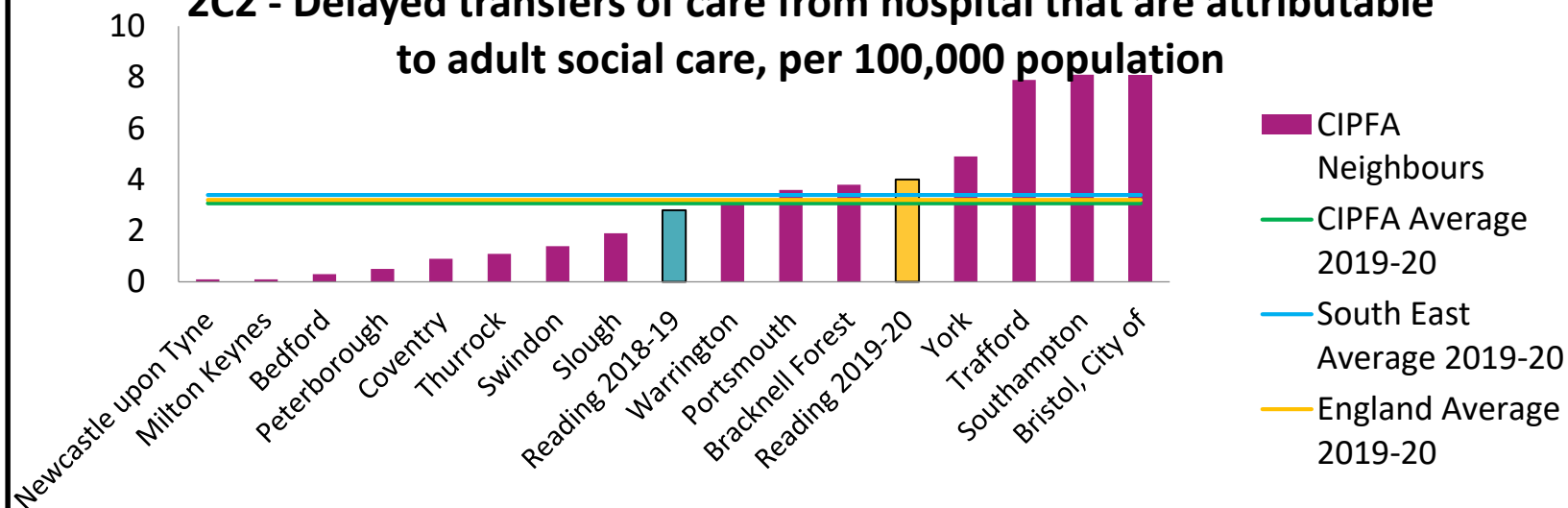
## 2B2 - The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital



