

Adult Social Care Benchmarking Report (2016-17)

Norfolk County Council
Intelligence and Analytics Department

1. Introduction

Who is this report for?

This report presents benchmarking information for Norfolk Adult Social Care for the year 2016/17. It is designed to help managers and elected members compare the performance of Norfolk with other councils that have social care responsibilities and identify areas for improvement. It is NOT designed for use by the public.

What is benchmarking?

'Benchmarking' is a term used to describe when an organisation compares what it does against others. Organisations can benchmark their business processes to understand strengths and weaknesses and respond accordingly. Essentially 'benchmarking' provides a snapshot of how a business is performing in relation to a particular standard. It can help us understand how we are doing and help us determine what our priorities are and targets that should be set. Benchmarking is not an exact science and should be treated with some caution. It is important that the information is used properly and within context.

Warnings to consider:

Where possible, this report has tried to overlay performance against population but there are some warnings to consider when using benchmarking information. Broadly these include:

- Not all councils were able to provide a full set of data for the social care indicator values and estimates have not been made for those with missing data. England and regional totals are based on councils that have provided the complete data.
- The disparity between the size, demography, structure, budget etc. of councils, even amongst our 'family group', can sometimes impact on the results.

2. What is this report measuring?

What is this report measuring?

This report presents benchmarking information for Norfolk Adult Social Services for the year 2016/17.

Where does the data come from?

Every social services department must submit a range of returns each year relating to Short and Long Term care (SALT), the Adult Social Care Survey (plus the Carers' Survey every other year) and Adult Social Care Finance Return (ASC-FR). The results of these returns are collected together by NHS Digital and made available to the Council online. Most of the data in this report has been taken from the SALT return and the ASCOF data set. The source of data is listed on each page.

What time period does the report look at?

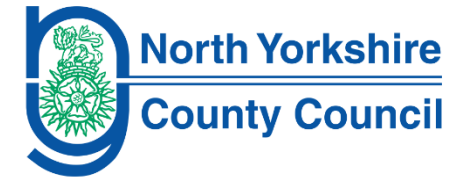
Every social services department must submit a range of returns each year relating to Short and Long Term care (SALT), the Adult Social Care Survey (plus the Carers' Survey every other year) and Adult Social Care Finance Return (ASC-FR). The results of these returns are collected together by NHS Digital and made available to the Council online. Most of the data in this report has been taken from the SALT return and the ASCOF data set. The source of data is listed on each page.

Important Notes

All data included in this report can be subject to change as the Department of Health can retrospectively republish data of councils if issues or amendments are identified.

3. Councils being compared

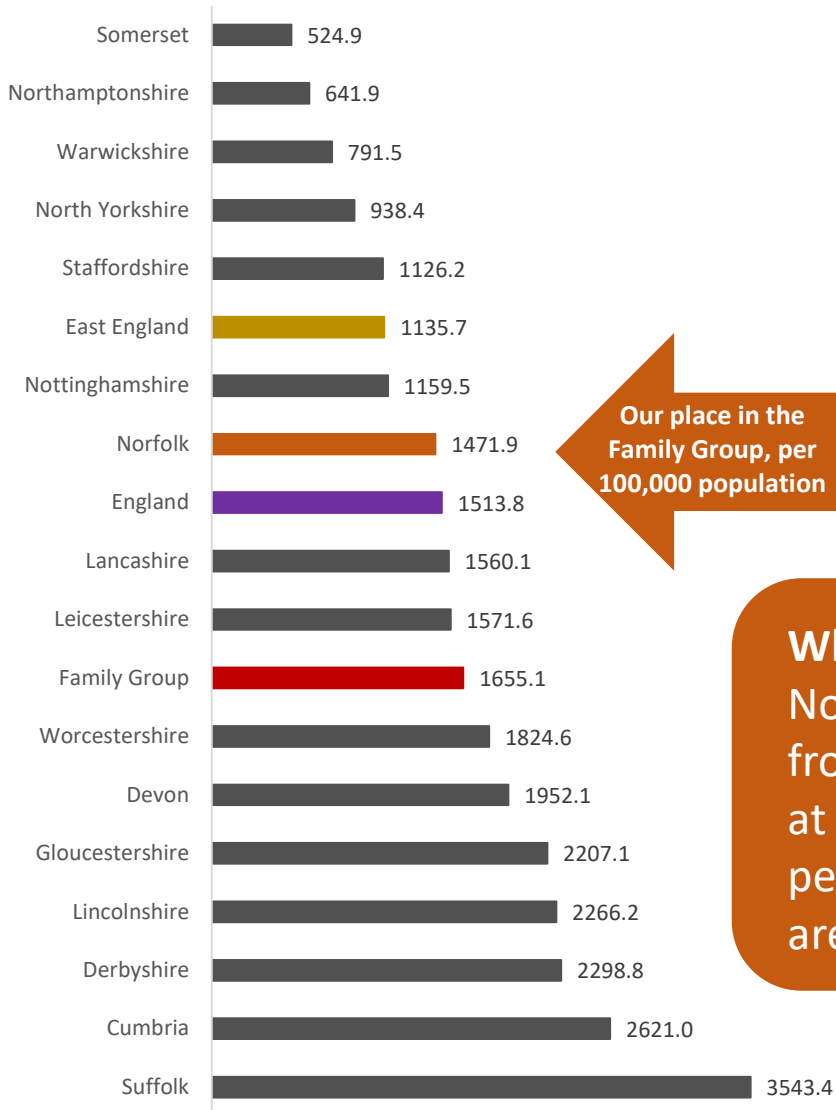
Results are compared to a collection of 15 other councils, known as Norfolk's 'family group'. These are councils considered as having similar characteristics to Norfolk, meaning we can compare our performance against these councils. Our 'family group' consists of:



18-64

Adult Social Care Pathway

4. Requests for support (18-64)

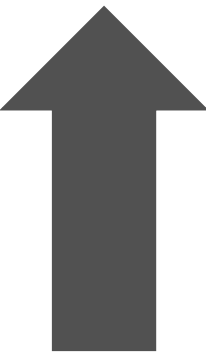


23%
of people requesting support were aged 18-64.

What this measures:
The number of requests for support from new clients aged 18-64 per 100,000 of the population. The figures for England, East England and the family group are based on averages.

Our place in the Family Group, per 100,000 population

What does this tell us:
Norfolk has fewer requests for support from 18-64 year olds than its family group at 1471.9 compared to 1655.1 requests per 100,000 people, but support requests are still up by 9% compared to 2015/16.



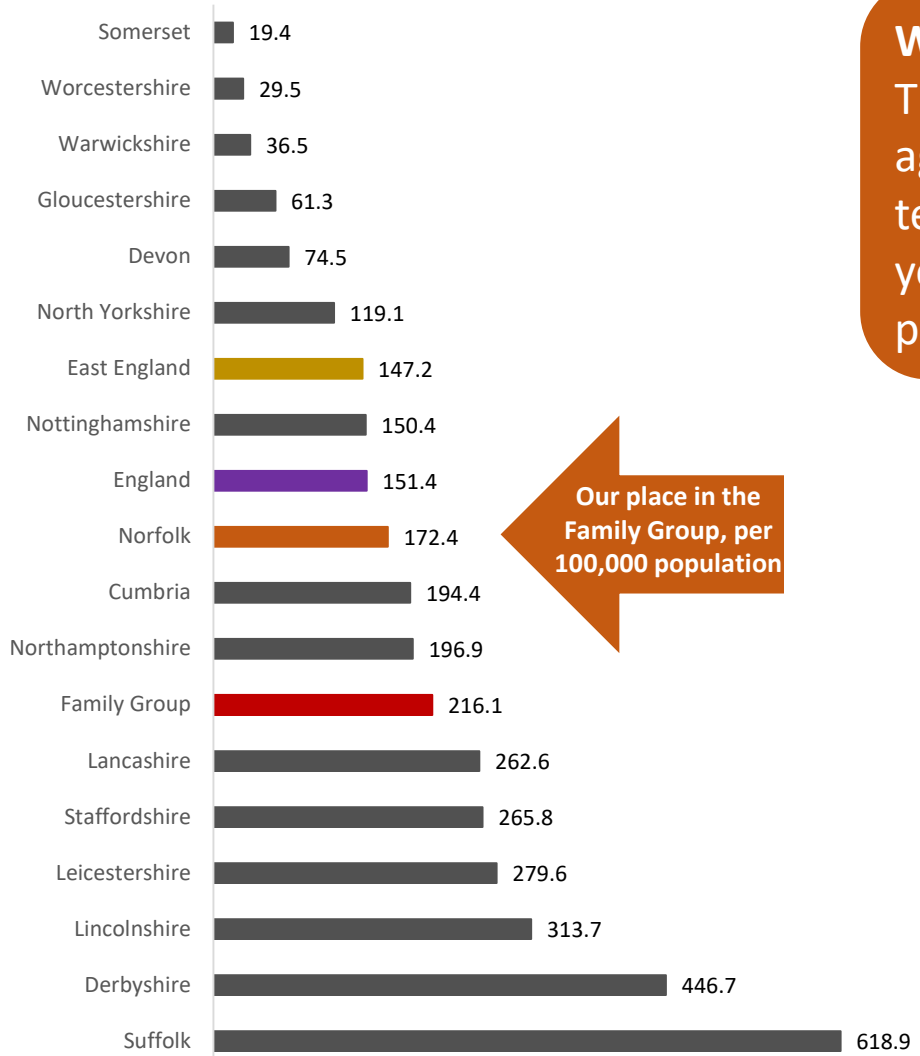
Per 100,000 population, requests for support for those aged 18-64 in Norfolk has increased by

9%

compared to 2015/16.



5. New clients receiving short term support (18-64)



What this measures:

The number of new clients aged 18-64 accessing short-term support during the year per 100,000 of the population.



Per 100,000 population, short term support for those aged 18-64 in Norfolk has increased by

8%

compared to 2015/16.

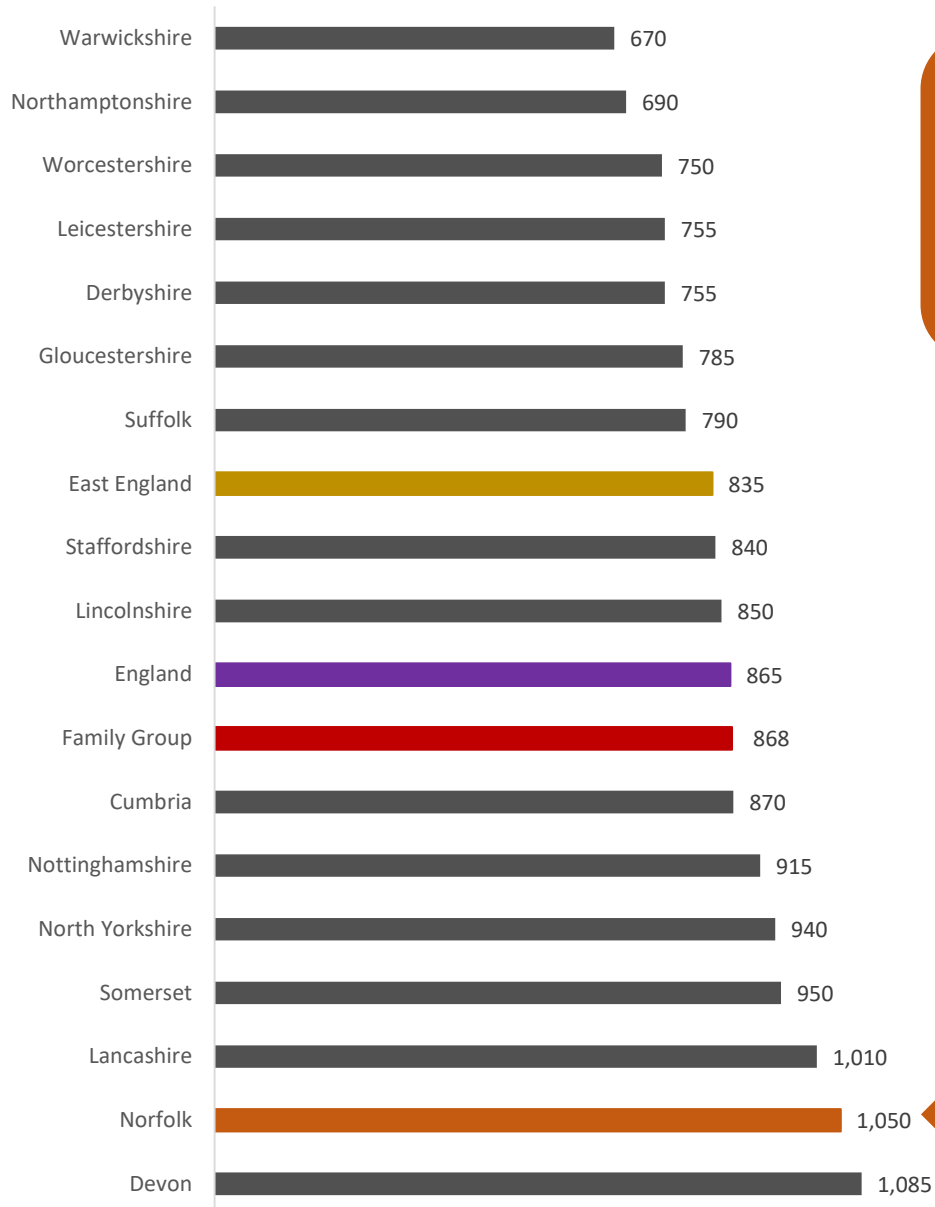
What does this tell us:

