

3rd March 2014**Agenda Item: 5****REPORT OF THE CORPORATE DIRECTOR, ADULT SOCIAL CARE,
HEALTH AND PUBLIC PROTECTION****NOTTINGHAMSHIRE COUNTY COUNCIL ADULT SOCIAL CARE
OUTCOMES FRAMEWORK DATA****Purpose of the Report**

1. To provide the Adult Social Care and Health Committee with further detail about the information available to the public via the Local Government Inform website, which uses the Adult Social Care Outcomes Framework (ASCOF) data to provide statistics relating to the Department's performance.

Information and Advice**Adult Social Care Outcomes Framework (ASCOF)**

2. The ASCOF is a number of performance measures defined by the Department of Health, in conjunction with the Association of Directors of Adult Social Services and the Local Government Association. It is not a national performance management tool and there are no national targets set against any of the measures. The ASCOF was first published during 2011, and the framework is updated annually, to reflect changes in legislation and policy. It was introduced alongside the Putting People First initiative, to enable the Council to demonstrate whether people feel more in control of their care and support.
3. The purpose of the ASCOF is three-fold:
 - Nationally, the ASCOF gives an indication of the strengths of social care, and its success in delivering better outcomes for people who use services. This supports the Government in reporting on adult social care, and informs and supports national policy development.
 - Locally, the ASCOF supports councils in improving the services they provide, by benchmarking across local authorities and demonstrating good practice
 - The ASCOF allows for greater transparency in the delivery of adult social care, supporting local people to hold their Council to account for

the quality of services they provide. The ASCOF is used to inform the Local Account, which sets out the Council's priorities and provides information on its progress to the people of Nottinghamshire. It evidences outcomes for service users, and enables the Council to demonstrate where it is meeting, or not meeting, the needs of service users.

Adult Social Care Outcomes Framework (ASCOF) website

4. In November 2013, the Department of Health launched a new website, which gives people the opportunity to access and compare social care data from their Local Authority. The website presents 'outcome measures' from the ASCOF for 2012/13, published by the Health and Social Care Information Centre in December 2013.
5. The data available includes how well Local Authorities are performing in relation to:
 - giving people good quality of life;
 - public satisfaction with care services;
 - the number of permanent admissions to care homes; and
 - delayed transfers of care from hospitals
6. Service users and carers will be able to see whether Nottinghamshire County Council is performing well and compare its performance both regionally and nationally. It is also possible to compare Nottinghamshire County Council with a number of similar Local Authorities. These comparable Local Authorities are selected according to the Chartered Institute of Public Finance and Accountancy (CIPFA) "Nearest Neighbour Model", which identifies similarities between authorities based upon a range of socio-economic and demographic indicators.
7. This website gives people clear information, which is easy to understand, so they can hold councils to account over poor performance. The information available relates to a number of key activities of the department which are reported on nationally and regularly to the Senior Leadership Team and Members. The information available has all been provided to the Department of Health by Nottinghamshire County Council.
8. The website can be accessed via <http://ascof.hscic.gov.uk/>

Summary of Nottinghamshire County Council 2012-13 ASCOF return

9. The full findings of the 2012-13 ASCOF return can be seen as Appendix A to this report. There are twenty one separate measures which report on the broad range of services in Adult Social Care as well as more specific areas. Nottinghamshire County Council is performing at above the national average level in 15 of these measures.

10. An area where the Council is performing exceptionally well is in relation to service users with personal budgets or who receive a direct payment. Nottinghamshire is the second highest performing authority in the Country. In 2012-2013 444 (6%) more service users were in receipt of personal budgets than in the previous year. 854 (37%) more service users received direct payments.
11. The indicator which measures a reduction in the number of people being admitted to care homes is gradually improving. Given the increase in the older adult population of 15.8% between 2001 and 2011, this is a challenge. The Living at Home project is continuing to expand, resulting in fewer people being admitted to care homes, instead remaining in their own homes. This is in line with the objectives of the Nottinghamshire County Council Strategic Plan. The Living at Home project brings together a range of services that give local people and their carers more choice and control over where they live. By working in partnership with Health and District Councils, Nottinghamshire County Council is developing a range of real alternative options for Older People which will reduce the numbers of people in long term care in the future.
12. There are also areas where the Council needs to improve. Performance in relation to Mental Health service users in employment and in stable accommodation appears low. These indicators are not collected, or reported on by Nottinghamshire County Council, but are the responsibility of colleagues in Health. Discussions are currently taking place with the managers of the frontline service, to review existing procedure in relation to this area.
13. It is the first time that Nottinghamshire's performance in relation to Carers has been measured in this way. The Council has undertaken a significant amount of work with this group over the years. 2012-13 was the first full year within which the 'personal budget' for carers and for young carers was available. This funding is paid directly to carers and enables them to pursue their own particular interests, hobbies and educational opportunities or participate in a leisure/relaxation activity. The personal budget is proving to be popular, and the number of carers making use of it is increasing.
14. The 'Carers' Emergency Card' was re-launched in 2012-13, bringing the service 'in-house' rather than managing it through a call centre. This service enables carers' wishes to be identified, should they be prevented from caring for any reason. The carer carries the card with them at all times and if anything should happen to them a call is made to the Customer Services Centre who will then ensure the cared for person is looked after, which provides carers with peace of mind that emergency plans can be put into action if required. These, along with other ongoing initiatives, have contributed to the Council's strong performance.

Summary

15. The report seeks to provide Members with a brief summary of performance for 2012-13, as measured by the ASCOF, and the actions the Council is taking to

address issues raised by it. Performance is monitored monthly with Senior Departmental Management, via the Performance Board. The Council will continue to provide quarterly performance reports to Members to identify areas of good practice within Adult Social Care and areas for development.

Reason/s for Recommendation/s

16. This report is for information only and there are no specific recommendations to be made.

Statutory and Policy Implications

17. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Implications for Service Users

18. By ensuring the continuation of robust information about performance, the Council will be best able to plan and commission services in the future. By ensuring that service users are aware of the performance of the Council in relation to Adult Social Care, the Council provides the people of Nottinghamshire with the information they require to hold the Council to account.

Financial Implications

19. There are no financial implications arising from this report.

RECOMMENDATION/S

- 1) It is recommended that the Adult Social Care and Health Committee notes the contents of this report.

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For any enquiries about this report please contact:

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Constitutional Comments

20. As this report is for noting only, no constitutional comments are required.

Financial Comments (KAS 11/02/2014)

21. There are no financial implications contained within the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Electoral Division(s) and Member(s) Affected – All
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