Cabinet Scorecard - November 2019

Produced by ASC Information and Analysis Team (data from various sources)

Please note that due to changes in the cabinet reporting timescale, this report is for the month before the quarter. As a result, quarterly measures are reported an additional quarter in arrears.

1. Use of Resources

	Measure	Status	Target	Last Month	This Month	D o T	Constit-uencies	Bench-markable
1	Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)	RED	7.95	11.54	11.09	Down (Green)		✔
2	The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)	GREEN	75%	86.1% (Q1)	78.9% (Q2)	Down (Red)		
3	Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85% (EoY 85%)	75.6%	75.9%	Up (Green)	✔	
4	The number of long-term admissions to residential or nursing care per 100,000 over 65s	GREEN	560	556 (Q4)	504.2 (Q1)	Down (Green)		

2. Personalised Support

	Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
5	Social work client satisfaction - postcard questionnaire.	GREEN	70%	97% (Q1)	96% (Q2)	Down (Red)		
6	Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	94%	94%	Static (Amber)	✔	
7	Uptake of Direct Payments	GREEN	33.3% (EoY 35%)	33.8%	34.4%	Up (Green)	✔	✔
8	The percentage of people who receive Adult Social Care in their own home	AMBER	DoT Only	69.2%	69%	Down (Red)		✔
9	The number of people who have Shared Lives	RED	140 (EoY 140)	84	88	Up (Green)		

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3. Prevention and Early Help

	Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
10	Number of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN	N/A	19	6	Down (Red)		
11	Percentage of completed safeguarding enquiries which involved concerns about domestic abuse	GREEN	N/A	16.8%	6.3%	Down (Red)		✔

4. Community Assets

	Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
12	The percentage of service users aged 18-64 with learning disabilities in employment	RED	2% (EoY 2%)	1.56%	1.5%	Down (Red)		✔
13	The percentage of adults in contact with secondary mental health services in employment	GREEN	DoT Only	4% (2017/18)	4% (2018/19)	Static (Amber)		✔
14	The proportion of people who use services who reported that they had as much social contact as they like	RED	DoT Only	46.5% (2017/18)	44% (2018/19)	Down (Red)		✔
15	The proportion of carers who reported that they had as much social contact as they like	RED	DoT Only	28.3% (2016/17)	25.1% (2018/19)	Down (Red)		✔

Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

RED

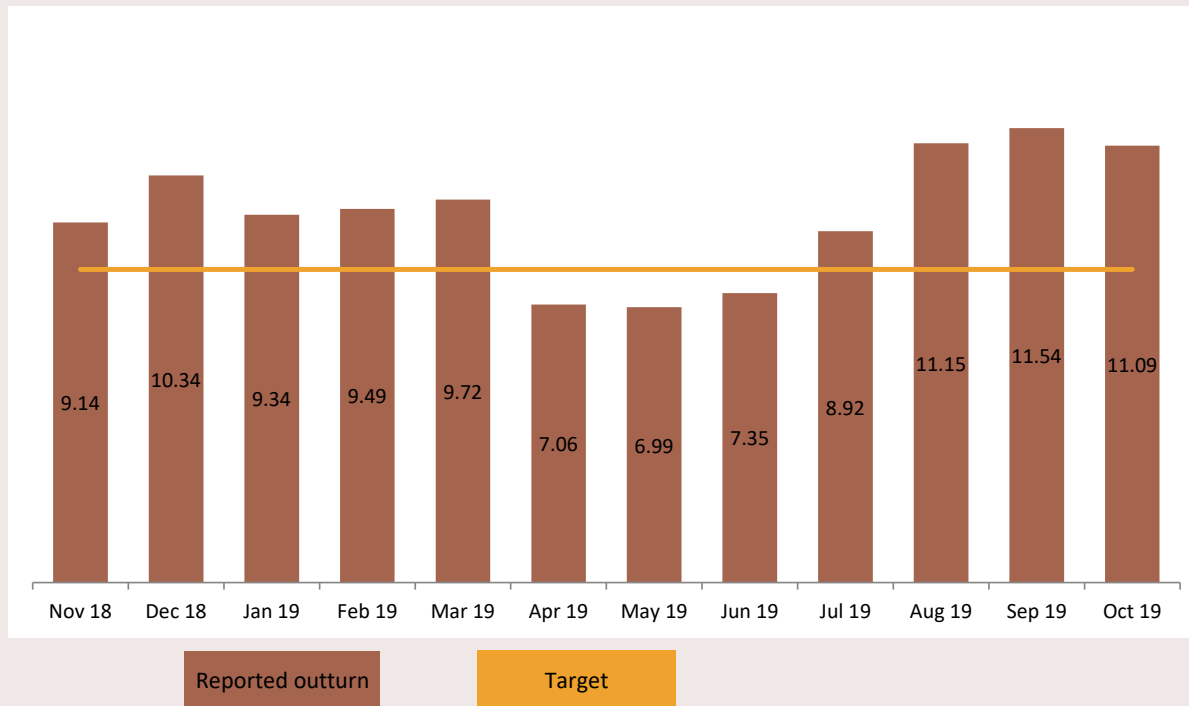**Change:**

Down (Green) 3.9%

	Last Month	This Month	Target
	11.54	11.09	7.95

Source:
UNIFY data as issued by NHS Digital. Data collated by health, available a month in arrears

Chart data (Reported outturn):
- Nov 18: 9.14
- Dec 18: 10.34
- Jan 19: 9.34
- Feb 19: 9.49
- Mar 19: 9.72
- Apr 19: 7.06
- May 19: 6.99
- Jun 19: 7.35
- Jul 19: 8.92
- Aug 19: 11.15
- Sep 19: 11.54
- Oct 19: 11.09

Legend: Reported outturn | Target

Commentary:

In October, we reduced delays in being discharged from hospital for our citizens. This is despite an increase in the number of referrals we received.

We continued to make improvements to the Early Intervention work in the discharge hubs, which has helped to reduce the lengths of patients' stays in hospital. Our Group Manager now chairs a meeting with the managers of our partners at the hubs, including the Clinical Commissioning Group (CCG) and the NHS, where they look at possible improvements to the service, and ways in which senior management can address problems preventing patients' discharge.

The hub at the Queen Elizabeth hospital has successfully reduced the number of delays that are due to patients waiting to be assessed, and have been using the Early Intervention Community Team (EICT) in Northfield and Edgbaston to support patients in returning home as soon as possible. Our teams at Heartlands and Good Hope Hospitals have started using weekly "Themes" meetings to look at what things are preventing patients from being discharged, and are identifying solutions jointly with our partners to solve them.

We are also holding a weekly conference call with the CCG to address specific delays now that we are moving into the winter, which is a period of increased pressure for hospitals.

Measure Owner:
Balwinder Kaur

Responsible Officer:
Natalie McFall

Frequently asked questions:

 Please advised that there has been a change to the target for this measure which was imposed by the Better Care Fund. This target remains externally set and has changed because the National Better Care Fund Team has now revised the provisional DToC figures following the recent period allowed for baseline challenges. There were 3 accepted challenges nationally of which one was in Birmingham, following counting adjustments by the former Heart of England Foundation Trust. This challenge has been factored in to the revised DToC expectations. This means that the year-end target is now slightly higher, with profiled monthly targets revised in line with this change. The change also affects targets for months which have been previously reported and this has been reflected in the Adult Social Care and Health scorecard.
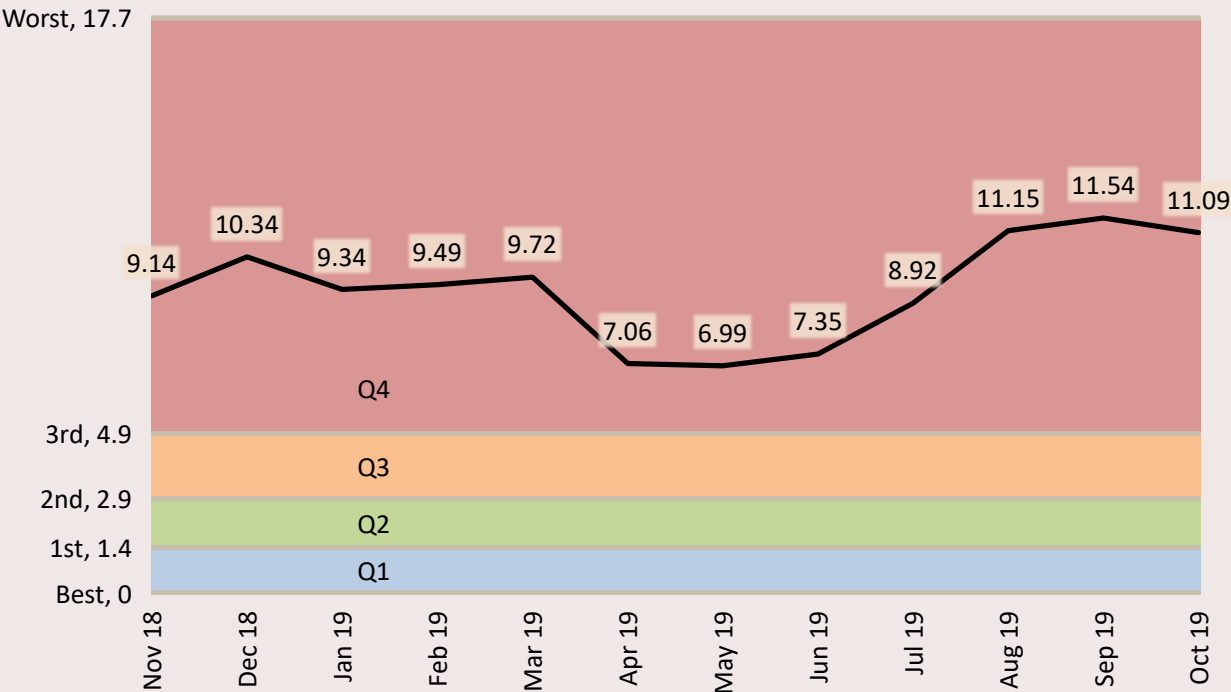
< Previous: MH Employment quartiles   Return to Scorecard   Next: DTOC Total quartiles >

Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)

Benchmarking data is taken from 2018/19 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Performance against national quartiles

Quartile	Score	Difference		Beds/day
		Figure	%	Difference
Worst	17.70	6.61	60%	56
Birmingham	11.09			
3rd	4.90	-6.19	-56%	-53
2nd	2.90	-8.19	-74%	-70
1st	1.40	-9.69	-87%	-83
Best	0.00	-11.09	-100%	-95

Current Quartile	4th
Distance to next quartile	53 Beds/day
Distance to top quartile	83 Beds/day

 Please advised that there has been a change to the target for this measure which was imposed by the Better Care Fund. This target remains externally set and has changed because the National Better Care Fund Team has now revised the provisional DToC figures following the recent period allowed for baseline challenges. There were 3 accepted challenges nationally of which one was in Birmingham, following counting adjustments by the former Heart of England Foundation Trust. This challenge has been factored in to the revised DToC expectations. This means that the year-end target is now slightly higher, with profiled monthly targets revised in line with this change. The change also affects targets for months which have been previously reported and this has been reflected in the Adult Social Care and Health scorecard.

