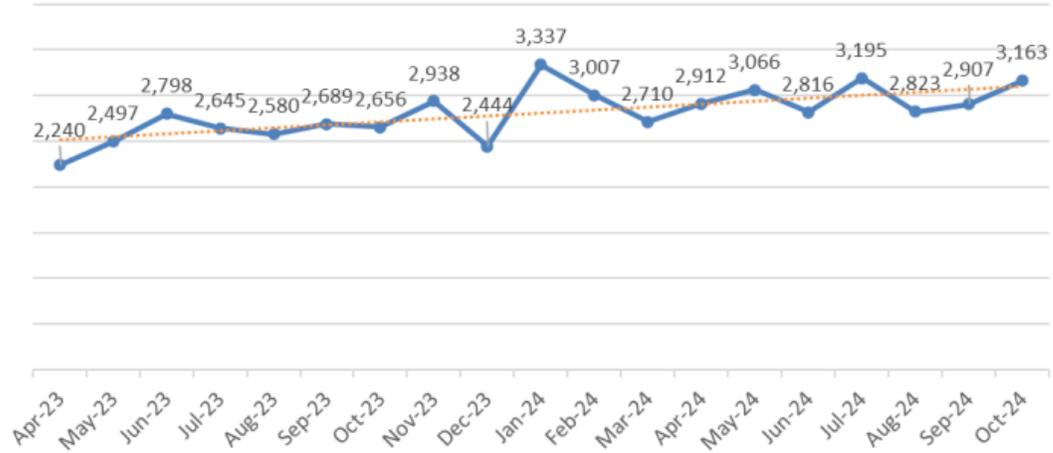


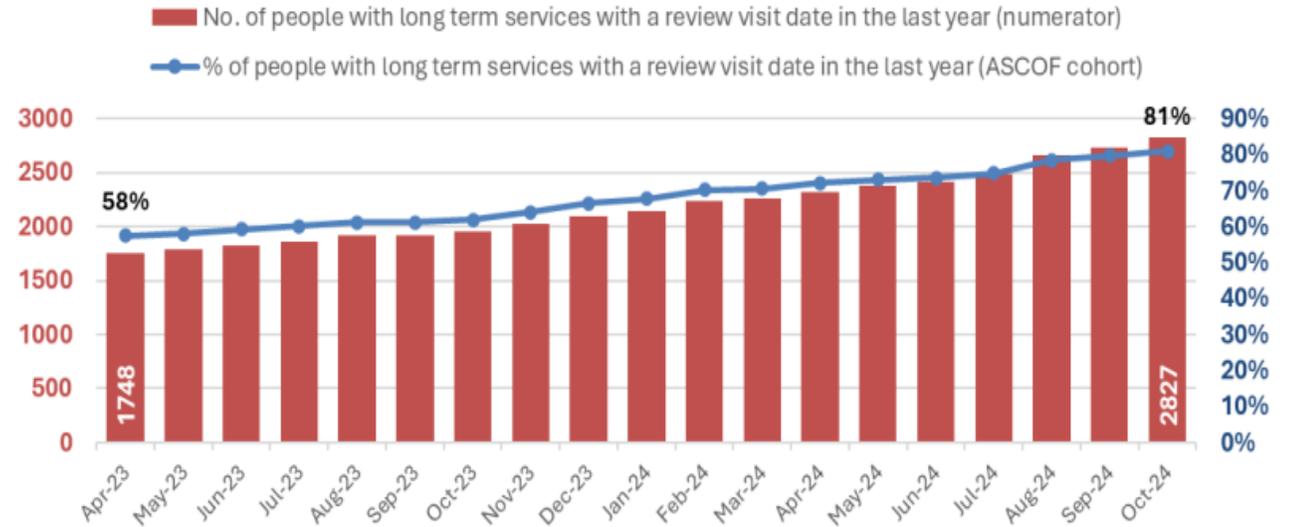
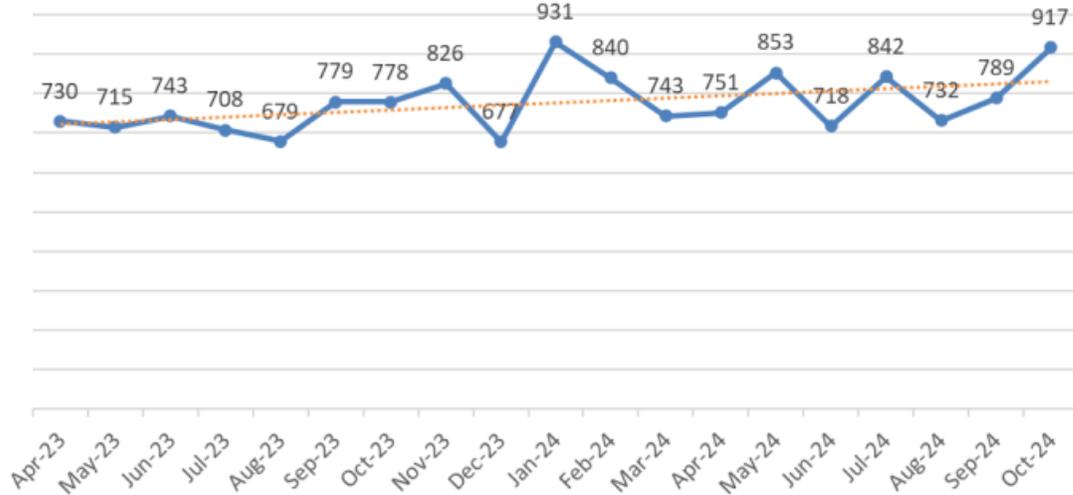
Wiltshire Council Adult Social Care Key Performance Indicators (KPIs)

