

## Cabinet Scorecard - September 2020

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

### 1. Use of Resources

| Measure  | Status | Target | Last Month | This Month | D o T          | Constituencies | Benchmarkable |
|--|--------|--------|------------|------------|----------------|----------------|---------------|
| 1 Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)   | N/A    | 7.95   |            |            |                |                | ✓             |
| 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%    | 74.8% (Q4) | 75.9% (Q1) | Up (Green)     |                |               |
| 3 Proportion of clients reviewed, reassessed or assessed within 12 months  | RED    | 85%    | 73.6%      | 73.6%      | Static (Amber) | ✓              |               |
| 4 The number of long-term admissions to residential or nursing care per 100,000 over 65s   | RED    | 560    | 565.6 (Q4) | 602.9 (Q1) | Up (Red)       |                |               |

### 2. Personalised Support

| Measure  | Status | Target        | Last Month | This Month | D o T          | Const. | B/mark |
|--|--------|---------------|------------|------------|----------------|--------|--------|
| 5 Social work client satisfaction - postcard questionnaire.  | N/A    | 70%           | (Q1)       | (Q2)       |                |        |        |
| 6 Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were | GREEN  | 85%           | 95%        | 92%        | Down (Red)     |        |        |
| 7 Uptake of Direct Payments  | GREEN  | 35% (EoY 35%) | 37.5%      | 37.5%      | Static (Amber) | ✓      | ✓      |
| 8 The percentage of people who receive Adult Social Care in their own home   | GREEN  | DoT Only      | 70%        | 70.1%      | Up (Green)     |        | ✓      |
| 9 The number of people who have Shared Lives   | RED    | 140           | 97         | 101        | Up (Green)     |        |        |

## Cabinet Scorecard - September 2020

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

### 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        | 14         | 19    | Up (Red) |        |
| 11      | Percentage of completed safeguarding enquiries which involved concerns about domestic abuse | GREEN  | N/A        | 14.9%      | 17.3% | Up (Red) | ✓      |

### 4. Community Assets

| Measure | Status  | Target | Last Month | This Month      | D o T           | Const.         | B/mark |
|---------|---|--------|------------|-----------------|-----------------|----------------|--------|
| 12      | The number of people with Learning Disabilities who have been supported into employment by the PURE Project | GREEN  | DoT Only   | 9 (Q1)          | 10 (Q2)         | Up (Green)     |        |
| 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)

N/A

Change:

Last Month

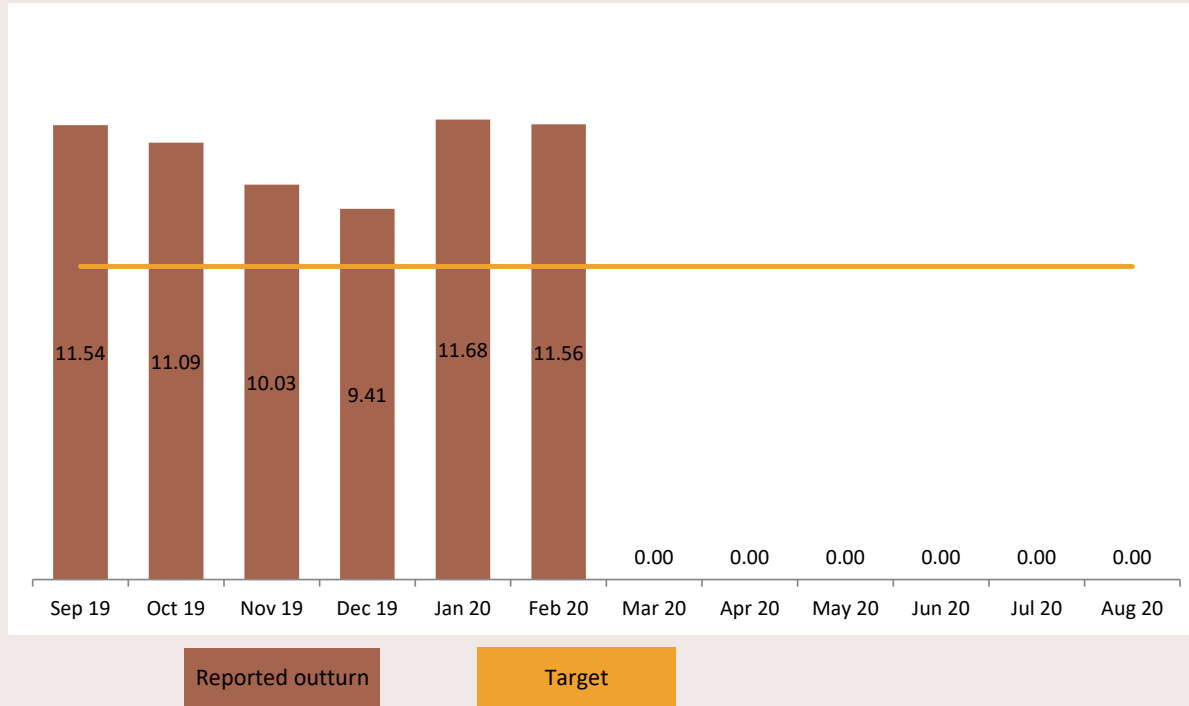
This Month

Target

7.95

Source:

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



### Commentary:

NHS Digital have suspended the Unify DTOC collection until at least November due to the Covid-19 pandemic.