< Previous: DTOC Total   Return to Scorecard   Next: Good provider all >

Theme: Use of Resources

The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)
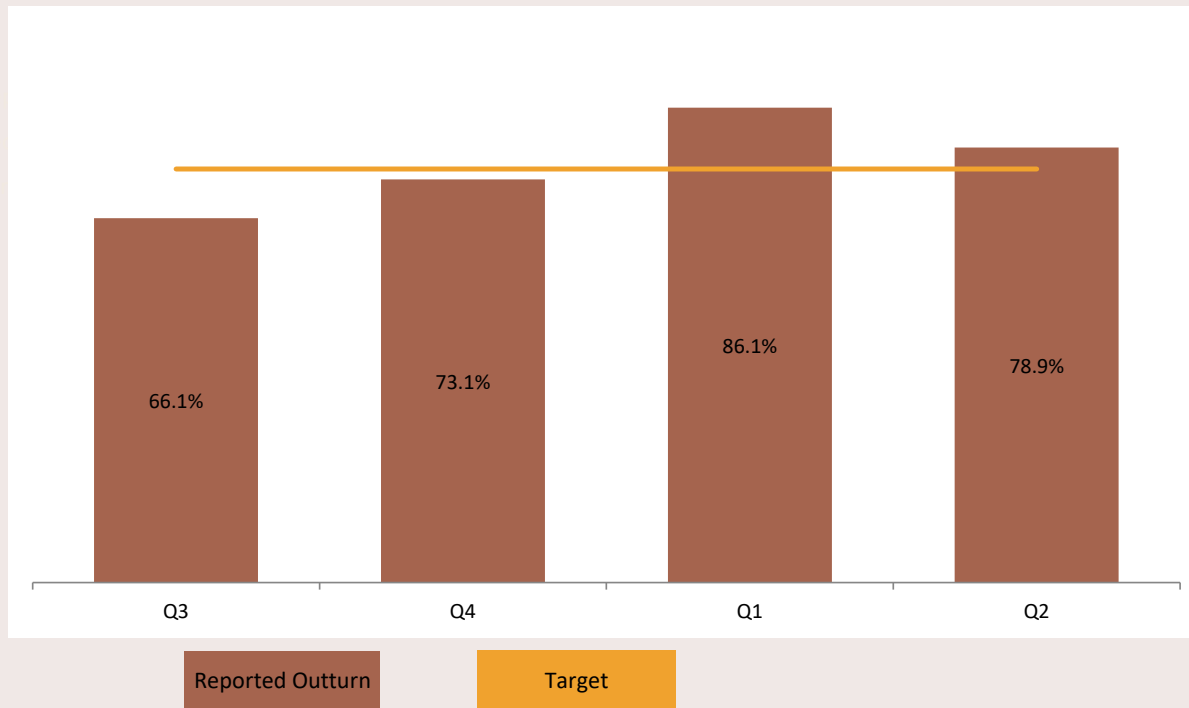
GREEN

Change:

Down (Red) 7.2 pp

Prev. Quarter	Latest Quarter	Target
86.1%	78.9%	75%

Source:

Carefirst service agreements and commissioning provider assessment data

Q3	Q4	Q1	Q2
66.1%	73.1%	86.1%	78.9%

Reported Outturn

Target

Commentary:

Our performance on this measure has dropped slightly, although it is still above target. Our provider ratings are based on a rigorous, evidence-based process that includes periodic visits from our commissioning officers and inspections by the Care Quality Commission (CQC). As a result, we expect there to be fluctuations in this measure when providers who support a large number of people are inspected, particularly as the CQC are taking a harder line against poor providers. This is part of our drive to improve overall quality, and we work with providers who are rated as inadequate to help them improve.

This quarter, among the providers who dropped from a Silver rating were two large homecare providers, which contributed to the fall in performance. Overall, 85.1% of our citizens who receive home support from us are with a provider rated as silver or gold, as are 75.2% of citizens receiving residential or supported living services.

We are working hard with inadequate providers, and in particular the larger ones, in order to improve the overall quality of support available, and to increase the available capacity for new services ready for the higher levels of demand that we see over winter. Since May 2018, we have worked with 25 such providers, 5 of which we decommissioned, but the remaining 20 improved. This work has also shown us that it takes around 6 months to turn around and improve an inadequate provider.

We have started analysing the data gathered from our annual quality reviews and the areas where providers face challenges in delivering high-quality care, and we are now putting together support packages to help improve areas of concern. We hope to have these in place by the end of the year.

Measure Owner: **Responsible Officer:**

Alison Malik

Frequently asked questions:

< Previous: DTOC Total quartiles   Return to Scorecard   Next: Reviews >
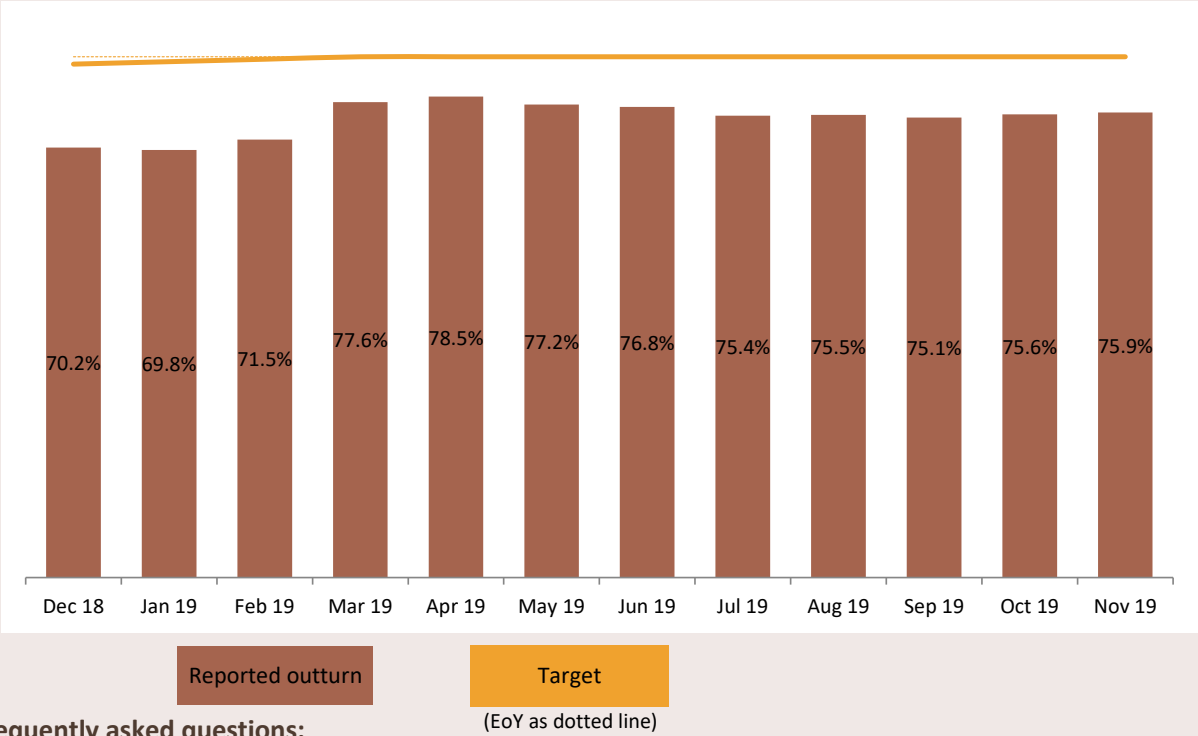
Theme: Use of Resources

Proportion of clients reviewed, reassessed or assessed within 12 months

RED

Change:

Up (Green)   0.3 pp

	Last Month	This Month	Target
	75.6%	**75.9%**	**85%**
			(EoY 85%)

Source:

Carefirst snapshot. The proportion of people receiving a reviewable service who have had a recorded review, assessment or reassessment in the last 12 months

Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19
70.2%	69.8%	71.5%	77.6%	78.5%	77.2%	76.8%	75.4%	75.5%	75.1%	75.6%	75.9%

Reported outturn

Target

(EoY as dotted line)

Commentary:

The proportion of people who we have reviewed, reassessed or assessed in the last year has increased again this month.

The Project Group has examined the feasibility of meeting our target for reviews by the end of the year to avoid unallocated reviews at the end of the year without enough time to address our performance. Following this, our Assistant Directors have tasked the Social Work Group Mangers to come up with an action plan for each of their teams.

The Project Group are continuing to progress through their actions under the Project Plan. These include: redesigning our approach to reviews and their function in the Three Conversations model of social work, and developing a "trusted provider" model for reviews, linked to our internally-provided day services. In addition to this, our performance management tracking of reviews against local targets continues.

Measure Owner: **Responsible Officer:**

John Williams

Frequently asked questions:

< Previous: Good provider all   Return to Scorecard   Next: Long term admissions >

Theme: Use of Resources

The number of long-term admissions to residential or nursing care per 100,000 over 65s

GREEN

Change:
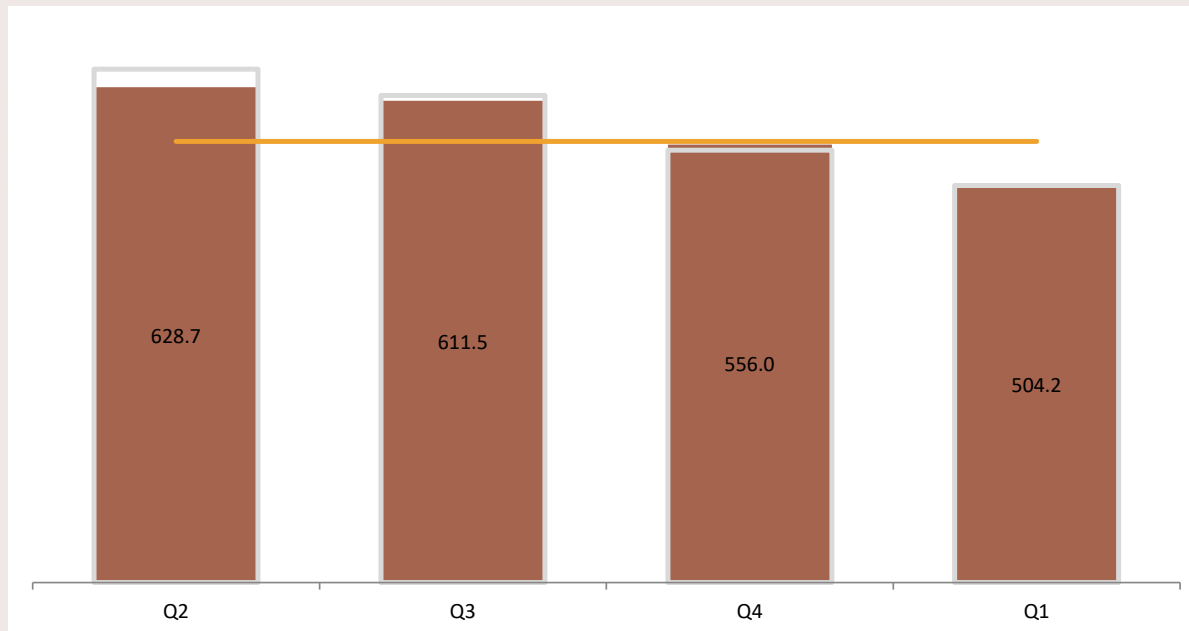
Down (Green) 9.3%

	Prev. Quarter	Latest Quarter	Target
	556	**504.2**	**560**

Recalculated: 0

Source:
Carefirst

Commentary:

We have significantly decreased the number of people who we placed permanently in care homes over the last reported quarter (June 2019). The figure of 504.2 represents 735 new admissions between July 2018 and June 2019, down from 811 in the period between April 2018 and March 2019.

