

## How well did we perform during 2013-14?

All local authorities in England conduct an annual national survey: The “Personal Social Services: Adult Social Care User Survey” under the guidance of the Department of Health. The Department of Health set most of the questions and the key questions are translated into performance indicators, as shown in the table below.

This information helps us make comparisons with each other councils from one year to the next. If one council is doing better than another we want to know why and see if we can learn from them. Now you can see these key performance indicators and help us improve too. You can find out more about this National Survey if you follow this link:  
<http://www.hscic.gov.uk/socialcare/usersurveys>

### Our Local Survey

Somerset County Council sent questionnaires to 1321 service users from across all client groups. In total 545 surveys were returned achieving a response rate of 41.26%.

We have colour coded the Somerset figures to help you see if we are doing well or need to improve. Green shows we are doing well, orange indicates we are almost on target and Red shows we need to improve.

**Table 1: Results from the Adult Social Care user survey**

Performance Indicator	Somerset 2012/13	Somerset 2013/14	National 2013/14
The proportion of people who use services who feel safe	65.4%	67.1%	66%
The proportion of people who use services who say that those services have made them feel safe and secure	83.2%	87%	79.2%
The proportion of people who use services who have control over their daily life	80.7%	79.9%	76.7%
The proportion of adults using services who are satisfied with care & support services	64.9%	66.4%	64.9%
The proportion of people who use services users who find it easy to find information about services	74.6%	79.5%	74.7%

### Adult Social Care Outcomes Framework (ASCOF)

Since the introduction of the Adult Social Care Outcomes Framework (ASCOF) in 2011, Somerset County Council, along with all Local Authorities across the Country are able to measure how well care and support services achieve the outcomes that matter most to people.

#### The key priorities of the Adult Social Care Outcomes Framework:

- supports councils to improve the quality of care and support services they provide
- gives a national overview of adult social care outcomes over an annual period
- looks at how the framework will be developed in future

**We have worked with a group of volunteers who are interested in or who have used care and support services to identify a few of the measures that we report on, so that you can see how we are doing in Somerset.**

## National Survey - Adult Social Care Outcomes Framework (ASCOF) measures, in comparison with the national average

The first table shows our performance regarding people who are supported in their community, and the second table covers the support provided within residential and nursing care services as well as people who have come out of hospital care:

**Table 2: Community based support**

<b>Performance Indicator</b>	<b>Somerset 2012/13</b>	<b>Somerset 2013/14</b>	<b>National 2013/14</b>	<b>Notes / Comments</b>
Number of adults, older people and carers receiving self-directed support as a percentage of all clients receiving community based services and carers receiving carer specific services	7.4%	32.86%	62.1%	Higher is better. We are working hard to develop and support the market to design a greater range of small businesses that can support greater choice of care and support services.
Number of adults, older people and carers receiving self-directed support via a direct payment as a percentage of all clients receiving community based services and carers getting specific carers based services	4.2%	7.78%	19.1%	Higher is better. We are working hard to develop and support the market to design a greater range of small businesses that can support greater choice of care and support services.
Adults with a learning disability in paid employment	4.7%	4.6%	6.8%	Higher is better. We have commissioned two services that support people with learning difficulties to find employment.
Adults with a learning disability who live in their own home or with family	79.7%	77.3%	74.8%	Higher is better. Our performance is better than the national average.
Adults in contact with secondary mental health services in paid employment	9.7%	10.2%	7.1%	Higher is better. We are in the top third of performers nationally and we are higher than the national average.

Adults in contact with secondary mental health service living independently with or without support	19.5%	20.3%	60.9%	Higher is better. We are improving the way we capture data to ensure we reflect the true picture in Somerset as there are currently a number of people who use a range of community / voluntary based services who are not being captured in this measure.
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**Table 3: Residential, nursing and hospital based support**

Performance Indicator	Somerset 2012/13	Somerset 2013/14	National 2013/14	Notes / Comments
Permanent admissions to residential & nursing care for younger adults aged 18-64 per 100,000 population	18.1	15.9	14.4	Lower is better. Our performance is improving; we are slightly higher than the England average.
Permanent admissions to residential & nursing care homes for older people (65 and over) per 100,000 population	694.6	589.9	668.4	Lower is better. We have improved our performance compared to recent years. We are in the top third of performers and better than the England average.
Older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	85.5%	80.2%	81.9%	Higher is better. We are making improvements to our reablement services to ensure we manage this effectively.
Older people (65 and over) who were offered reablement services following discharge from hospital	1.4%	5.7%	3.3%	Higher is better. We are one of the best performers in the country for this measure.
Delayed transfers of care from hospital per 100,000	10.8%	12.6%	9.7%	Lower is better. Our performance is not

population				as good as we would like. We are working with Somerset Partnership to improve this
Delayed transfers of care from hospital which are attributable to adult social care	<b>3%</b>	<b>4.4%</b>	<b>3.1%</b>	Lower is better. Our performance is not as good as we would like, we are working with Somerset Partnership to improve this.

### Keeping people safe - Safeguarding

Social care has an important role in the protection of the public before harm has happened and after it has happened. During 2013 – 2014 there were a total of 943 concluded safeguarding referrals in Somerset, compared to 911 concluded referrals in 2012 – 2013. There will be a more detailed safeguarding section which will give more detail about how we help protect people from harm and promote caring in a safe environment.