Measure Owner:  
Balwinder Kaur

Responsible Officer:  
Amanda Jones

### Frequently asked questions:

[< Previous: Client social contact](#)

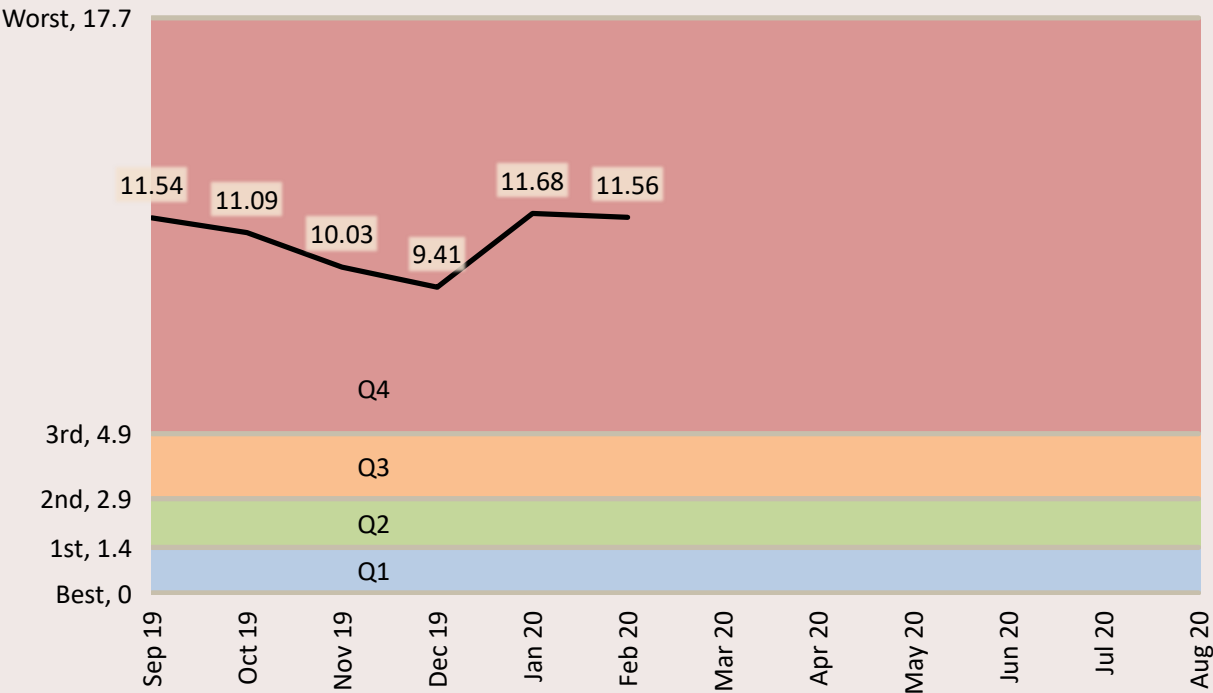
[Return to Scorecard](#)

[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)

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 |   | Beds/day Difference |
|----------|-------|------------|---|---------------------|
|          |       | Figure     | % |                     |
| Worst    | 17.70 |            |   |                     |
| 3rd      | 4.90  |            |   |                     |
| 2nd      | 2.90  |            |   |                     |
| 1st      | 1.40  |            |   |                     |
| Best     | 0.00  |            |   |                     |

|                           |  |
|---------------------------|--|
| Current Quartile          |  |
| Distance to next quartile |  |
| Distance to top quartile  |  |

## Theme: Use of Resources

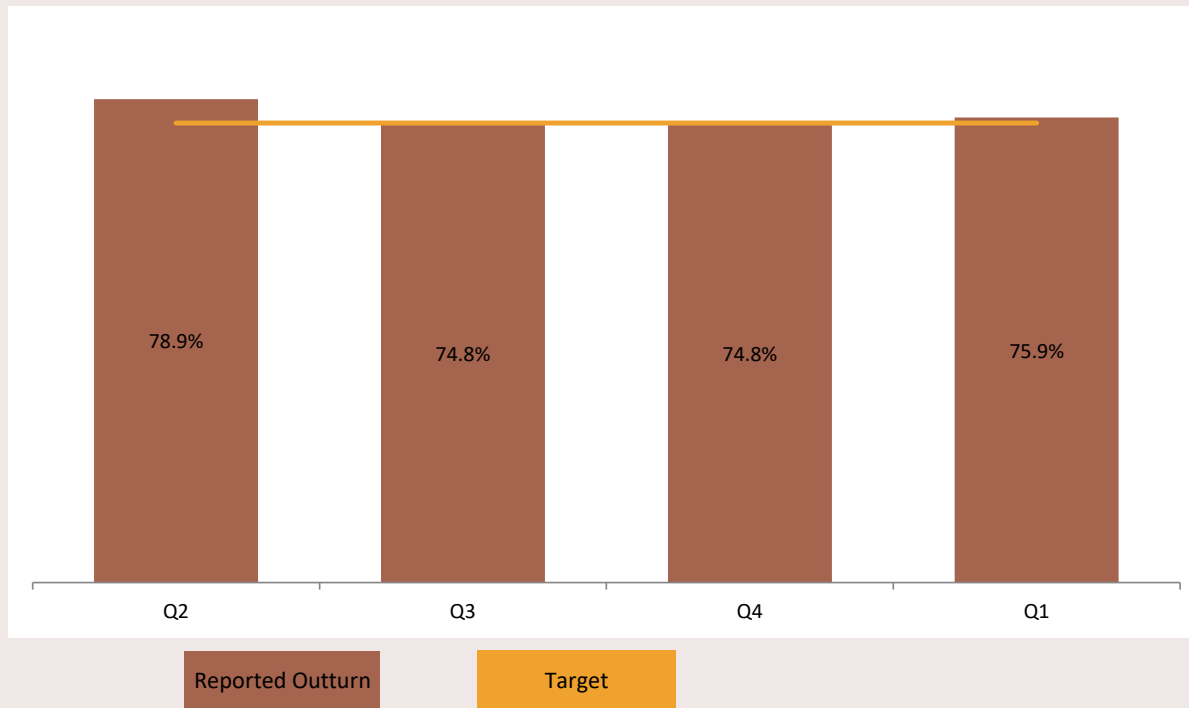
The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)

Source:  
Carefirst service agreements and commissioning provider assessment data

GREEN

Change:  
Up  
(Green) 1.1 pp

| Prev. Quarter | Latest Quarter | Target |
|---------------|----------------|--------|
| 74.8%         | 75.9%          | 75%    |



### Commentary:

Our performance on this measure has improved since last quarter and is now exceeding the target of 75% of citizens placed with either a Gold or Silver rated provider. 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.

Overall, 83% of our citizens who receive home support from us are with a provider rated as silver or gold, as are 69% of citizens receiving residential/nursing care and 82% receiving supported living services.

We are working hard with inadequate providers in order to improve the overall quality of support available.