Wiltshire LA: Demand and activity

New contacts (First Conversations started)



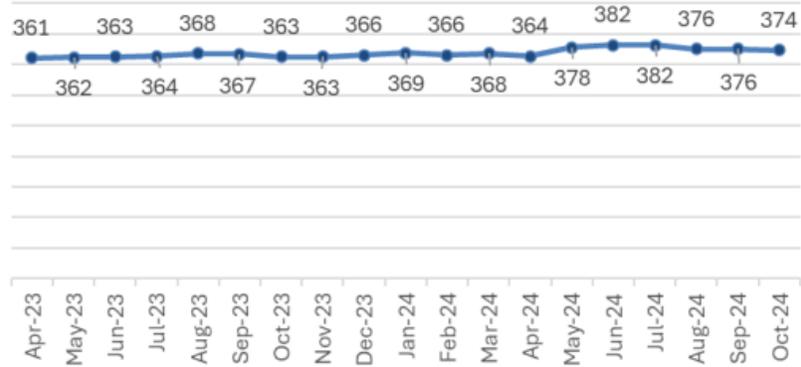
New allocation requests



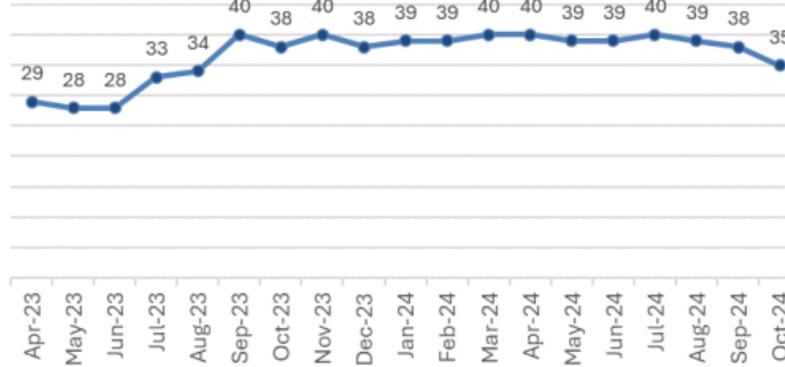
Productivity rates continue to rise – whilst ASC demand continues to rise

Wiltshire LA: Place/Placements

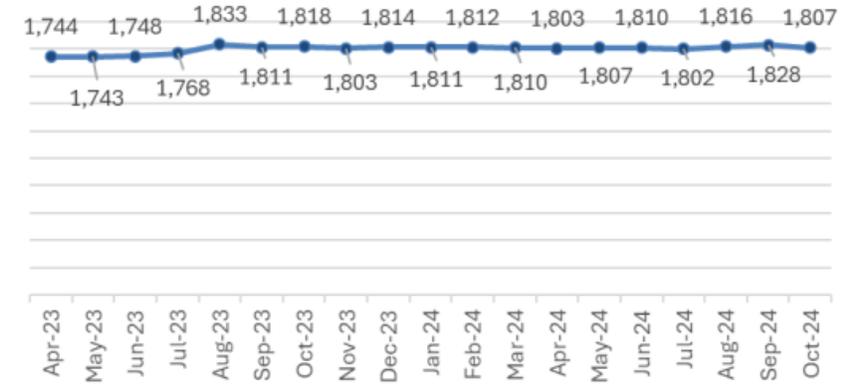
Number of people in permanent residential care aged 18 to 64



