

City of York Council – ACE Directorate

Local Account for Adult Social Care

Analysis of Indicators & Targets

Adults, Children & Education Directorate.

account (*n*,)

1. a verbal or written report, description, or narration of some occurrence, event, etc.
2. an explanation of conduct, *esp. one made to someone in authority*
3. ground; basis; consideration: *on this account, on account of*
4. importance, consequence, or value *of significant account*
5. assessment; judgment
6. profit or advantage: *to turn an idea to account*
7. on behalf of another; as in the phrase *on your account*

2011

GRAPHS & ANALYSIS

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About this document:

A Local Account should allow members of the public to:

- Understand the work we have done, and the priorities for the year ahead;
- See evidence for the statements we have made, and the reasons why actions or decisions have been taken;
- Access supporting data; see trends and comparisons in activities which support better customer outcomes,
- Have the opportunity to comment and feedback on the content either directly or as part of wider consultation processes.

The account has been published in three versions.

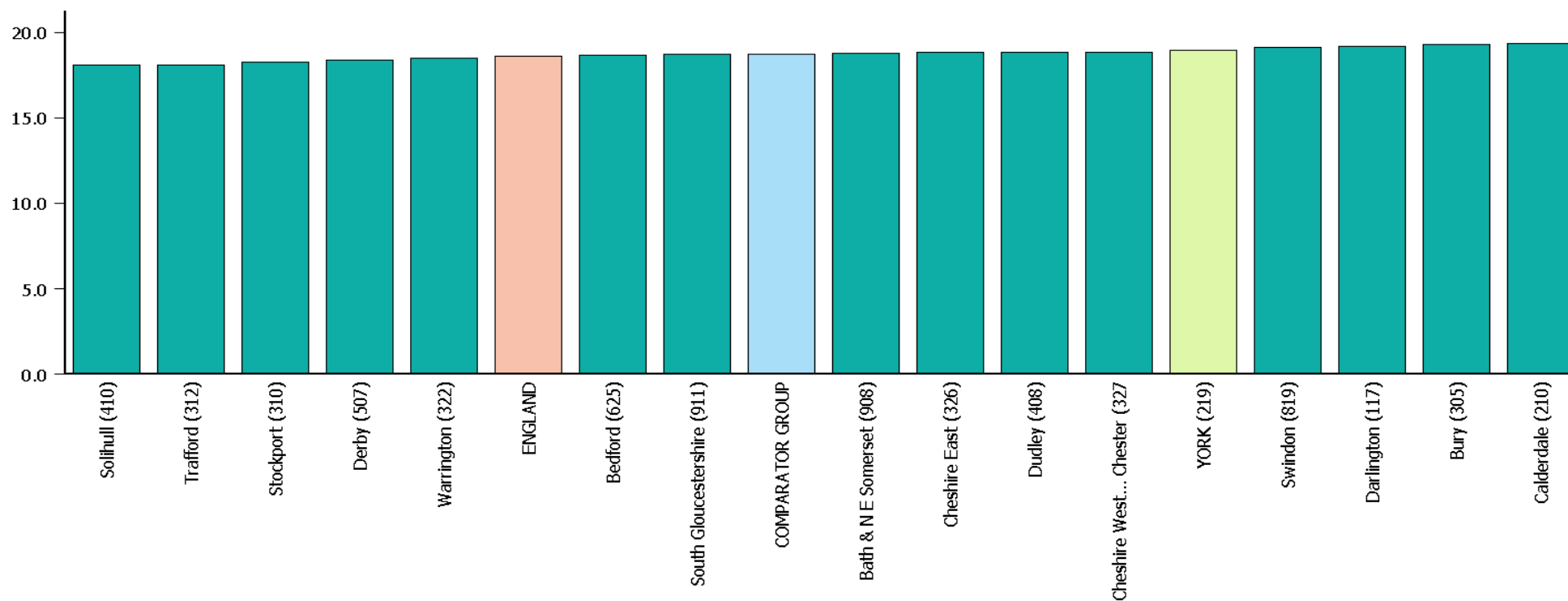
- **The Comprehensive Version:** a data and analysis rich narrative document.
available at <sampleurl1.york.gov.uk>
- **The Accessible Version:** a shorter, easy read version of the account.
available at <sampleurl2.york.gov.uk>
- **The Interactive Version:** an executive summary version of the account
available online available at <sampleurl3.york.gov.uk>

A single document showing an analysis of our performance will accompany all three versions called the GRAPHS & ANALYSIS document.

This is the GRAPHS & ANALYSIS Document which accompanies all the versions.

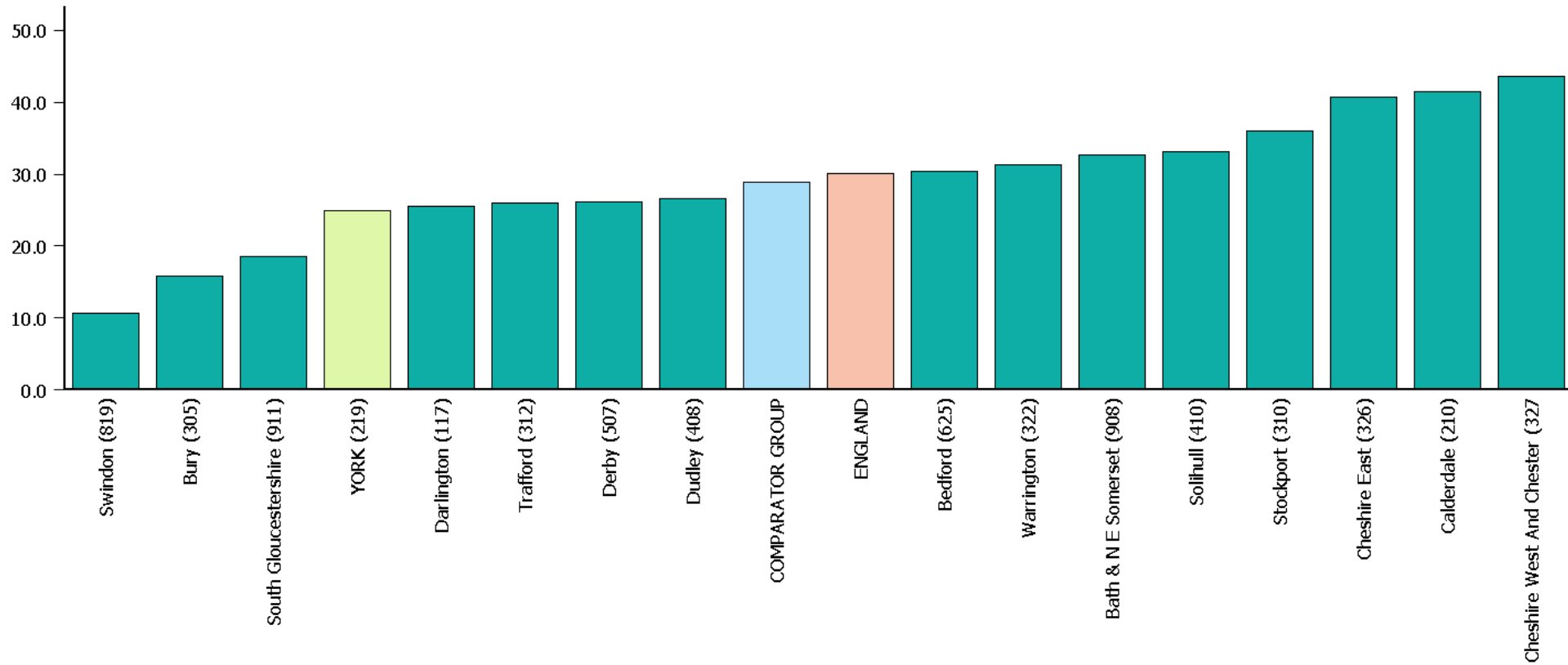
National Returns Data Sets.

Graph1: Self reported experience of social care users (expressed as a score out of 24), 2010-11



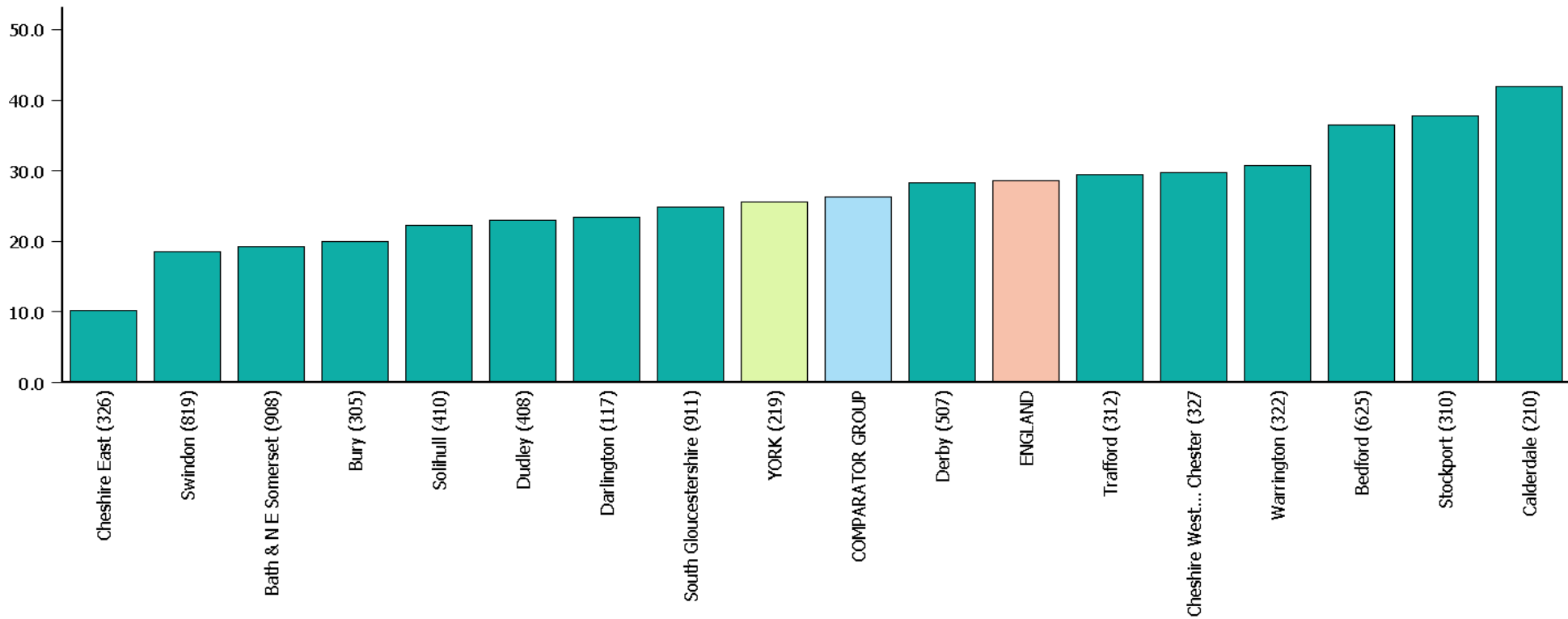
Comparator	Minimum	25th Percentile	Average	75th Percentile	Maximum
YORK (219)	.	.	18.9	.	.
COMPARATOR GROUP	18.1	18.5	18.8	19.0	19.4
ENGLAND	17.4	18.3	18.6	19.0	19.7

Graph 2: Proportion of people using social care who receive self-directed support, and those receiving direct payments