Measure Owner:  
Alison Malik

Responsible Officer:

### 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:  
Static  
(Amber) 0 pp

Last Month

73.6%

This Month

73.6%

Target

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



### Commentary:

Our performance on this has remained stable since last month, but has generally been rising following the drop in March. There were a large number of reviews that were due in March as a result of our efforts in previous years to meet the target at the end of the year. Added to this, we had to redirect our social workers to support our response to the Covid-19 outbreak, which reduced the number of staff available to complete reviews.

Adult Social Care senior management team have implemented a monthly performance board to monitor the review and assessment activity, reporting to the Director of Adult Social Care each quarter.

The operational teams are currently working with Care First, Performance and Finance colleagues to ensure the system captures the review activity, review activity and allocation of cases is to be monitored and considered at a team level to ensure the 85% target is achieved by the end of March 2021.

Measure Owner:  
John Williams

Responsible Officer:  
Afsaneh Sabouri

### 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

RED

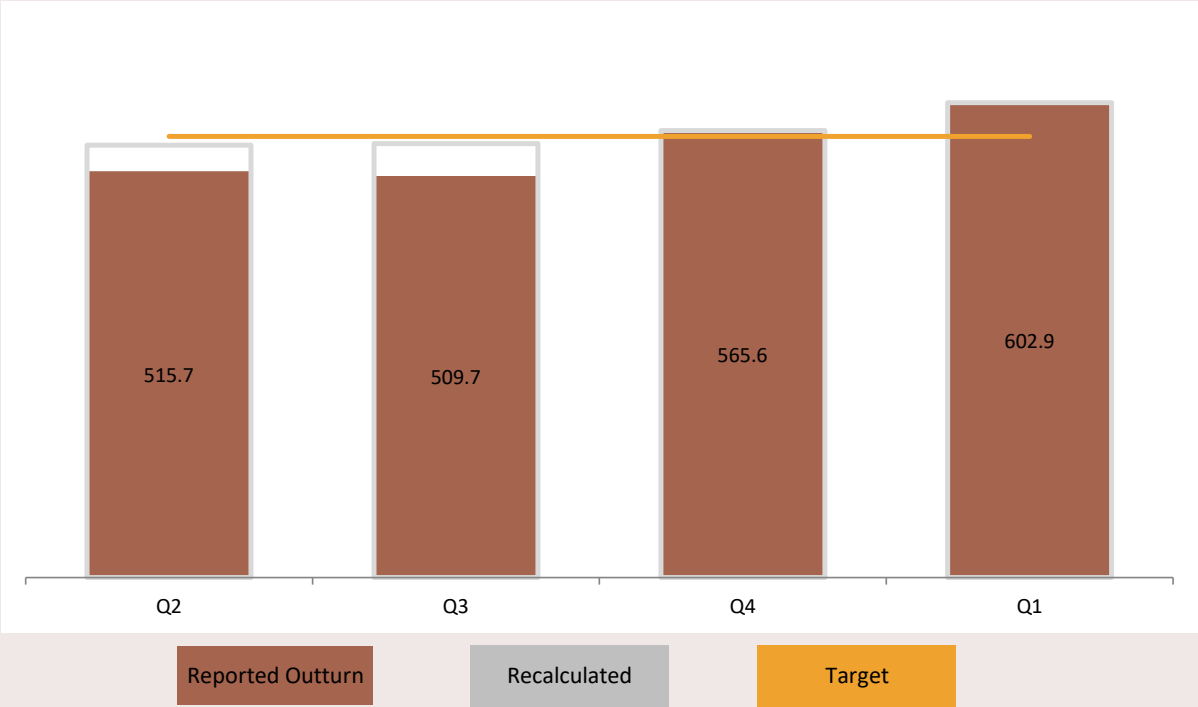
Change:

Up  
(Red) 6.6%

| Prev. Quarter | Latest Quarter | Target |
|---------------|----------------|--------|
| 565.6         | 602.9          | 560    |

Recalculated:  
0

Source:  
Carefirst



Commentary:

The number of people who we placed permanently in care homes has increased since the last reported quarter. This is the first quarter where the Covid-19 pandemic has had a significant impact on this figure as it now includes the months from April to June. April in particular saw a large increase in the placements we made (146 compared to between 80 and 100 in a typical month), and while it dropped again, we still saw higher than usual numbers for the following two months. The increase came from placements for people either being discharged from hospital, or coming from short-term services following a hospital admission. Due to the circumstances of the pandemic, this was most likely unavoidable, as care home admissions were being used to free hospital capacity, and there were also high numbers of older people being admitted to hospital with a severe illness. 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. During this quarter, we also moved to a “Discharge to Assess” model for hospital admissions, which means that we are not undertaking any long term planning for people while they are in hospital. Instead, the assessment takes place in the community with the aim of supporting people to remain as independent as possible for as long as possible. Alongside this model, our Early Intervention Community Team 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. 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.

Measure Owner:  
Balwinder Kaur

Responsible Officer:

Frequently asked questions:

[< Previous: Reviews](#)