In hospitals, we follow a Home First policy. We aim to avoid placing people permanently in care homes when they are discharged from hospital, and support them to remain in their own home whenever this is possible.

In the community, our social work teams have adopted a "Three Conversations" model of working. Under this model, social workers focus on connecting people with their communities as a source of support, and actively seek out opportunities and assets in the community that can help to meet people's needs.

Bar chart showing Reported Outturn (brown), Recalculated (grey), Target (orange):
- Q2: 628.7
- Q3: 611.5
- Q4: 556.0
- Q1: 504.2

Legend: Reported Outturn | Recalculated | Target

Measure Owner:
Balwinder Kaur

Responsible Officer:
Pauline Mugridge

Frequently asked questions:
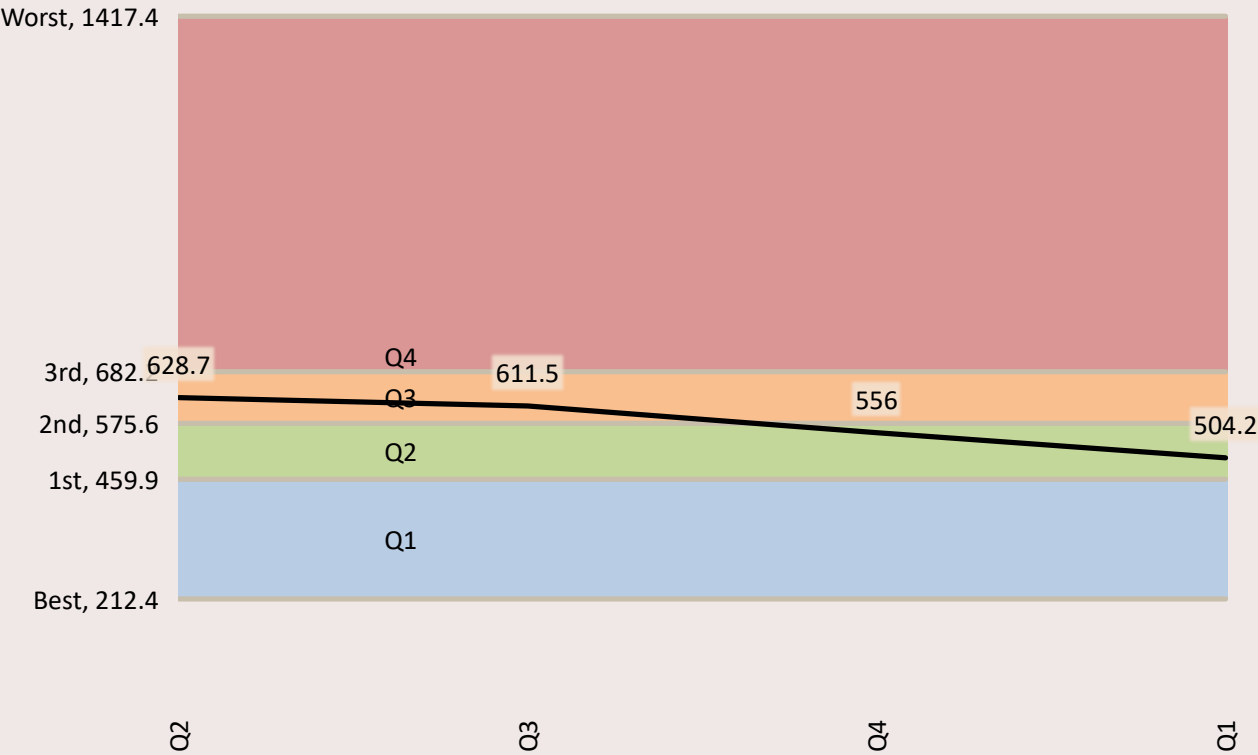
< Previous: Reviews   Return to Scorecard   Next: Long term admissions quartiles >

Theme: Use of Resources

The number of long-term admissions to residential or nursing care per 100,000 over 65s

Benchmarking data is taken from 2018/19 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Performance against national quartiles

Quartile	Score	Difference		Admissions
		Figure	%	Difference
Worst	1417.4	913.2	181%	1351
3rd	682.2	178.0	35%	263
2nd	575.6	71.4	14%	106
Birmingham	504.2			
1st	459.9	-44.3	-9%	-66
Best	212.4	-291.8	-58%	-432

Current Quartile	2nd
Distance to next quartile	66 Admissions
Distance to top quartile	66 Admissions

Worst, 1417.4

3rd, 682.2 628.7   Q4   611.5

556

2nd, 575.6   Q3

1st, 459.9   Q2

504.2

Q1

Best, 212.4

Q2   Q3   Q4   Q1

< Previous: Long term admissions   Return to Scorecard   Next: General satisfaction >

Theme: Personalised Support

Social work client satisfaction - postcard questionnaire.

GREEN

Change:

Down (Red) 1 pp

Prev. Quarter	Latest Quarter	Target
97%	96%	70%

Source:
Postcard survey- given to people by their social worker following an assessment

Q3 — 97%
Q4 — 93%
Q1 — 97%
Q2 — 96%

Reported Outturn   Target
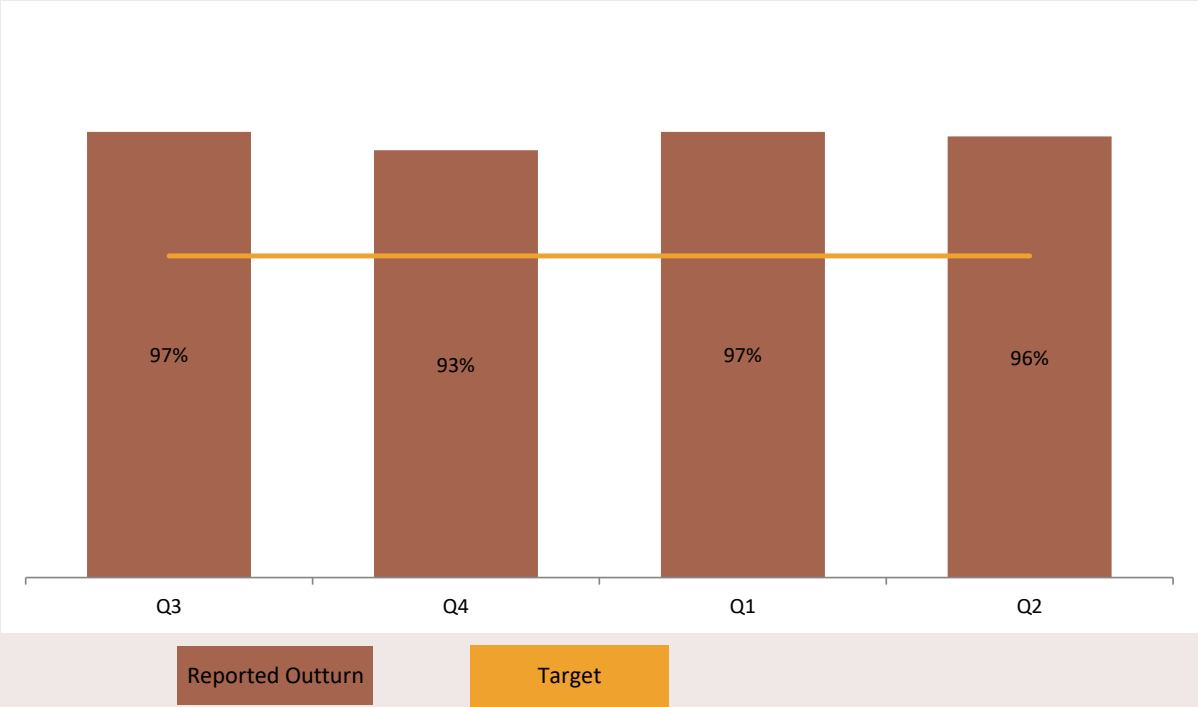
Commentary:

Our performance has been similarly high this quarter (July to September) as last quarter (April to June). This reflects a generally positive set of responses, and in particular, the proportion of people saying that they felt they were treated with respect has remained high at 100%.

While our response rate has dropped from the previous quarter (68, down from 100), this is still relatively high. We are hoping to build on this success by further encouraging social workers to make use of it, and embedding it into the day-to-day work of our teams. We will also be looking at boosting our response rate by opening up other methods, such as an online questionnaire, and emailed invitations, in order to build a fuller picture of our citizens' experiences of our service.

Measure Owner: Responsible Officer:
Fiona Mould

Frequently asked questions:

< Previous: Long term admissions quartiles   Return to Scorecard   Next: Safeguarding MSP >

Theme: Personalised Support

Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were

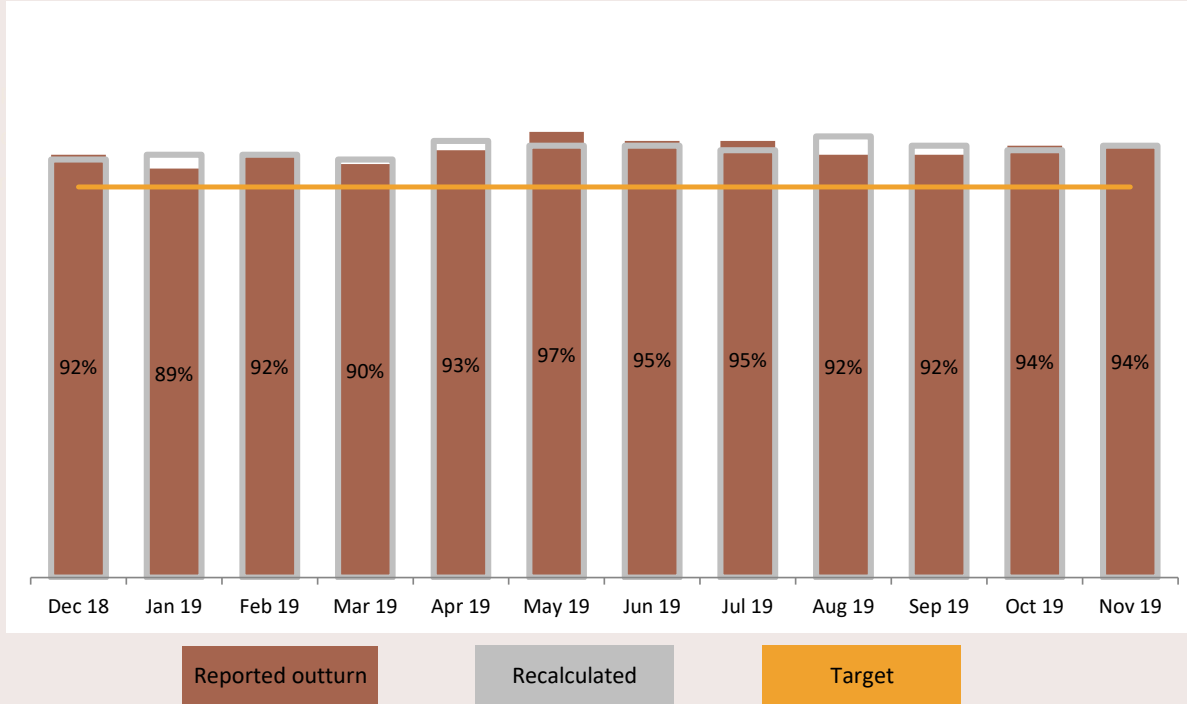| **GREEN**	**Change:**			**Last Month**	**This Month**	**Target**
	Static (Amber)	**0 pp**		**94%**	**94%**	**85%**
				Recalculated: 93%		

Source:

Carefirst. Proportion of qualifying closed Safeguarding Enquiry forms where the question "Was the adult asked about their Making Safeguarding Personal Outcomes" was answered "Yes"

Commentary:

We have continued to exceed the target for this measure in October, and our overall performance over the last 12 months is 93.1%.
As we have noted previously, this measure is based on relatively small numbers, so we expect variations in the result from month to month. However, the consistently high performance indicates that social work staff are making efforts to include vulnerable people in their safeguarding enquiries.