All four comparator groups have more people receiving short term support per 100,000 population compared to 2015/16. Norfolk remains at around the middle of our comparator group.

Source: SALT STS001, NHS Digital



6. People accessing long term support in year (18-64)



What this measures:
The number of clients aged 18-64 accessing long term support during the year per 100,000 of the population.

Norfolk is:
22%
higher than the family group average.

What does this tell us:

Norfolk is the second highest in our family group for long term support for this age range, for the second year running. This suggests that whilst there is an average position up to the allocation of short term services, the picture changes dramatically thereon for 18-64 year olds.

Our place in the Family Group, per 100,000 population

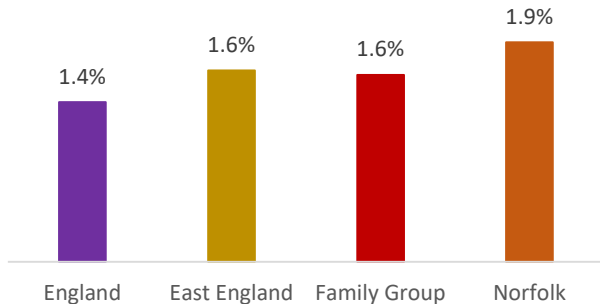


7. Long term support needs (18-64)

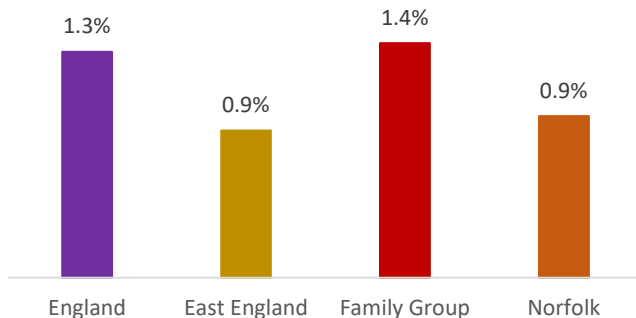
What this measures:

This looks at the percentage of requests for support received from new clients aged 18-64, by what happened next.

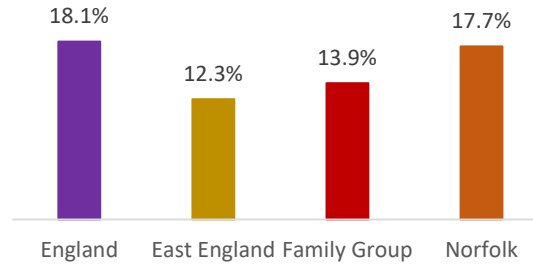
Sensory Support



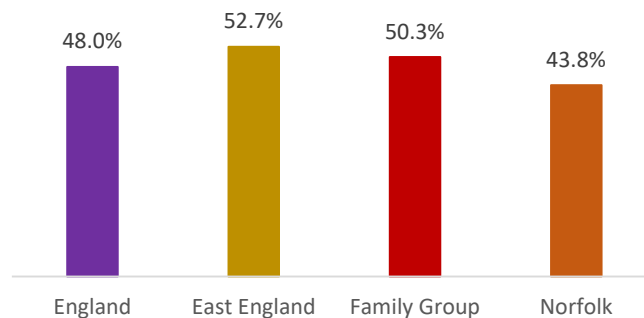
Memory and Cognition



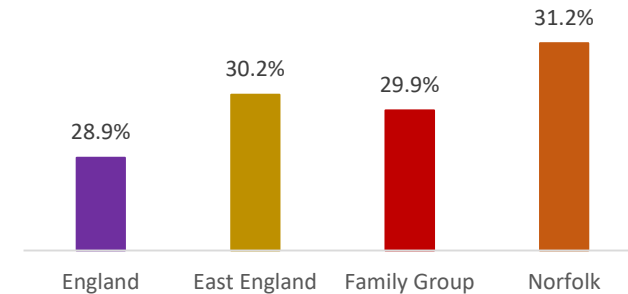
MH Support



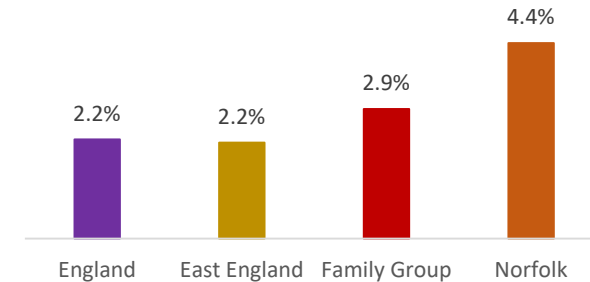
LD support



Physical Support



Social Support



Source: SALT LTS001b, NHS Digital

What does this tell us:

For this age range, Norfolk's figures are very similar to our family group average and national average, across all categories with slightly more accessing social, sensory and physical support.

NORFOLK

FAMILY GROUP

EAST ENGLAND

ENGLAND

8. Long-term support needs met by admission to residential and nursing care homes (18-64)

What this measures:

The number of clients aged 18-64 whose long term support needs were met by admission to residential and nursing care homes per 100,000 population.

Long term support needs met by admission to residential and nursing care homes for those aged 18-64 in Norfolk has decreased by

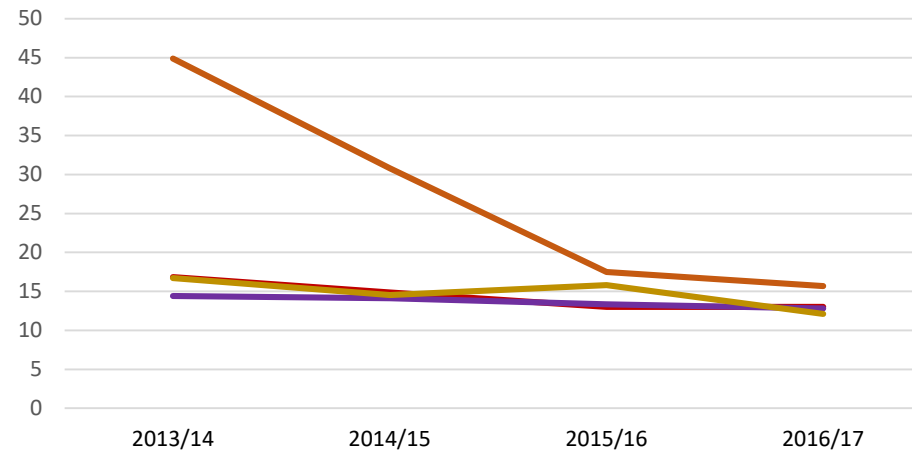
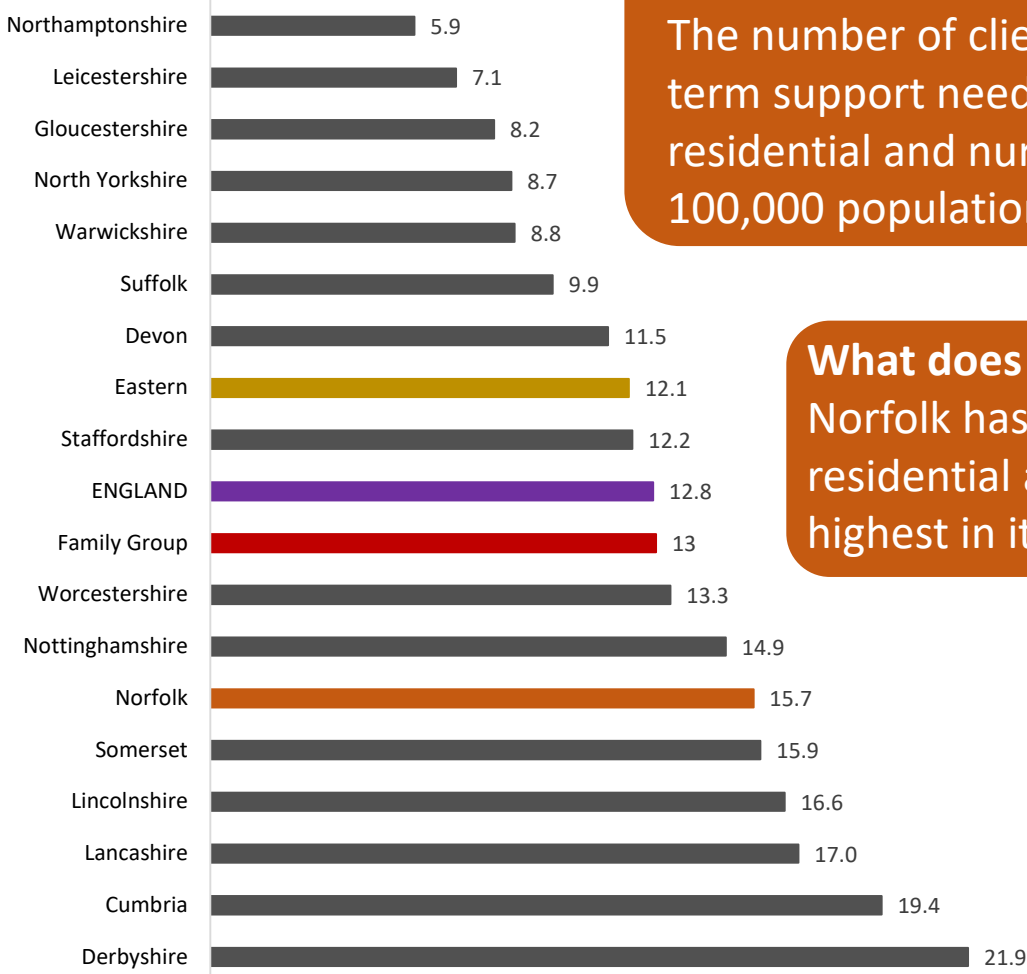
65%

compared to 2013/14.



What does this tell us:

Norfolk has had a downward trend of long term support needs met by admission to residential and nursing care homes and compared to last year, it is no longer the highest in its family group.



