

# ASCOF (Adult Social Care Outcomes Framework) 2021/22



# ASCOF Figures 2021/22

## Areas of Improved Performance

- Overall satisfaction of people who use services with their care & support
- Carer –reported & users of services quality of life has improved
- Increase in carers reporting they are included in discussions about person they care for
- People using services & carers have reported it easier to find information
- Increase in people using services & carers reporting they have as much social contact as they want
- People receiving services feel safer and have more control over their life
- Less older people placed into long term residential/nursing placements
- Proportion of people living independently who were discharged from hospital into reablement services has increased
- Increase in people in secondary mental health in paid employment and settled accommodation

# ASCOF Figures 2021/22

## Areas of Decreased Performance

- The proportion of people offered reablement from hospital discharge has decreased
- Reduction in the proportion of people receiving a direct payment
- Carers have reported an overall reduction in satisfaction with social services
- Slight decrease in the number of people not requiring long term services after a short term service to maximise independence
- Slight decrease in number is people with a Learning Disability in settled accommodation (their own home or with family)
- Overall care-related quality of life has reduced for people receiving long term services

# Changes in Activity 2020/21 to 2021/22

Measure	2020-21	2021-22	Change	% Change
DOLS applications	862	1,101	+ 239	+ 27.7 %
DOLS authorisations in place at 31 <sup>st</sup> March	334	403	+ 69	+ 20.7 %
Safeguarding Enquiries	821	1,109	+ 288	+ 35.1 %
New requests for Support	11,837	12,662	+ 825	+ 7.0 %
Admissions of Older People	238	219	- 19	- 8.0 %