Number of people in permanent nursing care aged 18 to 64

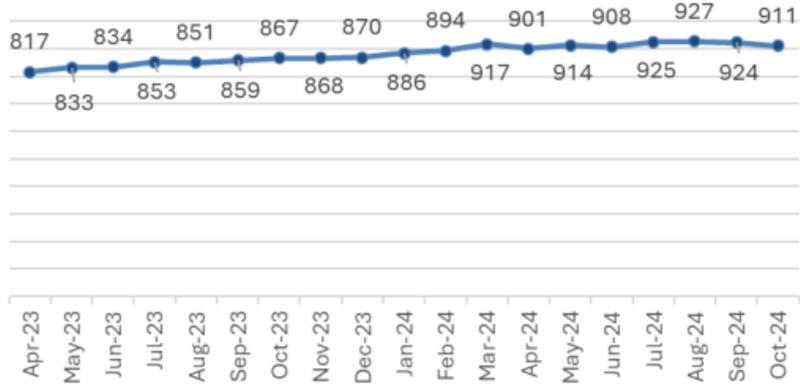


Number of people in receiving care in their own home aged 18 to 64

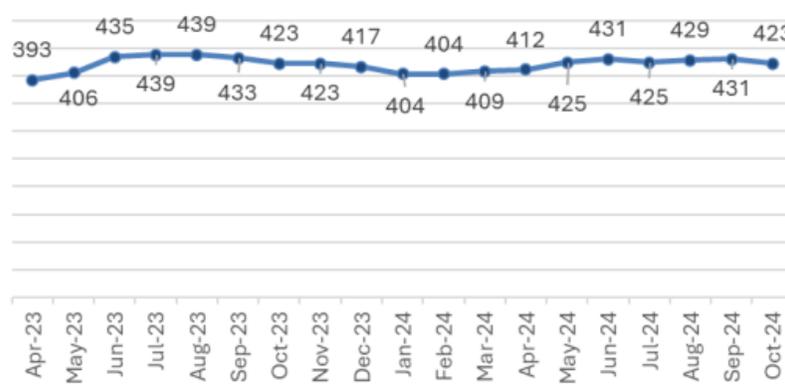


Steady increasing demand for residential placements for aged 65+

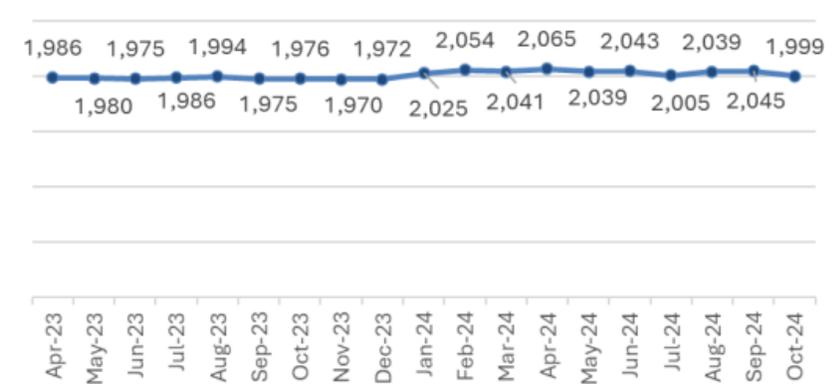
Number of people in permanent residential care aged 65+



