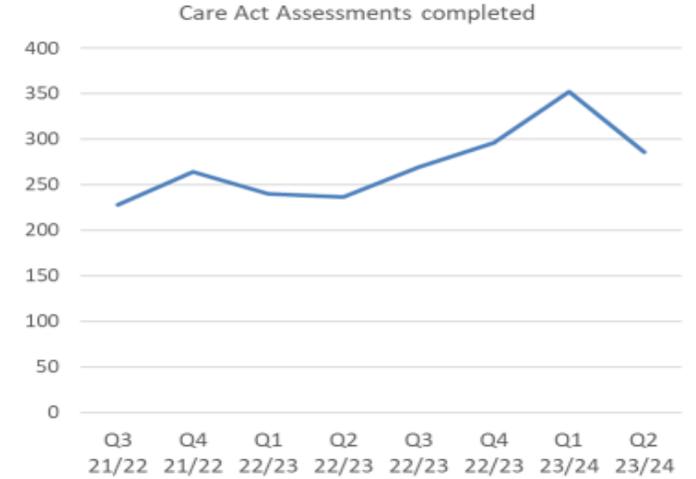
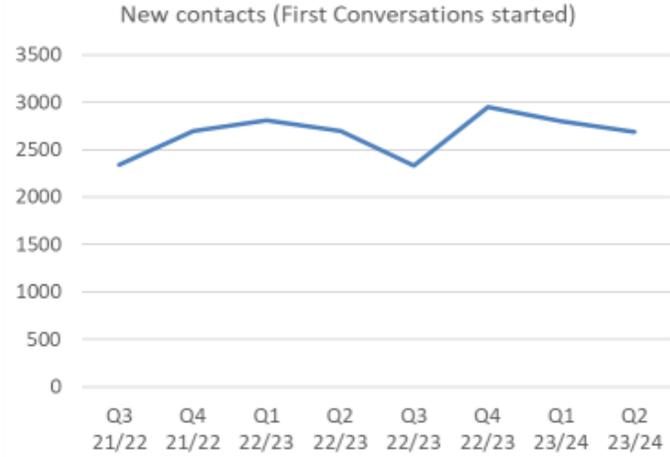
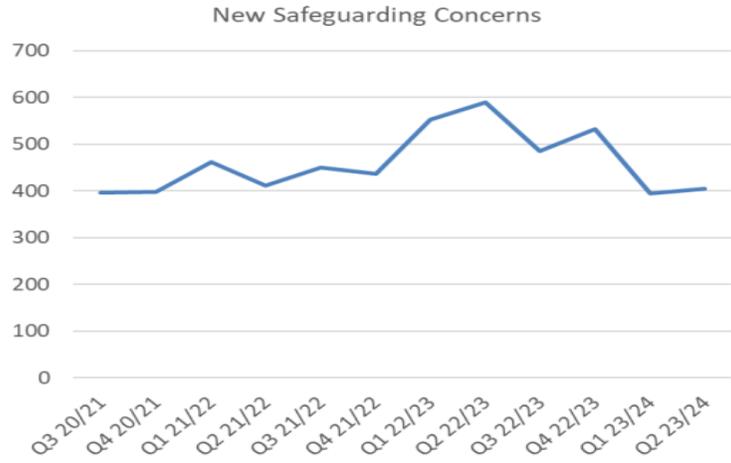