Source: SALT STS001a, STS002b



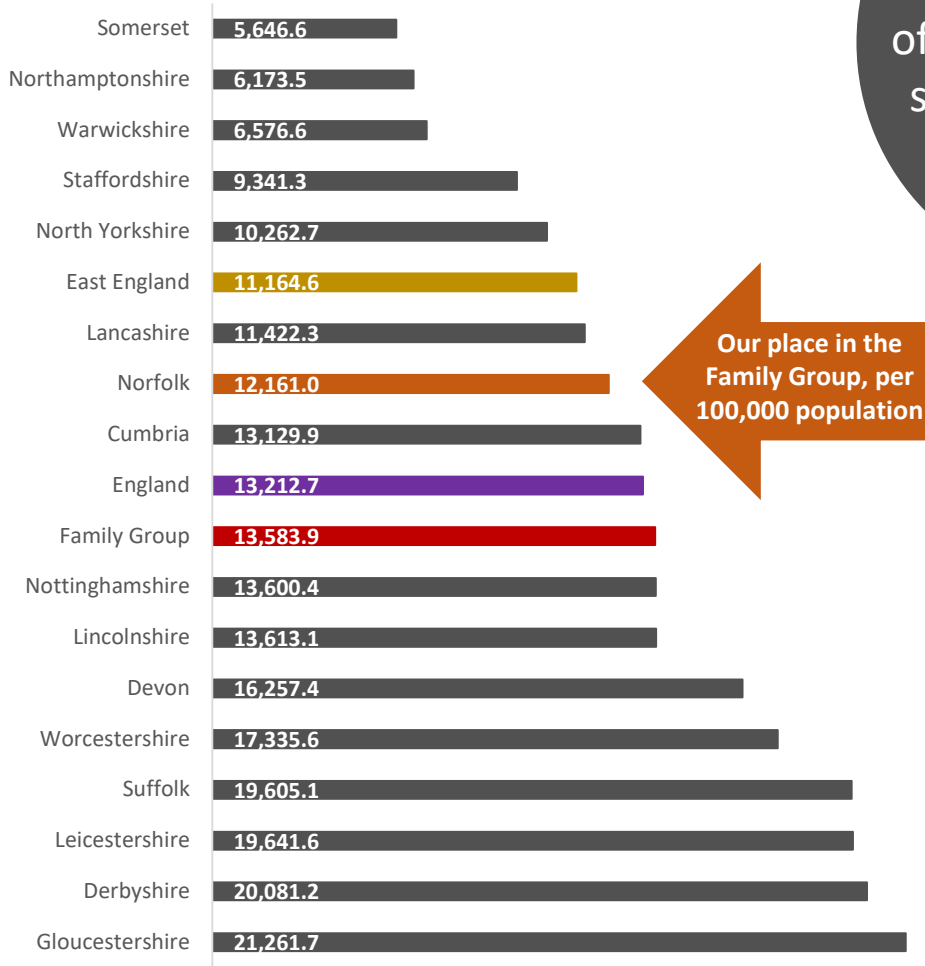
65+

Adult Social Care Pathway

9. Requests for support (65+)

77%
of people requesting support were aged over 65.

What this measures:
The number of requests for support from new clients aged over 65 per 100,000 of the population. The figures for England, East England and the family group are based on averages



Our place in the Family Group, per 100,000 population

What does this tell us:
Norfolk receives fewer requests for support from people over 65 than it's family group.

NORFOLK

FAMILY GROUP

EAST ENGLAND

ENGLAND

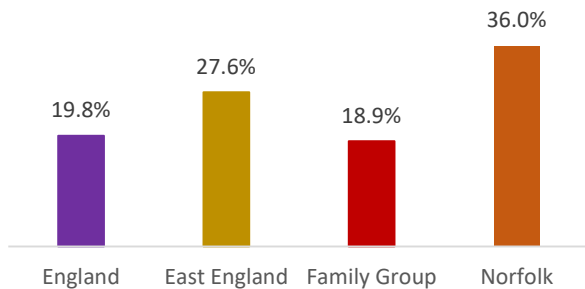
Source: SALT STS001, NHS Digital

10. What happened next for people aged 65+?

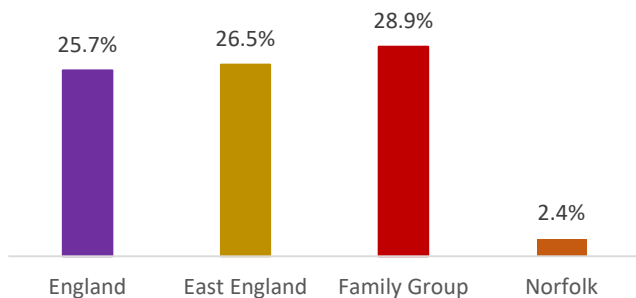
What this measures:

This looks at the percentage of requests for support received from new clients aged over 65, by what happened next.

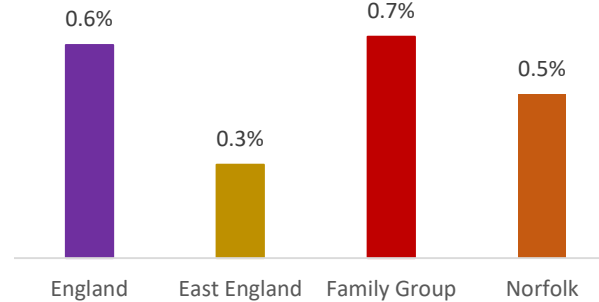
Short term support



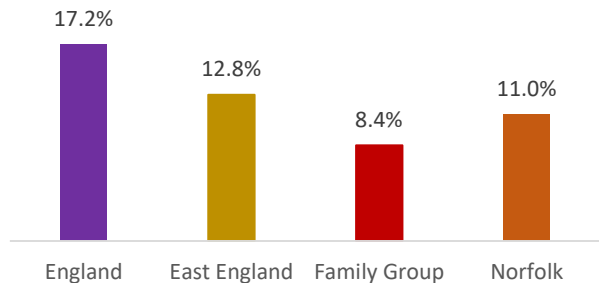
No Services provided



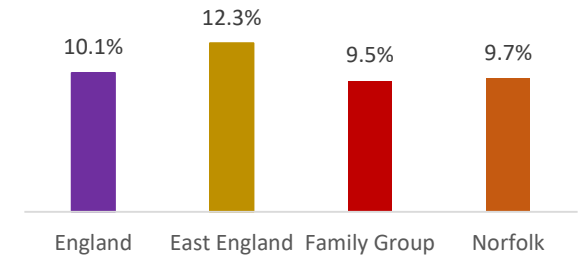
End of life care



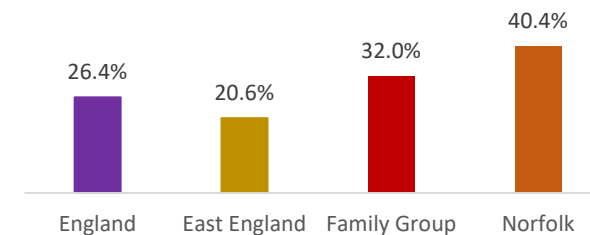
Ongoing low level support



Long term support



Universal services/Signposted to other services



* Does not include 100% NHS funded care

Source: SALT STS001, NHS Digital

What does this tell us:

Norfolk has high levels of short term support compared to England and our family group average. We also have very low levels of cases where no services were provided, but higher levels of universal services/signposting people to other services.

NORFOLK

FAMILY GROUP

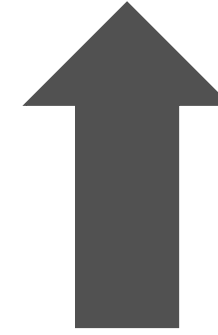
EAST ENGLAND

ENGLAND

11. New clients receiving short term support (65+)



What this measures:
The number of new clients aged over 65 accessing short-term support during the year per 100,000 of the population.



Per 100,000 population, Norfolk provides
41%
more short term support than it's family group.

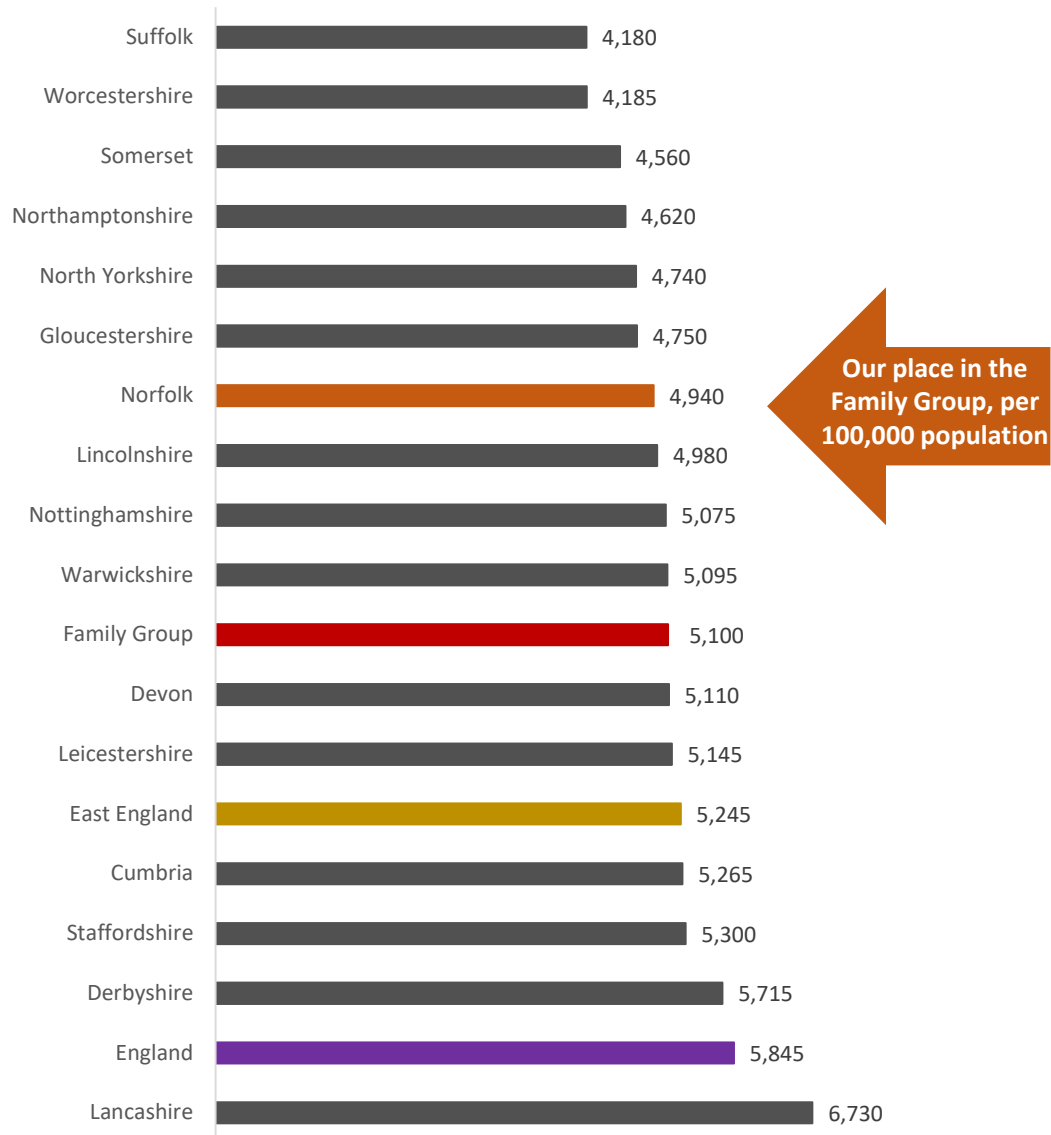
What does this tell us:
Norfolk is the third highest in the family group for new clients aged over 65 accessing short term support.

Our place in the Family Group, per 100,000 population

Source: SALT STS001, NHS Digital



12. People accessing long term support in year (65+)



What this measures:

The number of clients aged 65+ accessing long term support during the year per 100,000 of the population.