Chart: Dec 18: 92%, Jan 19: 89%, Feb 19: 92%, Mar 19: 90%, Apr 19: 93%, May 19: 97%, Jun 19: 95%, Jul 19: 95%, Aug 19: 92%, Sep 19: 92%, Oct 19: 94%, Nov 19: 94%

Legend: Reported outturn | Recalculated | Target

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

< Previous: General satisfaction   Return to Scorecard   Next: Direct payments uptake >

Theme: Personalised Support

Uptake of Direct Payments

Change:

GREEN

Up (Green) 0.6 pp

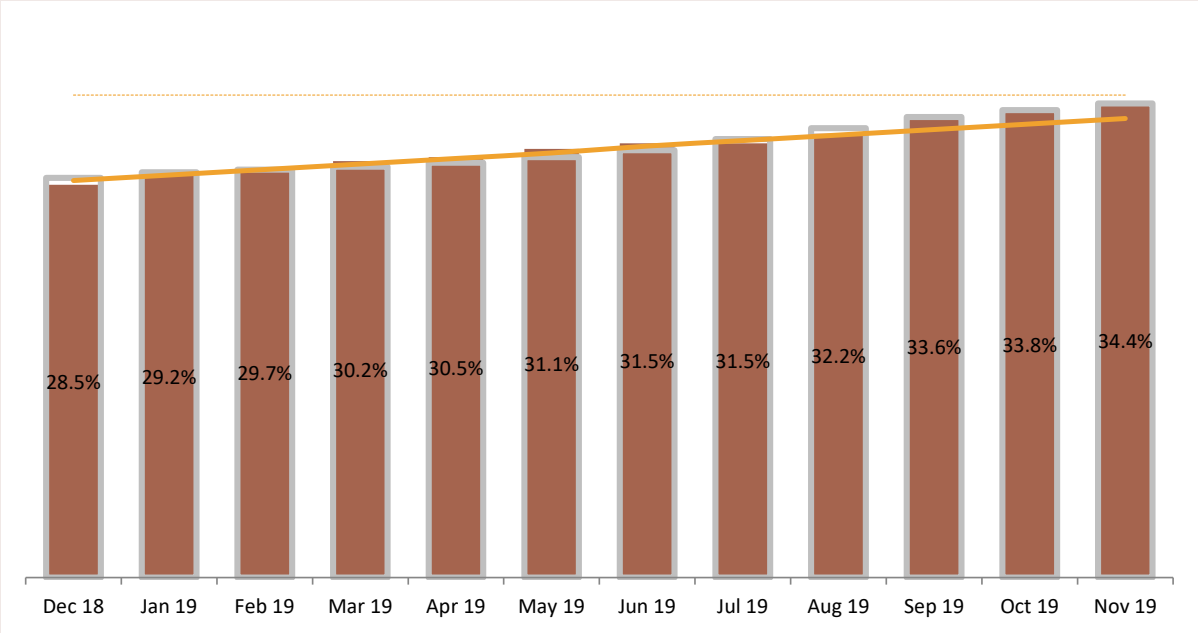|	Last Month	This Month	Target
	33.8%	**34.4%**	**33.3%**
	Recalculated: 33.9%		(EoY 35%)

Source:
Carefirst service agreements. The proportion of clients receiving an eligible care package who have at least part of it delivered via direct payment.

Commentary:

We have increased the number of people receiving direct payments again this month, and we are comfortably on track to meet our end-of-year target. Based on the positions in the 2018-19 ASCOF measures, we are now in the top quartile of all councils for this measure.

We are continuing to work with social workers to promote direct payments as a way for people to access social care support, and we are encouraging the teams to share good practice.

Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19
28.5%	29.2%	29.7%	30.2%	30.5%	31.1%	31.5%	31.5%	32.2%	33.6%	33.8%	34.4%

Reported outturn	Recalculated	Target
		(EoY as dotted line)

Measure Owner:
Balwinder Kaur

Responsible Officer:
Julia Parfitt

Frequently asked questions:
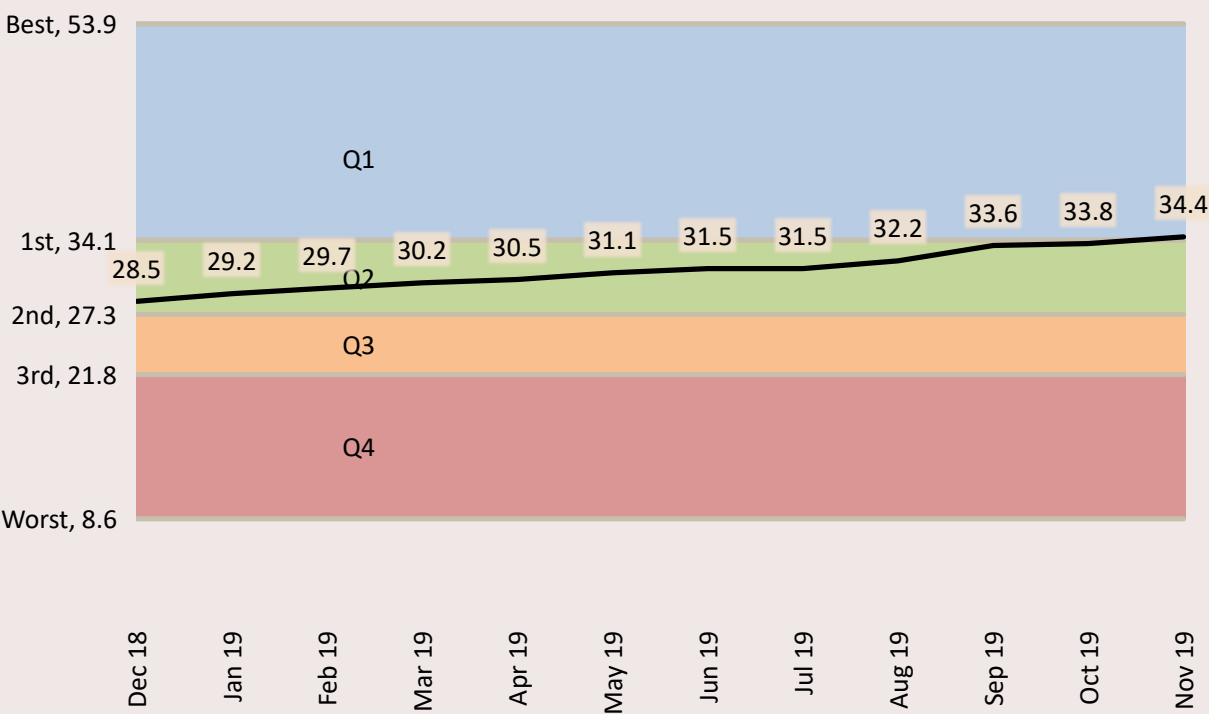
< Previous: Safeguarding MSP   Return to Scorecard   Next: Direct payments quartiles >

Theme: Personalised Support

Uptake of Direct Payments

Performance against national quartiles

Best, 53.9

Q1

1st, 34.1

28.5 29.2 29.7 30.2 30.5 31.1 31.5 31.5 32.2 33.6 33.8 34.4

Q2

2nd, 27.3

Q3

3rd, 21.8

Q4

Worst, 8.6

Dec 18 | Jan 19 | Feb 19 | Mar 19 | Apr 19 | May 19 | Jun 19 | Jul 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19

		Difference		Packages
Quartile	**Score**	**Figure**	**%**	**Difference**
Worst	8.6%	-25.8	-75%	-2086
3rd	21.8%	-12.6	-37%	-1019
2nd	27.3%	-7.1	-21%	-574
1st	34.1%	-0.3	-1%	-24
Birmingham	34.4%			
Best	53.9%	19.5	57%	1576

Current Quartile	1st
Distance to next quartile	N/A
Distance to top quartile	N/A

< Previous: Direct payments uptake   Return to Scorecard   Next: Care in own home >

Theme: Personalised Support

The percentage of people who receive Adult Social Care in their own home

AMBER	

Change:

Down (Red) 0.2 pp

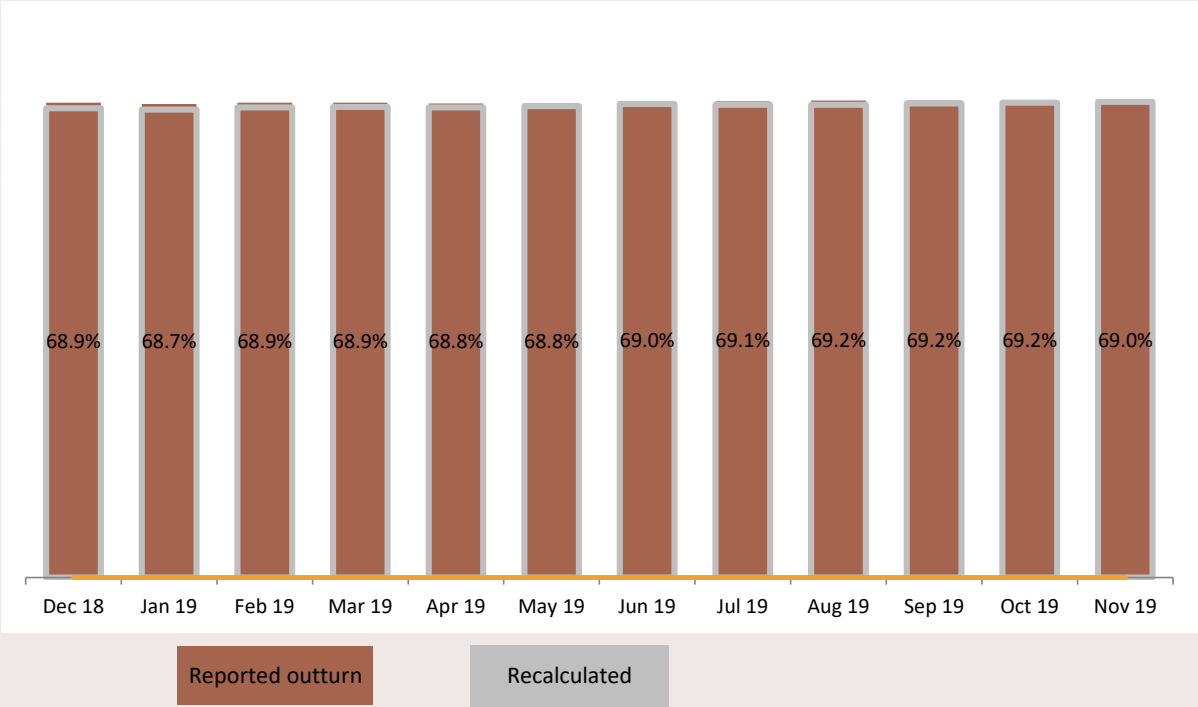| **Last Month**	**This Month**	**Preferred Travel:**
69.2%	69%	Upwards
Recalculated: 68.9%		

Source:

Carefirst via finance team. Snapshot proportion of people receiving long-term services who do not receive residential or nursing care

Month	Value
Dec 18	68.9%
Jan 19	68.7%
Feb 19	68.9%
Mar 19	68.9%
Apr 19	68.8%
May 19	68.8%
Jun 19	69.0%
Jul 19	69.1%
Aug 19	69.2%
Sep 19	69.2%
Oct 19	69.2%
Nov 19	69.0%

Reported outturn

Recalculated

Commentary:

The proportion of people receiving support from us in their own homes has dropped slightly since last month. However, over the longer term, we have seen an incremental improvement in this measure.