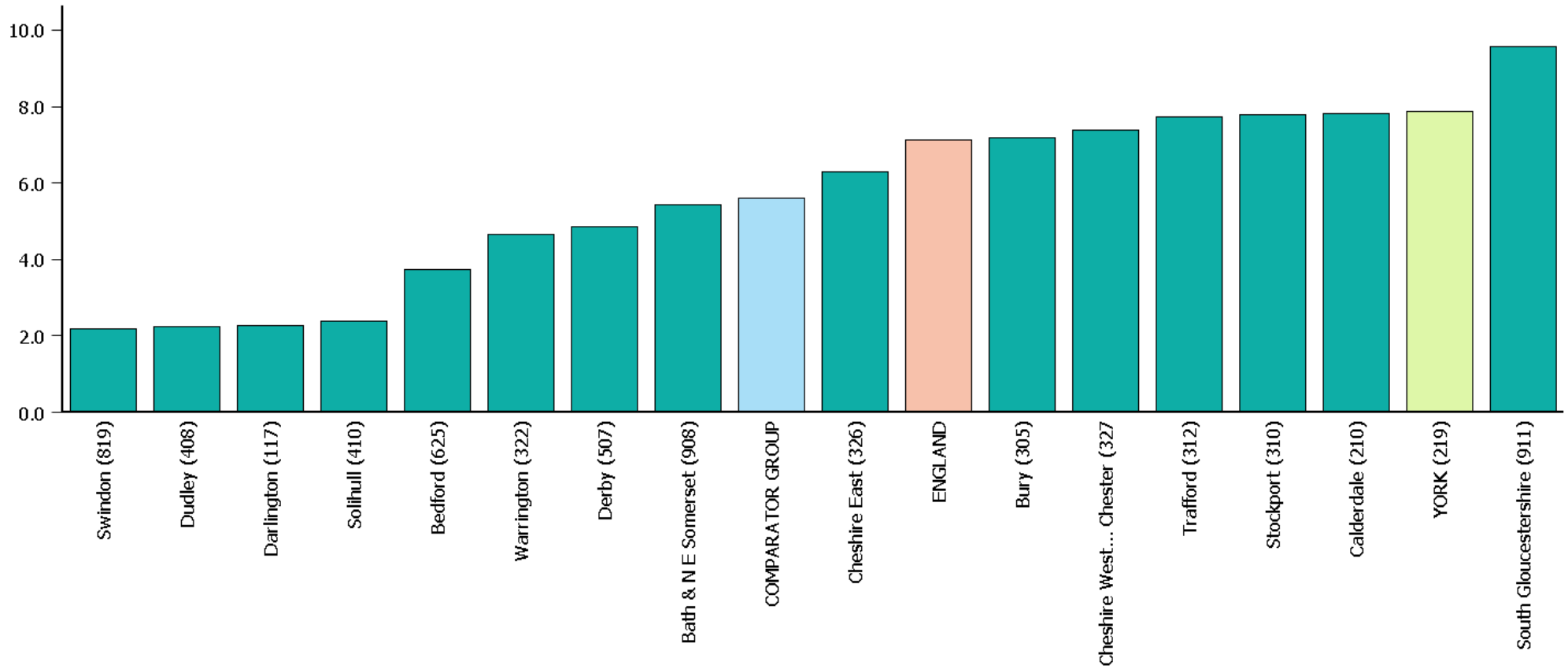
Comparator	Minimum	25th Percentile	Average	75th Percentile	Maximum
YORK (219)	.	.	24.9	.	.
COMPARATOR GROUP	10.6	25.2	28.9	34.6	43.5
ENGLAND	4.0	22.1	30.1	35.2	98.5

Graph 3: Carers receiving needs assessment or review and a specific carer's service, advice or information (expressed as a percentage), 2010-11



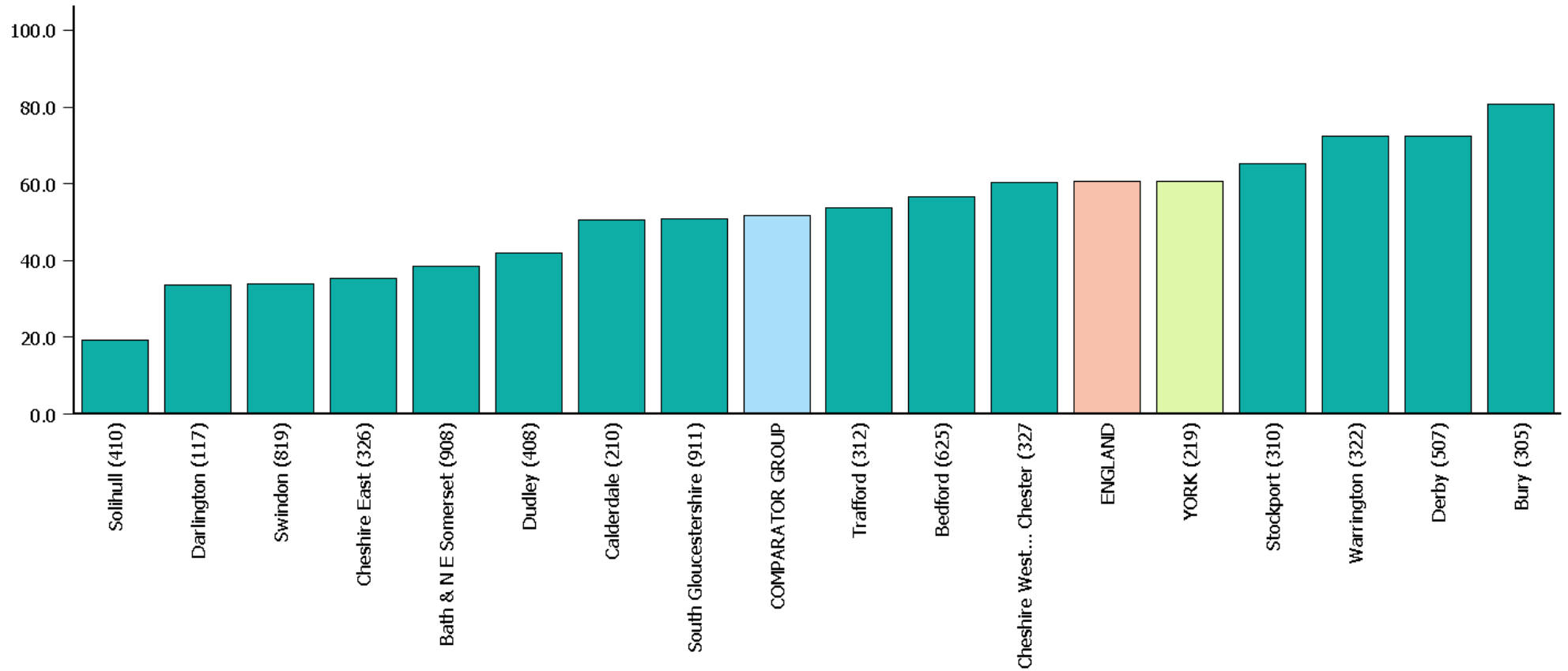
Comparator	Minimum	25th Percentile	Average	75th Percentile	Maximum
YORK (219)	.	.	25.5	.	.
COMPARATOR GROUP	10.2	21.1	26.4	30.2	41.9
ENGLAND	8.4	22.3	28.7	33.0	60.2

Graph 4. Proportion of adults with learning disabilities in paid employment:



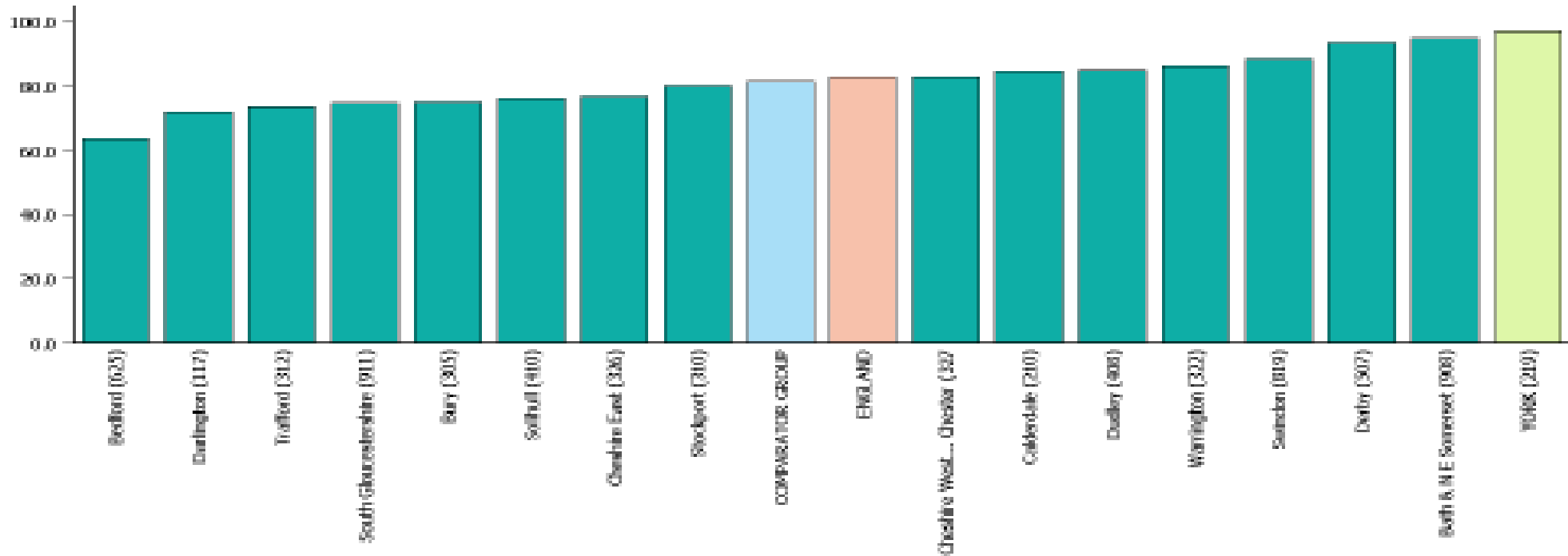
Comparator	Minimum	25th Percentile	Average	75th Percentile	Maximum
YORK (219)	.	.	7.9	.	.
COMPARATOR GROUP	2.2	3.1	5.6	7.8	9.6
ENGLAND	0.0	4.1	7.1	9.0	30.8

Graph 5. Proportion of adults with learning disabilities in settled accommodation



Comparator	Minimum	25th Percentile	Average	75th Percentile	Maximum
YORK (219)	.	.	60.6	.	.
COMPARATOR GROUP	19.3	36.9	51.6	62.8	80.8
ENGLAND	19.3	51.5	60.6	70.2	100.0

Graph 6. Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services



Comparator	Minimum	25th Percentile	Average	75th Percentile	Maximum
YORK (219)	.	.	97.1	.	.
COMPARATOR GROUP	63.4	74.9	81.6	87.2	97.1
ENGLAND	44.9	78.5	83.1	88.8	100.0

Adults Social Care Survey (ASCS) 2011

Background & methodology

Each year local authorities are required to compile and submit a number of statistics to the Department of Health concerning social care services provided by Social Services Departments. This year, the Adult Social Care Survey replaced the old user experience survey programme (PSS survey). The survey includes all eligible service users who were in receipt of a service on 30th September 2010. This included service users who were in their own home, residential care, nursing care, extra care housing and sheltered accommodation who have received services funded by Social Services.

Postal questionnaires were sent out towards the end of January 2011 to 982 eligible customers selected at random. Two separate reminders were sent out in February 2011. Following two reminder letters, a total of 655 customers completed a survey. This gives an excellent response rate of 67%.

Data-processing was carried out by an independent research agency. The report was written by the CYC Business Intelligence Team.

Statistical reliability explained

Based on statistical rules, the overall results from this survey are accurate to within +/- 3.6% at the 95% confidence level. This means that if the exact same survey was carried out 100 times, 95 out of 100 times the results would not be more or less than 3.6% from the figures in this report. *This level is superior to the accepted industry standard of +/- 5%.*

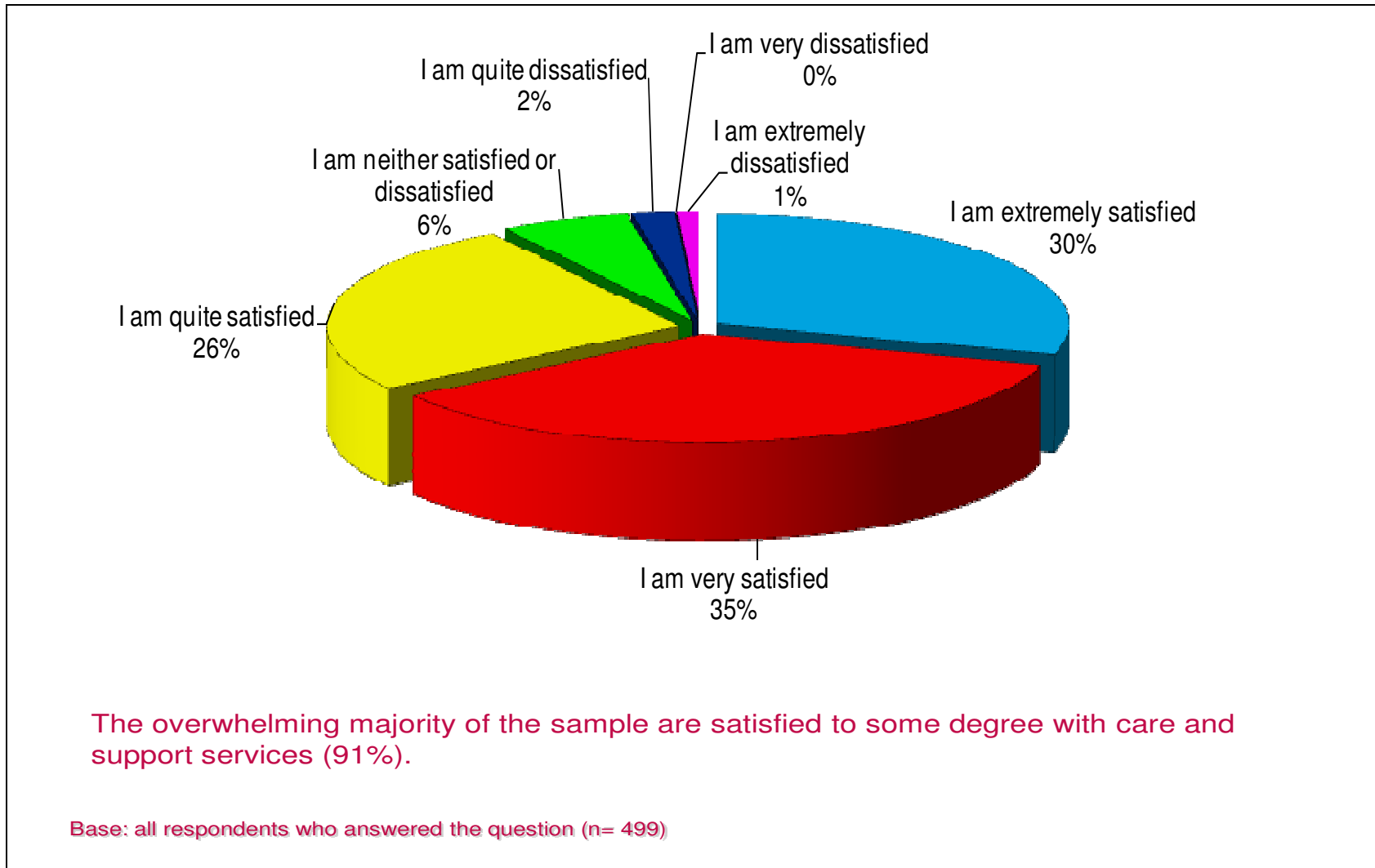
The statistical accuracy of results at sub-level will vary. As a guide, a base size of 400 will have an accuracy level of +/- 4.7% at the 95% confidence level, 250 at +/- 6.0% and 100 at +/- 9.7%.