What does this tell us:

In 2016/17 Norfolk provided less than the national, regional and family group average of long term support per 100,000 people during the year. This suggests the short term support provided is reducing the need for long term support.

NORFOLK

FAMILY GROUP

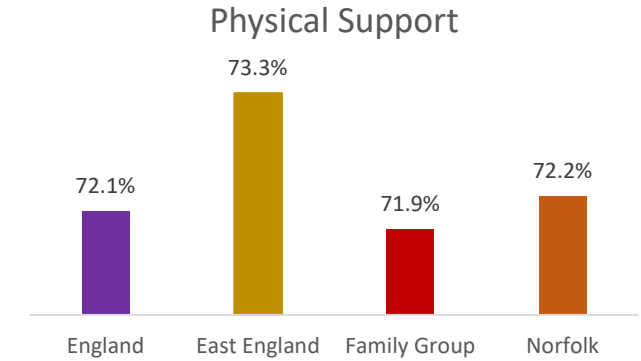
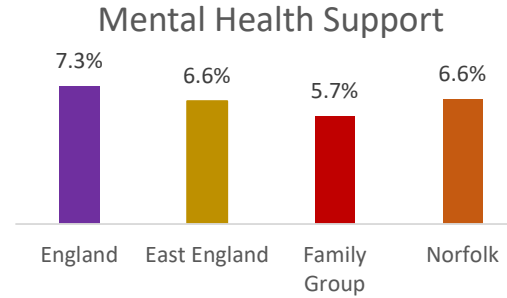
EAST ENGLAND

ENGLAND

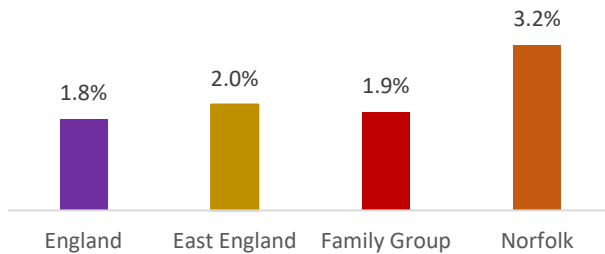
13. Long term support needs (65+)

What this measures:

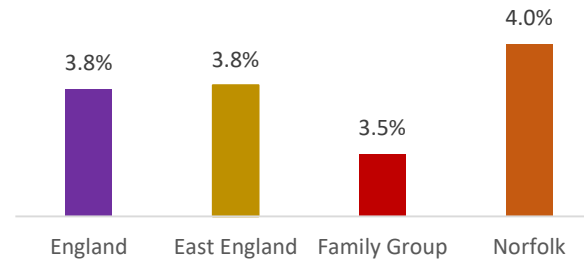
This looks at the percentage of requests for support received from new clients aged over 65, by what happened next.



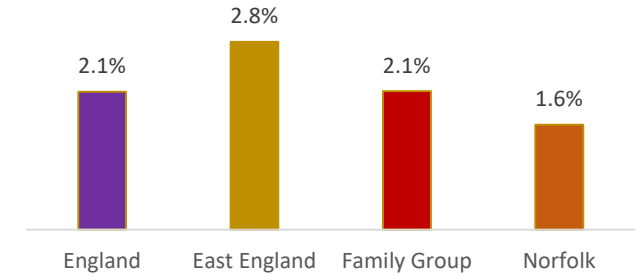
Sensory Support



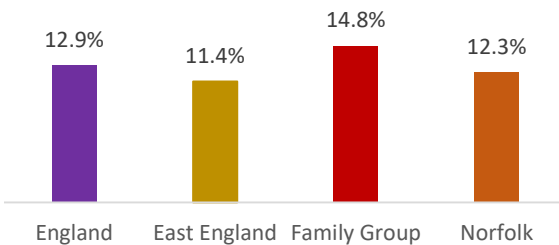
LD Support



Social Support



Memory and Cognition Support



What does this tell us:

Norfolk provides more learning disability and sensory support compared to the national and family group average.

Source: SALT LTS001b, NHS Digital



14.

Long-term support needs met by admission to residential and nursing care homes (65+)

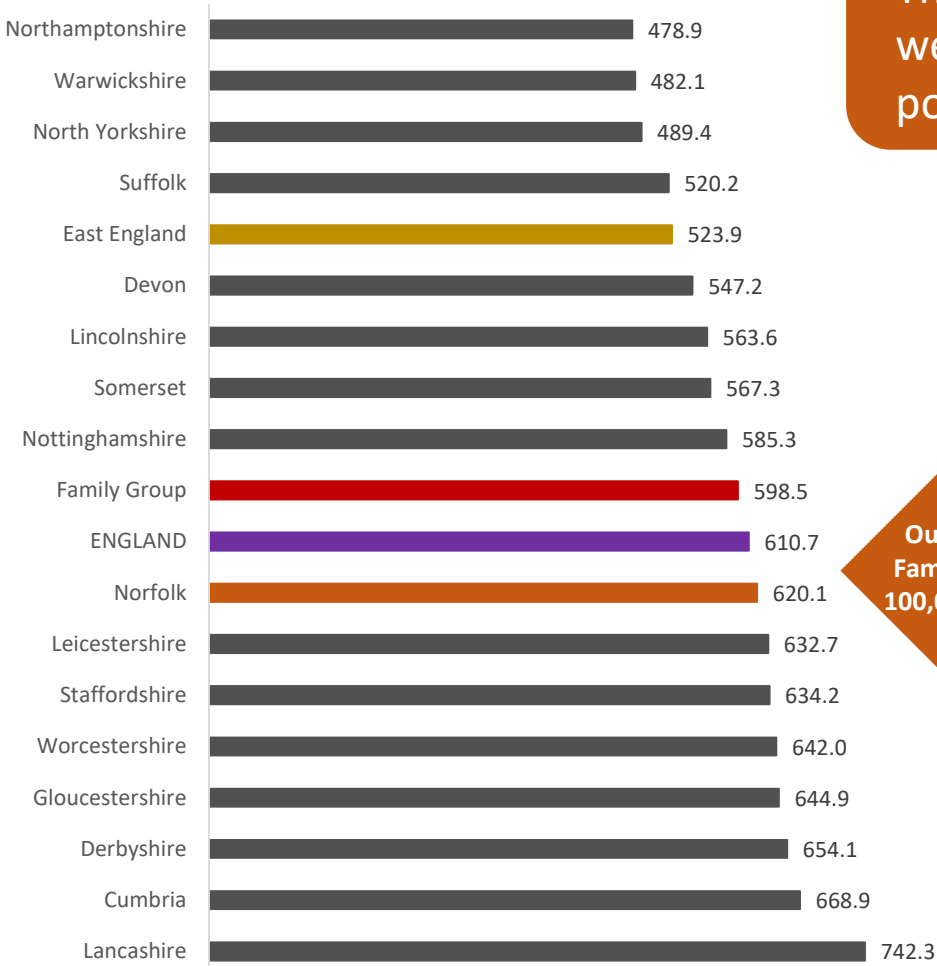
What this measures:

The number of council-supported adults over 65 whose long-term support needs were met by admission to residential and nursing care homes, per 100,000 population.

What does this tell us:

Norfolk is above the family group average with 620.1 people per 100,000 being admitted to residential and nursing care homes to support their long term needs.

Our place in the Family Group, per 100,000 population



Source: SALT STS001a, STS002b

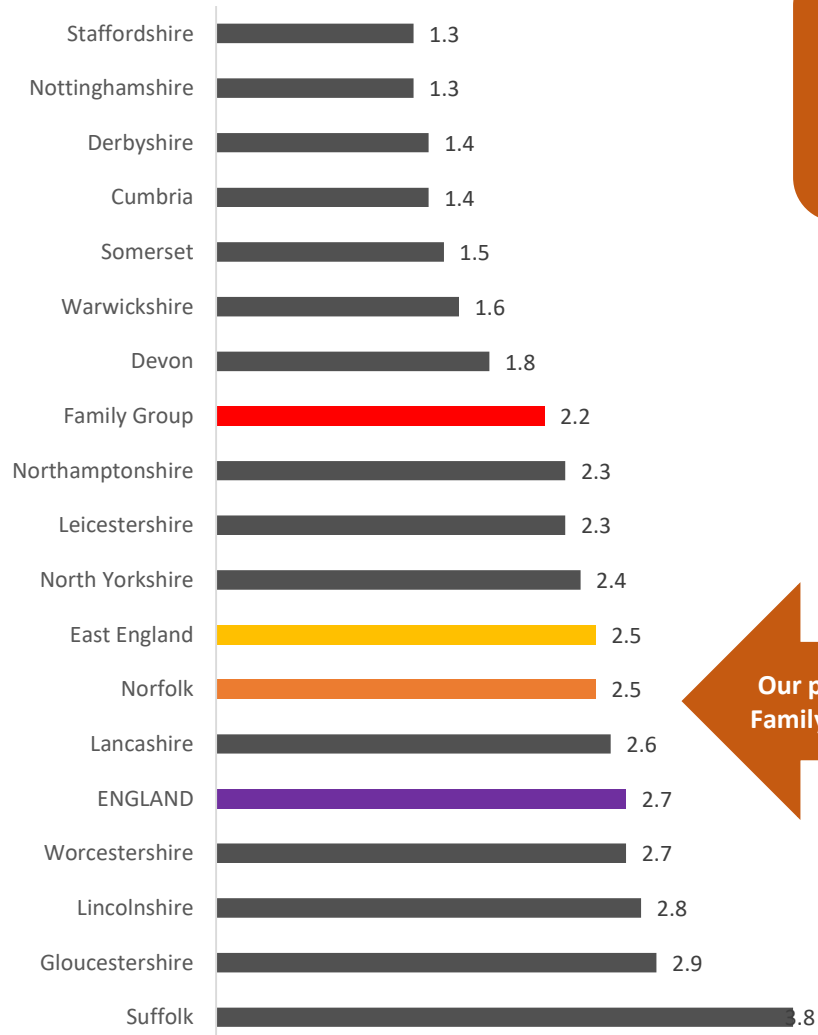
NORFOLK

FAMILY GROUP

EAST ENGLAND

ENGLAND

15. Provision of reablement services (65+)



What this measures:

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

What does this tell us:

Norfolk provides a comparatively high amount of reablement services for older people leaving hospital

Our place in the Family Group (%)

Source: ASCOF 2B (2), SALT STS004

NORFOLK

FAMILY GROUP

EAST ENGLAND

ENGLAND

16.