We are continuing to help people to remain living in their communities for as long as possible, so long as it meets their care needs and does not place them at risk. We have a variety of policies and initiatives in place to support this aim. These include our Home First policy, which aims to prevent discharging people from hospital into a care home wherever we can avoid it. As part of Home First we are running a pilot of an intensive home care service to assist people to return home when previously they would have needed to move to a nursing home. Our Occupational Therapists continue to support our Social Workers to use equipment and assistive technology effectively so that people can remain in their homes for longer.

We have adopted a new model for social work across a large part of our service, the Three Conversations model, and we are in the process of rolling it out to the remaining teams. As part of the Three Conversation model, we focus on reconnecting people with their local communities as a source of support, and this should prevent, or at least delay, them needing to move into a care home. In some cases, it can even prevent people needing support at all.

Our Early Intervention project is helping to keep people at home following discharge from hospital. With it, we aim to prevent people being admitted to care homes by providing them with an intensive period of support that helps them be as independent as possible.

Measure Owner:

Balwinder Kaur

Responsible Officer:

Gian Saini

Frequently asked questions:

Theme: Personalised Support

The number of people who have Shared Lives

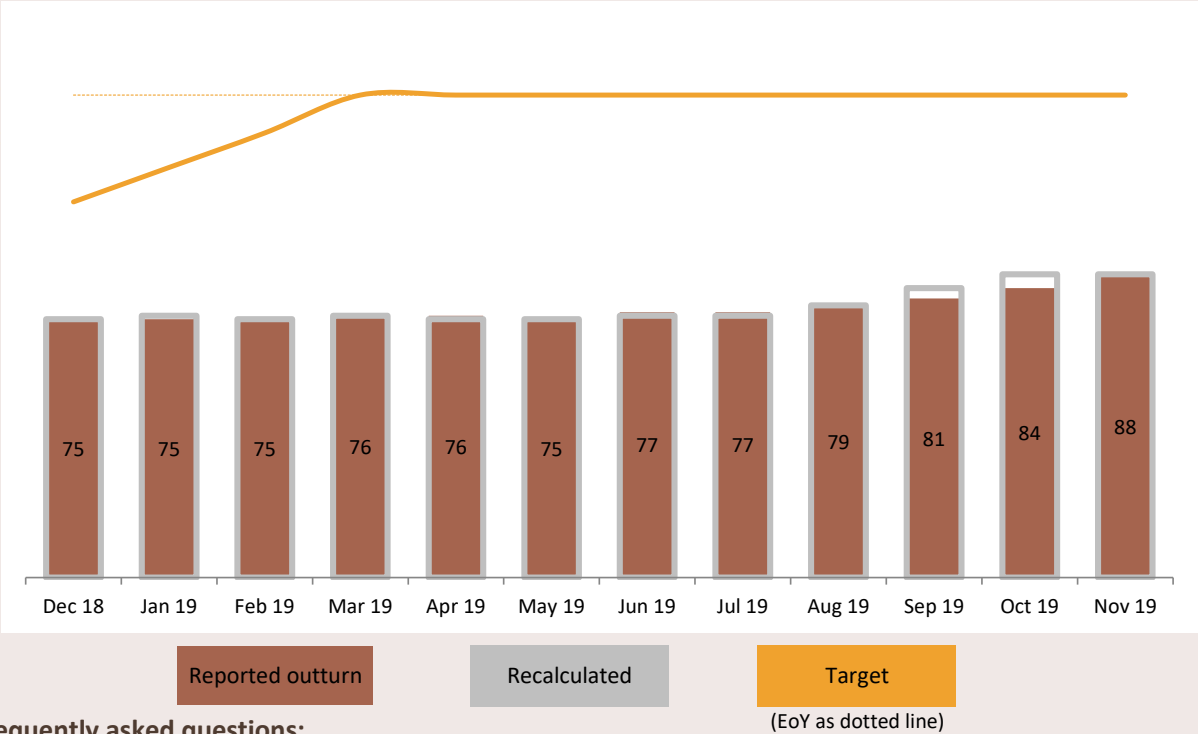|	Change:		Last Month	This Month	Target
RED	**Up (Green)**	**4.8%**	**84**	**88**	**140**
			Recalculated: 88		(EoY 140)

Source:
Carefirst service agreements

Commentary:

The number of people receiving a Shared Lives service from us has increased for the fourth month running, and it is now higher than it has been in at least two years. We are now working to an internal aim of setting up at least two new long-term placements every month. We have also organised an increased number of respite services over the last 3 months.

Since we aligned individual members of the Shared Lives team with constituencies to link them more directly with social worker teams, social workers have made an increased number of enquiries and referrals to us. We have also contacted social work managers to encourage them to refer suitable people to us. Our team is now working to place the people who have been referred to us with carers.

We are have started recording successful outcomes and sharing these success stories as part of the directorate newsletter.

In order to increase the number of successful placements we make, we have started holding workshops with carers who have no-one placed with them. This is so that we can explore any blockages preventing them from being matched to people who need care. We have also strengthened our links with the Occupational Therapy service so that they can support these carers to take placements where possible.

Chart data (Reported outturn):

Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19
75	75	75	76	76	75	77	77	79	81	84	88

Legend: Reported outturn | Recalculated | Target (EoY as dotted line)

Measure Owner:
John Williams

Responsible Officer:
Zakia Loughead

Frequently asked questions:

< Previous: Care in own home   Return to Scorecard   Next: DV safeguarding count >

Theme: Prevention and Early Help

Number of completed safeguarding enquiries which involved concerns about domestic abuse

GREEN
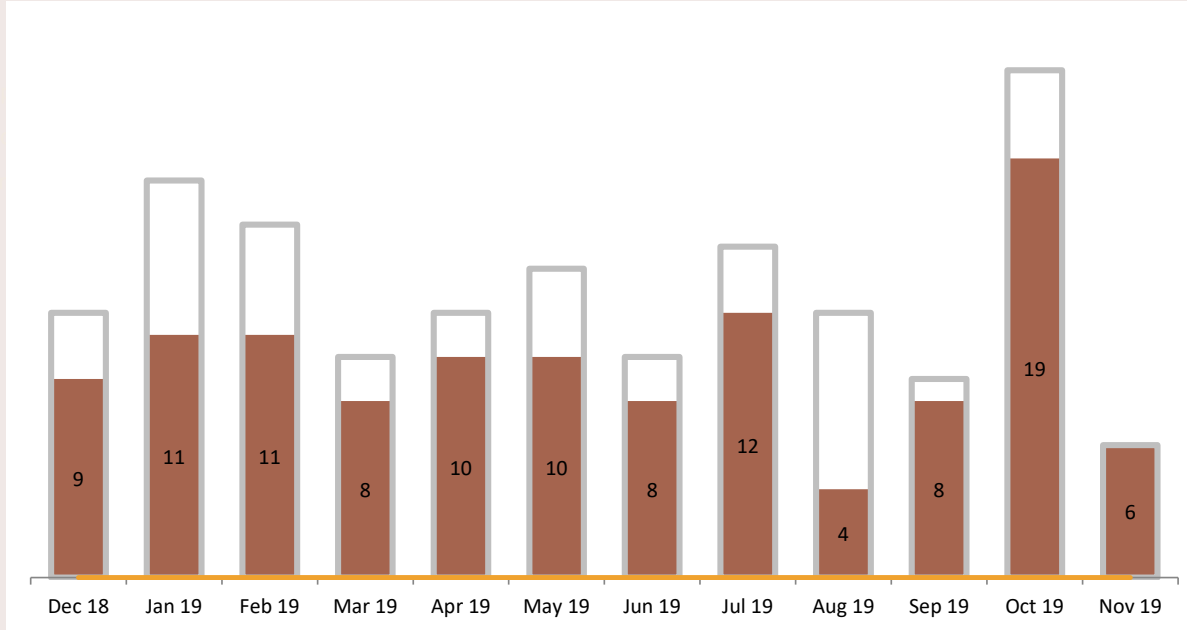
Change:

Down (Red)   68.4%

	Last Month	This Month	Target
	19	**6**	**N/A**
	Recalculated: 23		

Source:
Carefirst

Commentary:

96 Safeguarding Enquiries were completed in November, of which 6 involved allegations of domestic abuse - 6.3%
In the last 12 months there have been 157 completed enquiries relating to this. Of these 92% achieved their expressed outcomes, 92% felt that they were involved, 90% felt that they had been listened to, 90% felt we had acted on their wishes, 83% felt safer and 80% felt happier as a result of our intervention.