Number of people in permanent nursing care aged 65+

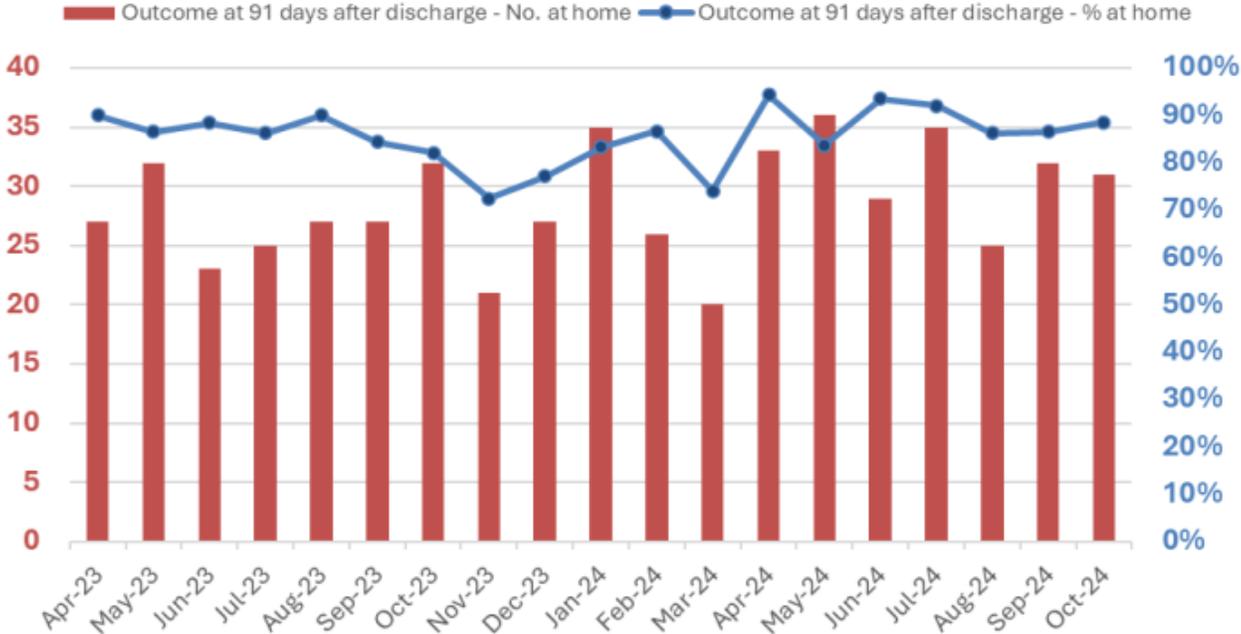
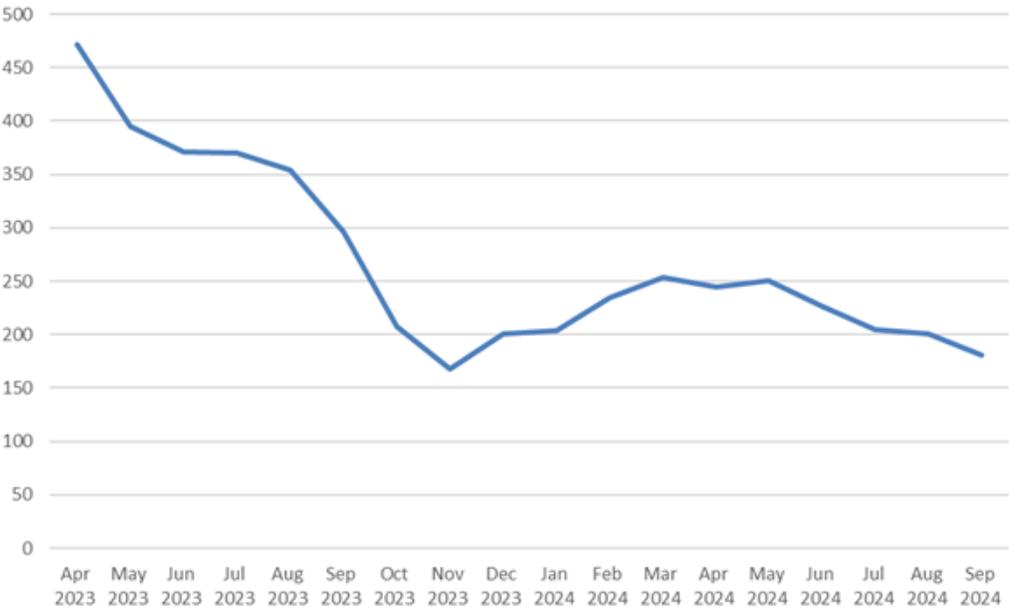