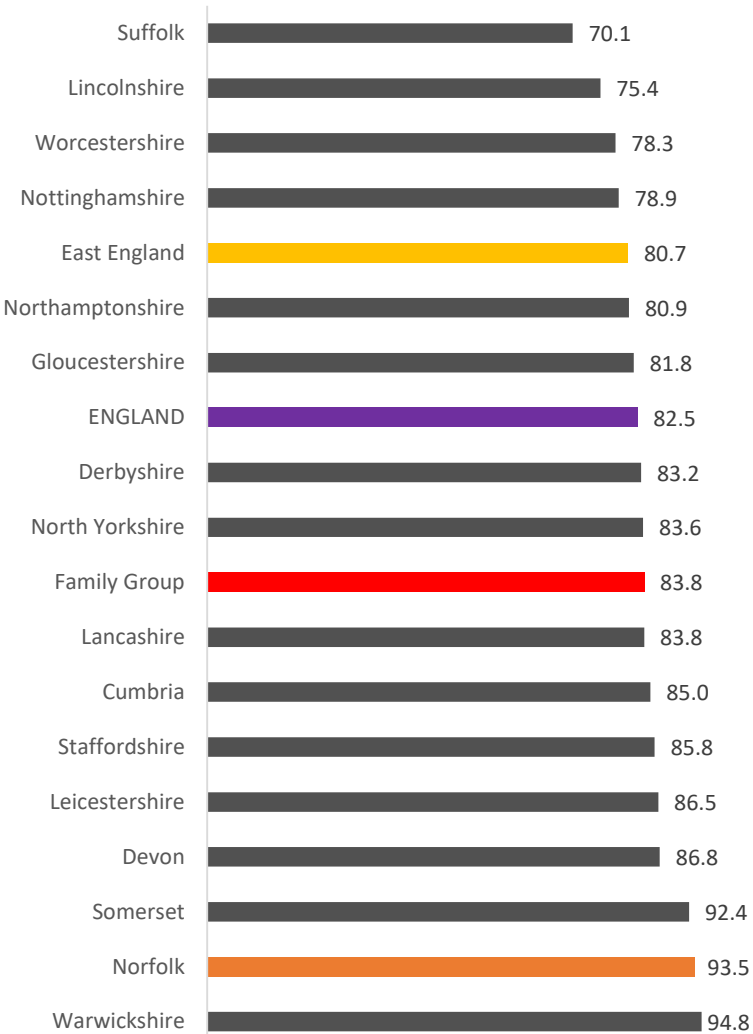
Effectiveness of reablement (65+)

What this measures:

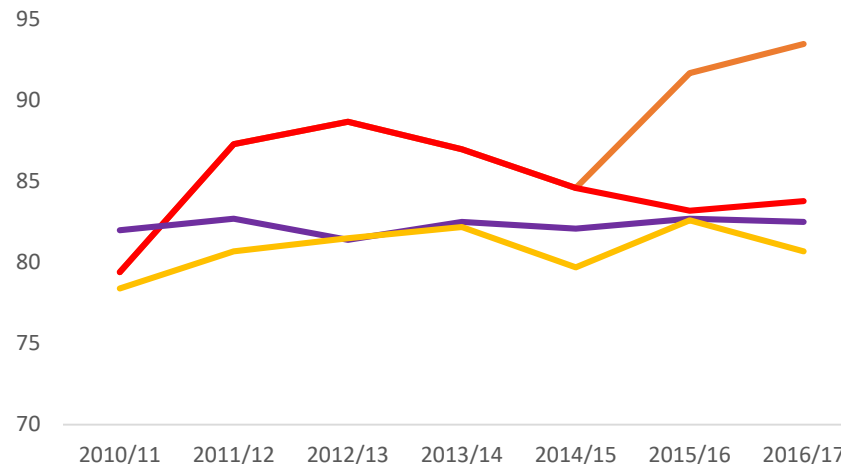
The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. This measures the effectiveness of our reablement services.

What does this tell us:

Norfolk has the second highest rate of people remaining at home three months after completing reablement.



Our place in the Family Group (%)



Source: ASCOF 2B (1), SALT STS004

NORFOLK

FAMILY GROUP

EAST ENGLAND

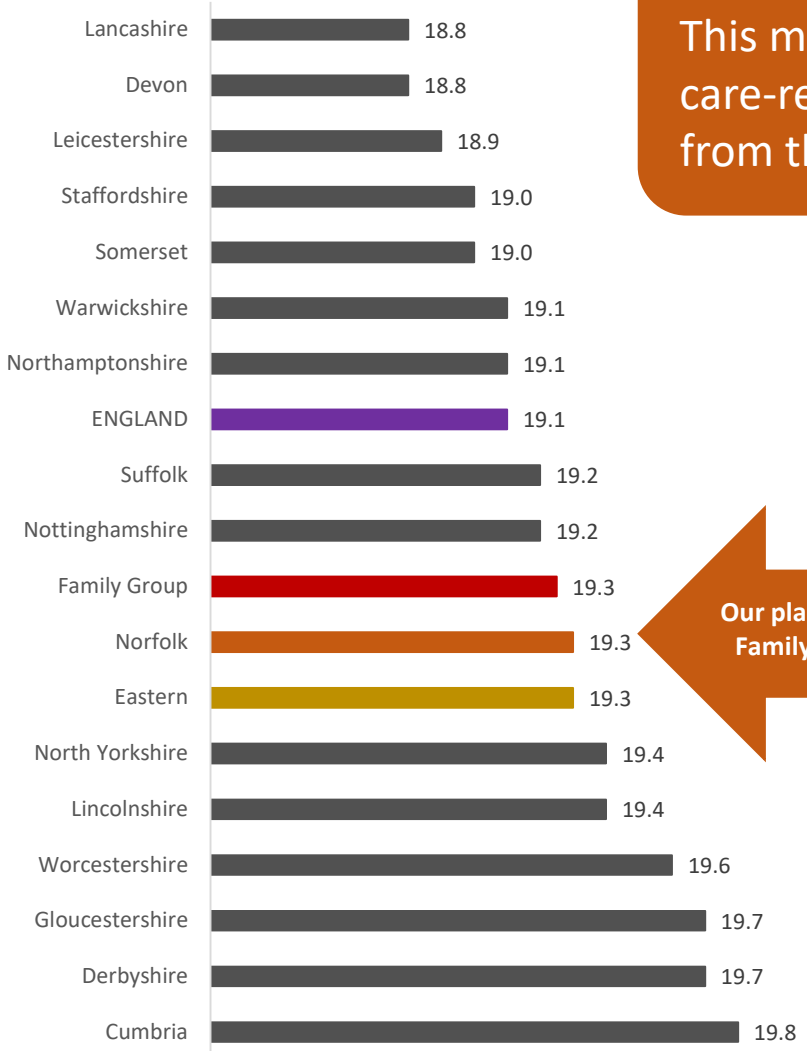
ENGLAND

Enhancing quality of life for people
with care and support needs

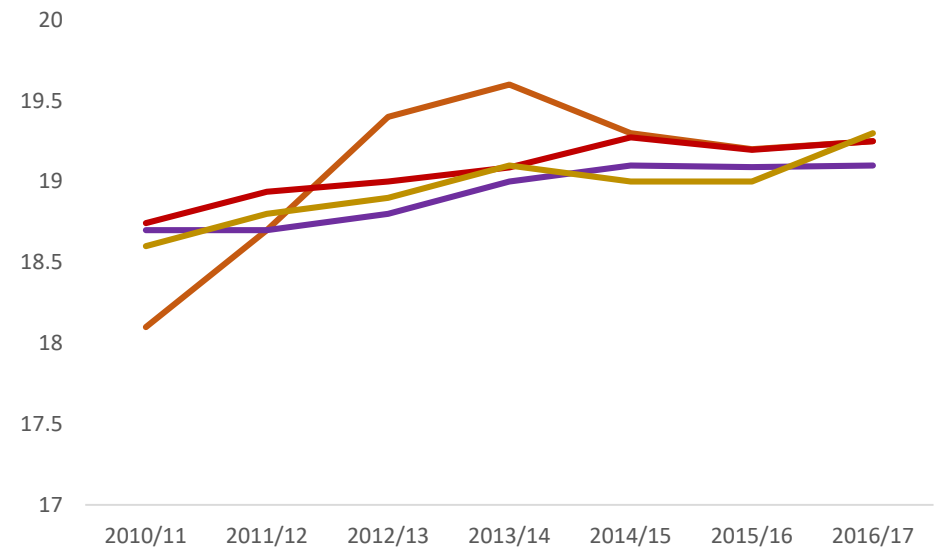
17. Social care related quality of life

What this measures:
 This measures the average score for social care-related quality of life. This is taken from the annual Adult Social Care Survey.

What does this tell us:
 Social care related quality of life is in line with our family group and the eastern region.



Our place in the Family Group



Source: ASCOF 1A

NORFOLK	EAST ENGLAND
FAMILY GROUP	ENGLAND

18.

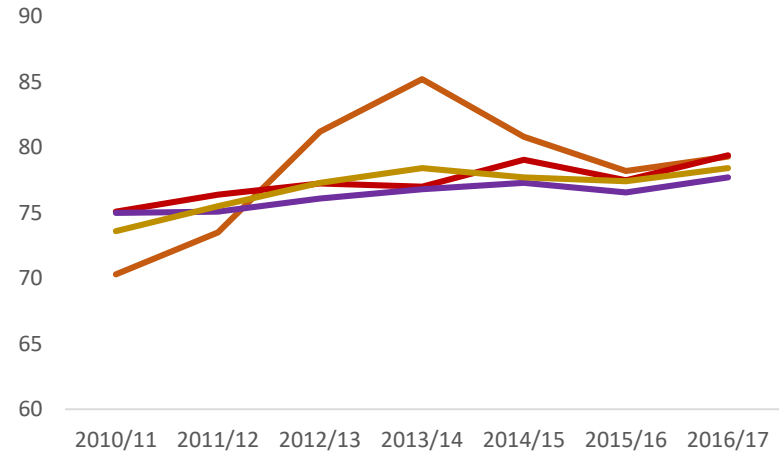
People using services who have control over their life

What this measures:
 This measures the percentage of adults using services who feel they have control over their daily life. This is also taken from the Adult Social Care Survey.

What does this tell us:
 Norfolk's result is in line with the family group average, and is above the Eastern Region average.



Our place in the Family Group (%)

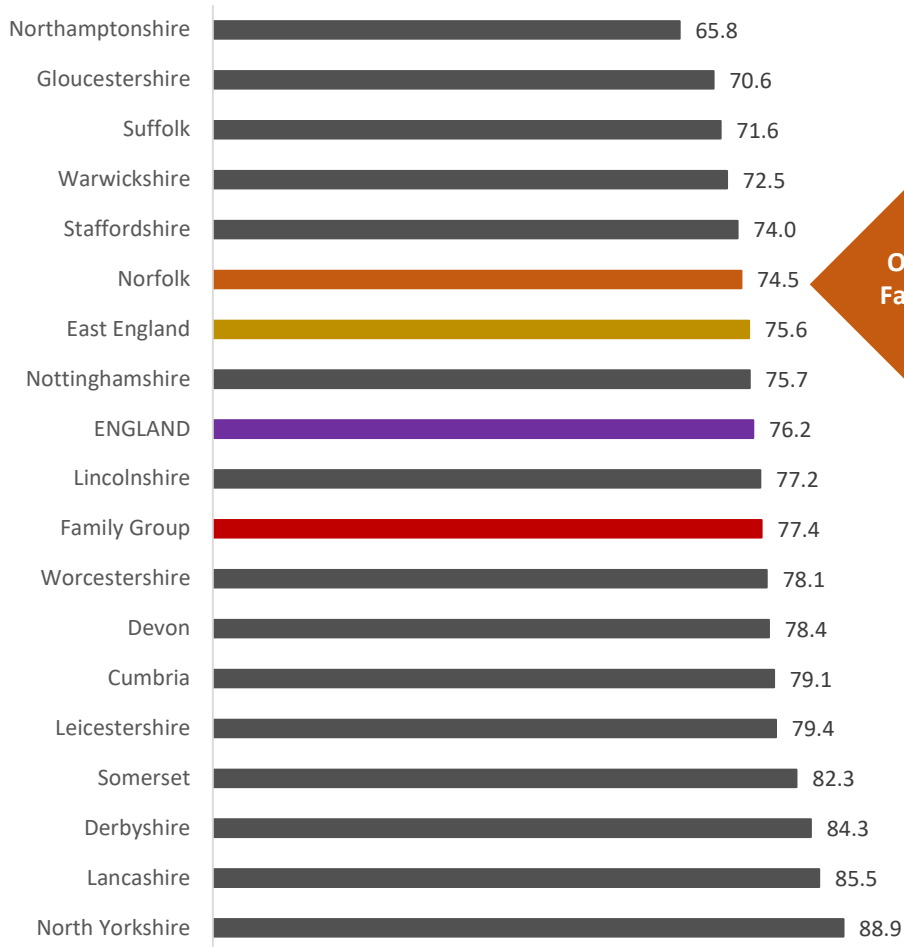


Source: ASCOF 1B

- NORFOLK**
- FAMILY GROUP**
- EAST ENGLAND**
- ENGLAND**

19.