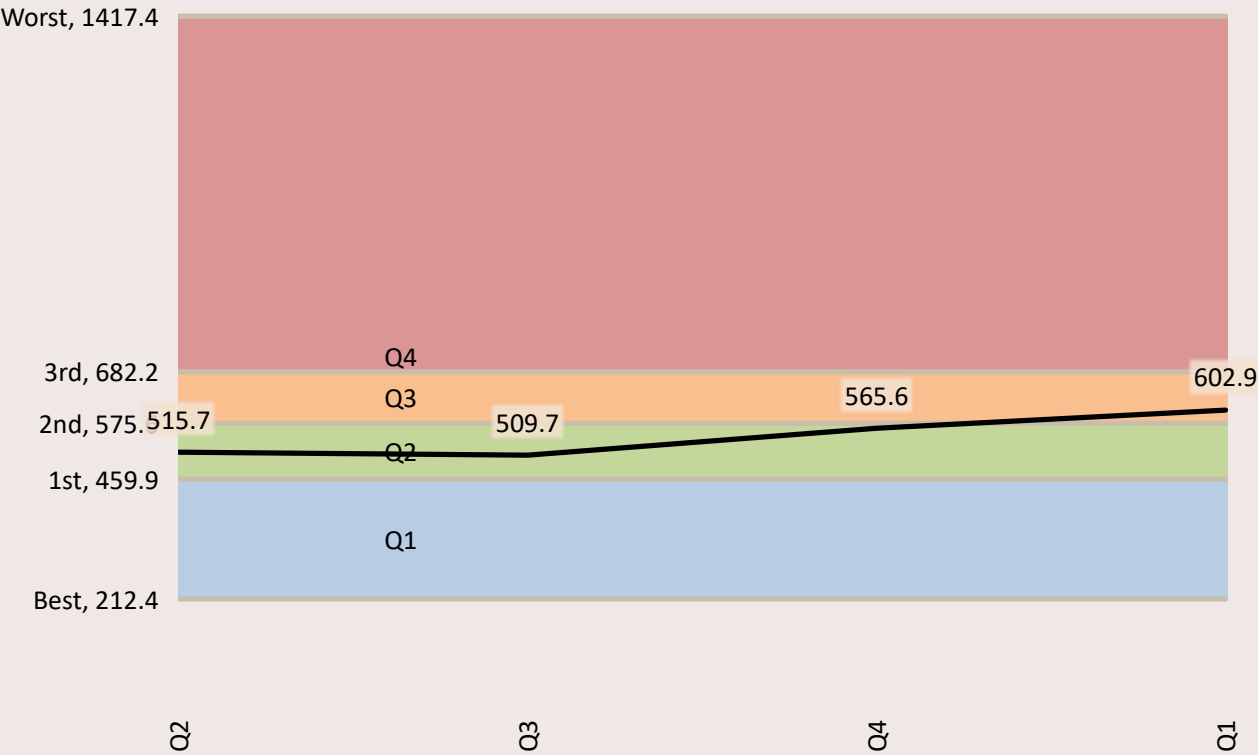
[Return to Scorecard](#)

[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

Performance against national quartiles



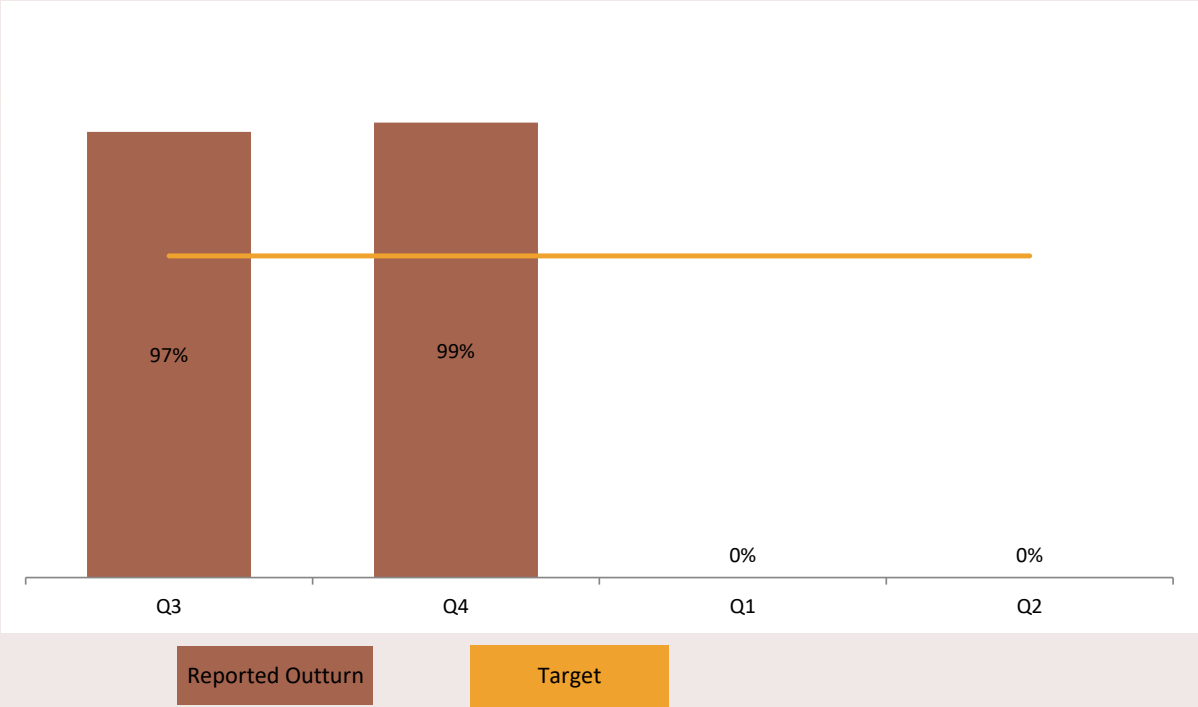
Benchmarking data is taken from 2018/19 Ascof  
This benchmarking is against historical results- current performance by other local authorities may differ from this.

| Quartile   | Score  | Difference |      | Admissions Difference |
|------------|--------|------------|------|-----------------------|
|            |        | Figure     | %    |                       |
| Worst      | 1417.4 | 814.5      | 135% | 1205                  |
| 3rd        | 682.2  | 79.3       | 13%  | 117                   |
| Birmingham | 602.9  |            |      |                       |
| 2nd        | 575.6  | -27.3      | -5%  | -40                   |
| 1st        | 459.9  | -143.0     | -24% | -212                  |
| Best       | 212.4  | -390.5     | -65% | -578                  |

|                           |                |
|---------------------------|----------------|
| Current Quartile          | 3rd            |
| Distance to next quartile | 40 Admissions  |
| Distance to top quartile  | 212 Admissions |



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



Commentary:

The postcard questionnaire is currently suspended due to the Covid-19 pandemic.