This report shows the figures for respondents who gave a definite response to each question so base sizes will vary where there are questions that have not been completed. Where responses do not add up to 100%, this is due to multiple coding (respondents could choose more than one option) or computer rounding.

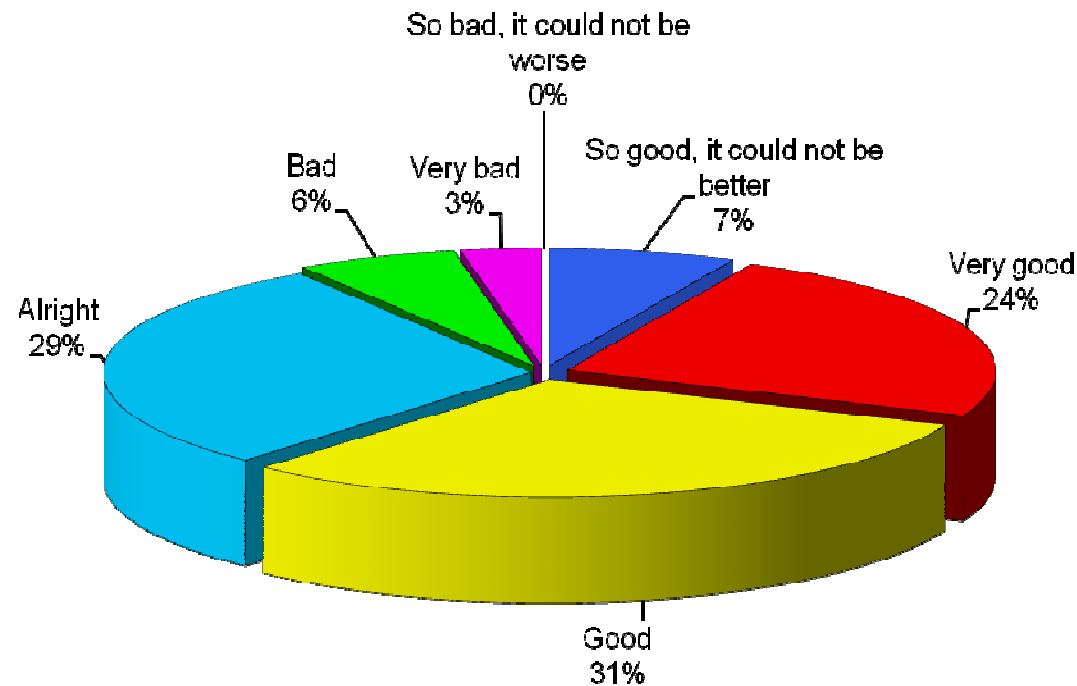
Profile Sample from the Survey

- 655 People Completed the Survey.
- 84% of People completing the survey were over 55 years old.
- Of the remaining 17%, 13% were between 35 and 74 years old, and 4% were 18 to 34 years old.
- 72% of respondents described themselves as having a physical disability, frailty or sensory impairment.
- 10% had a Learning Disability.
- 5% had Mental Health problems.
- 13% described themselves as “other” vulnerable people.

ASCS Q1: Overall, how satisfied are you with the care and support services you receive?



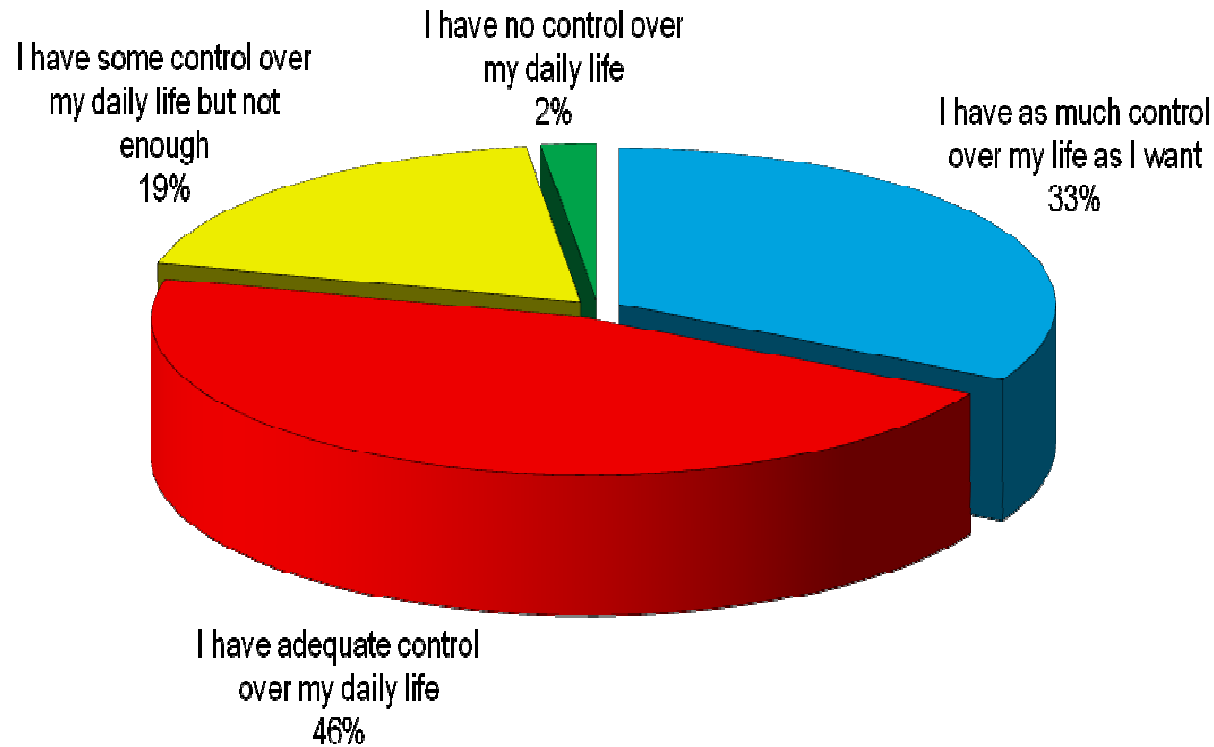
ASCS Q2: Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?



Nearly two-thirds (62%) of the sample regard their health as good, whilst a further 29% believe it to be alright.

Base: all respondents who answered the question (n= 521)

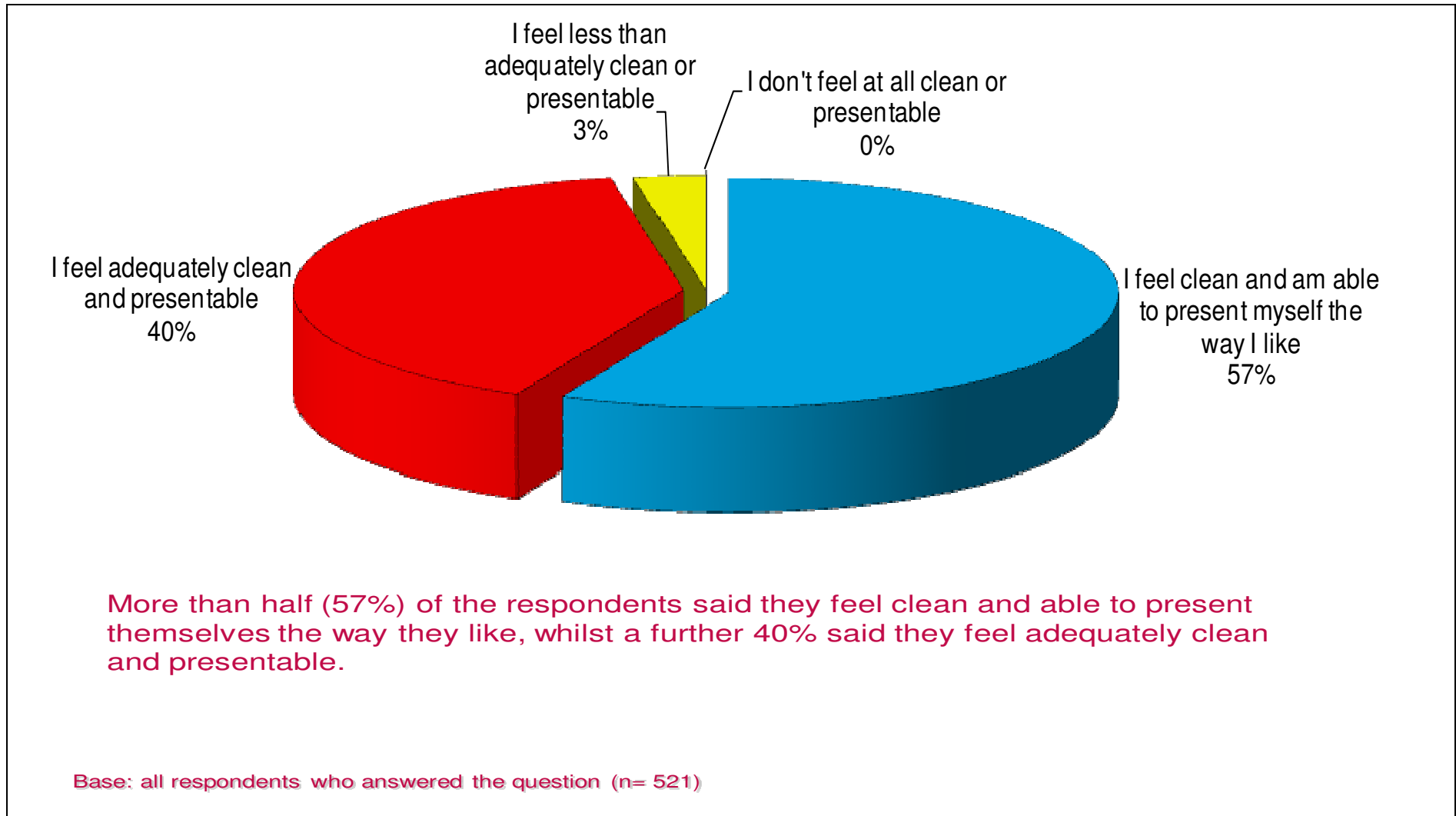
ASCS Q3: Which of the following statements best describes how much control you have over your daily life?



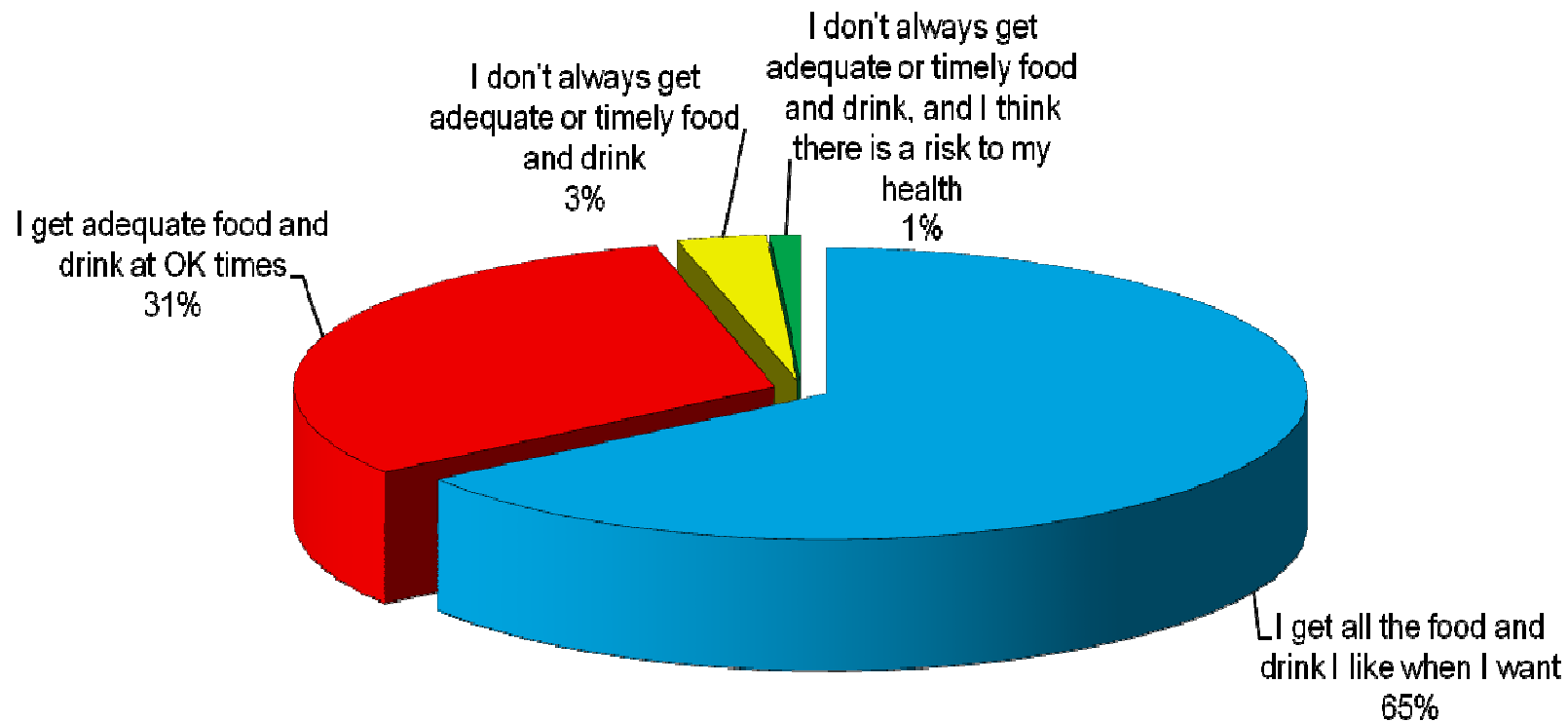
Respondents were more likely to say they have adequate control over their life, with nearly half (46%) saying this.

