

Appendix 1: Harrow's Adults Social Care Outcomes Framework (ASCOF) Performance 2011/12

The ASCOF is a set of outcome measures, which have been agreed to be of value both nationally and locally for demonstrating the achievements of adult social care

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

ASCOF reference	Indicator Description	Polarity	Actual Q4 2010/11	Target Q4 2011/12	Actual Q4 2011/12	Comments
1A	Social Care Related Quality of Life	▲	n/a	n/a	18.0	These indicators are from the Annual User Survey. Overall the range of scores in London is relatively narrow. When Cabinet took a decision about introducing the Fairer Charging Contributions policy in October 2011, it was highlighted that this was likely to have a negative impact on the results of the national User Satisfaction Survey. This has proved to be the case. We are pleased however that users of services not affected by contributions have continued to show improvements in satisfaction, for example learning disability clients and those accessing information and advice. We are also pleased that levels of safety for clients have been sustained. It is clear that about the same proportion of clients are satisfied with services, but what has reduced is the percentage reporting that they are 'very' satisfied. Local quality assurance work continues to show high levels of satisfaction, e.g. in reablement and personalisation.
1B	The proportion of people who use services who have control over their daily life (adequate control or better)	▲	n/a	n/a	64.3%	

1C part 1	% of social care users who receive self-directed support (of all clients and carers with substantial services)	▲	38.8%	50%	53.3%	The year-end position was on target. Performance in Q1 is significantly above the Q4 final year-end position, which is unusual compared to previous years. The Q1 target was easily met though the denominator will increase again during the year.
1C part 2	% of social care users taking up a cash payment option (DP or PB) (of all clients and carers with substantial services)	▲	18.4%	24%	22.4%	Of the personal budgets provided to clients, a greater proportion needs to be in the form of cash (at least as a part of the budget). Performance on the national measure is helped by the fact that costed carers services are often cash payments. Shop 4 Support and other initiatives such as Individual Service Funds are expected to be fully realised in 2012/13. In the meantime, monitoring will ensure that cash options are being taken up by all new clients.
1D	Carer-reported quality of life					Carer's Survey due in Autumn/Winter 2012
1E	% of adults with learning disabilities in paid employment	▲	18.2%	18.0%	18.2%	The Q4 result last year was very strong among London authorities. Plans are being developed to ensure that employment opportunities will be available to LD clients during 2012/13 in order for 10% to have been in work by the end of September.
1F	% of adults in contact with secondary mental health services in paid employment	▲	8.1%	12%	6.2%	CNWL are confident they can significantly improve this figure and achieve the target next year.

1G	% of people with learning disabilities living in their own home or with their families	▲	70.8%	70%	71.2%	This result is about average for London and is based on <i>current</i> learning disabilities clients. A small number of clients transferred from Health to Social Care funding last year have been placed in residential care and thus do not contribute to this indicator. The Long Term Team is looking at whether some clients in residential care can be better accommodated in supported housing. A new project to look at this has been launched to target resources towards maintaining performance. Additionally, new entrants to residential care are subject to a Director's Panel which ensures access is appropriately managed.
1H	% of adults in contact with secondary mental health services living independently, with or without support	▲	72.0%	92%	74.8%	All clients not in 'settled' accommodation will be checked by the team to see whether this is a) recorded correctly b) can be moved into more settled living arrangements.

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

ASCOF reference	Indicator Description	Polarity	Actual Q4 2010/11	Target Q4 2011/12	Actual Q4 2011/12	Comments
2A part i	Permanent admissions to residential and nursing care homes, <i>per 100,000 population</i> for YOUNGER ADULTS (18-64)	▼	n/a	10	10.2	When looked at with part ii of this indicator, the number of admissions in the year was much lower than in previous years. The Director's Panel has been working effectively at managing requests for placements, and supported living arrangements are being used where appropriate, to reduce reliance on residential care.
2A part ii	Permanent admissions to residential and nursing care homes, <i>per 100,000 population</i> for OLDER ADULTS (18-64)	▼	n/a	500	425.6	

2B part i	Following discharge from hospital to rehab/reablement, % older people who were still at home 91 days later PLEASE ALSO SEE part ii OF THIS INDICATOR	▲	79%	70-85% range	85.0%	The 'success rate' shown in this indicator needs to be compared to how widely rehab/reablement services were offered (see part ii, below). Combining part i and ii, Harrow's year end result ranks 11th of 32.
2B part ii	% older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing for rehabilitation/reablement PLEASE ALSO SEE PART I OF THIS INDICATOR	▲	n/a	n/a	7.1%	This shows that Harrow was one of the most 'ambitious' authorities in London offering reablement and rehabilitation services to older people out of hospital. The results of this help interpret the results of part i. If an authority offers a high proportion of discharged clients a rehab/reablement programme, the success rate will be lower than for an authority that selects a smaller and easier to work with group.
2C part 1	Hospital delayed transfers of care (total) - all clients over 18 - rolling year	▼	n/a	none set	6.6	
2C part 2	Hospital delayed transfers of care (caused by social care) - all clients over 18 - rolling year	▼	n/a	none set	2.3	Reablement 'Phase 2' now addresses existing users coming out of hospital. Clients follow a reablement programme and improved discharge process which should improve the indicator while not compromising the financial benefits of reablement.

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

	Indicator Description	Polarity	Actual Q4 2010/11	Target Q4 2011/12	Actual Q4 2011/12	Comments
3A	Overall satisfaction of people who use services with their care and support (% very/extremely satisfied)	▲	54.9%	n/a	50.3%	This is a national indicator from the Annual User Survey. Overall the range of score in London is relatively narrow. When Cabinet took a decision about introducing the Fairer Charging Contributions policy in October 2011, it was highlighted that this was likely to have a negative impact on the results of the national User Satisfaction Survey. This has proved to be the case. We are pleased however that users of services not affected by contributions have continued to show improvements in satisfaction, for example learning disability clients and those accessing information and advice. We are also pleased that levels of safety for clients have been sustained. It is clear that about the same proportion of clients are satisfied with services, but what has reduced is the percentage reporting that they are 'very' satisfied. The final comparator position is not yet known. Local quality assurance work continues to show high levels of satisfaction, e.g. in reablement and personalisation.
3D	The proportion of people who use services and carers who (say they) find it easy to find information about services	▲	73.5%	n/a	80.2%	

Domain 4: Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm

	Indicator Description	Polarity	Actual Q4 2010/11	Target Q4 2011/12	Actual Q4 2011/12	Comments
4A	The proportion of people who use services who (report they) feel safe as they want	▲	57.5%	n/a	56.7%	Commentary as above.
4B	The proportion of people who use services who say that those services have made them feel safe and secure	▲	n/a	n/a	74.7%	This is a national indicator from the Annual User Survey. We are also pleased that levels of safety for clients have been sustained. It is clear that about the same proportion of clients are satisfied with services, but what has reduced is the percentage reporting that they are 'very' satisfied. The final comparator position is not yet known. Local quality assurance work continues to show high levels of satisfaction, e.g. in reablement and personalisation.

Links for more detailed information can be found at:

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/measures-from-the-adult-social-care-outcomes-framework-england--2011-12--provisional-release>

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information>