Number of people in receiving care in their own home aged 65+



Wiltshire LA: Outcomes

Overall - On a waiting list for a Care Act Assessment

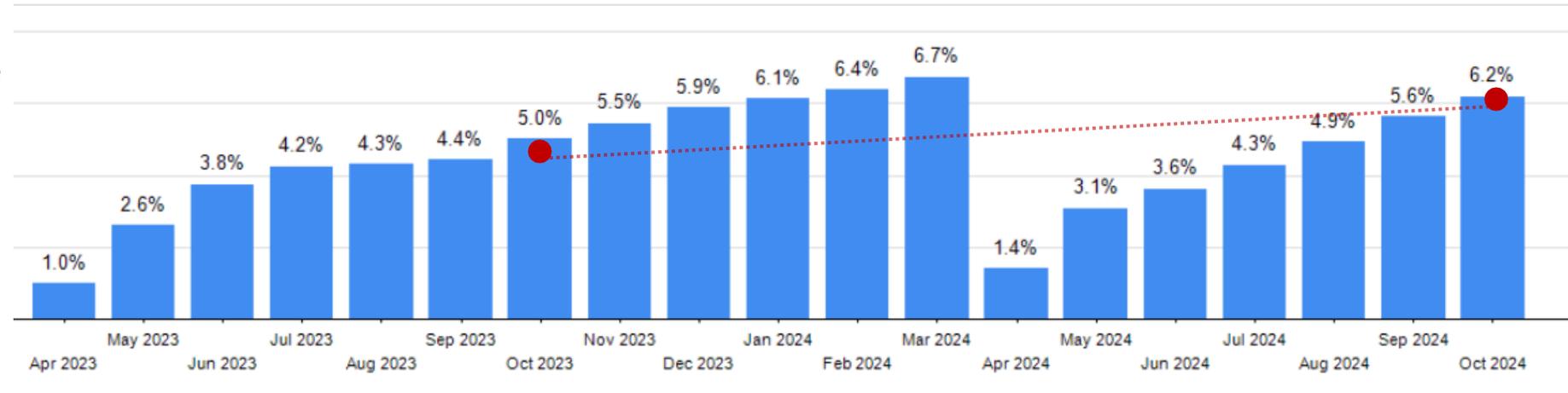


Fewer waiting for care – and care is effective

Wiltshire LA: Outcomes

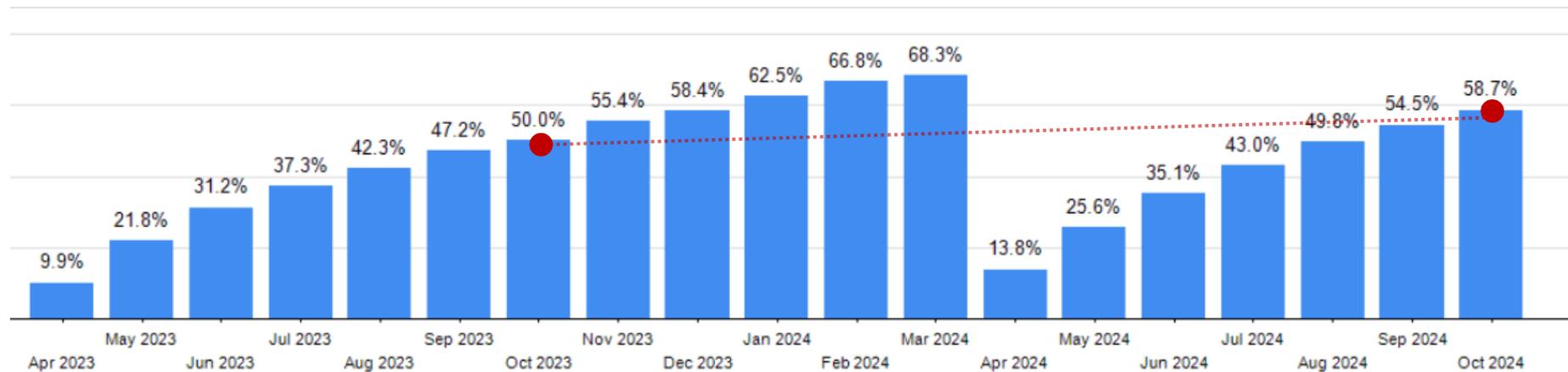
% 18-64 with a Learning Disability in paid employment AND have had an annual review in the last 12 months (cumulative)

In volume terms:*
Apr-23: 67 Adults
Oct-24: 85 Adults



% 18-64 with a Learning Disability living in their own home or with family AND have had an annual review in the last 12 months (cumulative)

In volume terms:*
Apr-23: 637 Adults
Oct-24: 784 Adults



*with or without an annual review

ASCOF – Adult Social Care Outcomes Framework

ASCOF is a national framework designed to measure how well care and support services achieve the outcomes that matter most to people. The ASCOF is a compilation of a number of statutory returns:

- ASCS – Adult Social Care Survey
- SACE – Survey of Adult Carers in England
- MHSDS – Mental Health Services Data Set
- ONS – Office for National Statistics
- SALT – Short and Long Term Support
- HES – Hospital Episodes Statistics

Note:

- Latest available ASCOF published data is for 2022/23. ASCOF 2023/24 results will be published mid-Dec 2024. Latest ASCS 2023/24 data was published 5 working days prior to this presentation deadline and this was insufficient time to extract and process the multiple data tables. For this reason, Wiltshire 2023/24 data is provided alongside the last national survey data.
- The ASCOF changes are under in light of the introduction of the new CQC ASC Inspection Framework; some indicators have been discontinued or methodology changed.
- ASCOF is a “whole system” outcomes framework – i.e., performance is owned by many local stakeholders and influenced by a variety of factors. For example, the clients and carers ‘quality of life’ scores are not wholly attributable to Adult Social Care and Mental Health & Reablement indicators include the performance of other service providers besides ASC.

ASCOF – 2022/23 published results and *provisional 2023/24*

Stat Return Table Ref	Indicator	Period of latest Wilts data	Scale	Range across South West Region 22/23	Wiltshire 23/24	Wilts rank (of 14 in S West Region)	England 22/23
	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	23-24	Lower better	1.7-20.8	15.8	10	14.6
	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	23-24	Lower better	466-1105	531.7	11	560.8
2B1	% of people 65+ still at home 91 days after discharge from hospital into reablement/rehab svcs (<i>both LA and non-LA service providers</i>)	23-24(prov)	Higher better	81-94	81.7%	7	82.3%
STS002A_22	% of people who have received short term support who no longer require support	23-24(prov)	Higher better	8-82	64.4%	5	45.0%
1C2B	% of carers who receive direct payments	23-24(prov)	Higher better	5-100	100%	1	76.8%
LTS001A_34	% of service users who receive direct payments	23-24(prov)	Higher better	12-40	19.6%	13	26.2%
LTS001A_34	% of service users aged 18 - 64 accessing long-term support who were receiving direct payments	23-24(prov)	Higher better	15-44	21.0%	12	31.5%
LTS001A_34	% of service users aged 65+ accessing long-term support who were receiving direct payments	23-24(prov)	Higher better	2.3-17.5	5.7%	9	8.2%
1G	% of adults with a learning disability who live in their own home or with their family	23-24(prov)	Higher better	49-89	68.3%	10	80.5%

ASCOF – 2022/23 published results and *provisional 2023/24*

Stat Return Table Ref	Indicator	Period of latest Wilts data	Scale	Range across South West Region 22/23	Wiltshire 23/24	Wilts rank (of 14 in S West Region)	England 22/23
Q01	% of people satisfied with care and support	23-24 (prov)	Higher better	86-93	91%	3	88%
Q21	% of people who do not buy any additional care/support privately or pay more to 'top up' their care & support	23-24 (prov)	Neither	60-74	66%	-	65%
Q03	% of people who feel that they have control over their daily life	23-24 (prov)	Higher better	64-86	82%	6	79%
Q08a	% of people who reported that they had as much social contact as desired	23-24 (prov)	Higher better	38-50	48%	5	44%
Q09a	% of people who reported that they spend their time doing things they value or enjoy	23-24 (prov)	Higher better	66-77	66%	14	68%
Q11	% of people who say help and support helps them think and feel better about themselves	23-24 (prov)	Higher better	58-74	58%	14	62%
Q06a	% of people who use services who describe their home as clean and comfortable	23-24 (prov)	Higher better	39-98	95%	5	94%
Q04a	% of people who use services who feel clean and presentable	23-24 (prov)	Higher better	91-96	93%	12	93%
Q13	% of people who use services who find it easy to find information about support	23-24 (prov)	Higher better	28-44	40%	4	39%
Q05a	% of people who use services who get adequate food and drink	23-24 (prov)	Higher better	92-96	93%	12	93%
Q02c	% of people who use services who feel they have choice over services	23-24 (prov)	Higher better	60-69	67%	3	66%
Q07a	% of people who use services who feel safe	23-24 (prov)	Higher better	64-77	70%	7	70%
Q07c	% of people who use services who say that those services have made them feel safe	23-24 (prov)	Higher better	84-93	90%	4	87%