Measure Owner:  
Julia Parfitt

Responsible Officer:  
Julia Parfitt

Frequently asked questions:

## Theme: Personalised Support

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

**GREEN**

Change:

**Down  
(Red)** 3 pp

Last Month

**95%**

Recalculated:  
92%

This Month

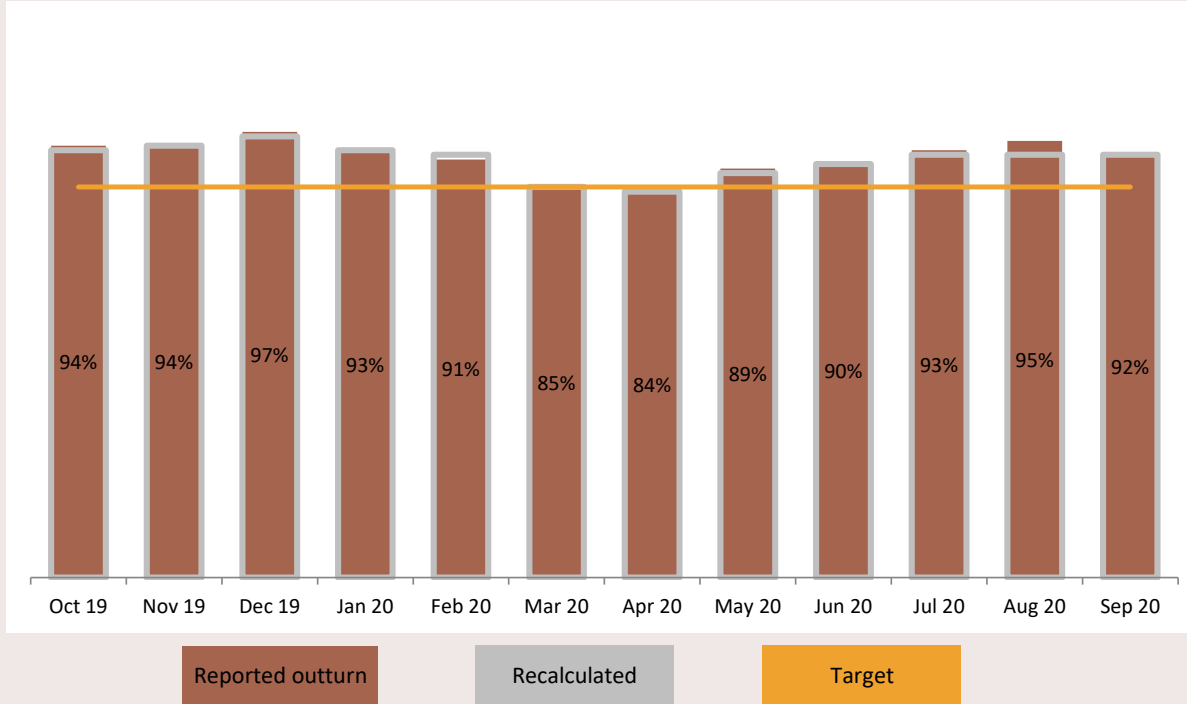
**92%**

Target

**85%**

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:

Following a dip in performance related to the Covid-19 pandemic, we are again exceeding the target. Our overall performance over the last 12 months is 91.0%.

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.

Measure Owner:

Responsible Officer:  
Paul Hallam

### Frequently asked questions:

[< Previous: General satisfaction](#)

[Return to Scorecard](#)

[Next: Direct payments uptake >](#)

## Theme: Personalised Support

### Uptake of Direct Payments

GREEN

Change:

Static  
(Amber) 0 pp

Last Month

37.5%

Recalculated:  
37.5%

This Month

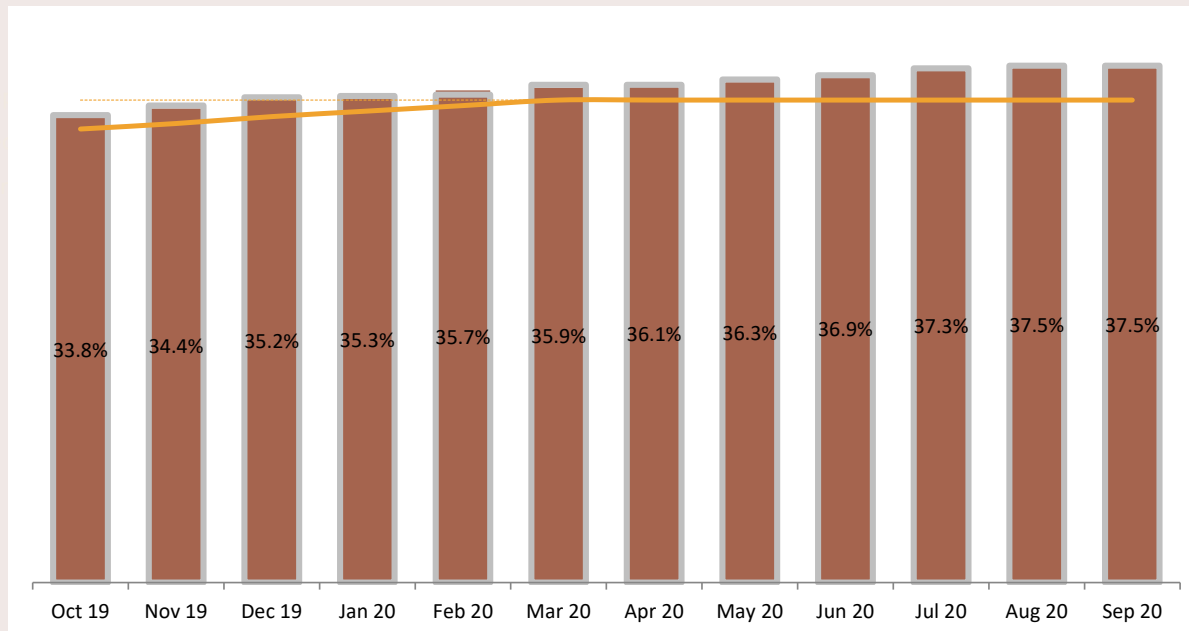
37.5%

Target

35%

(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.



Reported outturn

Recalculated

Target

(EoY as dotted line)

#### Commentary:

The proportion of people we provide direct payments to has remained stable this month. Based on the positions in the 2018-19 ASCOF measures, we are still in the top quartile of all councils for this measure.

As anticipated, citizens' take-up of direct payments appears to have slowed down due to the Covid-19 outbreak and the emergency measures that are in place, as citizens appear to be more assured by commissioned services such as homecare. Added to this the opportunity for community support is also on hold, which usually is an area of high take up rates. Our workers will continue to encourage people to consider Direct Payments, and we will continue to train new workers on Direct Payments using online training tools.

We also introduced our new customer journey in September, which meant that social workers will have had fewer allocations during the switch to the new structure and processes.