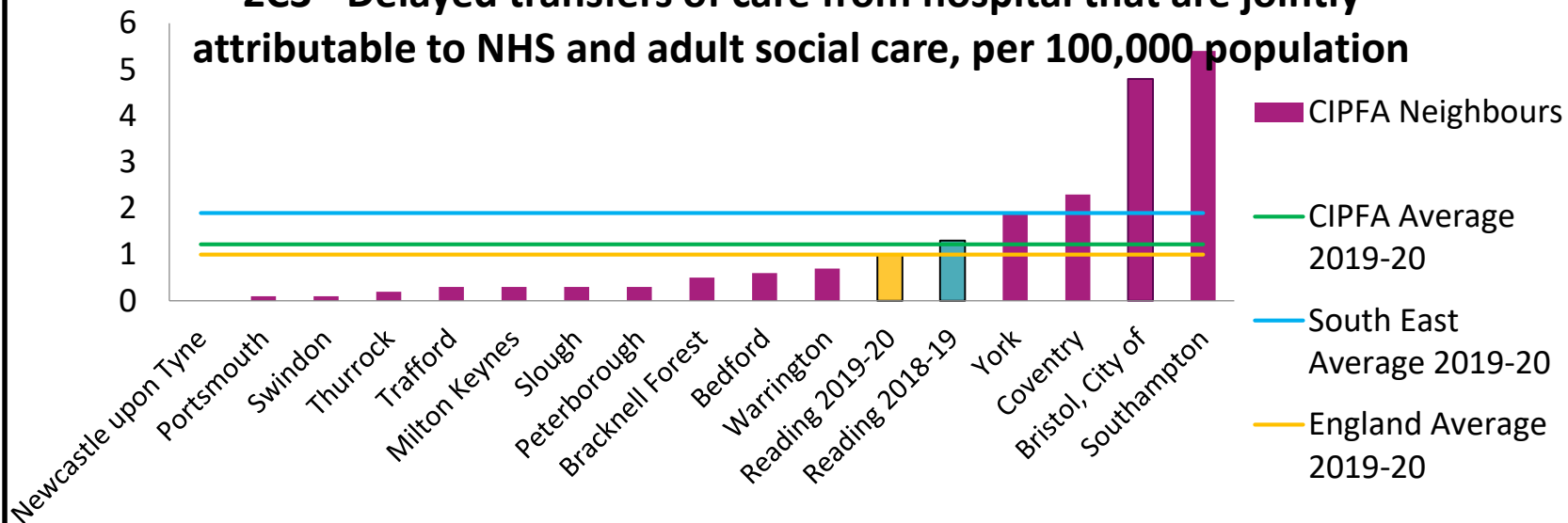
## 2C1 - Delayed transfers of care from hospital, per 100,000 population



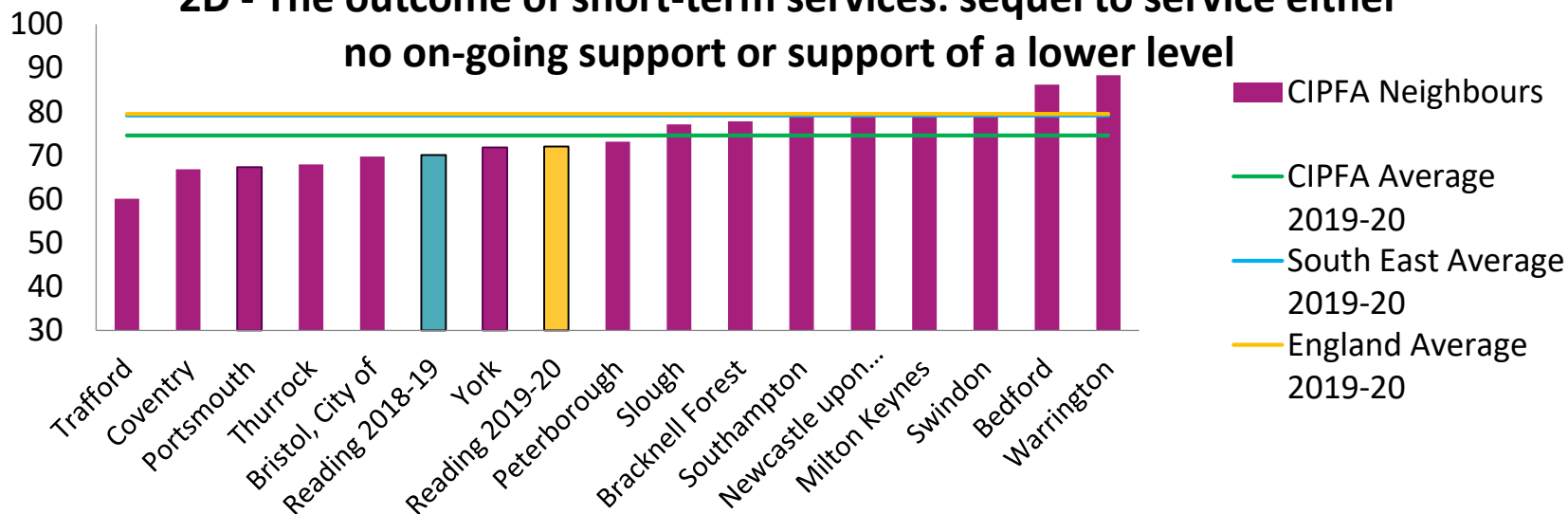
## 2C2 - Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population