Dec 18: 9, Jan 19: 11, Feb 19: 11, Mar 19: 8, Apr 19: 10, May 19: 10, Jun 19: 8, Jul 19: 12, Aug 19: 4, Sep 19: 8, Oct 19: 19, Nov 19: 6

Reported outturn   Recalculated   Target

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

< Previous: Shared lives uptake   Return to Scorecard   Next: DV safeguarding proportion >

Theme: Prevention and Early Help

Percentage of completed safeguarding enquiries which involved concerns about domestic abuse

	GREEN

Change:

Down (Red) 10.6 pp

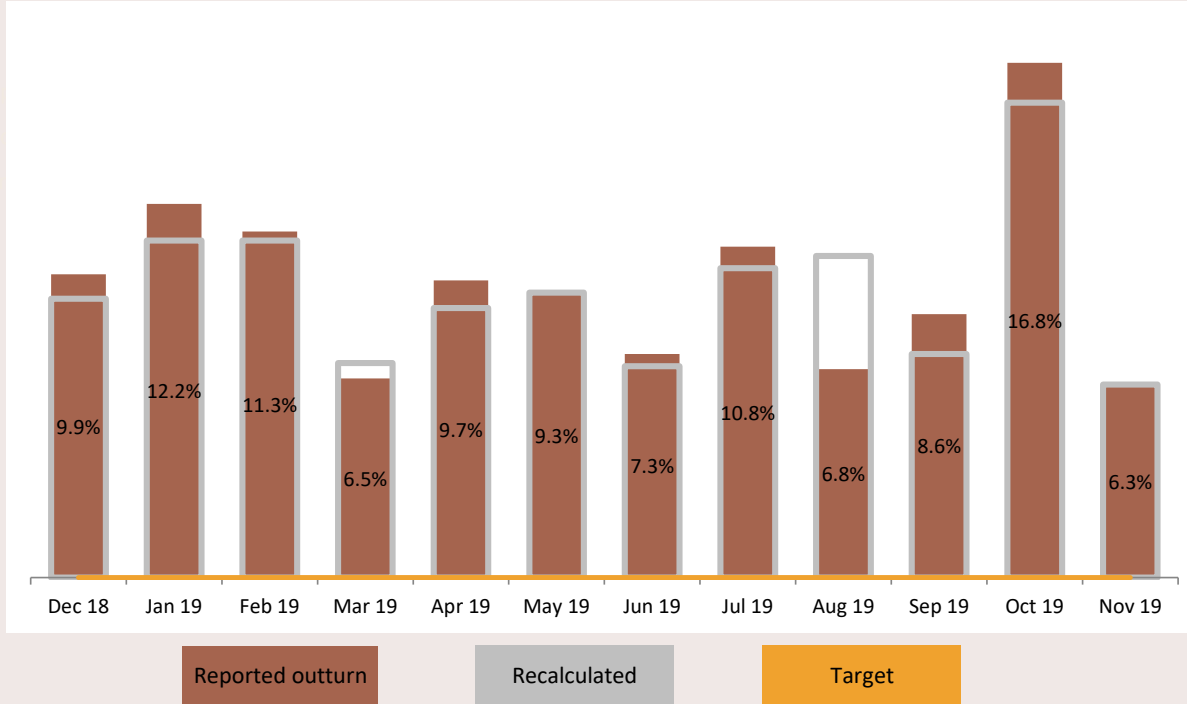|	Last Month	This Month	Target
	16.8%	**6.3%**	**N/A**
Recalculated:	15.5%		

Source:
Carefirst

Commentary:

96 Safeguarding Enquiries were completed in November, of which 6 involved allegations of domestic abuse - 6.3%
In the last 12 months there have been 157 completed enquiries relating to this. Of these 92% achieved their expressed outcomes, 92% felt that they were involved, 90% felt that they had been listened to, 90% felt we had acted on their wishes, 83% felt safer and 80% felt happier as a result of our intervention.

Bar chart with months Dec 18 through Nov 19:
- Dec 18: 9.9%
- Jan 19: 12.2%
- Feb 19: 11.3%
- Mar 19: 6.5%
- Apr 19: 9.7%
- May 19: 9.3%
- Jun 19: 7.3%
- Jul 19: 10.8%
- Aug 19: 6.8%
- Sep 19: 8.6%
- Oct 19: 16.8%
- Nov 19: 6.3%

Legend: Reported outturn | Recalculated | Target

Measure Owner:
David Gray

Responsible Officer:

Frequently asked questions:

< Previous: DV safeguarding count   Return to Scorecard   Next: LD Employment >

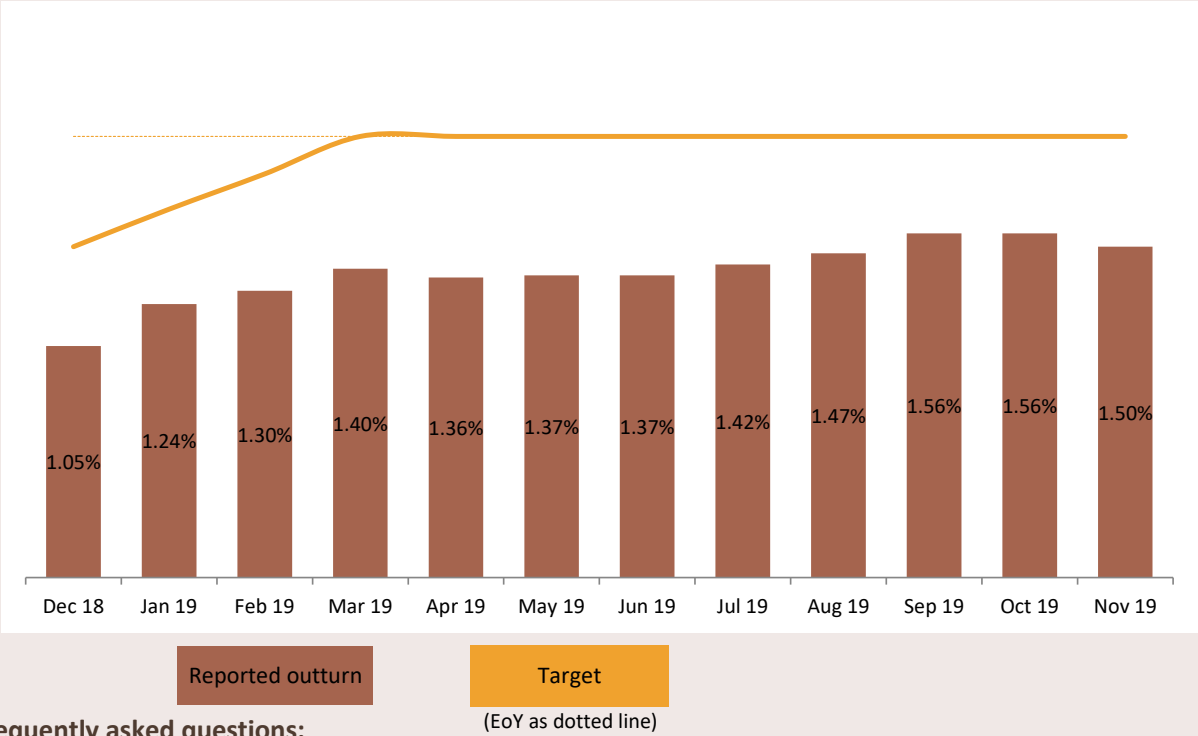|	**Change:**			**Last Month**	**This Month**	**Target**

Theme: Community Assets

The percentage of service users aged 18-64 with learning disabilities in employment

RED

Change:

Down (Red)   0.05 pp

Last Month	**This Month**	**Target**
1.56%	1.5%	2%
		(EoY 2%)

Source:
Carefirst classifications

Commentary:

The proportion of people with a learning disability, and who we support with long-term care, that are recorded as being in employment has dropped slightly since last month. This drop represents one person.

We have now met with the group of people who use our day centres and expressed an interest in employment opportunities. Following in-depth conversations with them, we now have a small cohort of people we can help through person-centred planning towards work placements and employment opportunities.

We are continuing to work with the PURE Project (Placing vulnerable Urban Residents into Employment) following their launch in July, and will be asking them to specifically track any people we refer to them through their system.

We are also hoping to apply some of the lessons that are coming out of the recent Day Opportunities consultation to the way we support people into employment.

This measure only looks at people with Learning Disabilities who receive care services from us, which is in line with national reporting. This means that it deals with people who have particularly high levels of need. As a result, our potential to improve, and the speed at which we can do it, is limited.

Month	Value
Dec 18	1.05%
Jan 19	1.24%
Feb 19	1.30%
Mar 19	1.40%
Apr 19	1.36%
May 19	1.37%
Jun 19	1.37%
Jul 19	1.42%
Aug 19	1.47%
Sep 19	1.56%
Oct 19	1.56%
Nov 19	1.50%

Reported outturn

Target
(EoY as dotted line)

Measure Owner:
John Williams

Responsible Officer:
Sonia Mais-Rose

Frequently asked questions:

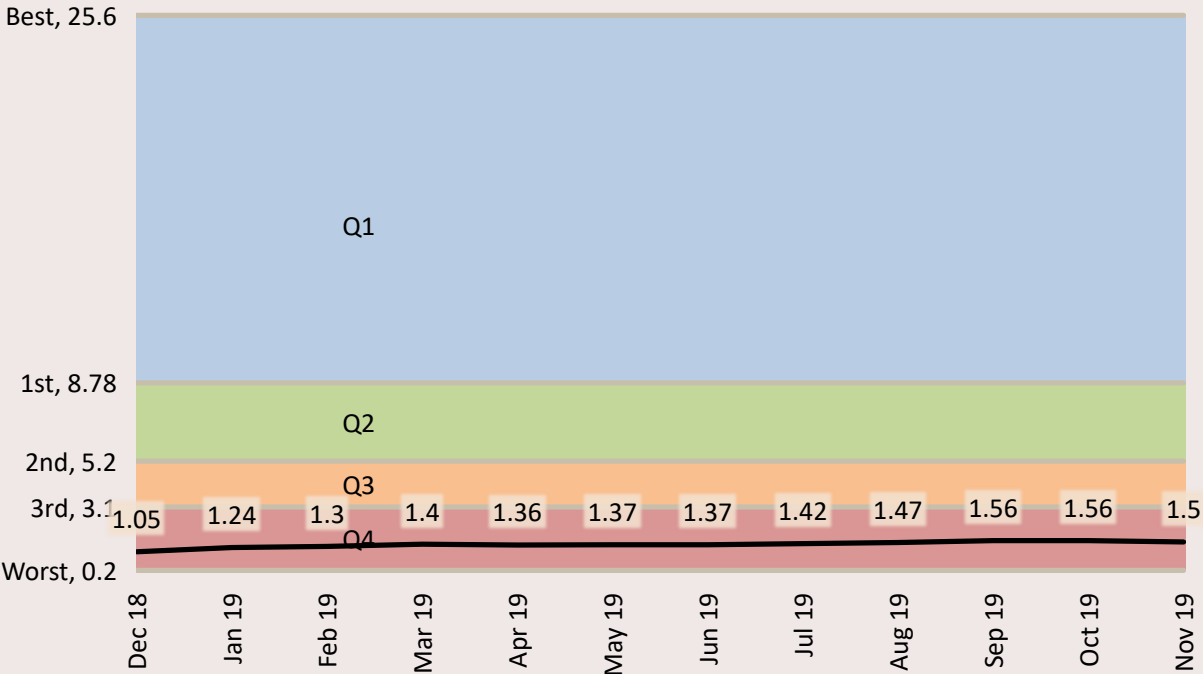< Previous: DV safeguarding proportion   Return to Scorecard   Next: LD Employment quartiles >

Theme: Community Assets

The percentage of service users aged 18-64 with learning disabilities in employment

Performance against national quartiles

Benchmarking data is taken from 2018/19 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference Figure	Difference %	People Difference
Worst	0.20%	-1.30	-87%	-28
Birmingham	1.50%			
3rd	3.10%	1.60	106%	35
2nd	5.20%	3.70	246%	81
1st	8.78%	7.28	484%	159
Best	25.60%	24.10	1604%	527

Current Quartile	4th
Distance to next quartile	35 People
Distance to top quartile	159 People

< Previous: LD Employment   Return to Scorecard   Next: MH Employment >

Theme: Community Assets

The percentage of adults in contact with secondary mental health services in employment

GREEN

Change:

Static (Amber)   0 pp
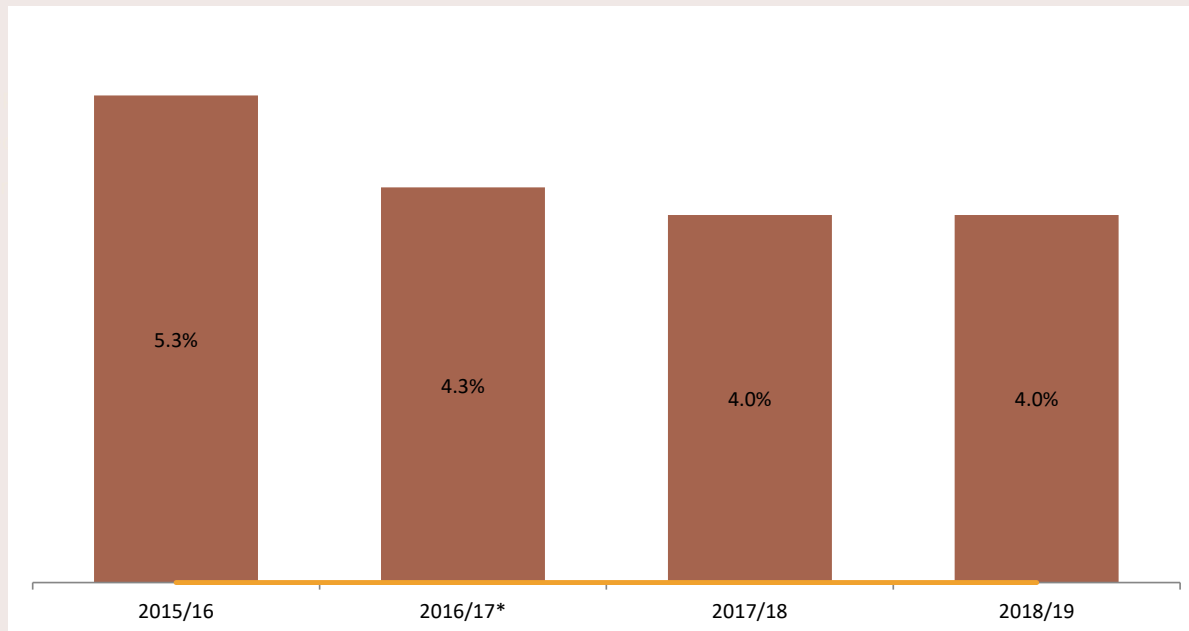
	Prev. Quarter	Latest Quarter	Preferred Travel:
	4%	4%	Upwards

Source:
NHS Digital

Bar chart — Reported Outturn:
- 2015/16: 5.3%
- 2016/17*: 4.3%
- 2017/18: 4.0%
- 2018/19: 4.0%

Commentary:

This measure is taken from the 2018/19 Adult Social Care Outcomes Framework (ASCOF) measures, and it relates to a group of people who are known to NHS mental health services. This means that we can't measure this directly, and do not know for certain who the individual people are.
Our performance on this measure has remained steady since last year, and we remain in the 4th quartile of local authorities for it.
The data for this measure covers the period between April 2018 and March 2019. Since then, in July, we helped launch the PURE project (Placing vulnerable Urban Residents into Employment), which is aimed at supporting vulnerable people, including those who experience problems with mental help, to access employment. The PURE project will be assisting people in these groups through things like one-to-one support and action planning, and in-work support.
We will also be addressing this particular measure through our work with our partners in the NHS.

Measure Owner:
John Williams

Responsible Officer:
John Williams

Frequently asked questions:

This is issued annually as part of the Ascof set of measures.

*Please note that due to national data quality issues, NHS Digital did not release this as an official Ascof measure for this year, and this figure should be viewed as a guide only.
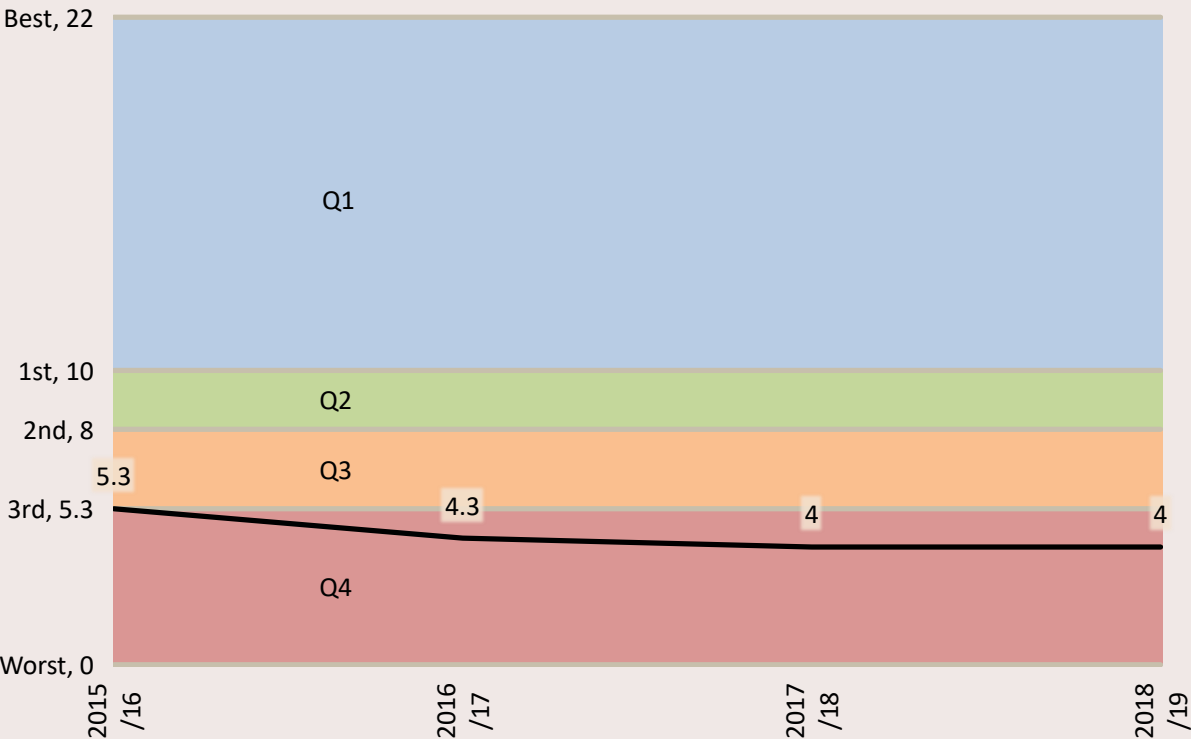
< Previous: LD Employment quartiles   Return to Scorecard   Next: MH Employment quartiles >

Theme: Community Assets

The percentage of adults in contact with secondary mental health services in employment

Performance against national quartiles

Benchmarking data is taken from 2018/19 Ascof

This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference Figure	%	People* Difference
Worst	0.0%	-4.0	-100%	
Birmingham	4.0%			
3rd	5.3%	1.3	33%	
2nd	8.0%	4.0	100%	
1st	10.0%	6.0	150%	
Best	22.0%	18.0	450%	

Chart (Performance against national quartiles):

Best, 22
Q1
1st, 10
Q2
2nd, 8
Q3
5.3
3rd, 5.3   4.3   4   4
Q4
Worst, 0

x-axis: 2015/16, 2016/17, 2017/18, 2018/19

Current Quartile	4th
Distance to next quartile	
Distance to top quartile	

This is issued annually as part of the Ascof set of measures.

*This is external data, and no numerator or denominator were given, so it is not possible to calculate the difference in terms of individuals in employment.

< Previous: MH Employment   Return to Scorecard   Next: Client social contact >

Theme: Community Assets

The proportion of people who use services who reported that they had as much social contact as they like

RED	

Change:

Down (Red) 2.5 pp

Prev. Quarter	Latest Quarter	Preferred Travel:
46.5%	44%	Upwards

Source:
NHS Digital
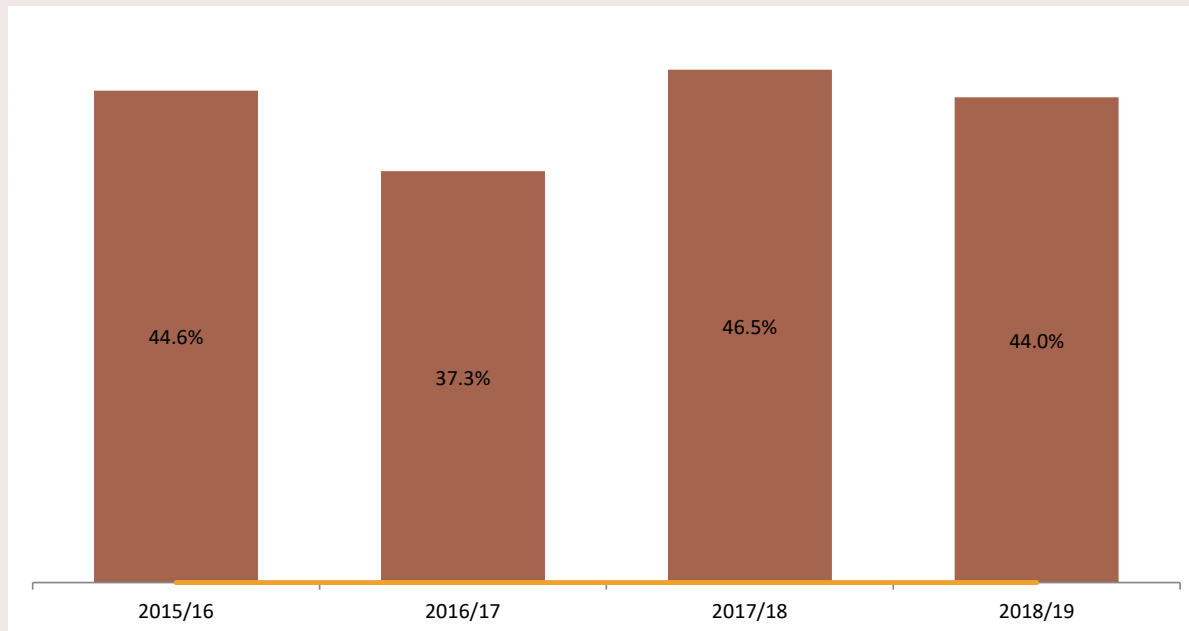
Commentary:

This measure is taken from the 2018/19 Adult Social Care Survey, which we run annually on behalf of NHS Digital. Our performance on this measure has dropped since the survey was previously run. However, our performance was particularly high on all measures from the 2017/18 survey and it is likely that it was an anomaly, and compared to our performance in 2016/17, we have improved. Our performance is fairly typical nationally- we are currently among the 3rd quartile of local authorities for this measure, only 2 percentage points short of the median, and less than 5 short of the top quartile.

Our social work teams have recently adopted a "three conversations" model for their work, which is aimed at linking people with their communities as much as possible. As part of this work we are encouraging the development of the voluntary sector and neighbourhood networks so that they are better able to support people's needs. One benefit of this approach to social work is that it helps to tackle loneliness among vulnerable people, and we would expect to see our performance improve in future as a result.

