

NORTH LINCOLNSHIRE COUNCIL

CABINET

Adults Social Care: End of year performance 2019/20

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To seek Cabinet approval to publish the end of year performance outturn for Adult services.
- 1.2 The Council remains in the top 10 in England, for the number of Adult Social Care Outcomes measures in the top quartile.
- 1.3 The Council continues to support people to remain safe and well.

2. BACKGROUND INFORMATION

- 2.1. The National Adult Social Care Outcome Framework (ASCOF) comparator information for 2019/20 has been published, enabling North Lincolnshire Council to understand outcomes for local people and compare performance with other Councils in England, regionally and our comparator authorities.
- 2.2 These measures help us to understand how we enable the people of North Lincolnshire to be Safe, Well, Prosperous and Connected and how we are contributing to North Lincolnshire's priorities of 2019/20, which were:
 - Growing the economy
 - Keeping people safe and well
 - Enabling communities to flourish

2.3 Feedback from people who receive support - the views of people who use services are gathered through an annual survey called the 'National Adult Social Care User Survey'. The results of the survey for 2019/20 were very positive for North Lincolnshire, with more people reporting a good quality of life and telling us they feel safe as a result of the support they receive.

More people told us they are satisfied with the adult social care support they receive, enabling them to have control over their daily lives. This information helps us to continue to enable people to remain independent and connected to their communities.

One person told us "I feel the support I received enabled me to start re-living my life feeling safe and well."

Of the eight measures in the survey, seven were above the England and regional outcomes, demonstrating North Lincolnshire Council continues to prioritise the most vulnerable, enabling people to live the life they want to live.

2.4 Feedback from carers - The Carers Survey supports the Council to understand how services enable carers to be safe, have good health and wellbeing, and improved quality of life.

For all five questions asked of carers in North Lincolnshire, responses placed us above England, regional and comparator group outcomes and in the top England quartile. This tells us that carers:

- are happy with the care and support they receive
- are included in the plan for the person they care for
- experience a good quality of life
- have as much social contact as they would like
- find it easy to find advice and information

2.5 People's needs are met early - during 2019/20 the council supported 11,959 people with early help to remain independent.

Home First continued to provide rehabilitation, supporting people to remain at home longer, maintain their independence and keep connected to their community. North Lincolnshire remains above the England, regional and comparator group outcomes for availability and effectiveness of Rehabilitation and Reablement services, providing assurance that people are enabled to remain independent for as long as possible.

A person who received rehabilitation support told us “I didn’t think I would ever be able to get out on my own again, but today I managed to get to the post office.”

North Lincolnshire continued to work to support people to return home from hospital as quickly and safely as possible, reducing the negative impact that an unnecessary stay in hospital may have on their health and wellbeing. This is evidenced by the overall delays of stays in hospital being 7.6 per 100,000 compared to 10.8 nationally and a social care outturn of 1.7 compared to the England average of 3.2.

- 2.6 **Choice and control** - during 2019/20 the council supported 2,092 people with longer term needs to have choice and control over the way they want to live their life.

All people in receipt of longer-term services received self-directed support to enable them to have choice and control over how they receive and manage their support. People have full knowledge of their level of subsidy and are able to choose the mechanisms for managing their personal budget.

The England average for providing self-directed support is 91.9% with North Lincolnshire providing self-directed support to 100% of people receiving longer term support. More people than last year chose to take this as a direct payment, maintaining a position well above the England average.

The positive outcome in relation to choice and control is equally applicable in respect of carers. More carers than the England average have control and full knowledge of their personal budget.

- 2.7 **People are able to live independently** – The Council is committed to enhancing the quality of life for people in receipt of a longer-term service.

We are supporting more people to remain at home, reducing the need for older people to access long term residential and nursing placements, and we have supported more people of working age to live independently.

A person who moved into their own home told us “my confidence and self-esteem have improved now that I am living in a place of my own. I feel very settled and secure and now even have my own pet.”

Our priority continues to be to develop housing options for people as an alternative accommodation to residential care.

- 2.8 **Employment** - the number of people in employment with mental health needs or a learning disability continues to be below the England

average. The employment figures are drawn from the number of people with complex needs who are in paid employment.