## 2C3 - Delayed transfers of care from hospital that are jointly attributable to NHS and adult social care, per 100,000 population



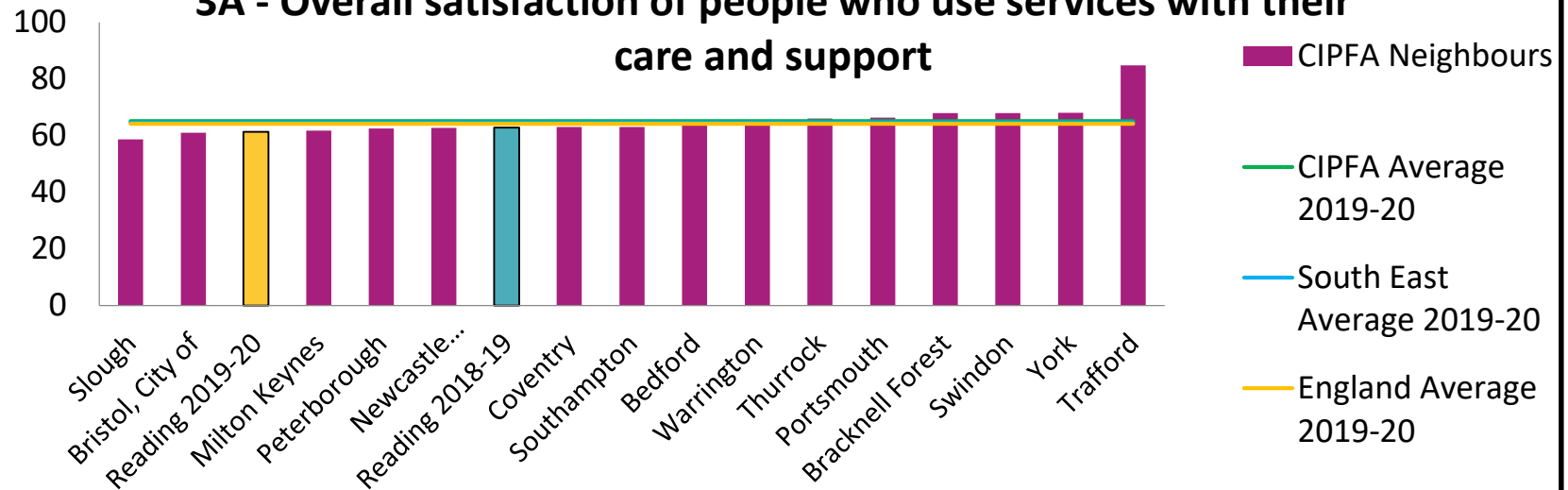
## 2D - The outcome of short-term services: sequel to service either no on-going support or support of a lower level