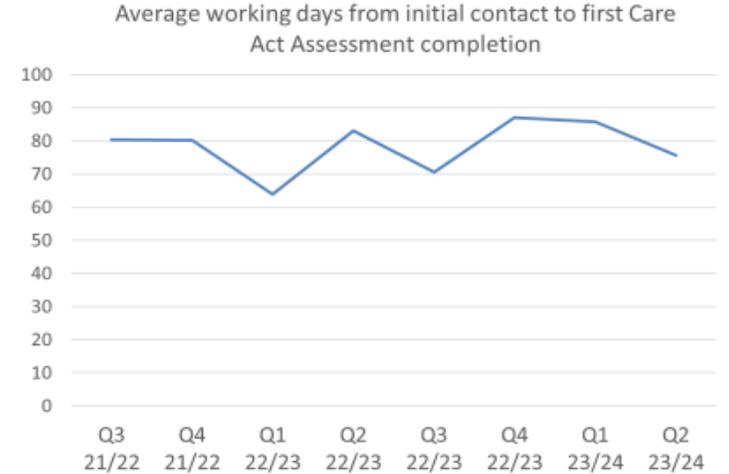
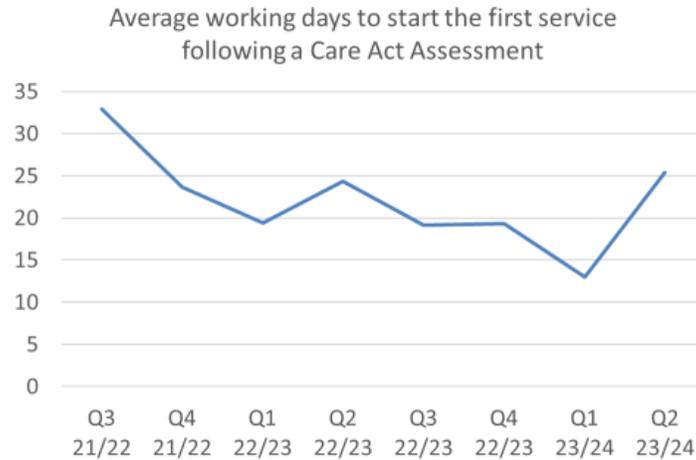
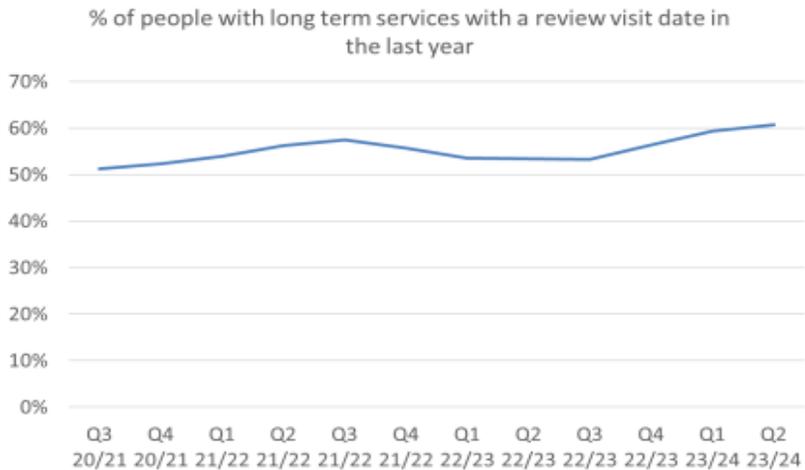