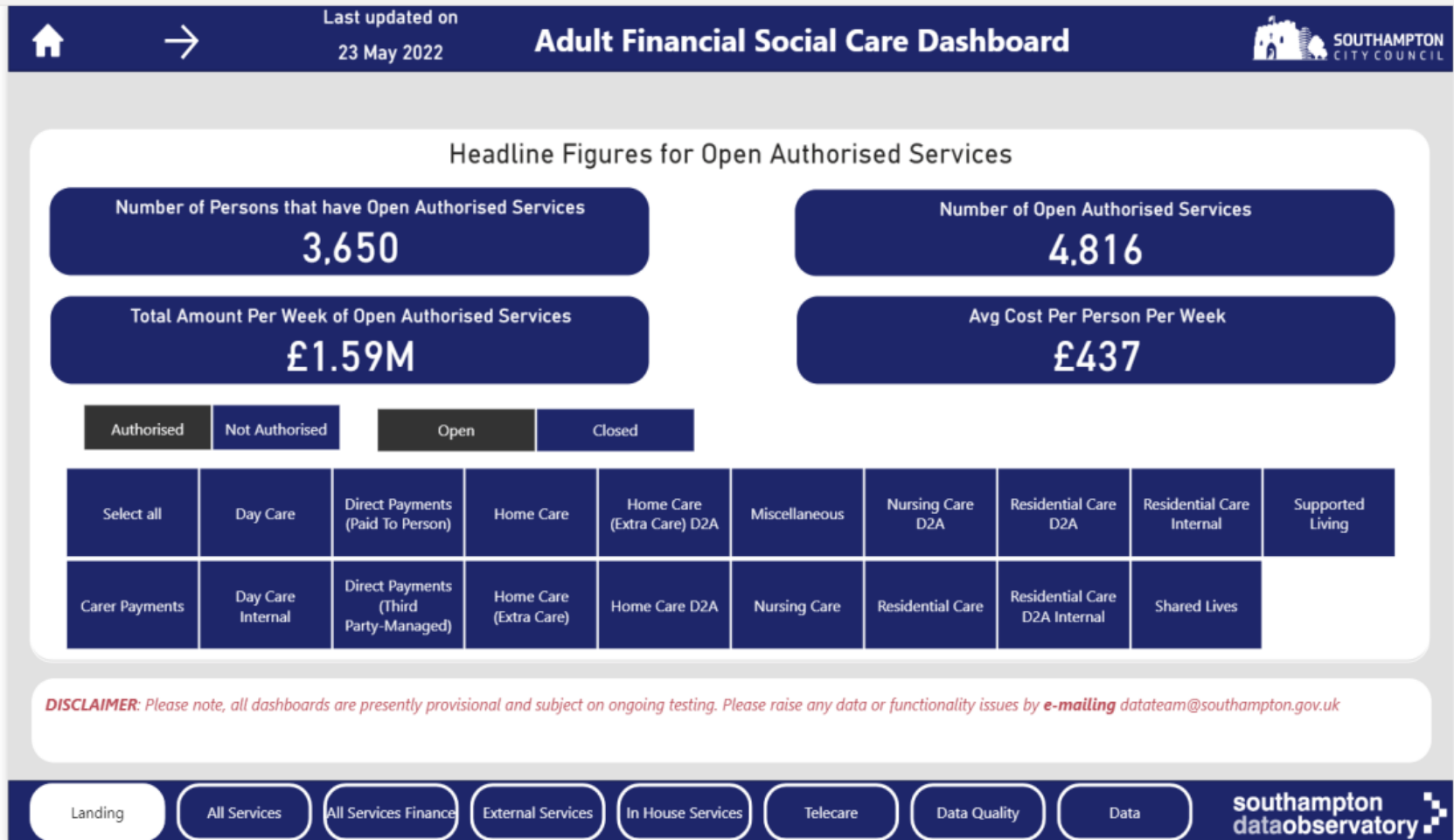
# Power BI Reporting

- Data Warehouse has been built which stores data from PARIS (previous Case Management System) and CareDirector (new Case Management System)
- Power BI is the tool to visualise and access underlying data with ability to link directly into Care Director
- A suite of Power BI dashboards have been created and published for managers and senior practitioners to access data
- Data includes activity levels, data quality, timeliness and financial data
- A dashboard to measure ASCOF KPI's and local indicators to be launched next month
- Dashboards refreshed nightly to provide latest data

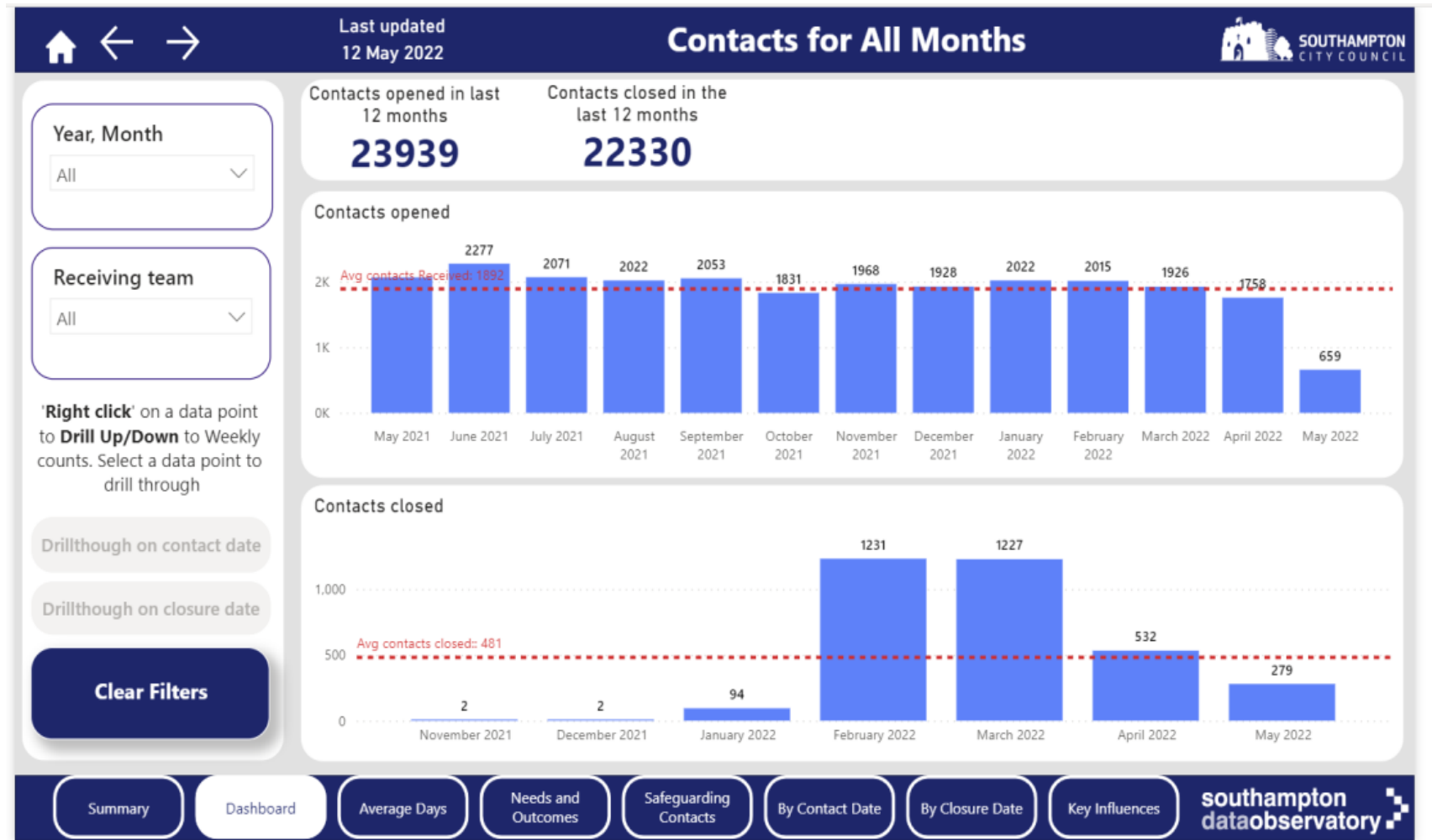
# Power BI Reporting

- **Function Based Dashboards created**
  - Contact
  - Assessment
  - Review
  - Safeguarding
  - DoLS
  - Services
  
- **Further dashboards are currently being developed**
  - Reablement
  - Caseloads
  - Cases awaiting allocation
  - Occupational Therapy
  - AMHP
  - Professional Intervention