The Direct Payment challenge group has recommenced following changes to lockdown measures. The group is looking at innovative measures to further increase the uptake of Direct Payments and creative ways of engaging with community activities

Measure Owner:  
John Williams

Responsible Officer:  
Julia Parfitt

#### Frequently asked questions:

[< Previous: Safeguarding MSP](#)

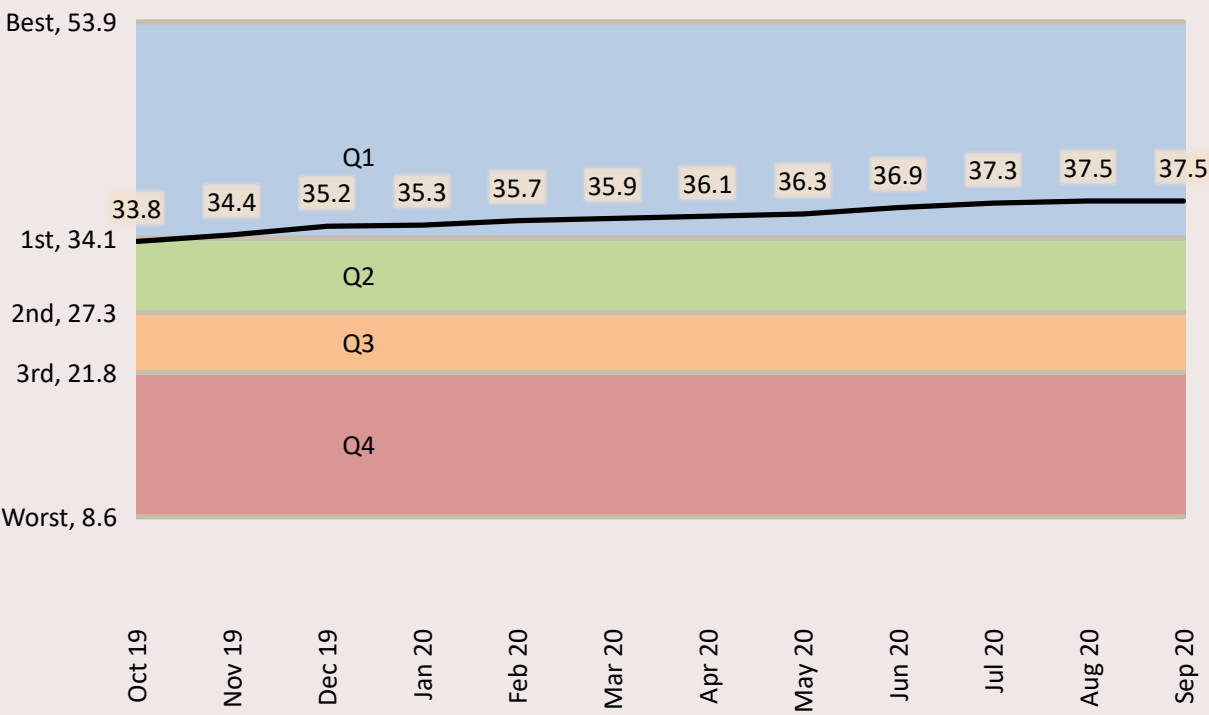
[Return to Scorecard](#)

[Next: Direct payments quartiles >](#)

Theme: Personalised Support

Uptake of Direct Payments

Performance against national quartiles



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 |      | Packages Difference |
|------------|-------|------------|------|---------------------|
|            |       | Figure     | %    |                     |
| Worst      | 8.6%  | -28.9      | -77% | -2336               |
| 3rd        | 21.8% | -15.7      | -42% | -1269               |
| 2nd        | 27.3% | -10.2      | -27% | -825                |
| 1st        | 34.1% | -3.4       | -9%  | -275                |
| Birmingham | 37.5% |            |      |                     |
| Best       | 53.9% | 16.4       | 44%  | 1326                |

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

Theme: Personalised Support

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

GREEN

Change:

Up  
(Green) 0 pp

Last Month

70%

Recalculated:  
69.9%

This Month

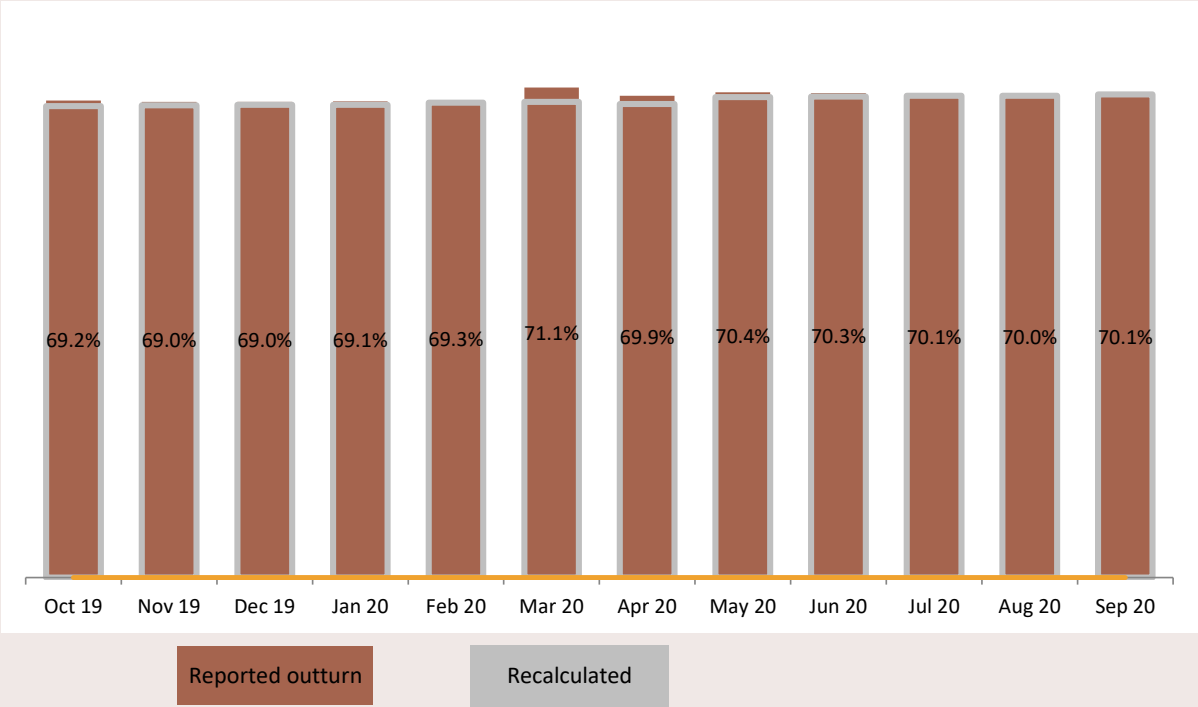
70.1%

Preferred

Travel:

Upwards

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



Commentary:

The proportion of people receiving support from us in their own homes has risen again this month. Over the longer term, we have seen an incremental improvement in this measure, though we expect to see some slight fluctuation.