Wiltshire Council Adult Social Care Key Performance Indicators (KPIs)

Wiltshire LA: Demand, activity and timeliness

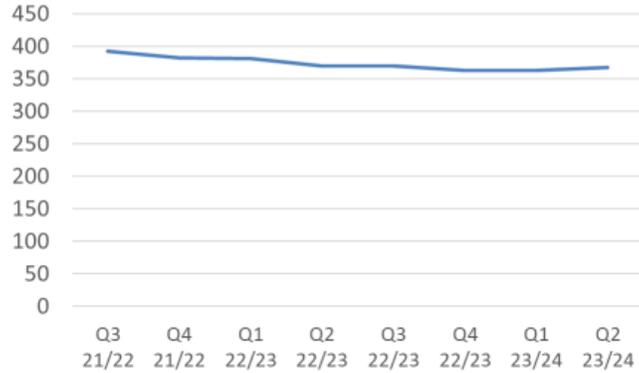


Work completion rates are improving and speeding up – whilst ASC demand continues to rise

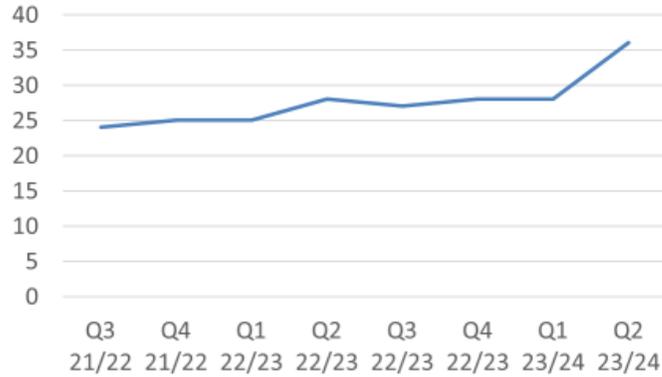


Wiltshire LA: Place/Placements

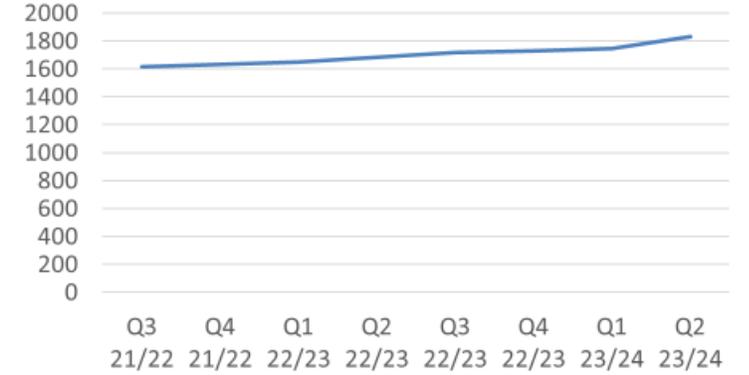
Number of people in permanent residential care aged 18 to 64



Number of people in permanent nursing care aged 18 to 64

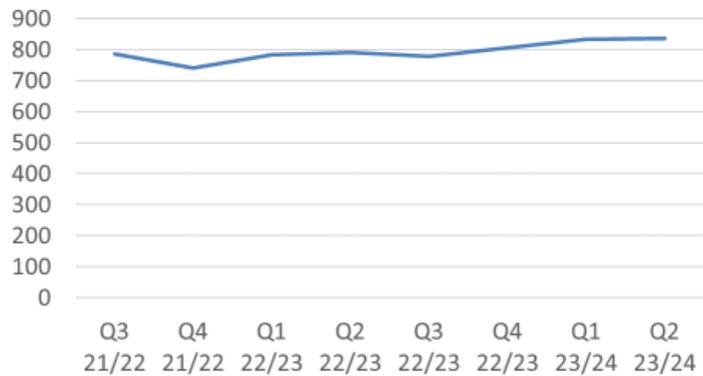


Number of people receiving care in their own home aged 18 to 64

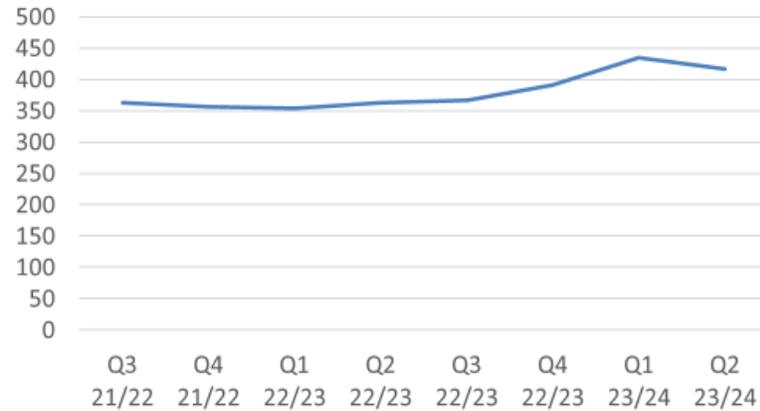


Continued increasing demand for Home Care and Placements (Nursing Home and Residential Care)

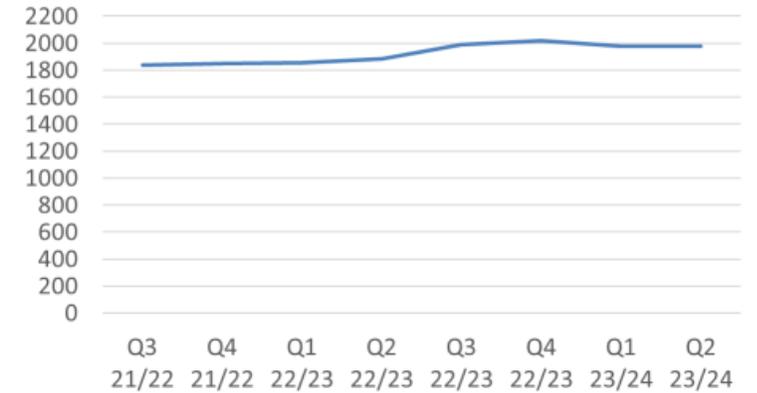
Number of people in permanent residential care aged 65+