North Lincolnshire Council is committed to improving the life chances of adults with higher needs and champions the right to an 'ordinary life' by seeking to increase employment opportunities. Further work will now be undertaken to address this area.

3. OPTIONS FOR CONSIDERATION

3.1 Cabinet notes agrees to publish the performance outturn for Adults

4. ANALYSIS OF OPTIONS

4.1 Assurance is provided to Cabinet, that the Council is prioritising the most vulnerable and achieving better outcomes for the people of North Lincolnshire.

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

5.1 None

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

6.1 None

7. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

7.1 N/A

8. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

8.1 NHS England surveys to carers and people receiving services were conducted and contributed to the 2019/20 performance outturn.

9. RECOMMENDATIONS

9.1 Cabinet notes agrees to publish the performance outturn for Adults.

DIRECTOR OF ADULTS AND COMMUNITY WELLBEING

Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

Author: Karen Pavey, Director Adults and Community Wellbeing

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Appendix 1

Feedback from people who receive support and carers

Adult Social Care Survey Question	NL Outturn 2019/20	England Outturn	Regional Outturn	Comparator Outturn
Social Care related quality of life	19.6	19.1	19.1	19.1
Control over daily life	79.6%	77.3%	75.2%	77.2%
Social contact	51.0%	45.9%	46.2%	46.4%
Quality of life	0.445	0.401	0.378	0.416
Overall satisfaction with care and support	66.9%	64.2%	64.0%	64.9%
Information about services is easy to find	67.1%	68.4%	68.1%	67.6%
People who use services feeling safe	75.4%	70.2%	69.7%	70.2%
People feeling safe and secure as a result of services	91.4%	86.9%	88.5%	87.7%
Carer reported quality of life	8.0	7.5	7.7	7.6
Carers social contact	39.4%	32.5%	35.8%	29.1%
Carers overall satisfaction with care and support	44.1%	38.6%	39.7%	42.9%
Carer included/consulted in discussion about person cared for	74.6%	69.9%	70.9%	73.7%
Carers - information about services is easy to find	76.2%	62.4%	63.0%	67.0%

People have their needs met early

Adult Social Care Survey Question	NL Outturn 2019/20	England Outturn	Regional Outturn	Comparator Outturn
Delayed Transfers of Care (Low Number is Good)	7.6	10.8	9.4	8.2
Delayed Transfers of Care (Joint Social Care and NHS) (Low Number is Good)	0.6	1.0	1.0	0.7
Delayed Transfers of Care (Social Care)	1.7	3.2	2.7	2.6
Reablement/Rehabilitation (Effectiveness of Service)	89.6%	82.0%	80.4%	82.5%
Reablement/Rehabilitation (Availability of Service)	2.8%	2.6%	2.4%	2.4%
Outcomes from Short Term Support	91.4%	79.5%	73.1%	82.2%

People have choice and control

Adult Social Care Survey Question	NL Outturn 2019/20	England Outturn	Regional Outturn	Comparator Outturn
Self-Directed Support (people who receive services)	100%	91.9%	88.5%	92.6%
Direct Payments (people who receive services)	41.4%	27.9%	26.7%	27.9%
Self-Directed Support (Carers)	100%	86.9%	79.9%	83.3%
Direct Payments (Carers)	100%	77.1%	73.0%	78.4%

People live independently

Adult Social Care Survey Question	NL Outturn 2019/20	England Outturn	Regional Outturn	Comparator Outturn
New Long-Term Admissions (18-64) (Low Number is Good)	17.0	14.6	17.8	14.0
New Long-Term Admissions (65+) (Low Number is Good)	578.4	584.0	654.8	631.6
Learning Disability Independence	79.2%	77.3%	90.9%	82.3%
Mental Health Independence	33%	58%	67%	59%

Employment

Adult Social Care Survey Question	NL Outturn 2018/19	England Outturn	Regional Outturn	Comparator Outturn
Learning Disability Paid Employment	3.2%	5.6%	6.3%	5.7%
Mental Health Paid Employment	6%	9%	11%	8%