

## **ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 8 JULY 2021**

### **UPDATE ON CUSTOMER FEEDBACK**

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#### **Summary**

1. The Adult Care and Well Being Overview and Scrutiny Panel is to receive an update on the Council's feedback from national surveys of adult social care service users and carers.
2. This area was added to the Panel's work programme during the Panel's induction following the County Council elections.
3. The Director of People and the Cabinet Member with Responsibility for Adult Social Care, have been invited to the meeting.

#### **Background**

4. All Councils with Adult Social Services Responsibilities (CASSRs) in England are required to carry out an annual postal survey of people they provide services to and a biennial survey of carers. The Management Information and Analytics (MIA) Team co-ordinate these surveys on behalf of the People Directorate in Worcestershire. Data collected is submitted to NHS Digital and is used to populate several measures in the Adult Social Care Outcomes Framework (ASCOF). NHS Digital provide clear guidance on the survey process and associated timelines which includes letter templates and standard questions which all local authorities are required to use and this provides assurance that the survey results from different CASSRs and regions are comparable.
5. Anyone taking part in the surveys is guaranteed that their responses will be kept confidential and not seen by staff involved in the provision of their care. Social workers are asked to encourage people to take part but must not support them to fill in the forms. A telephone helpline is run by the MIA team to offer support if required. The only situation where a person would be contacted is if they indicate they are unsafe. This is explained to all participants at the start of the survey and is contact is co-ordinated with the Adult Safeguarding Team.
6. Due to the additional pressures of coronavirus (COVID-19) the carers survey which was due to take place in 2020-21 was postponed nationally by one full year. The survey will now take place in Autumn 2021 and will then continue to be run biennially so the next round after this will be in 2023-24. For the same reason the survey of service users was made non-mandatory in 2020-21 and in Worcestershire it was decided that it was not appropriate to run the survey. The next of these surveys will be run in January 2022. Results from both surveys will be available in March 2022 with benchmarking data published in Autumn 2022.

7. This section looks at the latest results on the ASCOF measures taken from the Adult Social Care users survey, using the latest data from 2019-20.

ASCOF measures from Adult Social Care survey 2019-20 – <u>service users</u>	2019/20		
	WCC	Comparators	England
(1A) Social Care – related quality of life	19.4	19.9	19.1
(1B) The proportion of people who use services who feel they have control over their daily Life	80.9	78.2	77.3
(3A) Overall satisfaction of people who use service with their care and support	69.0	65.8	64.2
(3D) The proportion of people who use services who find it easy to find information about services	70.8	67.4	68.4
(4A) The proportion of people who use services who feel safe	71.3	70.8	70.2
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	92.9	88.3	86.8

8. Data is shown for Worcestershire alongside authorities in comparator groups (as specified by CIPFA, 15 other local authorities including Warwickshire, Staffordshire and Gloucestershire amongst others).

10. In 2019-20 Worcestershire's results were above average on all measures both within the comparator group and nationally, with the exception of 1a – social care-related quality of life. This measure gives an overarching view of the quality of life of users of social care. It is a composite measure using responses to questions covering the 8 domains of the Adult Social Care Outcomes Toolkit (ASCOT) developed by the Personal Social Services Research Unit (PSSRU). Relevant questions on how a person feels their needs are met in terms of control over daily life, personal care, food and nutrition, accommodation, safety, social participation, occupation and dignity form the answer. This is based on the number who said their needs were met or partially met in these areas as a proportion of those who answered these questions. Worcestershire's performance on this measure is 19.4 – compared with 19.9 for comparators and 19.1 nationally.

11. This section looks at the latest results on the ASCOF measures taken from the Adult Social Care carers survey, using the latest data from 2018-19. It would be preferential to have more up-to-date views from carers but for the reasons given above this is not possible – 2018-19 is the latest data available:

ASCOF measures from Adult Social Care survey 2018-19 – <u>carers</u>	2018-19		
	WCC	Comparators	England
1D Carer-reported quality of life score	7.3	7.4	7.5
1I2 The proportion of carers who reported that they had as much social contact as they would like	28.7	30.3	31.2
3B Overall satisfaction of carers with social services	39.2	37.0	38.5
3C The proportion of carers who report that they have been included or consulted in discussion about the person they care for	66.7	68.9	69.5
3D2 The proportion of carers who find it easy to find information about support	62.1	61.7	62.6

12. Across the board, locally, nationally and within Worcestershire’s comparator group, results are lower for carers than service users. Worcestershire performance is in line with, or just below others across these metrics. However, on 3b overall satisfaction of carers with social services performance is above average.

13. In addition to the national postal survey of service users and the carers one which are being run this year, Worcestershire has signed up to take part in a pilot online carers survey to help test developing the surveys in an electronic format. Currently the processes are labour intensive for the Council and those taking part. The pilot will be run totally independently of the national survey and whilst results will help inform developing new survey methodology for all local authorities and provide more data locally, it will not form part of the ASCOF metrics.

### **Purpose of the meeting**

14. Members are invited to consider and comment on the information discussed and agree:
- whether any further information or scrutiny work is required at this time
  - whether there are any comments to highlight to the relevant Cabinet Member/s

### **Contact Points**

#### Specific Contact Points for this report

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