Base: all respondents who answered the question (n= 521)

ASCS Q4: Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?



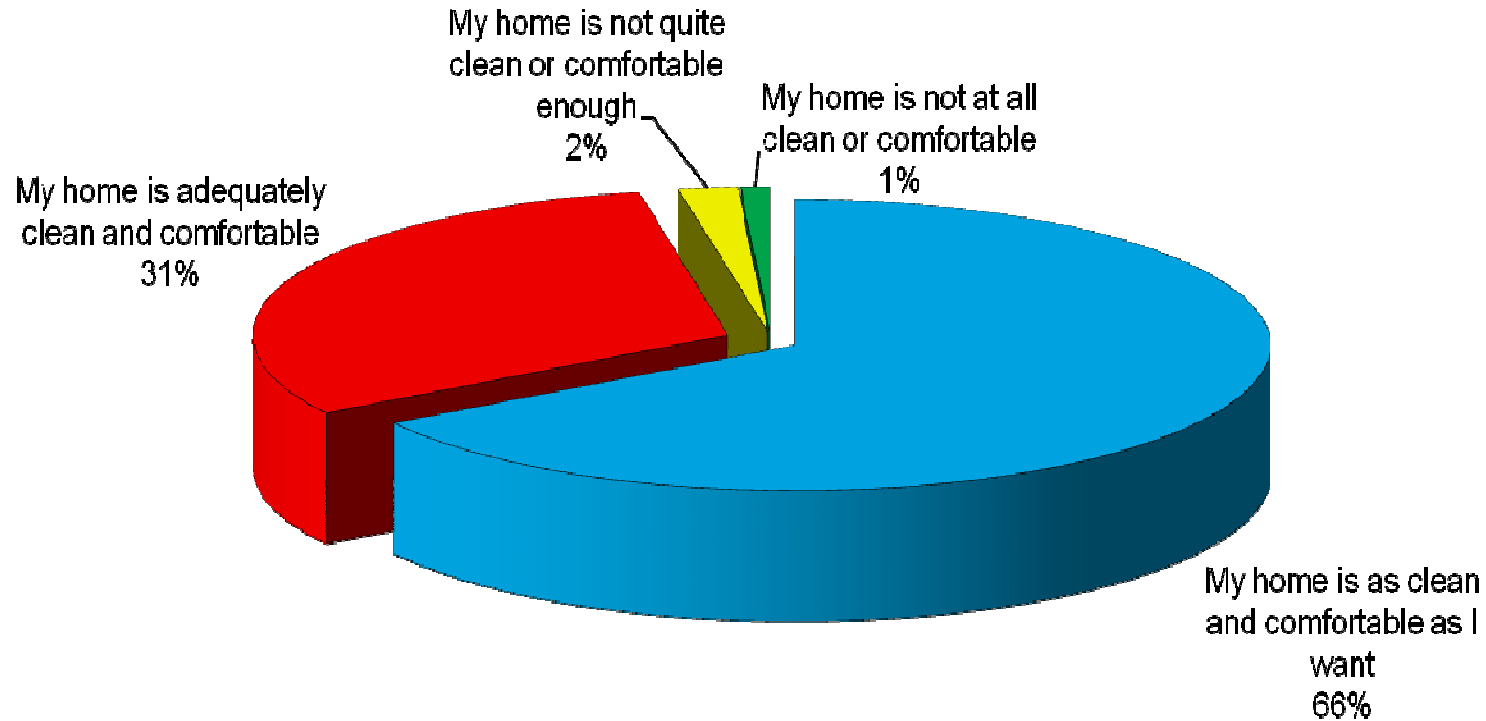
ASCS Q5: Thinking about the food and drink you get, which of the following statements best describes your situation?



Respondents were more likely to say they get all the food and drink they would like when they want, with two-thirds (65%) saying this. A further 31% said they get adequate food and drink at okay times.

Base: all respondents who answered the question (n= 518)

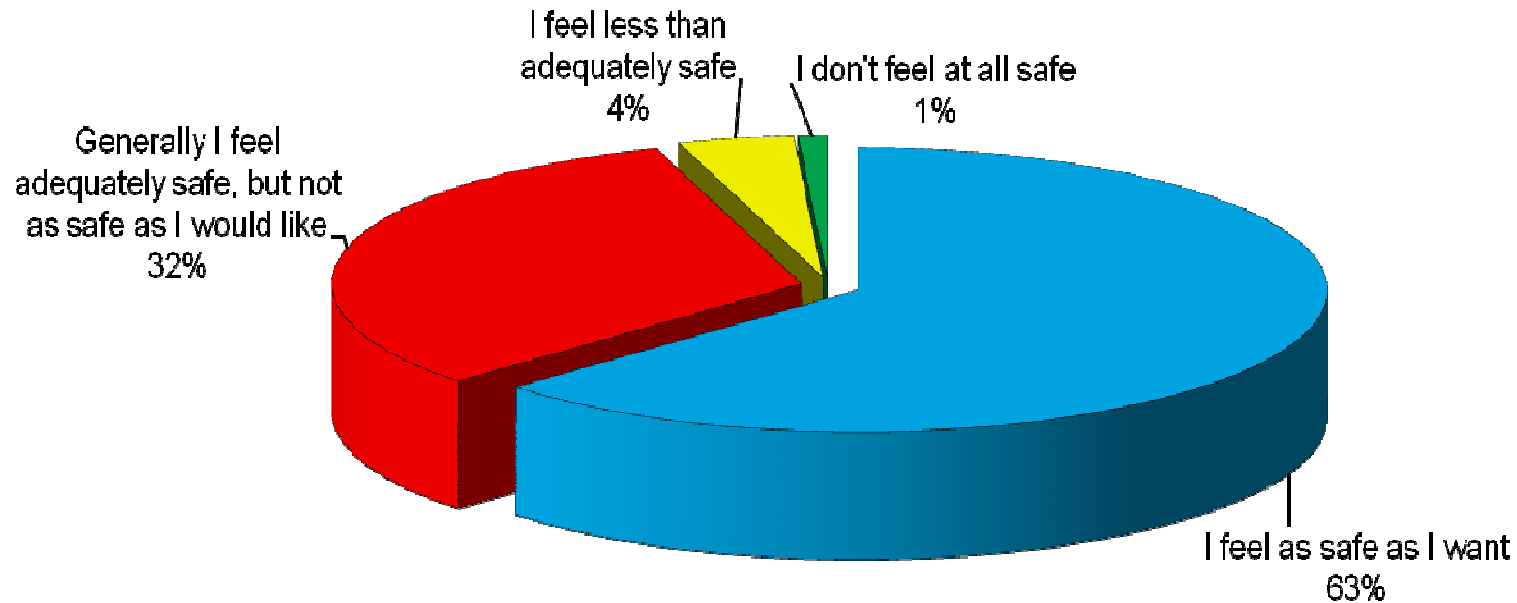
ASCS Q6: Which of the following statements best describes how clean and comfortable your home is?



The overwhelming majority of the sample are satisfied with the cleanliness and comfort of their home, with 97% saying it is at least adequately clean and comfortable.

Base: all respondents who answered the question (n= 520)

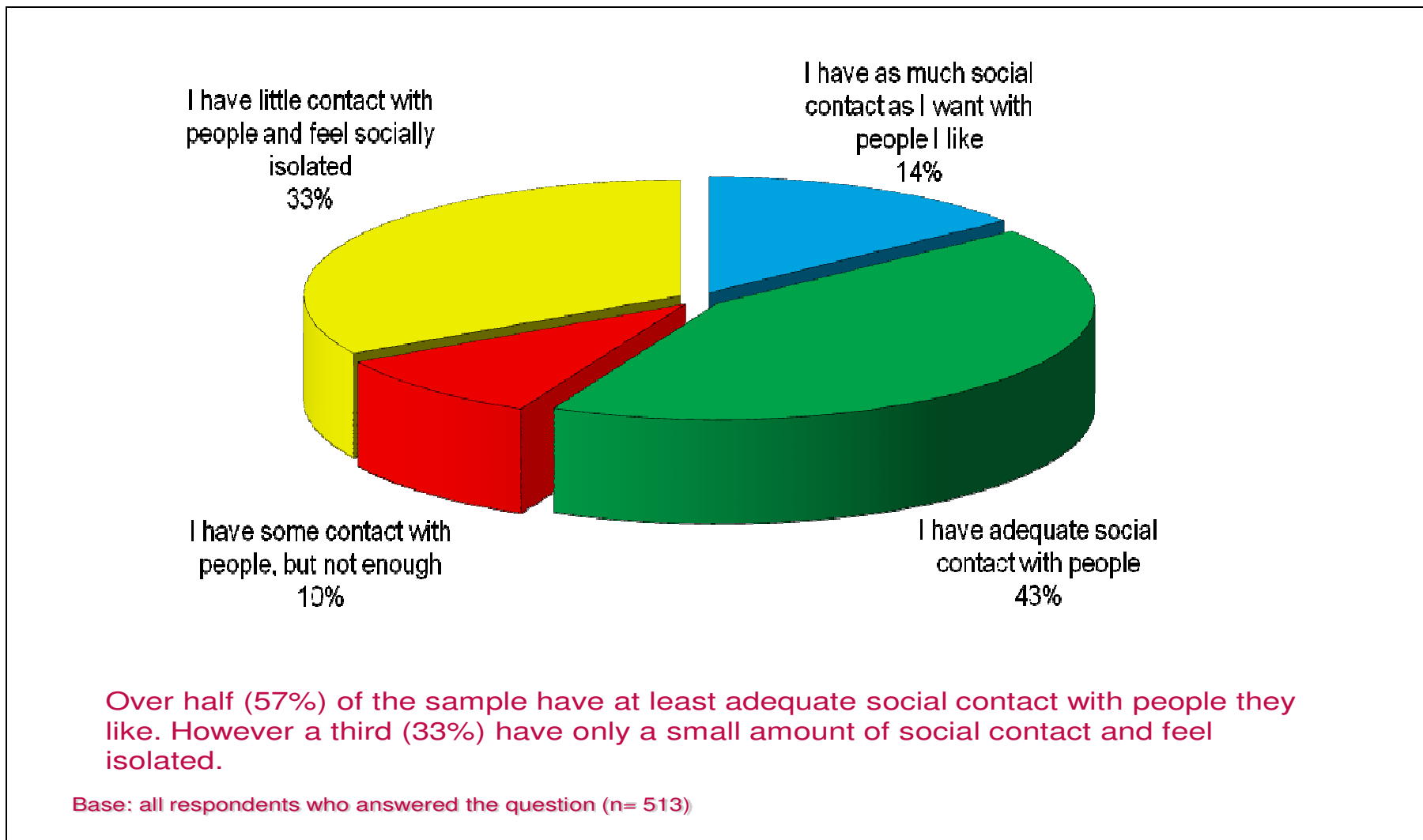
ASCS Q7: Which of the following statements best describes how safe you feel?