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. We have implemented a Discharge to Assess model in hospitals which means we are not undertaking any long term planning for people while they are in hospital. Instead, the assessment takes place in the community with the aim of supporting people to remain as independent as possible for as long as possible. Our Early Intervention Community Team 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. We are also supporting people at the hospital ‘front door’, linking them into their communities to avoid hospital admission and supporting them to remain at 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.

Measure Owner:  
Balwinder Kaur

Responsible Officer:  
Andrew Marsh / Amanda Jones

Frequently asked questions:

[< Previous: Direct payments quartiles](#)

[Return to Scorecard](#)

[Next: Shared lives uptake >](#)

Theme: Personalised Support

The number of people who have Shared Lives

RED

Change:

Up  
(Green) 4.1%

Last Month

97

Recalculated:  
99

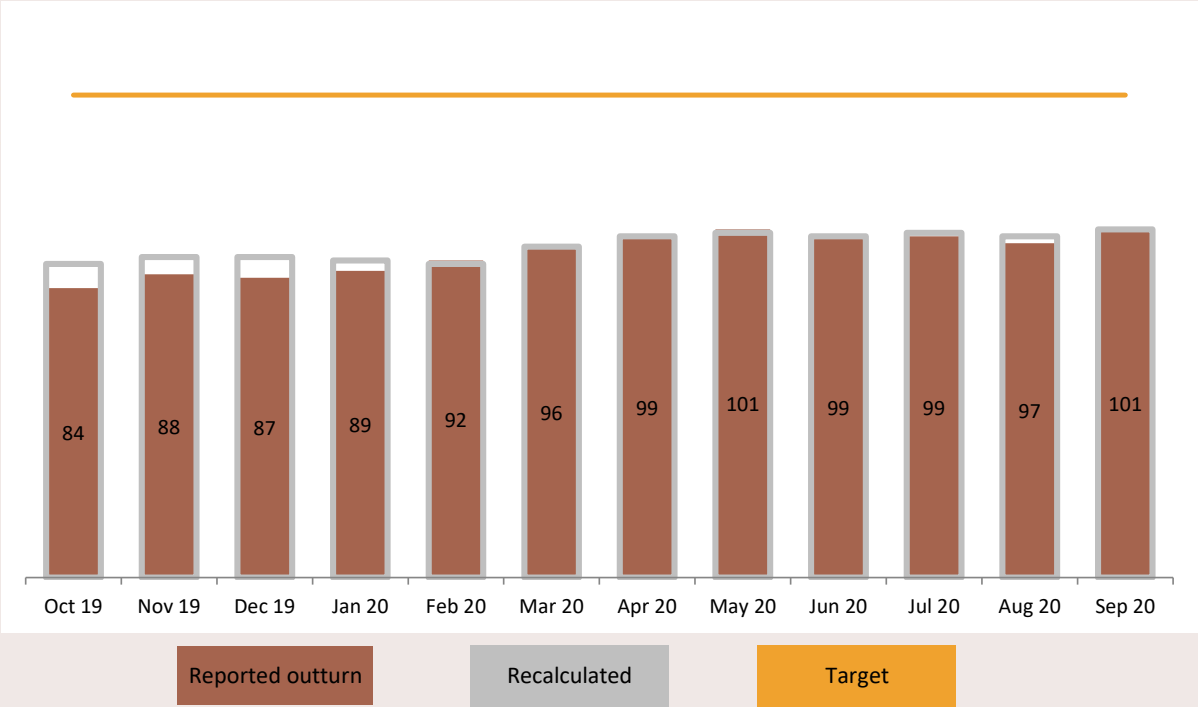
This Month

101

Target

140

Source:  
Carefirst service agreements



Commentary:

The number of people receiving a Shared Lives service has increased this month and we are again supporting more than 100 people in long term placements. In addition to making new placements, we have also had to replace placements that have ended. Over the last four months, we have had several placements end because the person moved back to live independently in the community or in a supported living placement, and one where the person had to move into a nursing home.

We are currently developing a pathway into Shared Lives placements for people being discharged from hospital. Our Shared Lives workstream is also focussing on:

- Our communication strategy, so that we can get the word out to encourage more referrals
- Writing a business case for expanding the scheme to build on the current number of placements
- Carer recruitment, including an improved website and use of the media, and addressing areas where we have recruited few carers.

We are also continuing to share success stories with the wider directorate to encourage referrals. Due to the Covid-19 outbreak, we are not able to offer the same service as we were. We are hoping to maintain the 101 placements we currently have by offering daily check-in calls to our carers, and supporting them with their personal protective equipment (PPE) needs and morale.

Previously, our Directorate Management Team agreed a one-off set of payments, recognising the additional pressures from the Covid-19 outbreak, that we will be giving to our carers who have long-term placements. This took the form of 3 payments of £500, in April, July and October. This month they agreed further payments.