# Example Power BI Dashboard



# Example Power BI Dashboard





# Draft ASCOF 2021/22

## Areas of Improved Performance and Better than or similar to National average

ASCOF Ref	Indicators	Good performance is	Southampton 2021-22 Draft Score	Southampton 2020-21 Final Score	Southampton 2019-20 Final score	Southampton 2018-19 Final Score	Change (usually 2020-21 to 2021-22)	Latest Available England average (usually 2020-21)
1B	Proportion of people who use services who have control over their daily life	↑	79.0		77.3		1.7	77.3
1C part 1a	Adults receiving self-directed support (service users only)	↑	93.5	90.8	82.3		2.7	92.2
1D	Carer-reported quality of life	↑	7.49			7.00	0.49	7.50
3A	Overall satisfaction of people who use services with their care and support	↑	66.6		63.1		3.5	64.2
3D2	The proportion of carers who find it easy to find information about services	↑	63.4			58.7	4.7	62.3
4B	Proportion of people who use services who say that those services have made them feel safe and secure	↑	88.4		86.4		2.0	86.8
1A	Social care-related quality of life	↑	18.9		18.8		0.1	19.1

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## Areas of Improved Performance though Lower than National average

Indicators	Good performance is	Southampton 2021-22 Draft Score	Southampton 2020-21 Final Score	Southampton 2019-20 Final score	Southampton 2018-19 Final Score	Change (usually 2020-21 to 2021-22)	Latest Available England average (usually 2020-21)
Permanent admissions of older people (aged 65 or over) to residential and nursing care homes, per 100,000 population	↓	621.0	700.5	770.5		-79.5	498.2
Proportion of Older people (65+) who were still at home 91 days after discharge from hospital into reablement and rehabilitation services (effectiveness of the service)	↑	75.2	72.4	74.5		2.8	79.1
Proportion of carers who report that they have been included or consulted in discussion about the person they care for	↑	62.0			59.6	2.4	69.7
The proportion of people who use services who find it easy to find information about services	↑	64.5		63.9		0.6	68.4
Proportion of people who use services who feel safe	↑	67.8		67.0		0.8	70.2

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## Areas of Improved Performance though Lower than National average

Indicators	Good performance is	Southampton 2021-22 Draft Score	Southampton 2020-21 Final Score	Southampton 2019-20 Final score	Southampton 2018-19 Final Score	Change (usually 2020-21 to 2021-22)	Latest Available England average (usually 2020-21)
Proportion of adults in contact with secondary mental health services in paid employment	↑	5.9	4.0	4.0		1.9	9.0
Proportion of adults in contact with secondary mental health services living independently, with or without support	↑	54.9	26.0	17.0		28.9	58.0
The proportion of people who use services who reported that they have as much social contact as they would like	↑	39.6		38.1		1.5	45.9
The proportion of carers who use services who reported that they have as much social contact as they would like	↑	30.3			22.2	8.1	32.5

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## Areas of Declining Performance but Better than National average

Indicators	Good performance is	Southampton 2021-22 Draft Score	Southampton 2020-21 Final Score	Southampton 2019-20 Final score	Southampton 2018-19 Final Score	Change (usually 2020-21 to 2021-22)	Latest Available England average (usually 2020-21)
Proportion of adults with Learning disabilities who live in their own home or with their family	↑	81.9	82.2	82.0		-0.3	78.3
Proportion of Older people (65+) who were discharged from hospital into reablement and rehabilitation services (offered the service)	↑	3.8	4.6	4.9		-0.8	3.1
The outcome of short-term services: sequel to service	↑	82.5	83.3	79.4		-0.8	74.9

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## Areas of Declining Performance and Lower than National average

Indicators	Good performance is	Southampton 2021-22 Draft Score	Southampton 2020-21 Final Score	Southampton 2019-20 Final score	Southampton 2018-19 Final Score	Change (usually 2020-21 to 2021-22)	Latest Available England average (usually 2020-21)
Adults receiving direct payments (service users only)	↑	14.4	14.5	16.1		-0.1	26.6
Adjusted Social care-related quality of life-impact of Adult Social Care Services	↑	0.383		0.407		-0.024	0.401
Overall satisfaction of carers with social services	↑	31.6			37.1	-5.5	38.6

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## Similar Performance to 2020/21

Indicators	Good performance is	Judgement	Southampton 2021-22 Draft Score	Southampton 2020-21 Final Score	Southampton 2019-20 Final score	Southampton 2018-19 Final Score	Change (usually 2020-21 to 2021-22)	Latest Available England average (usually 2020-21)
Carers receiving self-direct support	↑	No change but is better than the national average	100.0	100.0	100.0		0.0	87.1
Carers receiving direct payments	↑	No change but is better than the national average	100.0	100.0	100.0		0.0	75.3
Permanent admissions of younger adults (aged 18-64) to residential and nursing care homes, per 100,000 population	↓	No change but is better than the national average	12.0	12.0	11.9		0.0	13.3
Proportion of adults with Learning disabilities in paid employment	↑	Performance did not change but is worse than the national average	3.1	3.1	4.1		0.0	5.1