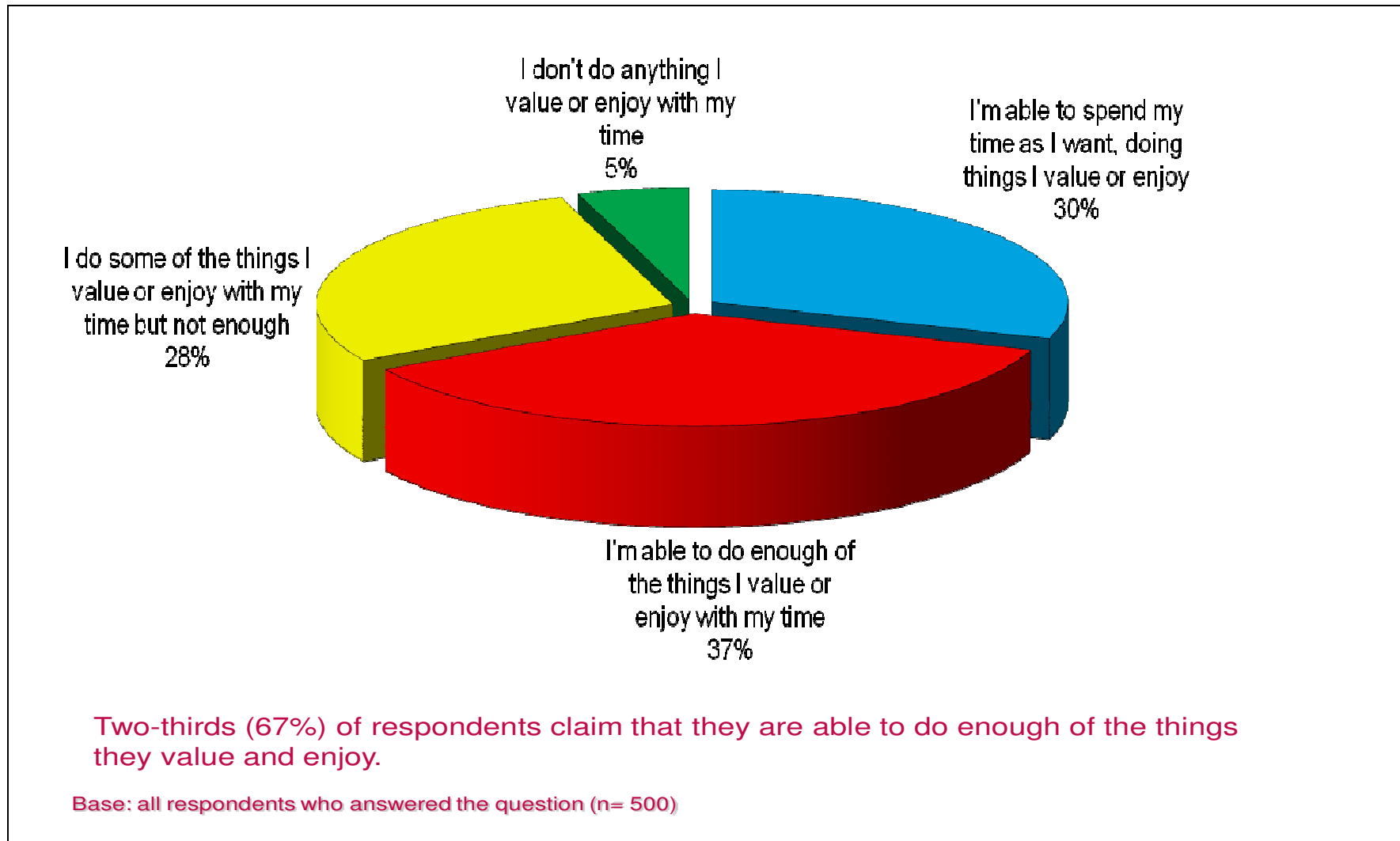
Nearly two-thirds (63%) of the respondents say they feel as safe as they would like, whilst 32% feel adequately safe, but not as much as they would like.

Base: all respondents who answered the question (n= 513)

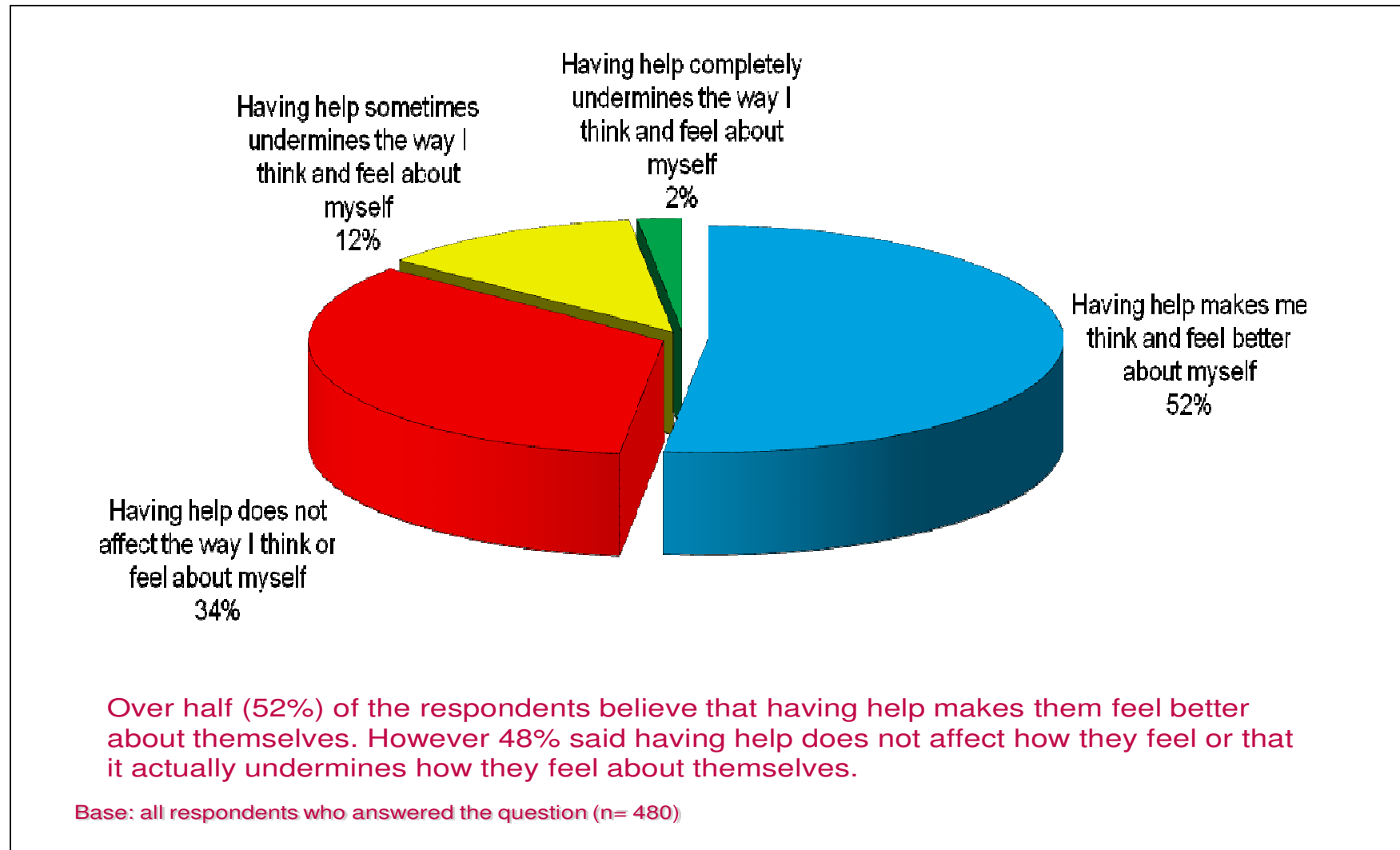
ASCS Q8: Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?



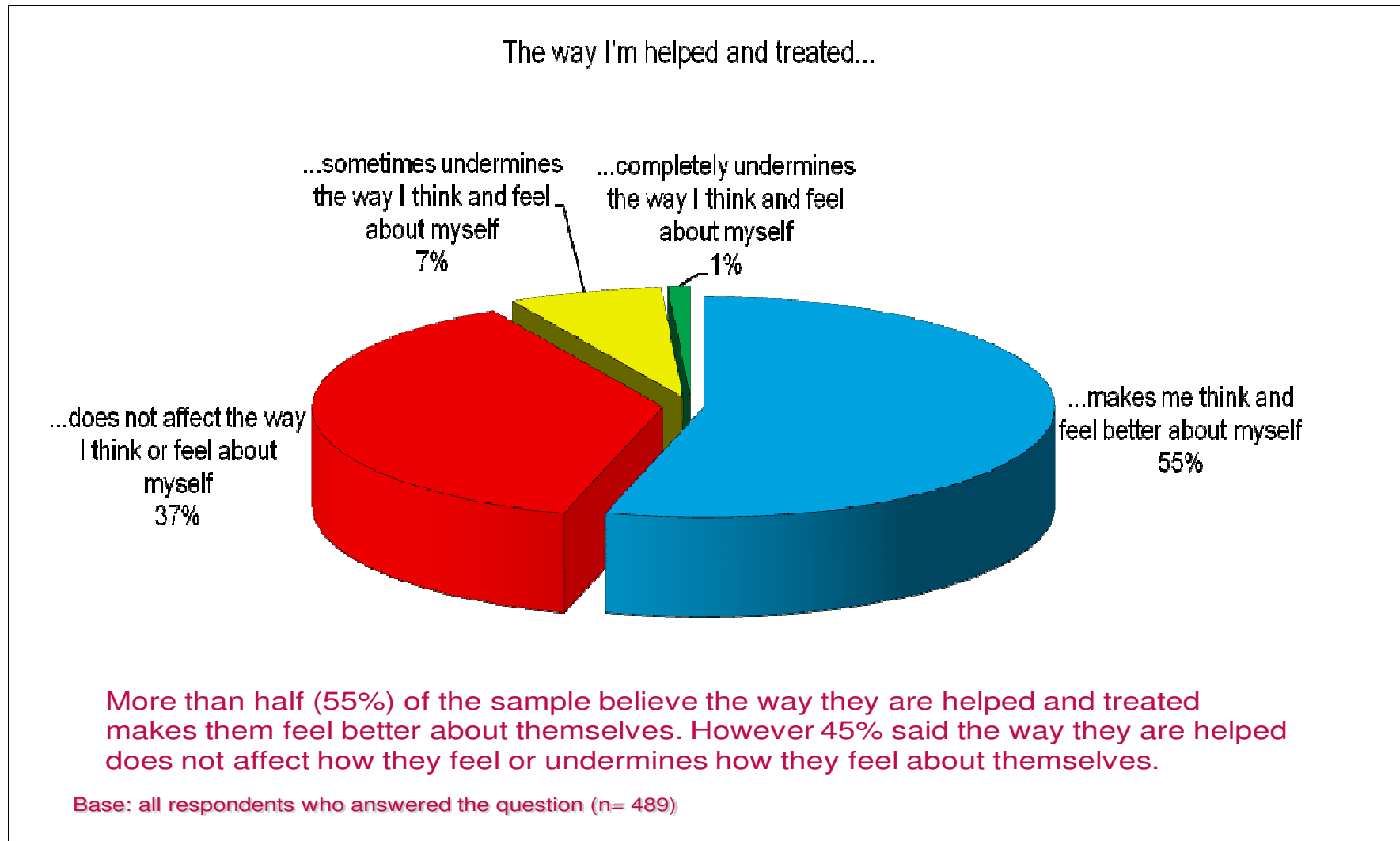
ASCS Q9: Which of the following statements best describes how you spend your time?



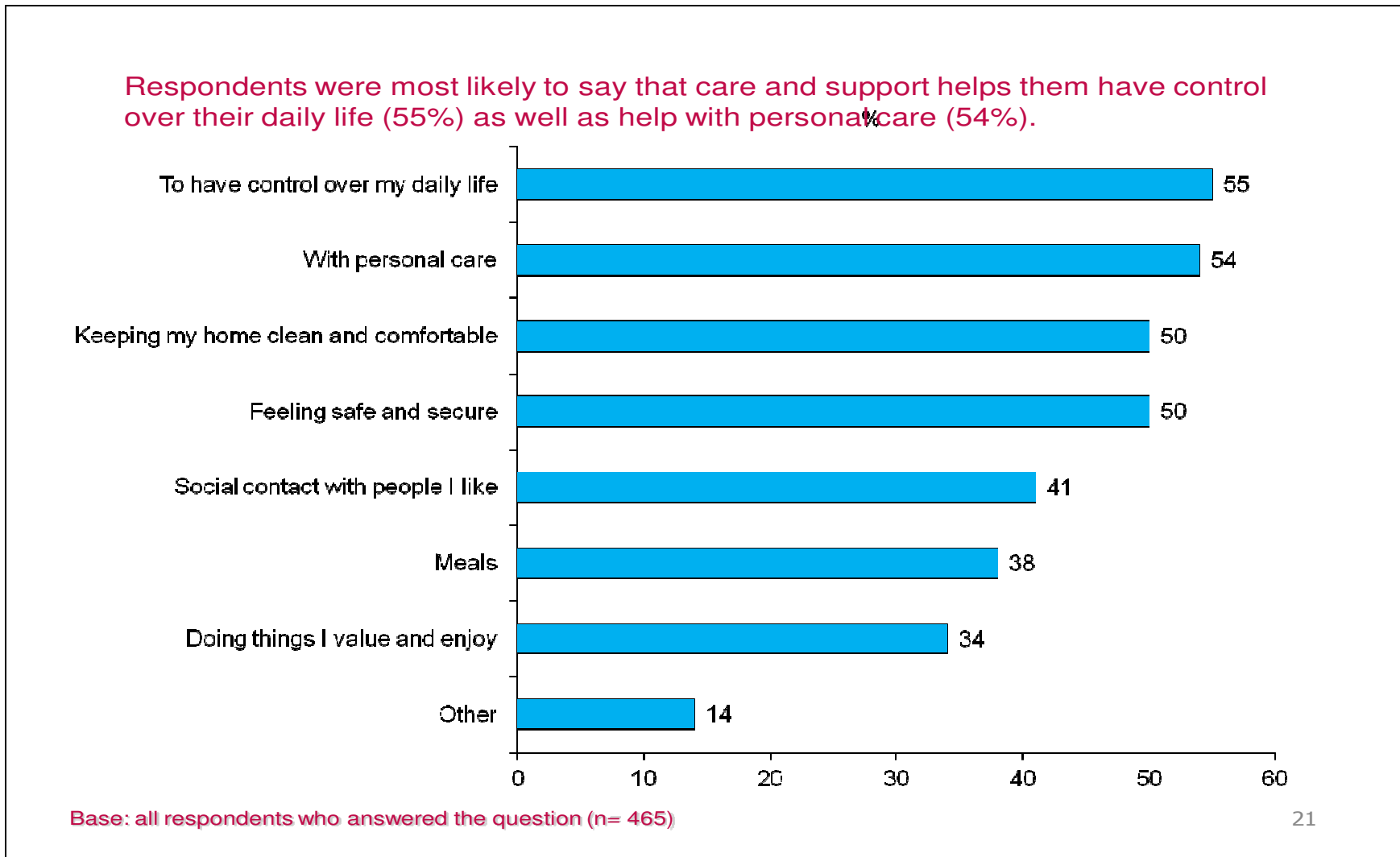
ASCS Q10: Which of these statements best describes how having help to do things makes you think and feel about yourself?