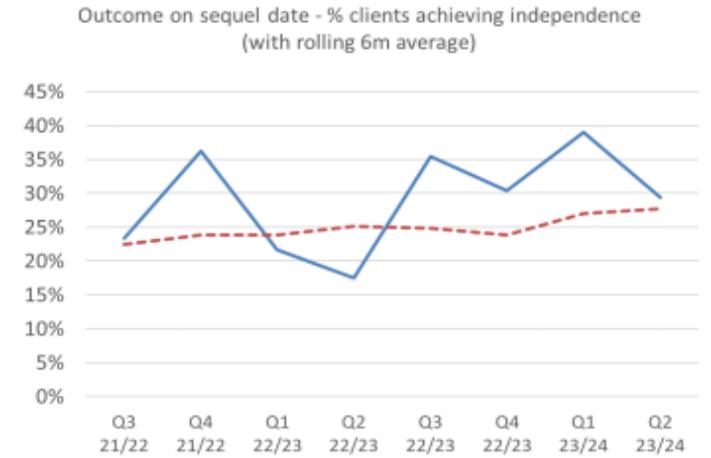
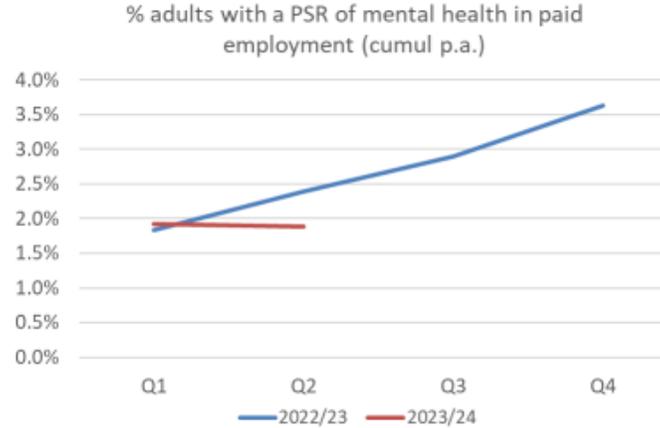
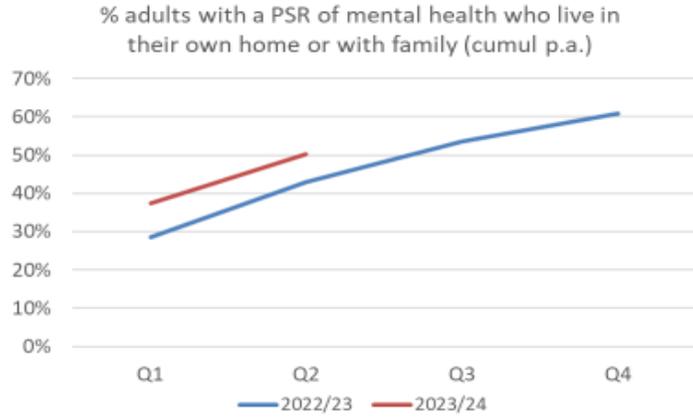
Number of people in permanent nursing care aged 65+