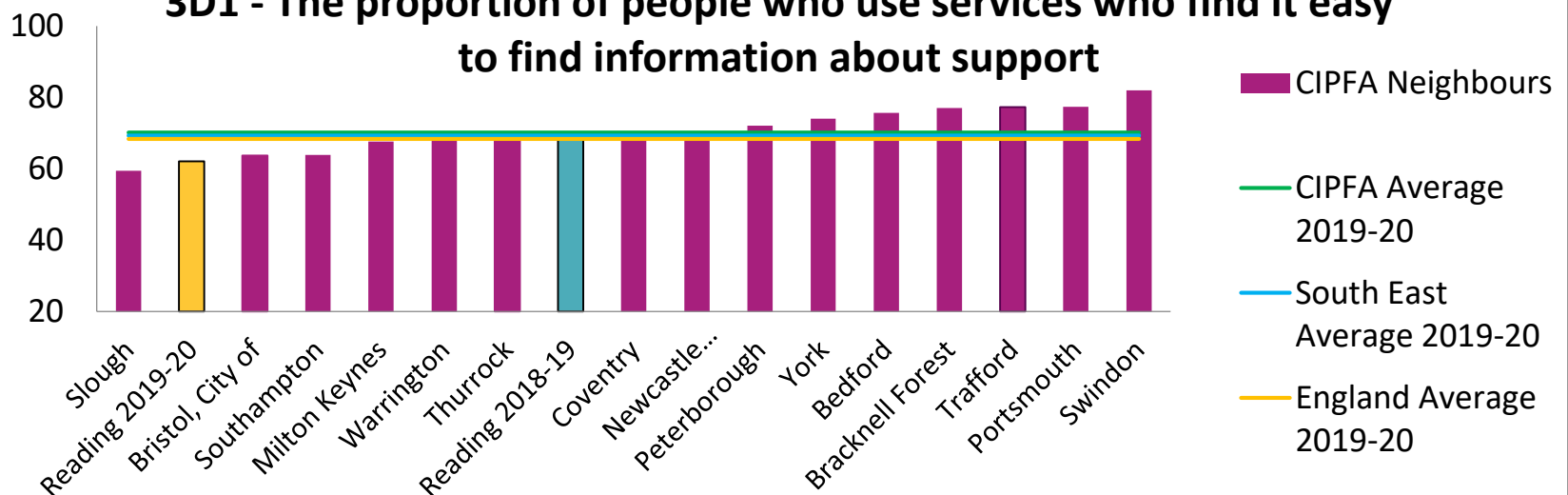
# Adult Social Care Outcomes Framework 2018/19

## 3: Ensuring that people have a positive experience of care and support

### 3A - Overall satisfaction of people who use services with their care and support



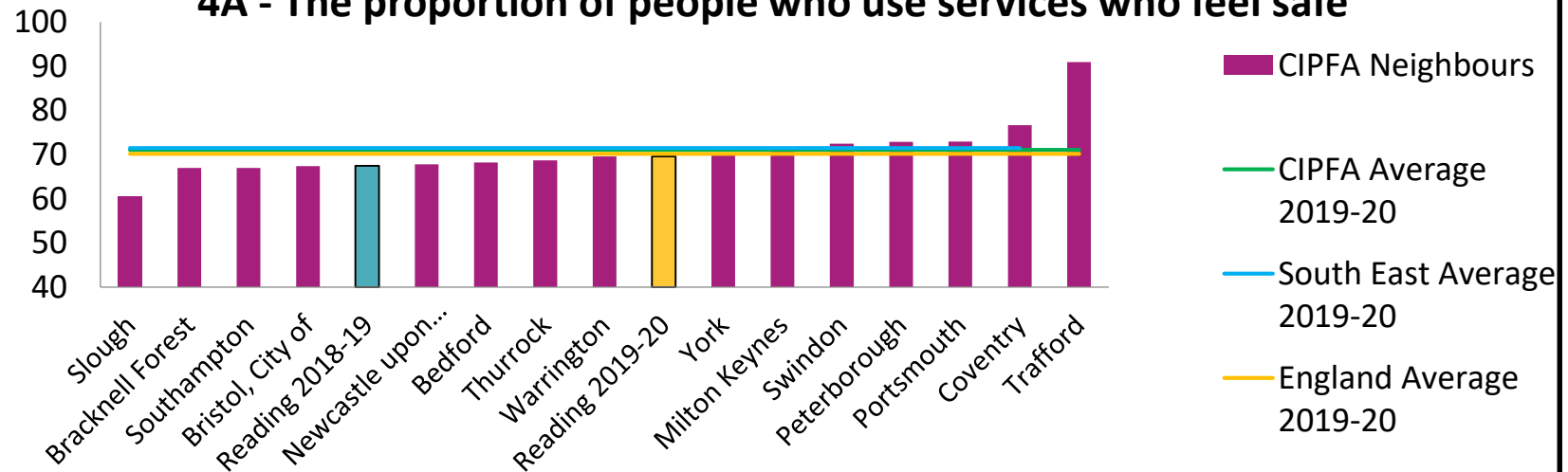
### 3D1 - The proportion of people who use services who find it easy to find information about support



# Adult Social Care Outcomes Framework 2018/19

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

### 4A - The proportion of people who use services who feel safe



### 4B - The proportion of people who use services who say that those services have made them feel safe and secure