ASCS Q11: Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of these statements best describes your situation?



ASCS Q12: In what ways do care and support services help you?



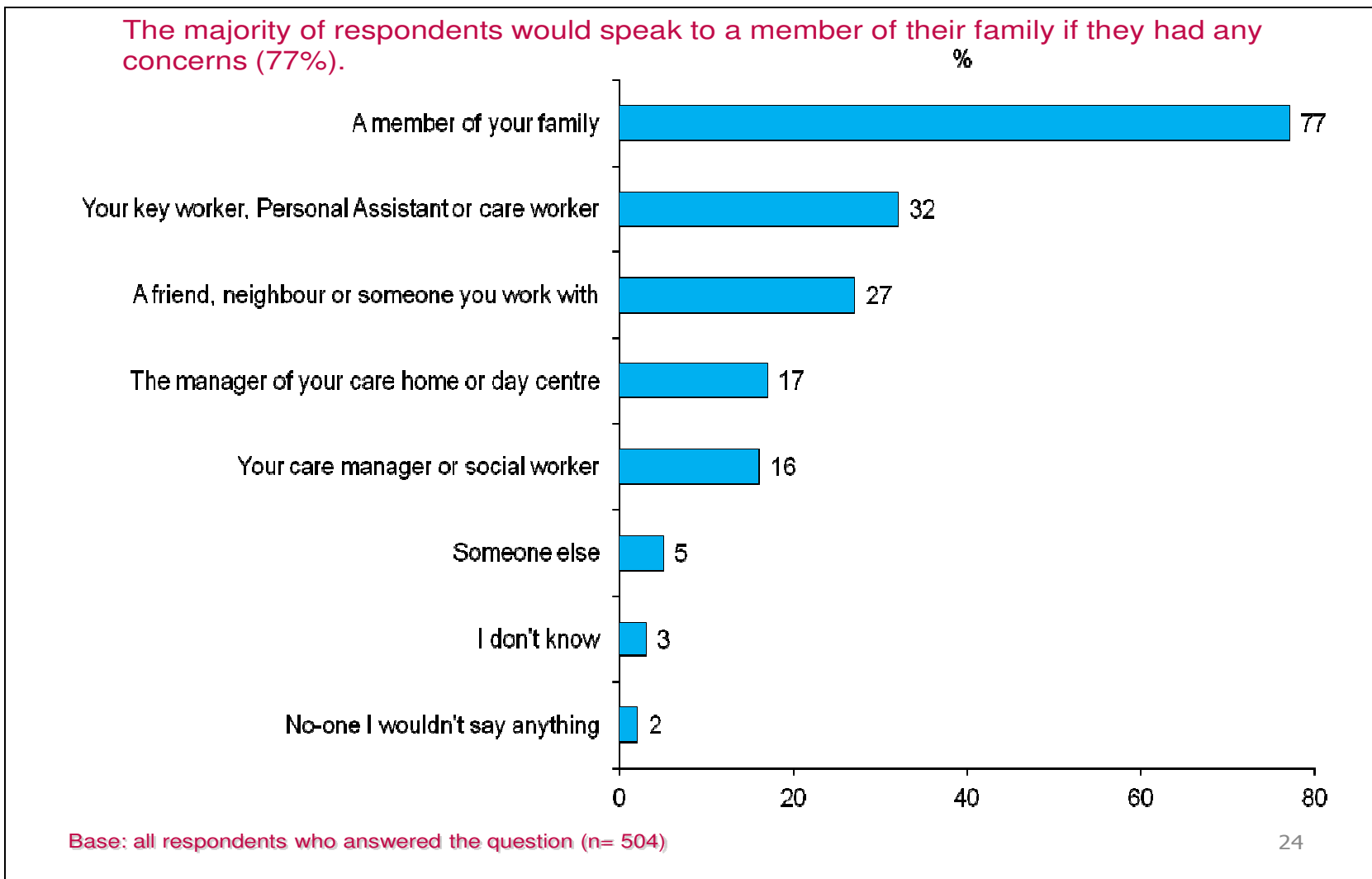
ASCS Q13: In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?



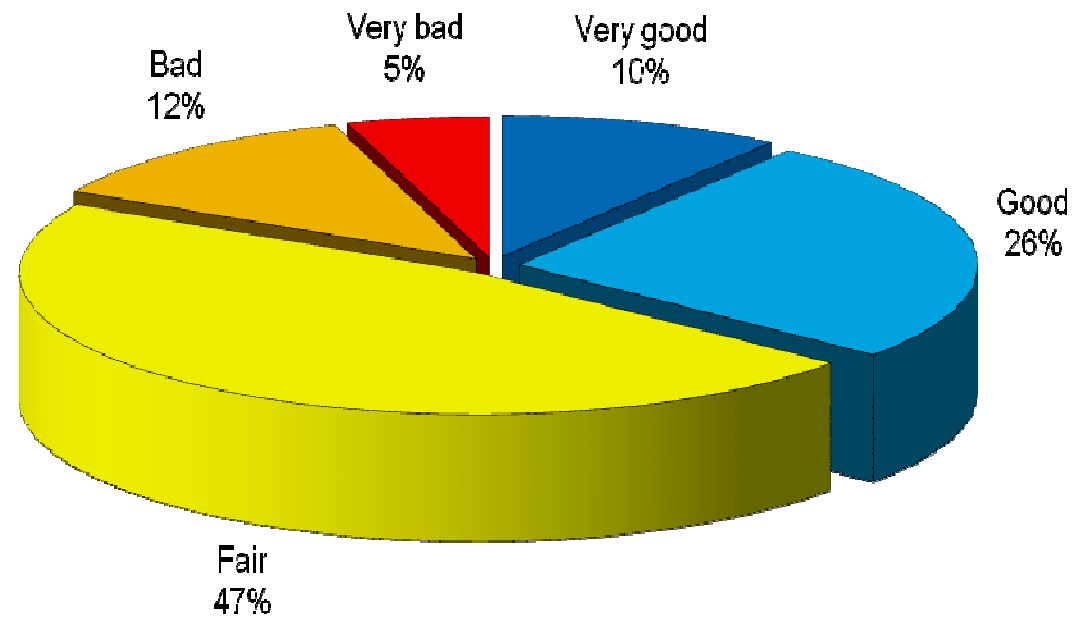
More than three-quarters (78%) of the sample said overall they found it easy to find information about services and support, with the majority of these individuals saying it was fairly easy (49%).

Base: all respondents who answered the question (n= 502)

ASCS Q14: Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?



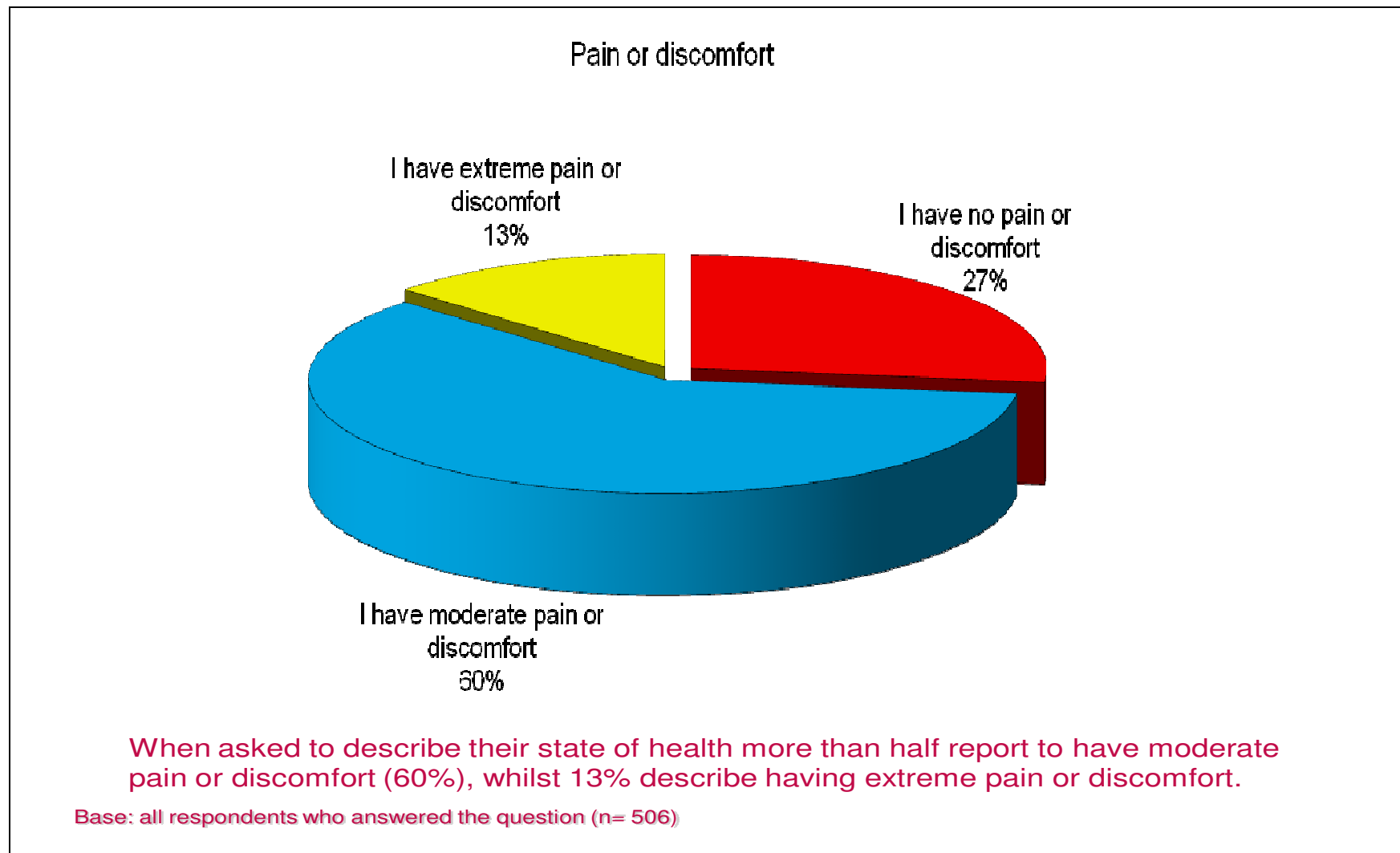
SCS Q15: How is your health in general?