2015/16	2016/17	2017/18	2018/19
44.6%	37.3%	46.5%	44.0%

Reported Outturn

Measure Owner: **Responsible Officer:**

Frequently asked questions:

This is issued annually as part of the Ascof set of measures
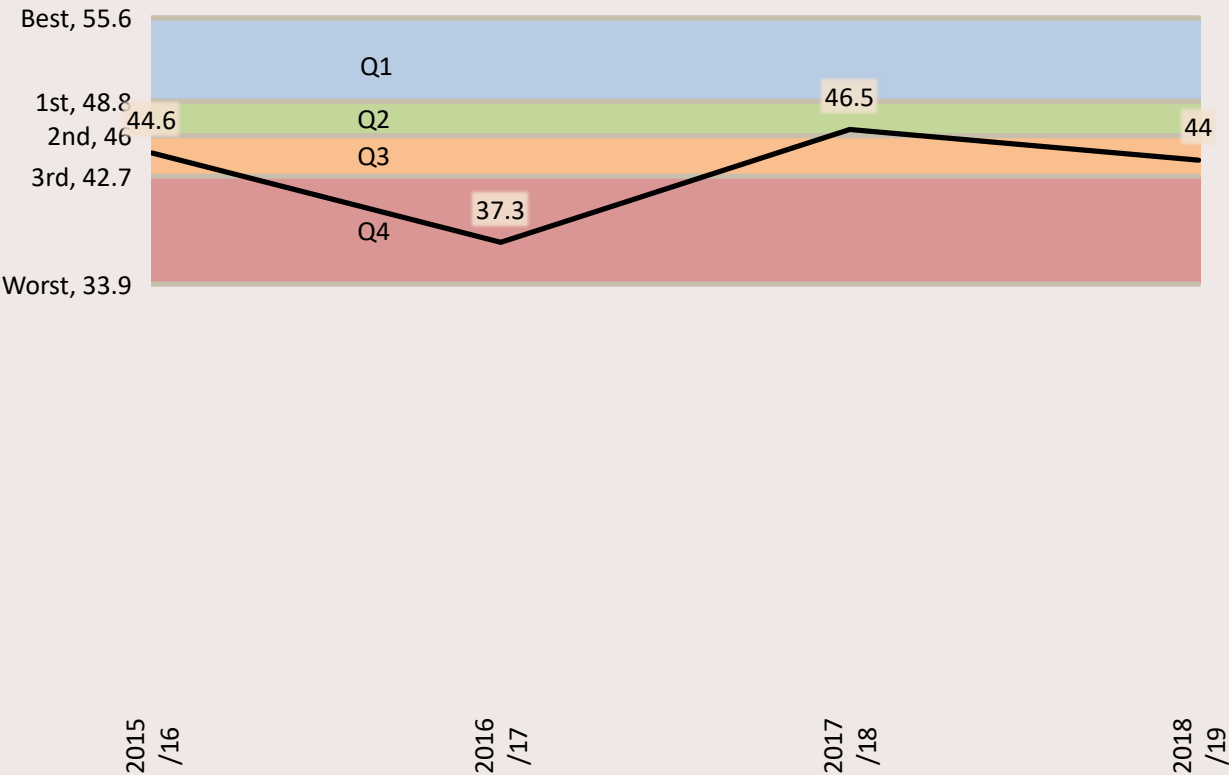
< Previous: MH Employment quartiles   Return to Scorecard   Next: Client social contact quartiles >

Theme: Community Assets

The proportion of people who use services who reported that they had as much social contact as they like

Benchmarking data is taken from 2018/19 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Performance against national quartiles

Quartile	Score	Difference Figure	%	Est. people Difference
Worst	33.9%	-10.1	-23%	-1125
3rd	42.7%	-1.3	-3%	-145
Birmingham	44.0%			
2nd	46.0%	2.0	5%	223
1st	48.8%	4.8	11%	534
Best	55.6%	11.6	26%	1292

Current Quartile	3rd
Distance to next quartile	223 Est. people
Distance to top quartile	534 Est. people

This is issued annually as part of the Ascof set of measures

< Previous: Client social contact   Return to Scorecard   Next: Carer social contact >

Theme: Community Assets

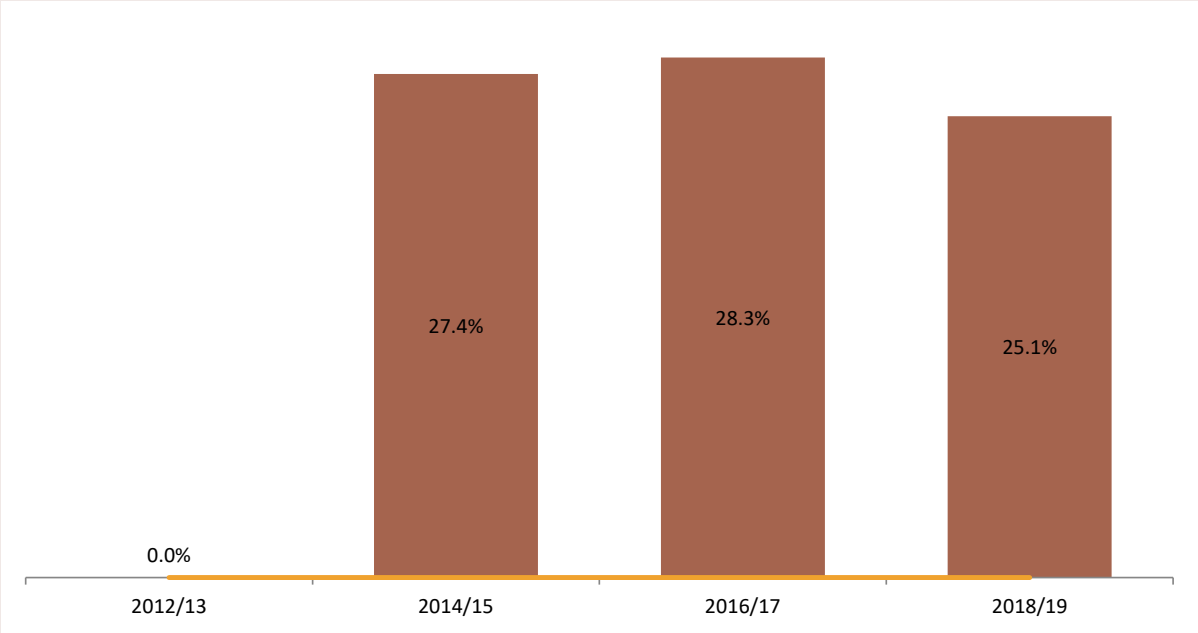The proportion of carers who reported that they had as much social contact as they like

RED	

Change:

Down (Red) 3.2 pp

Prev. Quarter	Latest Quarter	Preferred Travel:
28.3%	25.1%	Upwards

Source:
NHS Digital

Commentary:

This measure is taken from the 2018/19 Survey of Adult Carers in England, which we run biennially on behalf of NHS Digital. Our performance on this measure has dropped slightly since the survey was previously run, two years ago. This now puts us just inside the third quartile of local authorities for this measure, however it remains fairly consistent with our previous performance, and is not very out of keeping with national performance in general, being only 5 percentage points below the median.

We will be working with our colleagues in commissioning who manage our contract with the organisation that provides our carer services, in order to find ways to improve the overall experience of the carers we support.

0.0% 2012/13	
27.4% 2014/15	
28.3% 2016/17	
25.1% 2018/19	

Reported Outturn

Measure Owner:	Responsible Officer:
Balwinder Kaur	Fiona Mould / Austin Rodriguez

Frequently asked questions:

This is issued annually as part of the Ascof set of measures

< Previous: Client social contact quartiles   Return to Scorecard   Next: Carer social contact quartiles >

Theme: Community Assets

The proportion of carers who reported that they had as much social contact as they like

Benchmarking data is taken from 2018/19 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Performance against national quartiles
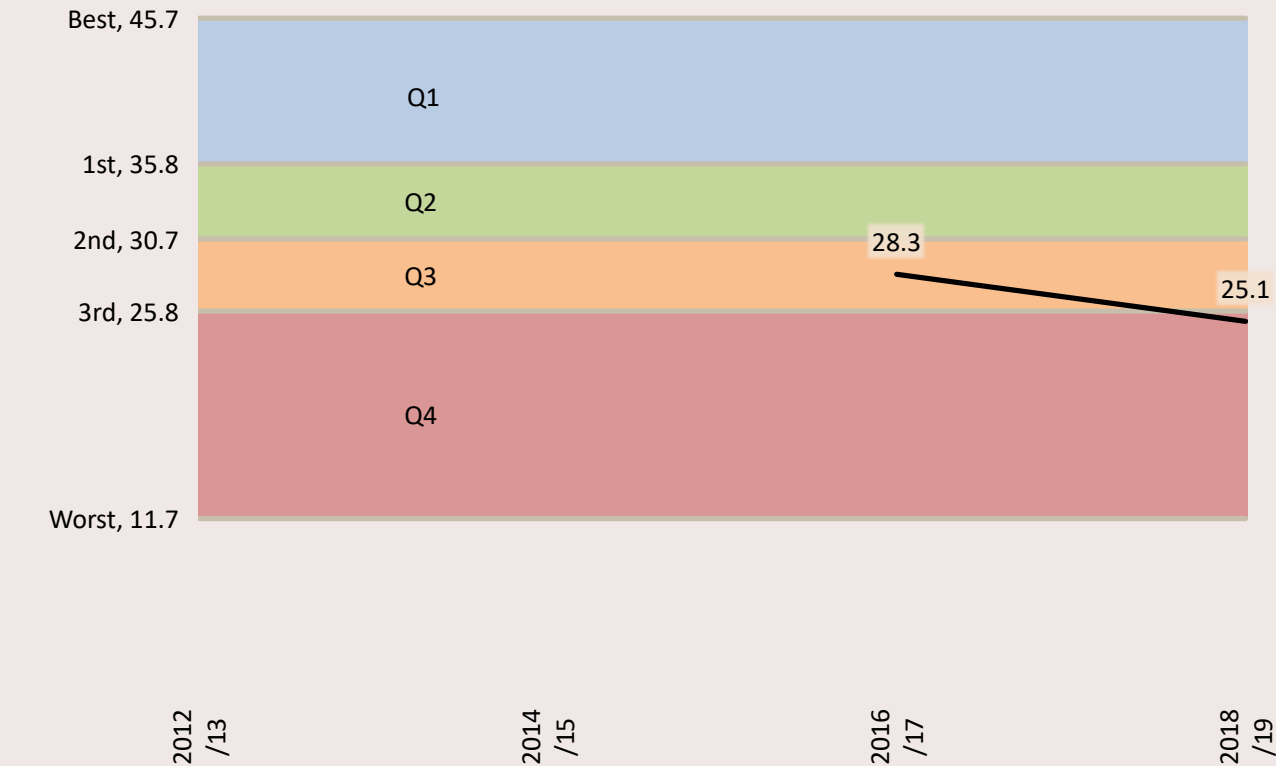
| Quartile | Score | Difference | | Est. people |
		Figure	%	Difference
Worst	11.7%	-13.4	-53%	-397
Birmingham	25.1%			
3rd	25.8%	0.7	3%	21
2nd	30.7%	5.6	22%	166
1st	35.8%	10.7	43%	317
Best	45.7%	20.6	82%	610

Current Quartile	4th
Distance to next quartile	21 Est. people
Distance to top quartile	317 Est. people

This is issued annually as part of the Ascof set of measures