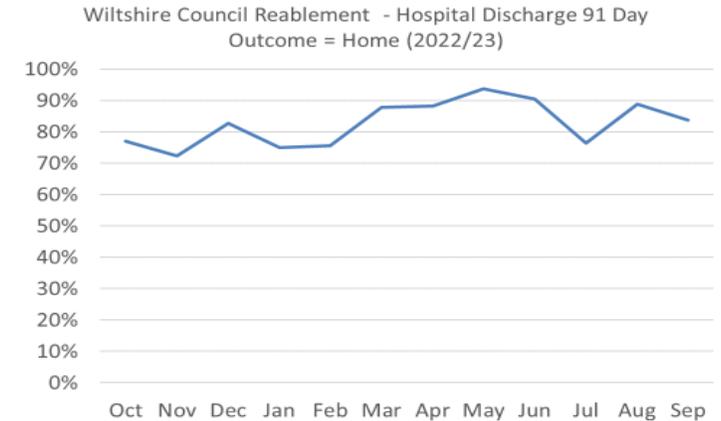
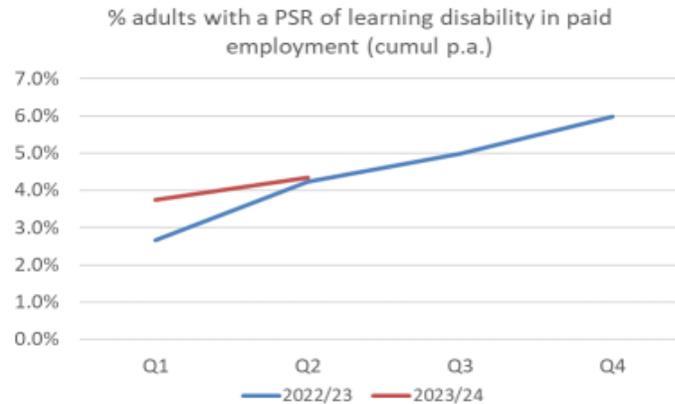
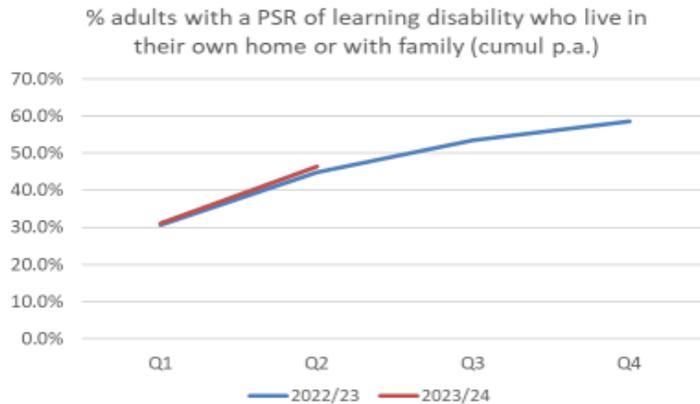
Number of people receiving care in their own home aged 65+



Wiltshire LA: Outcomes



- Our ambition for those with MH or Learning Disabilities is showing impact; More to do, MH in paid employment an area of continued focus (note starts from base of 0% at year start)
- Good performance during 22/23 for achieving independence and remaining at home 91 days after hospital discharge



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 2021/22. ASCOF 2022/23 results will be published Dec 2023.
- The ASCOF is under review in light of the introduction of the new CQC ASC Inspection Framework; phase 1 includes some indicators discontinued or methodology changed (phase 2 developments not yet announced).
- 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 – 2021/22 published results and *provisional 2022/23*

Key performance highlights:

Carers overall satisfaction with social services (3B) 21/22

Carers included or consulted about the person they care for (3C) 21/22

Service users and Carers both find it easy to find info about services (3D/3D2)

Service users feel safe (4A)

Services users says service made them feel safe and secure (4B)

% Service users receiving self-directed support (1C[1A])

% Carers receiving self-directed support (1C[1B])

% Carers receiving direct payments (1C[2B])

% Adults with LD in paid employment (1E)

- Service users feel safe – provisional 22/23 performance is 71.1%, up from 65.5% in 21/22. Higher than South West (69.4%) and England (69.2%).
- Service users say services made them feel safe and secure – provisional 89% up from 81% in previous year.
- % Adults with LD in paid employment up to 5.9% from 5.3% in 21/22.

 = discontinued indicator or under revision as part of phase 1 ASCOF development

ASCOF – 2021/22 published results and *provisional 2022/23*

Areas for improvement – a whole system challenge required for many indicators

Service users Social Care-related quality of life score (1A)	Carers Social Care-related quality of life score (1D) 21/22	Service user having control over their daily life (1B)
Services users having as much social contact as they would like (111)	Carers having as much social contact as they would like (112)	Services users overall satisfaction with their care and support (3A)
Service users receiving direct payments (1C[2A])	% of adults with LD living in their own home or with family (1G)	Service users in receipt of ongoing services after short-term support (2D)
Rate of 18-64 adults long term needs met by admission to residential or nursing care homes (2A[1])	Rate of 65+ adults long term needs met by admission to residential or nursing care homes (2A[2])	% of 65+ still at home 91 days after discharge into reablement services (2B[1])

Key actions for development under our Transforming Adult Social Care transformation programme:

- Re-energising and new investment in client voice activities and embedding our co-production strategy – to ensure client-led service improvements are meeting needs
- Expansion of prevention services including Living Well Hub
- Tech-enabled care pilots to reduce social isolation and enable independence at home
- Community Conversations – place-based expansion of our support offer; micro-provider commissioning and aligning to ICB Collaborative Communities programme

 = discontinued indicator or under revision as part of phase 1 ASCOF development