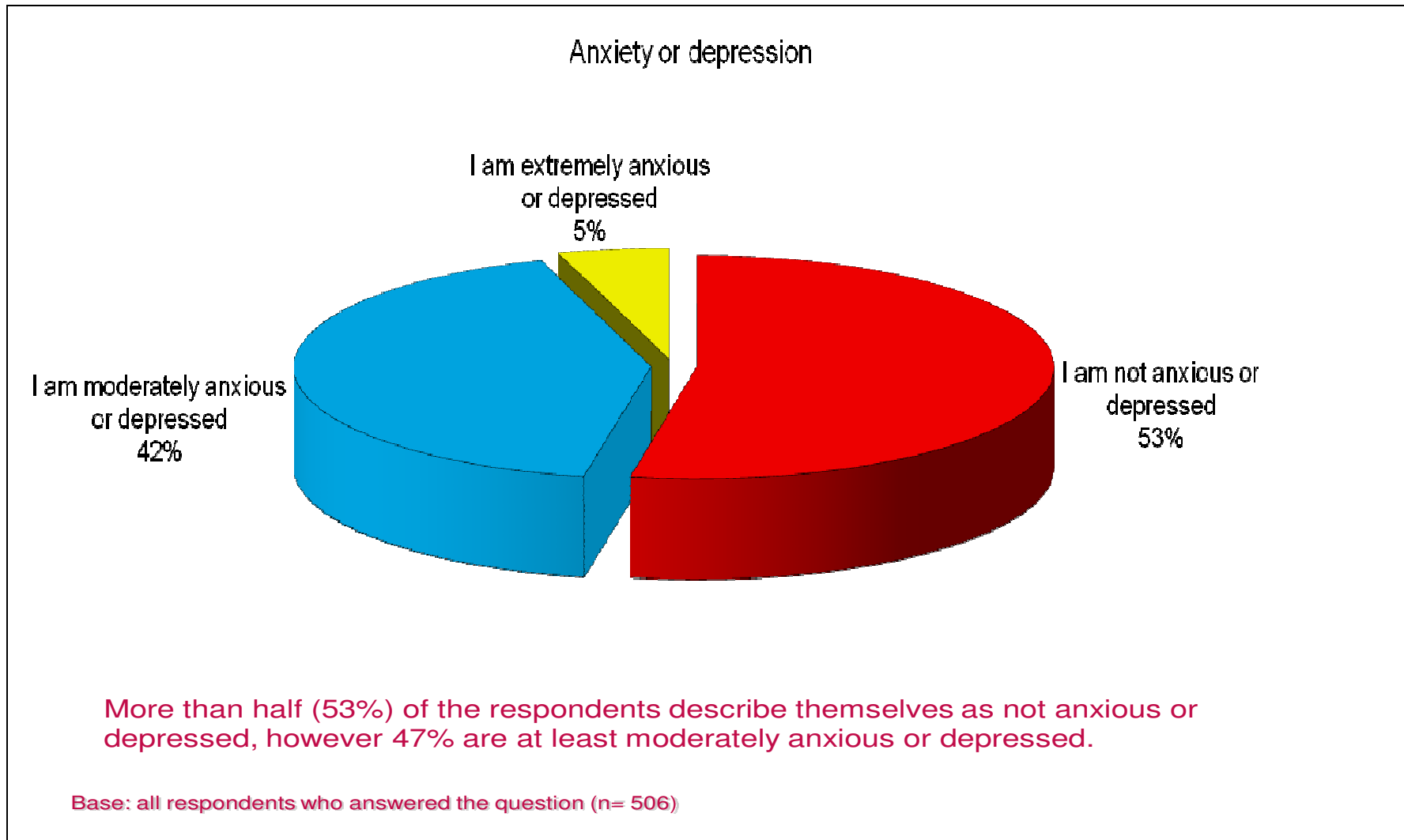
More than a third (36%) of the sample describe their health as good, whilst a further 47% describe it as fair. The remaining 17% of the sample believe their health to be bad.

Base: all respondents who answered the question (n= 516)

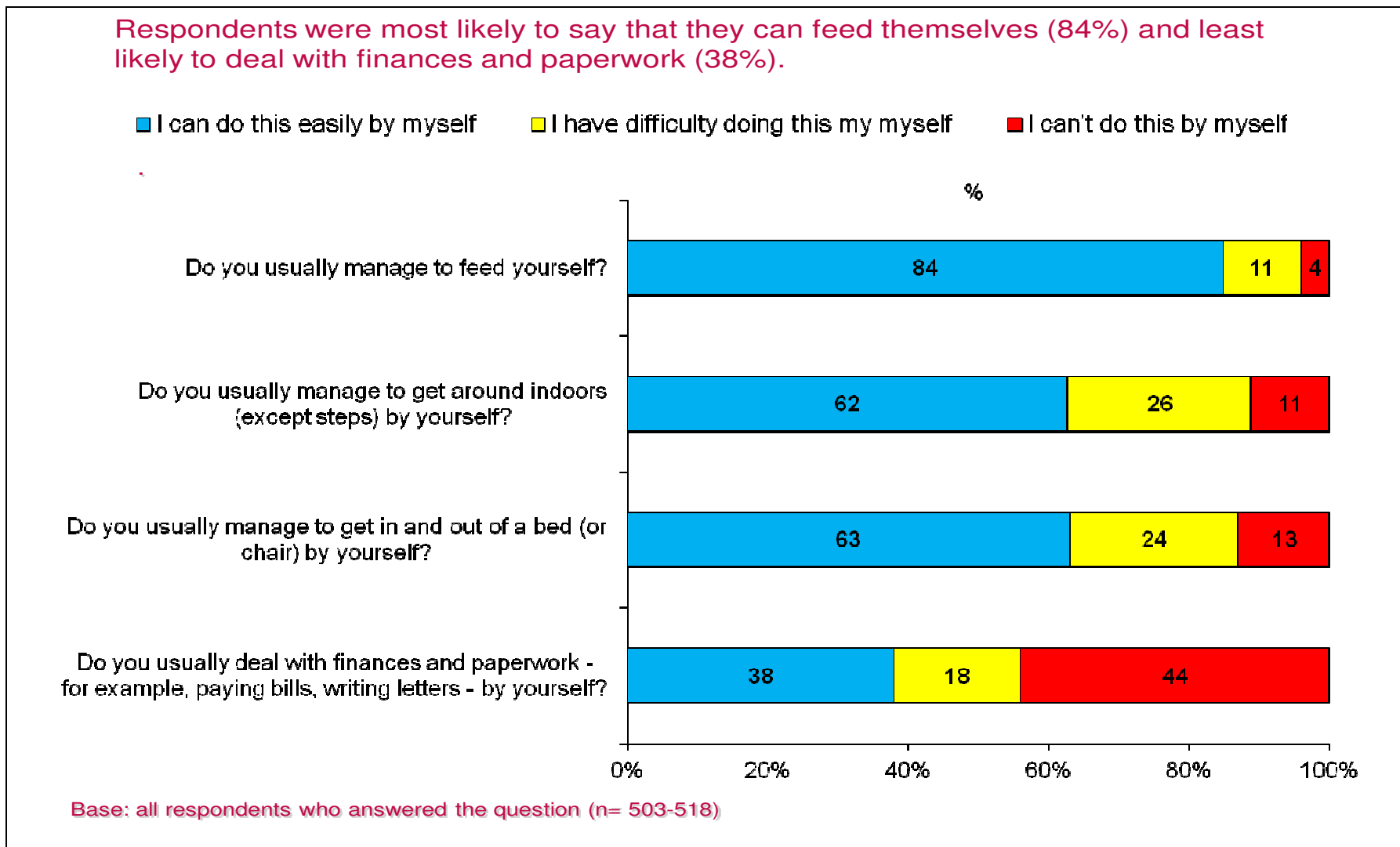
ASCS Q16 (a): Please indicate which statements best describe your own health state today.



ASCS Q16 (b): Please indicate which statements best describe your own health state today.



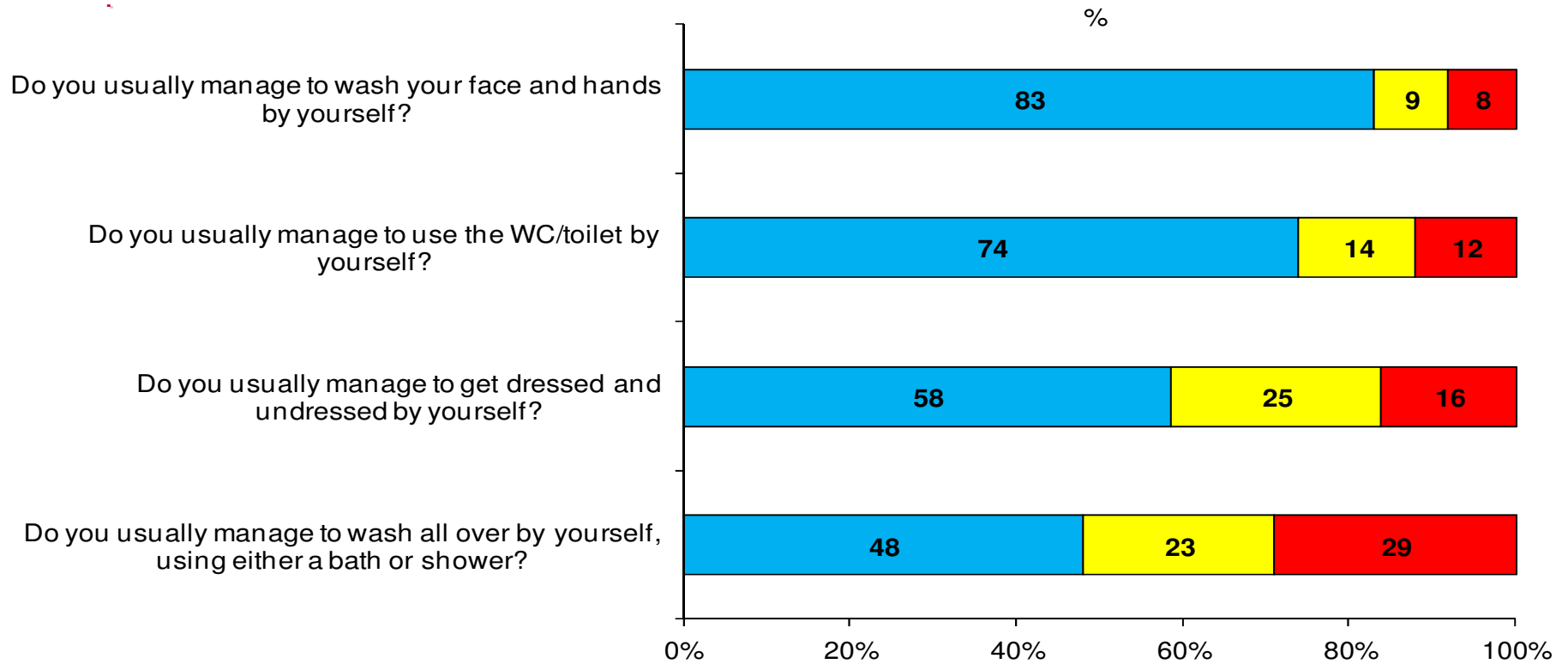
ASCS Q17: Please place a tick in the box that best describes your abilities for each of the following questions



ASCS Q18: Please place a tick in the box that best describes your abilities for each of the following questions

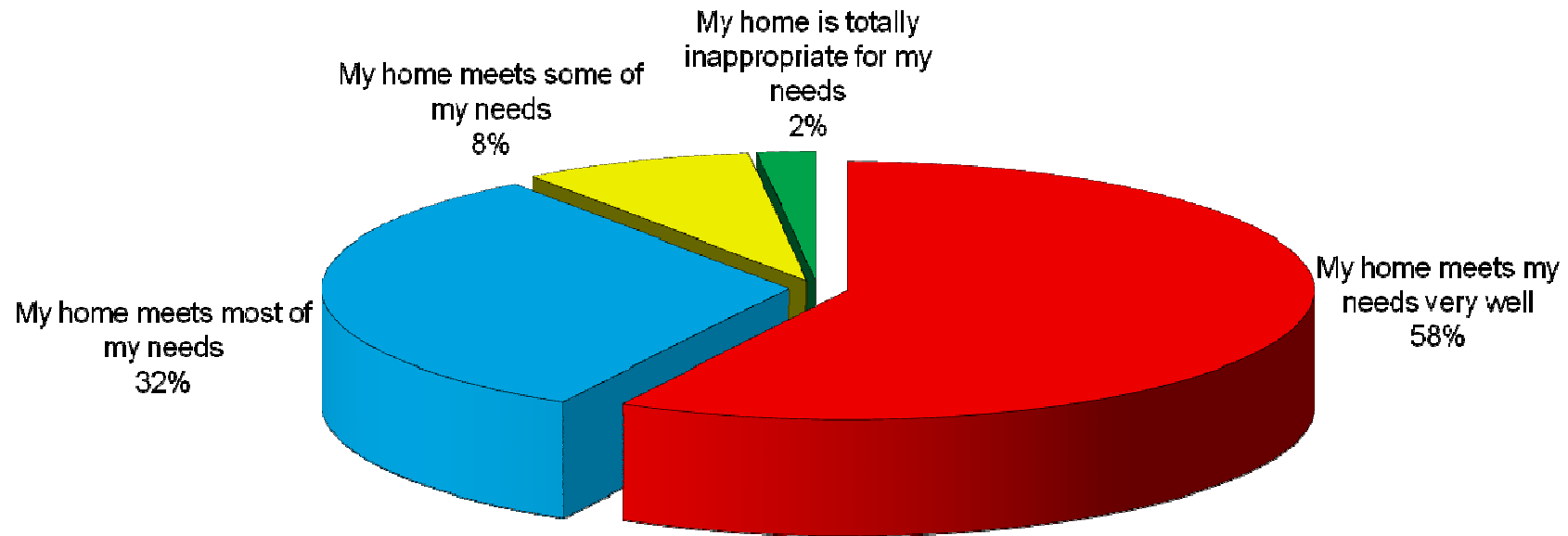
Respondents were most likely to say that they can wash their hands and face (83%), but least likely to manage washing themselves all over in the bath or shower (48%).