People with learning disabilities living in their own home or with family



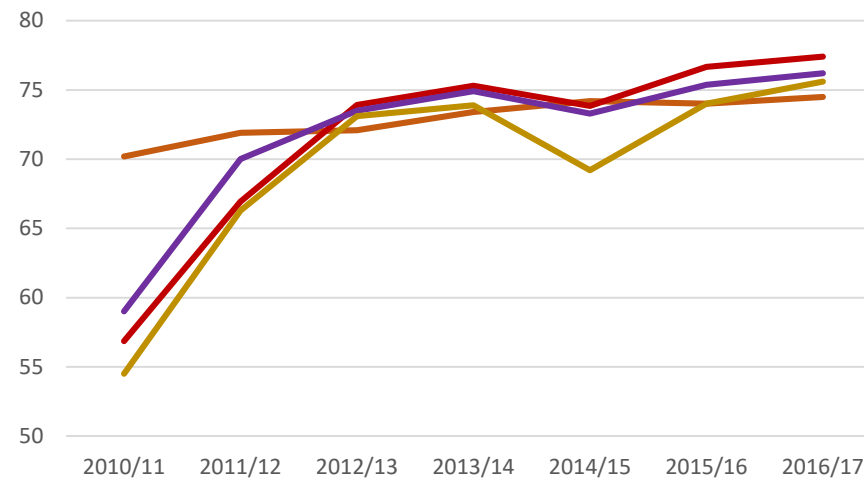
Our place in the Family Group (%)

What this measures:

This measures the percentage of adults aged 18-64 with a learning disability living in their own home or with family.

What does this tell us:

Norfolk has below the family group average of people with learning disabilities living in their own home or with family. This is an increase of 0.5% compared to 2015/16.



Source: ASCOF 1G

- NORFOLK
- FAMILY GROUP
- EAST ENGLAND
- ENGLAND

20.

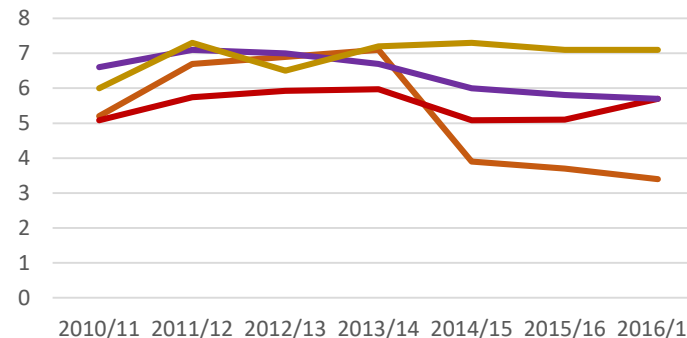
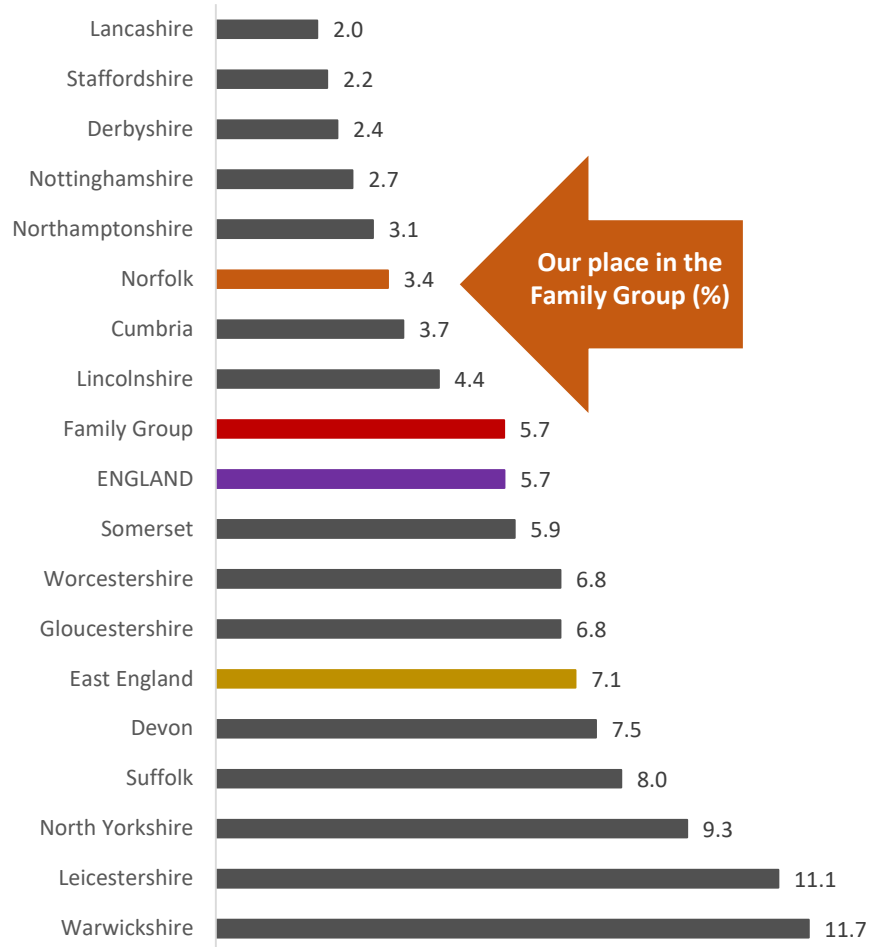
People with learning disabilities in paid employment

What this measures:

This measures the percentage of adults aged 18-64 with a learning disability who are in paid employment.

What does this tell us:

For the third year in a row, Norfolk's figures for this indicator have fallen. 2013/14 saw our highest score of just over 7% and we have now fallen to 3.4%

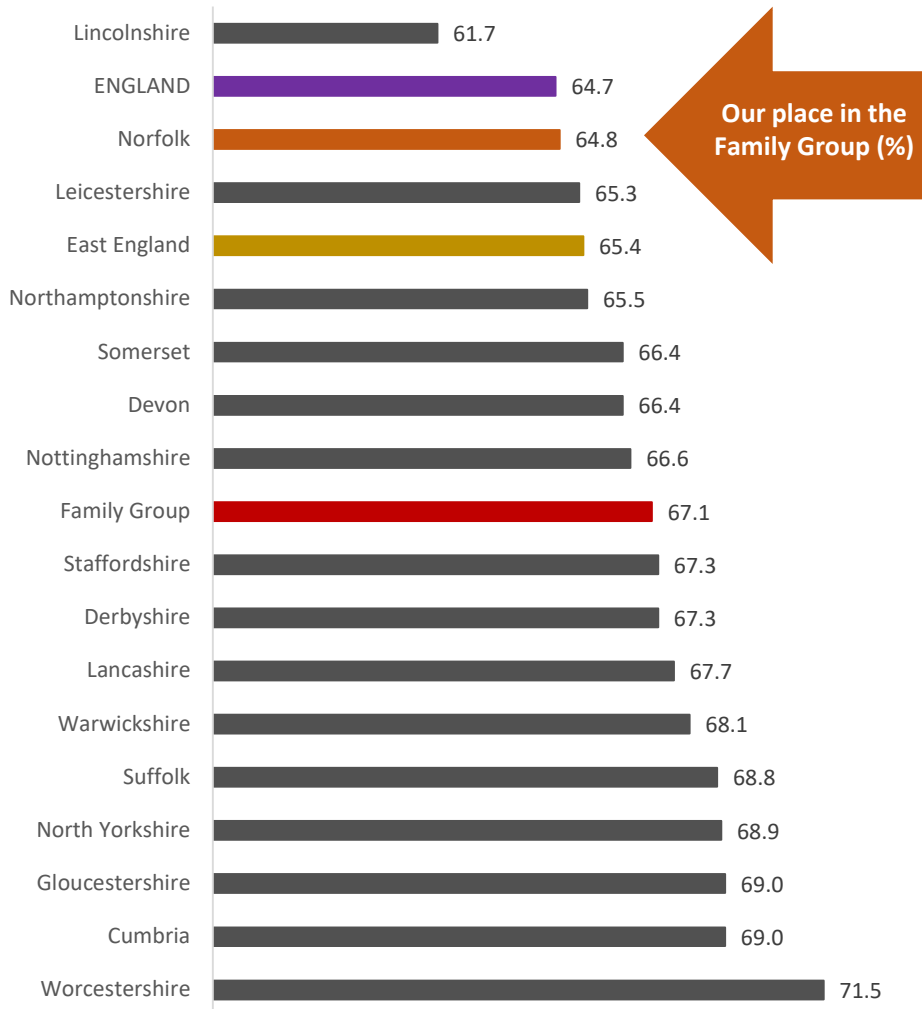


Source: ASCOF 1E



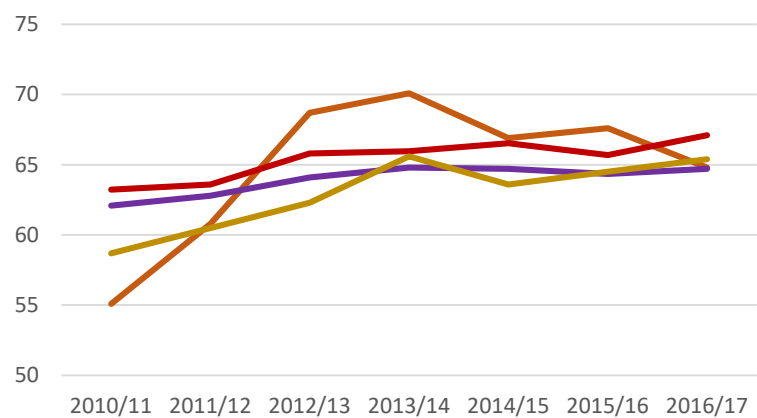
21.

Overall satisfaction of people who use services with their care and support



What this measures:
 This measures the percentage of respondents to the Adult Social Care Survey question 1 who said they were satisfied with their care and support.

What does this tell us:
 Norfolk's result is the second lowest in it's family group, and has reduced from 67.6% to 64.8%. There is no clear explanation for this reduction within the data.



Source: ASCOF 3A, NHS Digital

NORFOLK

FAMILY GROUP

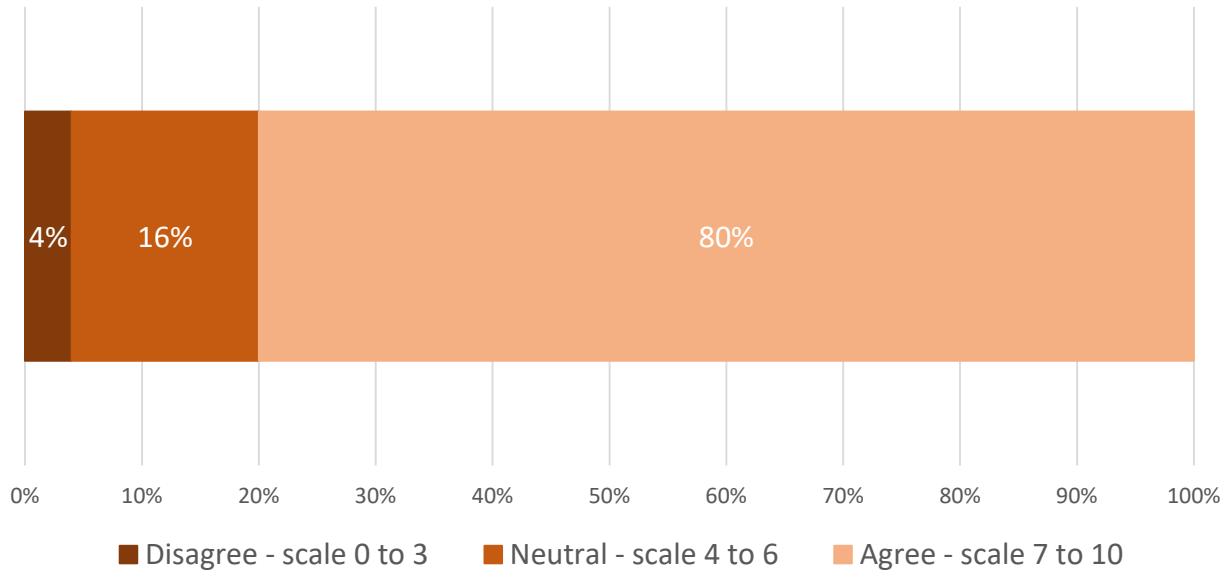
EAST ENGLAND

ENGLAND

22.

