

NORTH LINCOLNSHIRE COUNCIL

ADULTS AND HEALTH CABINET MEMBER

ADULT SOCIAL CARE, END OF YEAR PERFORMANCE OUTCOMES 16/17

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To inform Cabinet Member of the performance out turn for North Lincolnshire Adult social care compared to other councils with social services responsibilities.
- 1.2 To seek approval for this information to be published as an addendum to the Local Account on the council website.

2. BACKGROUND INFORMATION

2.1 The National Adult Social Care Outcome Framework (ASCOF) comparator information for 2016/17 has now been published. This enables North Lincolnshire to compare local performance with other Councils in England.

2.2 Voice

The views of people who use services are gathered through an annual National Adult Social Care Survey. The Results are very encouraging for North Lincolnshire in that more than an average numbers of people using services, report a **good quality of life**, have more **social contact** than the England average, have more **control** over their lives and are **happier** with the care and support they receive. More people in North Lincolnshire state that they find **information and guidance easy** to locate. Most importantly, more people than the England average report that they **feel safe and are safe** because of the services they receive.

2.3 Carers Voice

This positive position is reflected in the survey for carers (which is bi-annual). This shows that more carers In North Lincolnshire than average report a **good quality of life**, more than average have as much **social contact** as they would like, are **happier** with the care and support they receive and report **being included** in the plan for the person they care for. They also said that they find it easy to find advice and information.

2.4 People needs are met early

Of the people who used regulated adult services, over 800 in total, 92% had their needs met early and regained their independence. The England average for this outcome is just 78%. It is a very effective service in that these people continue to remain living independently over three months later. The national average is 82.5%

Services that work together with the hospital are performing well to ensure that people are not delayed unnecessarily. This is reflected in the high performance on hospital stays, with an overall outturn of six compared to 14.9 nationally and a social care outturn of 2.6 compared to 6.3 as the England average. This is an excellent achievement in the context of an increasing elderly population and growing levels of complexity and hospital admissions.

2.5 Choice and control

The service has a strong focus on ensuring local residents in receipt of a longer-term service have maximum choice and control over their lives. **All** people in receipt of longer term services have full knowledge of their level of subsidy and are able to choose the mechanisms for managing their personal budget- Nationally this is on average 89%. North Lincolnshire is only one of 24 Councils with an outturn of 100% - Less people than last year choose to take this as a direct payment but this is on par with the regional out turn.

The positive outcome in relation to choice and control is equally applicable in respect of Carers. The Council enables more Carers to have control and full knowledge of their personal budget at 96% against an England average of 83%. The Council performs well in terms of these Carers taking their personal budget as a direct payment at 80% against an England average of 74%.

2.6 Independent Living

North Lincolnshire is committed to enhancing the quality of life for people in receipt of a longer-term service. More people with Mental Health needs who have contact with secondary services are living in their own homes, 89% against a National Average of 54%. Equally more older people, in receipt of longer term care, living in their own homes than the England average – admissions to residential care for over 65's are at 597.3 per 100,000 against a national average of 610.7 per 100,000. The priority for housing options development is to provide to people under 65 alternative accommodation to residential care.

2.7 Employment

The employment figures are drawn from the number of people with complexity who are working more than 16 hours a week. North Lincolnshire provides employment opportunities at the universal level. The Number of people in employment with mental health needs is in line with the comparator group, but below the England average as is employment for people with learning disabilities.

3. OPTIONS FOR CONSIDERATION

3.1 To publish this report as an addendum to the Local Account.

4. ANALYSIS OF OPTIONS

4.1 To publish this as an addendum to the local account enables people who use services and partners see how North Lincolnshire compares to other Councils. Full details of the outturn are available in the appendix.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 N/A

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

6.1 This performance assessment takes account of the various populations of people the council supports with care and support needs.

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 There are no known conflicts of interest

8. RECOMMENDATIONS

8.1 Cabinet Member notes the performance out turn for North Lincolnshire Adult social care compared to other councils with social services responsibilities.

8.2 Cabinet Member approves that this information to be published as an addendum to the Local Account on the council website.

DIRECTOR OF ADULTS AND COMMUNITY WELLBEING

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Background Papers used in the preparation of this report: None

Appendix

Voice

Adult Social Care Survey Question	NL Outturn 2016/17	England Outturn	Regional outturn	Comparat or Outturn
Social Care Related Quality of Life	19.6/24	19.1	19.1	19.2
Control Over Daily Life	81.2%	77.7%	77.4%	78.0%
Social Contact	51.4%	45.4%	45.6%	46.5%
Quality of Life (NEW for 2016/17)	0.411/1	0.403	0.402	0.421
Overall Satisfaction with Care and Support	67.5%	64.7%	64.6%	66.5%
Information About Services is Easy to Find	78.6%	73.5%	72.6%	74.5%
People Who Use Services Feeling Safe	75.3%	70.1%	69.1%	70.5%
People Feeling Safe and Secure as a Result of Services	86.8%	86.4%	86.6%	86.3%
Carer Reported Quality of Life	8.6/12	7.7	8.0	7.8
Carers Social Contact	47.3%	35.5%	38.7%	39.2%
Carers Overall Satisfaction with Care and Support	50.2%	39.0%	41.3%	42.4%
Carer Included/Consulted in Discussion About Person Cared For	82.0%	70.6%	71.4%	73.4%
Carers- Information About Services is Easy to Find	79.0%	64.2%	66.4%	68.4%

People have their needs met early

Adult Social Care Outcome Measures	NL Outturn 2016/17	England Outturn	Regional outturn	Comparator Outturn
Delayed Transfers of Care (Low Number is Good)	6.0	14.9	12.3	10.1
Delayed Transfers of Care (Social Care or Joint Social Care and NHS) (Low Number is Good)	2.6	6.3	4.8	3.8
Reablement/Rehabilitation (Effectiveness of Service)	92.3%	82.5%	83.4%	83.6%
Reablement/Rehabilitation (Availability of Service)	3.4%	2.7%	2.6%	2.3%
Outcomes from Short Term Support	91.7%	77.8%	69.7%	74.0%

Choice and control

Adult Social Care Outcome measures	NL Outturn 2016/17	England Outturn	Regional outturn	Comparator Outturn
Self-Directed Support (Service Users)	100.0%	89.4%	88.1%	89.0%
Direct Payments (Service Users)	25.8%	28.3%	25.7%	26.9%
Self-Directed Support (Carers)	95.8%	83.1%	70.4%	78.3%
Direct Payments (Carers)	80.2%	74.3%	64.5%	70.7%

People live independently

Adult Social Care Outcome Measures	NL Outturn 2016/17	England Outturn	Regional outturn	Comparator Outturn
New Long-Term Admissions (18-64) (Low Number is Good)	14.9	12.8	13.8	12.5
New Long-Term Admissions (65+) (Low Number is Good)	597.3	610.7	658.4	689.9
Learning Disability Independence	76.8%	76.2%	79.4%	80.2%
Mental Health Independence	89.6%	54.0%	71.0%	57.0%

Employment

Adult Social Care Outcome Measures	NL Outturn 2016/17	England Outturn	Regional outturn	Comparator Outturn
Learning Disability Paid Employment	5.0%	5.7%	6.7%	5.9%
Mental Health Paid Employment	6.0%	7.0%	9.0%	6.0