■ I can do this easily by myself ■ I have difficulty doing this my myself ■ I can't do this by myself



Base: all respondents who answered the question (n= 508-514)

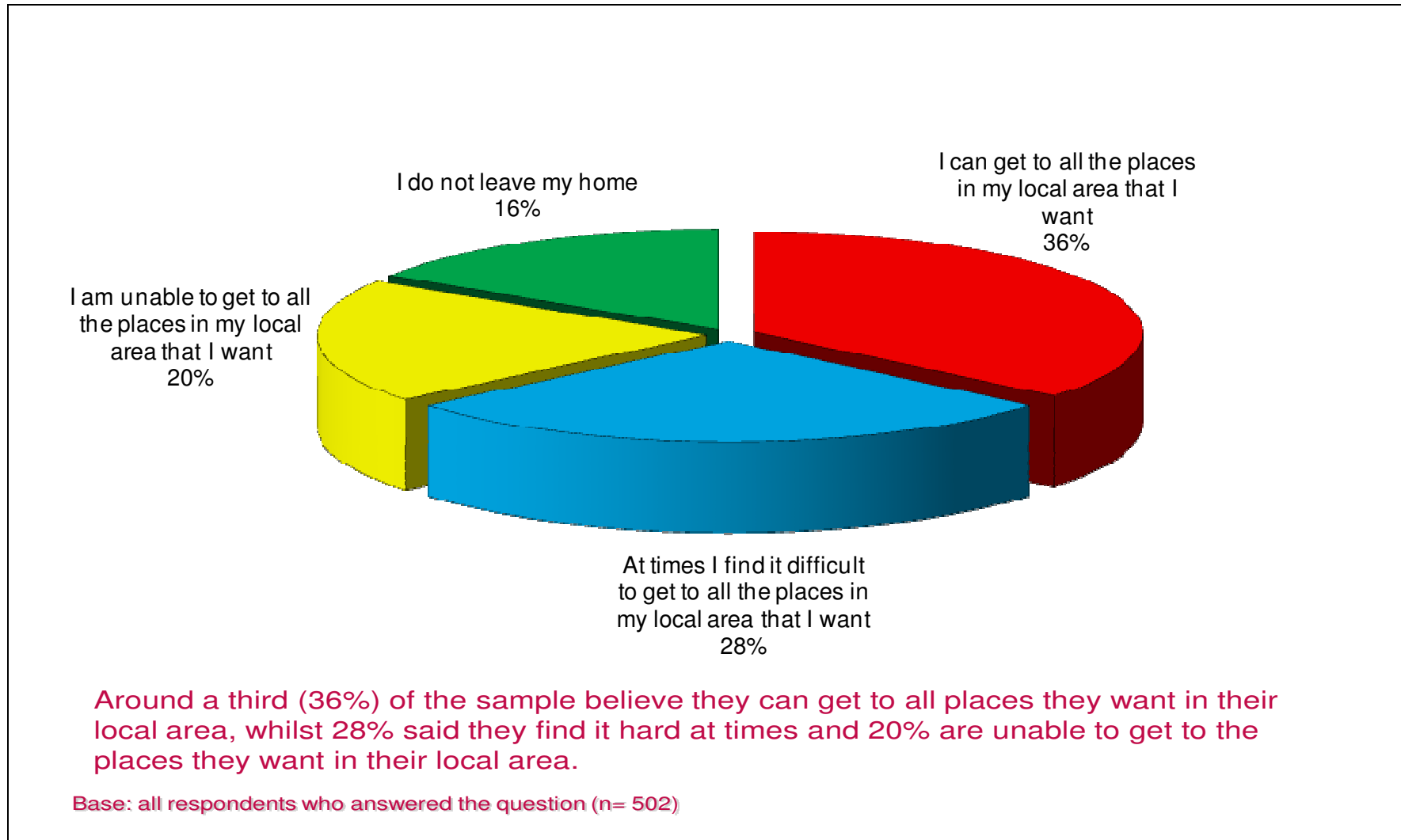
ASCS Q19: How well do you think your home is designed to meet your needs?



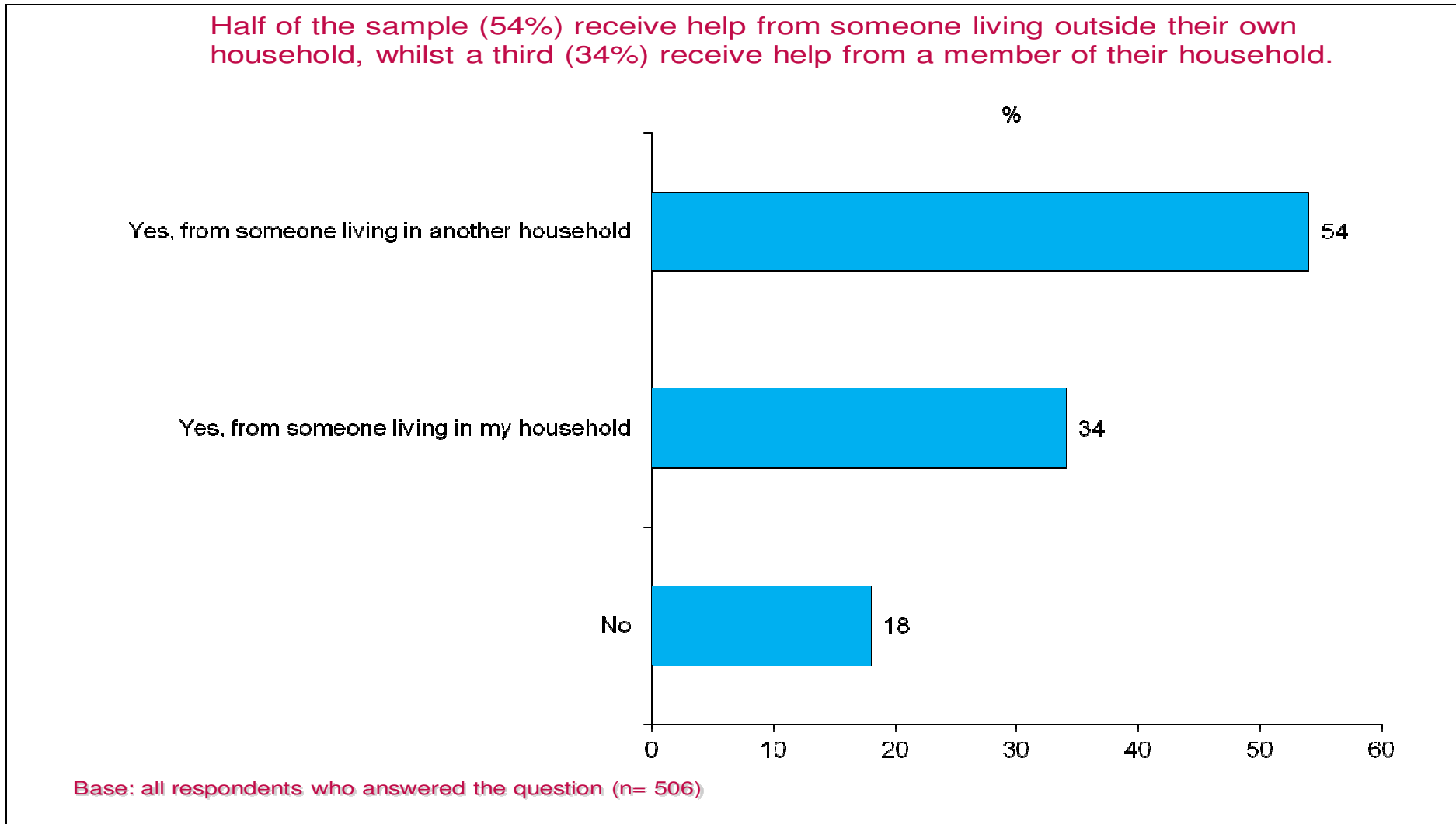
More than half (58%) of the sample believe their home meets their needs very well, whilst a further 40% said it at least meets some of their needs.

Base: all respondents who answered the question (n= 514)

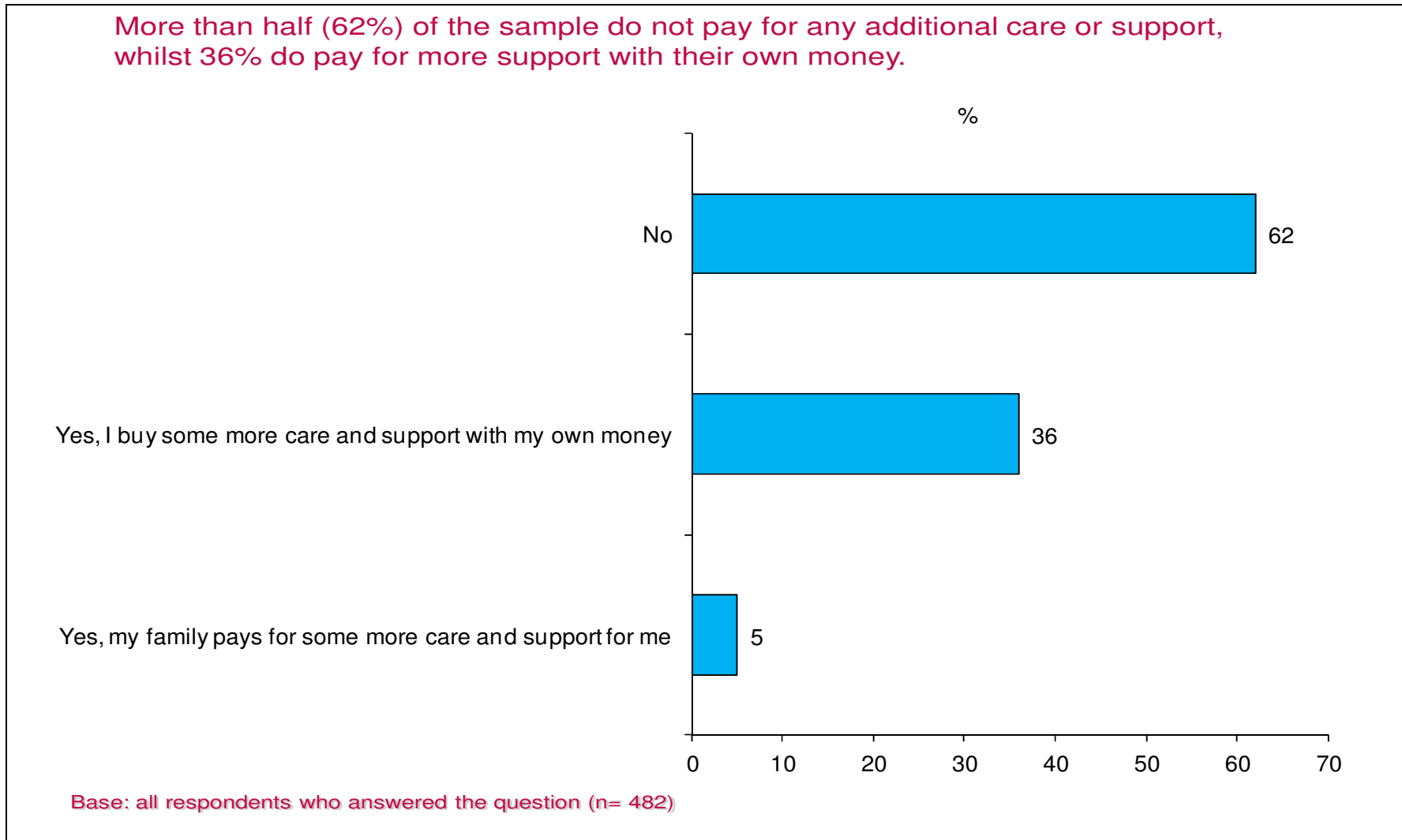
ASCS Q20: Thinking about getting around outside of your home, which of the following statements best describes your present situation?



ASCS Q21: Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?



ASCS Q22: Do you buy any additional care or support privately or pay more to 'top up' your care and support?



Notes on Graphs.

- Data for 2010-11 is provisional. Please note that the England figures currently displayed on the Standard Reports are an average of the indicator values for all councils, as opposed to the sum of all the council numerators over the sum of all the council denominators.
- Comparator Groups are based on the CIPFA “nearest neighbour methodology” which makes it possible to identify councils with like demographic features. This data is calculated from the submitted values from 15 other councils with the most similar “nearest neighbour profile”. NB: These groups are not necessarily the same as the family groups used by other inspectorates or council departments.
- Sources for data which are not from the survey will be references. The CYC analysis and graphing pre-dates that of the DH, and uses partially completed surveys as well as responses to easy read survey. This means that there are minor discrepancies between local graphs and published DH data.
- The author acknowledges that the data contained within charts and tables featured in this report in respect of the former National Indicator set are sourced from *NASCIS, The website of the Health and Social Care Information Centre.*

Useful Links.

The Adult Social Care Outcomes Framework - Handbook of definitions:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_128362

Personal Social Services Adult Social Care Survey, England - Provisional 2010-11: <http://www.ic.nhs.uk/statistics-and-data-collections/social-care/user-surveys/personal-social-services-adult-social-care-survey-england--provisional-2010-11>