How well people providing care are working together

Norfolk's response to "The people who provide my care, including health care, work well together":



What does this tell us:

Eighty percent of respondents to this question agreed that people providing their care, including health care are working well together.

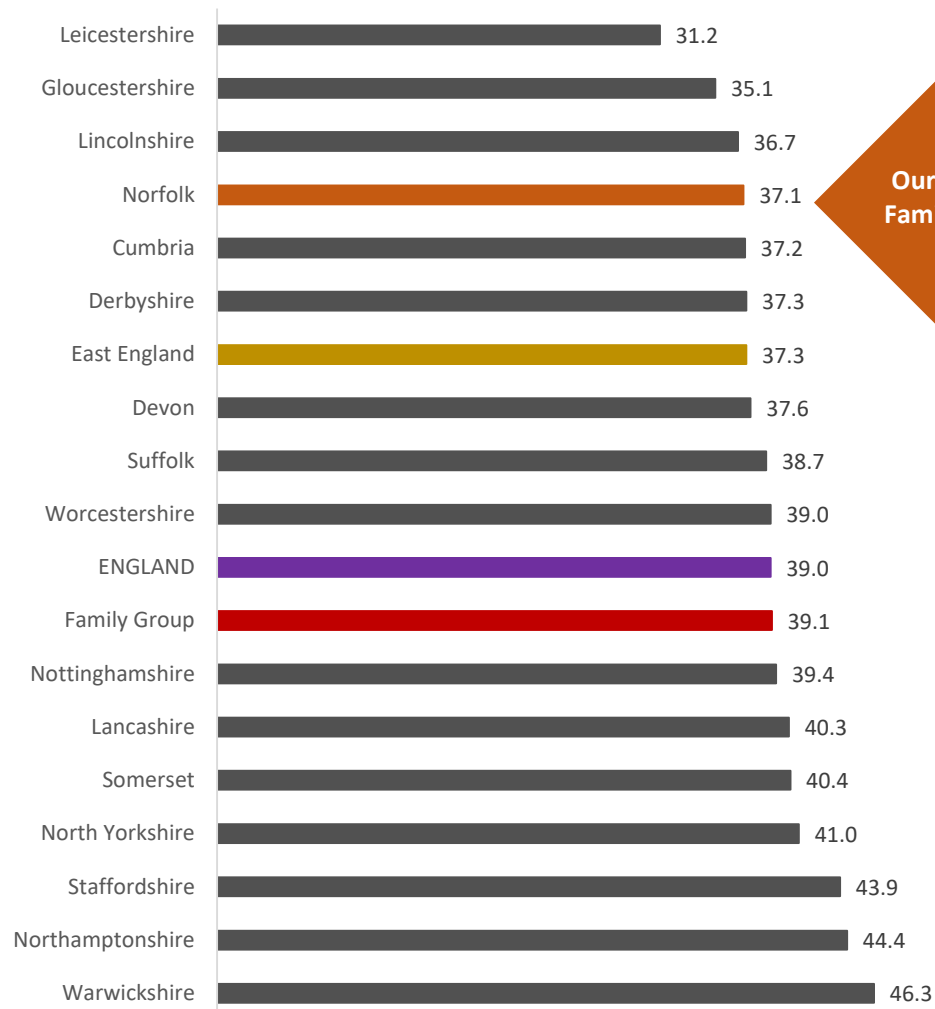
What this measures:

This measures the response to one of the local questions included in the ASCS. It asked people "How much do you agree with the following statement? The people who provide my care, including health care, work well together. Please tick your response answering on a scale from 0 to 10 with 0=strongly disagree to 10=strongly agree".

This is the first time this question has been asked as part of the annual survey, and more analysis will be possible once a further year's responses are available.

Supporting those who are
caring for others

23. Overall satisfaction of carers



Our place in the Family Group (%)

What this measures:
This measures the percentage of respondents who answered SACE question 4 who were satisfied with their experience of care and support.

What does this tell us:
Norfolk has a low rate of carer satisfaction with care and support compared to our family group, and is also just below the East of England average.

Source: ASCOF 3B, NHS Digital

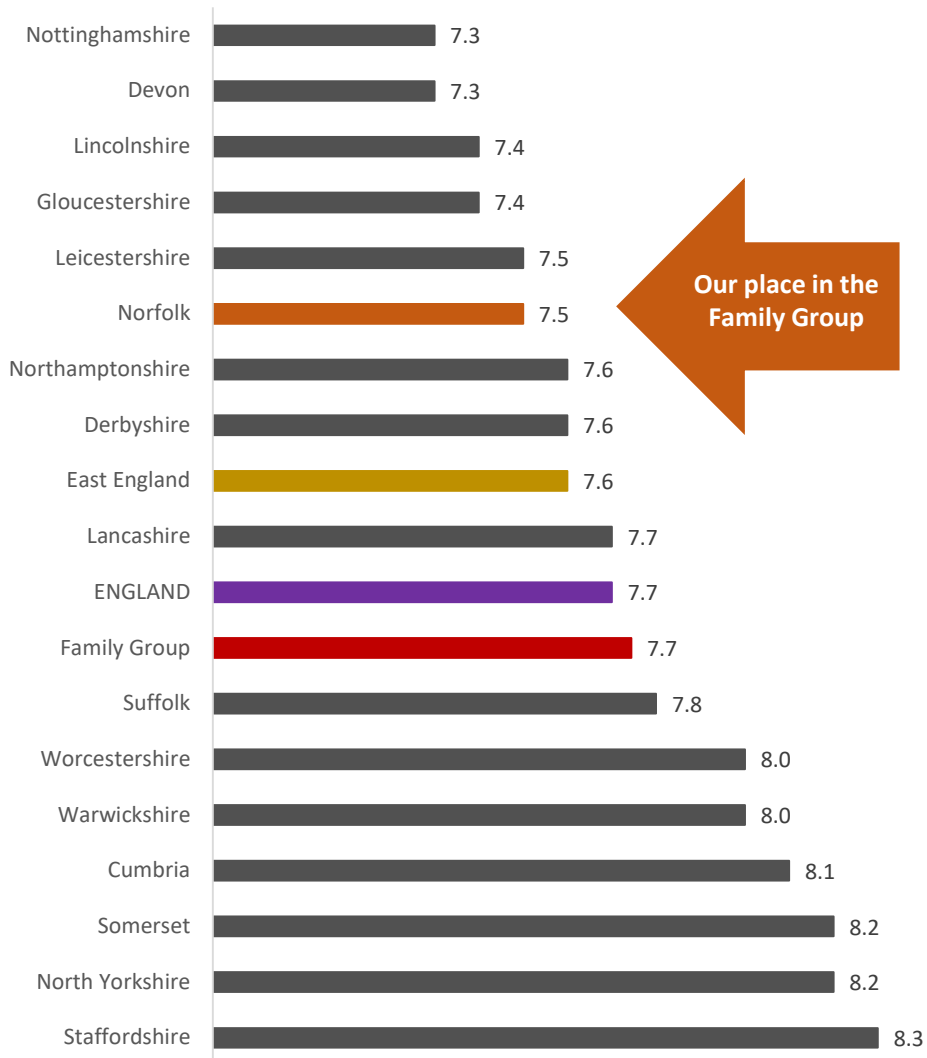
NORFOLK

FAMILY GROUP

EAST ENGLAND

ENGLAND

24. Carer-reported quality of life



What this measures:

This measures the average score for carer quality of life. This is taken from the Survey of Adult Carers in England (SACE).

What does this tell us:

Norfolk's score means we are below the average for the family group and the region.

NORFOLK

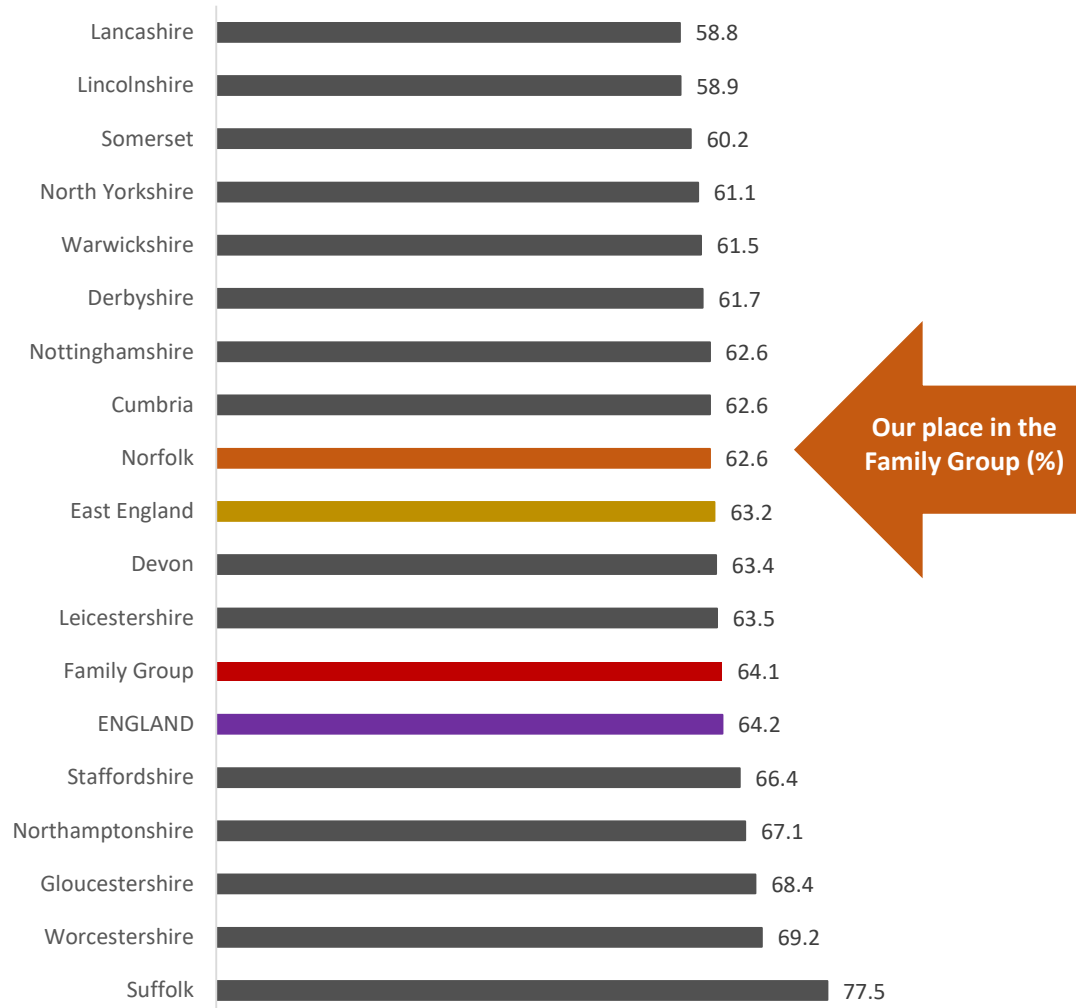
FAMILY GROUP

EAST ENGLAND

ENGLAND

25.

Proportion of carers who find it easy to find information about support



What this measures:

This measures the percentage of carers who found it easy to find information about support.

What does this tell us:

Norfolk's rate is below the family group and regional average.

Source: ASCOF 3D(2), NHS Digital

NORFOLK

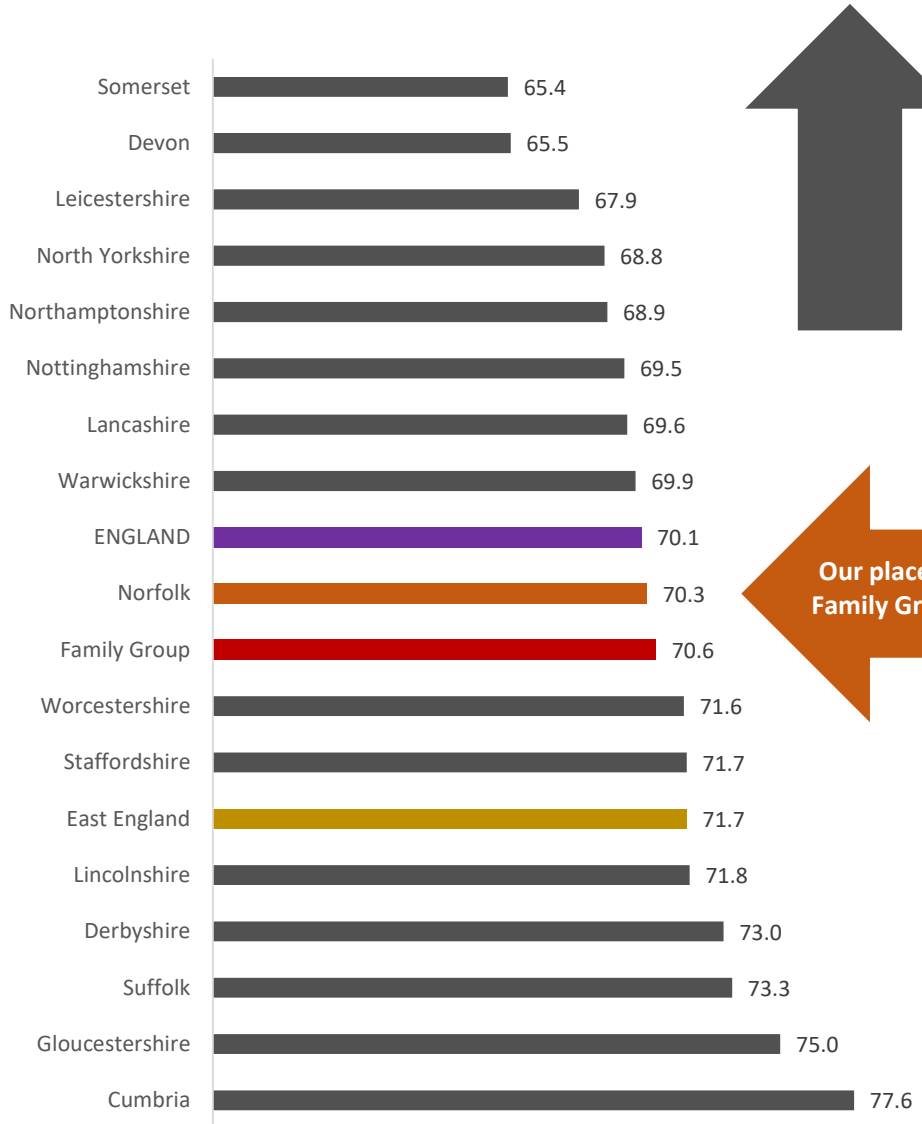
FAMILY GROUP

EAST ENGLAND

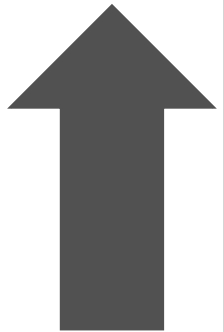
ENGLAND

Safeguarding those who are
vulnerable from abuse or harm

26. People who use services who feel safe



Norfolk's figure has increased **2.5%** since 2015/16



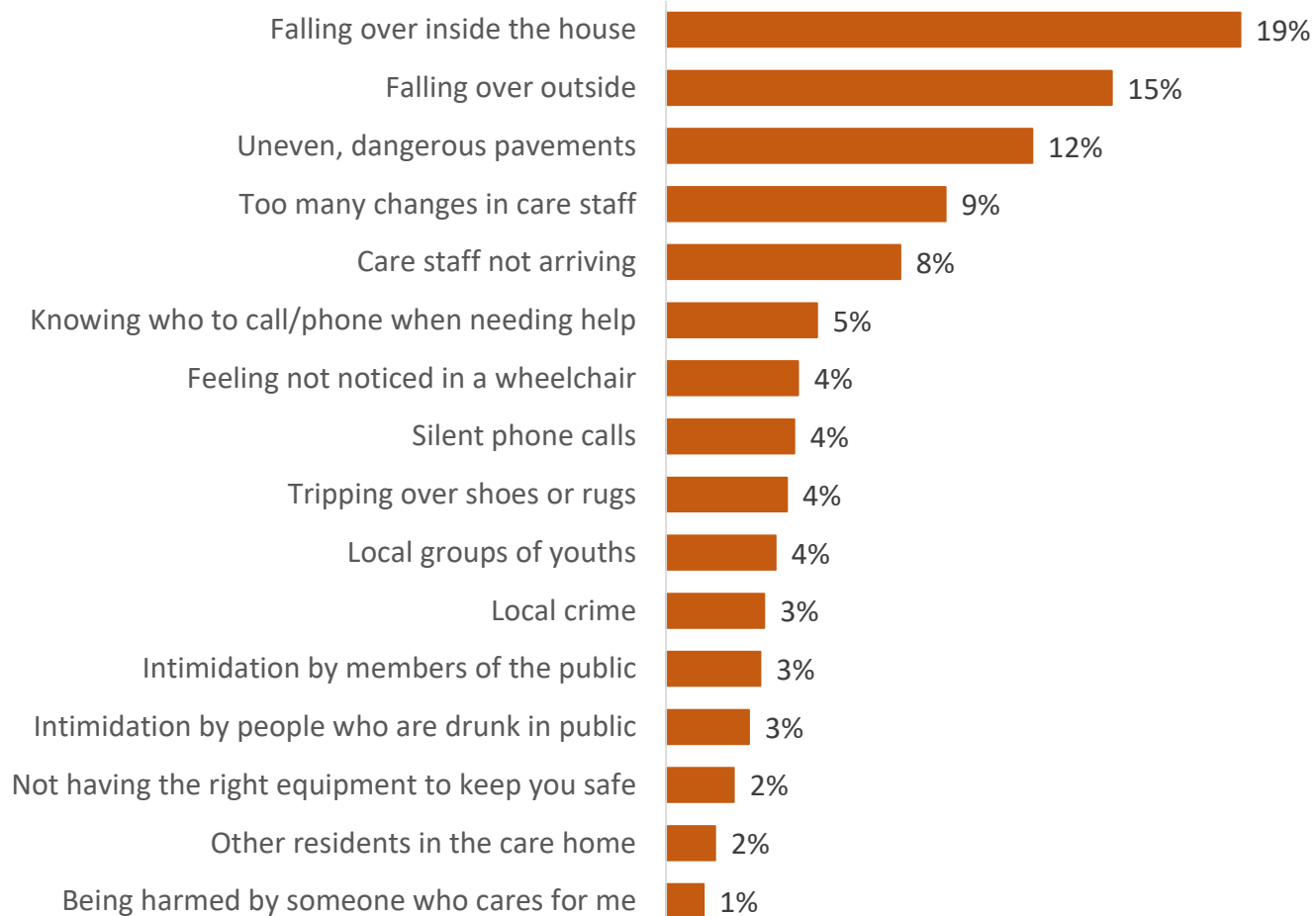
What this measures:
This measures the percentage of respondents who answered ASCS question 7a as they feel as safe as they want.

What does this tell us:
Norfolk's figure has increased 2.5% since 2015/16, however we are still below 0.3% below the family group average.

Source: ASCOF 4a, NHS Digital

NORFOLK
FAMILY GROUP
EAST ENGLAND
ENGLAND

27. What concerns you about your safety?



What this measures:

This year in our ASCS we included an local question asking our clients “if you worry about your safety, which things concern you most?”. We had 787 responses from 271 people. This graph show’s the percentage of each response. Note that it only includes data from Norfolk.

What does this tell us:

Falling over is a major concern for our clients, with the top two concerns being falling over inside the house and outside accounting for 34% of the responses. One percent of respondents answered that they were concerned about being harmed by someone who cares for them and this concern was escalated for their own safety.

28. ASCOF Summary Table

<i>Enhancing quality of life for people with care and support needs</i>		Source	2016/17	2015/16	Family Group Average	Ranking: 1=best, 16= worst
1A	Social care-related quality of life score	ASCS	109.3	19.2	19.3	7
1B	The proportion of people who use services who have control over their daily life	ASCS	79.3	78.2	79.4	9
1C(1A)	The proportion of people who use services who receive self-directed support	SALT	90.9	88.2	86.9	9
1C(1B)	The proportion of carers who receive self-directed support	SALT	85.9	88.1	82.9	11*
1C(2A)	The proportion of people who use services who receive direct payments	SALT	30.5	33.0	33.0	7
1C(2B)	The proportion of carers who receive direct payments	SALT	85.2	87.7	73.6	8*
1D	Carer-reported quality of life	SACE	7.5	-	7.7	11
1E	The proportion of adults (18-64) with a learning disability in paid employment	SALT	3.4	3.7	5.7	11
1F	Proportion of adults in contact with secondary mental health services in paid employment	MHSDS	7.0	5.4	9.0	10
1G	The proportion of adults with a learning disability who live in their own home or with their family	SALT	74.5	74.0	77.4	11
1H	Proportion of adults in contact with secondary mental health services living independently, with or without support	MHSDS	70.0	36.3	56.0	5
1I(1)	The proportion of people who use services who reported that they had as much social contact as they would like	ASCS	49.3	47.5	46.4	14
1I(2)	The proportion of carers who reported that they had as much social contact as they would like	SACE	32	-	34.6	10
1J	Adjusted Social care-related quality of life – impact of Adult Social Care services	ASCS	0.414	-	0.412	8
<i>Delaying and reducing the need for care and support</i>						
2A(1)	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	SALT	15.7	17.5	13.0	11
2A(2)	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	SALT	620.1	616.4	598.5	9
2B(1)	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	SALT	93.5	91.7	83.8	2
2B(2)	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	SALT	2.5	2.1	2.2	6
2C(1)	Delayed transfers of care from hospital, per 100,000 population	Unify2 DTOC / ONS	11.5	21.7	18.5	4
2C(2)	Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	Unify2 DTOC / ONS	3.5	3.0	8.3	3
2D	The outcome of short-term services: sequel to service was no ongoing support or support of a low level (%)	SALT	84.3	73.9	79.8	11
<i>Ensuring that people have a positive experience of care and support</i>						
3A	Overall satisfaction of people who use services with their care and support	ASCS	64.8	67.6	67.1	15
3B	Overall satisfaction of carers with social services	SACE	37.1	-	39.1	13
3C	The proportion of carers who report that they have been included or consulted in discussion about the person they care for	SACE	71.4	-	70.7	7
3D(1)	The proportion of people who use services who find it easy to find information about support	ASCS	73.2	71.2	74.3	10
3D(2)	The proportion of carers who find it easy to find information about support	SACE	62.6	-	64.1	8
<i>Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm</i>						
4A	The proportion of people who use services who feel safe	ASCS	70.3	67.8	70.6	9
4B	The proportion of people who use services who say that those services have made them feel safe and secure	ASCS	83.3	81.0	87.5	14

*Out of 15 as data not available for Somerset

Adult Social Care Benchmarking Report (2016-17)

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