Measure Owner:  
John Williams

Responsible Officer:  
Zakia Loughhead

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:

Up  
(Red) 35.7%

Last Month

14

Recalculated:  
15

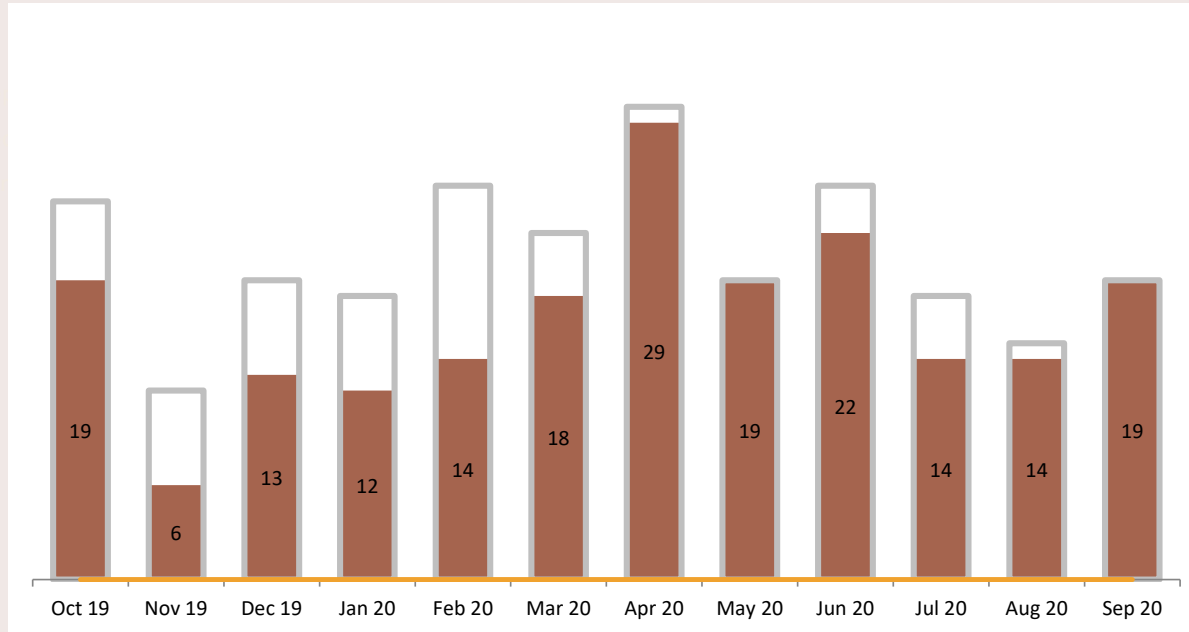
This Month

19

Target

N/A

Source:  
Carefirst



Reported outcome

Recalculated

Target

### Commentary:

110 Safeguarding Enquiries were completed in September, of which 19 involved allegations of domestic abuse - 17.3%  
In the last 12 months there have been 246 completed enquiries relating to this. Of these 90% achieved their expressed outcomes, 86% felt that they were involved, 85% felt that they had been listened to, 83% felt we had acted on their wishes, 78% felt safer and 75% felt happier as a result of our intervention.

Measure Owner:

Responsible Officer:  
Paul Hallam

### 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:

**Up  
(Red)** 2.4 pp

Last Month

**14.9%**

Recalculated:  
11.9%

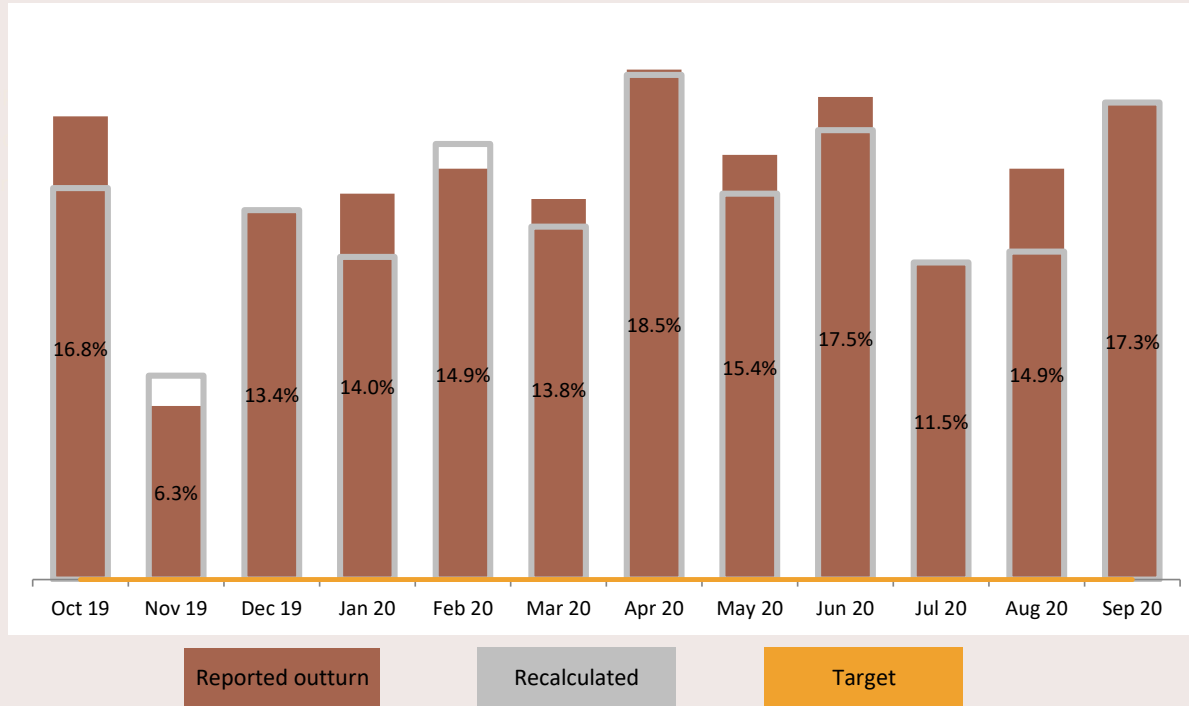
This Month

**17.3%**

Target

**N/A**

Source:  
Carefirst



### Commentary:

110 Safeguarding Enquiries were completed in September, of which 19 involved allegations of domestic abuse - 17.3%  
In the last 12 months there have been 246 completed enquiries relating to this. Of these 90% achieved their expressed outcomes, 86% felt that they were involved, 85% felt that they had been listened to, 83% felt we had acted on their wishes, 78% felt safer and 75% felt happier as a result of our intervention.

Measure Owner:

Responsible Officer:  
Paul Hallam

### Frequently asked questions:

[< Previous: DV safeguarding count](#)

[Return to Scorecard](#)

[Next: LD Employment >](#)



## Theme: Community Assets

The number of people with Learning Disabilities who have been supported into employment by the PURE Project

**GREEN**

Change:

Up  
(Green) 11.1%

Prev. Quarter

9

Latest Quarter

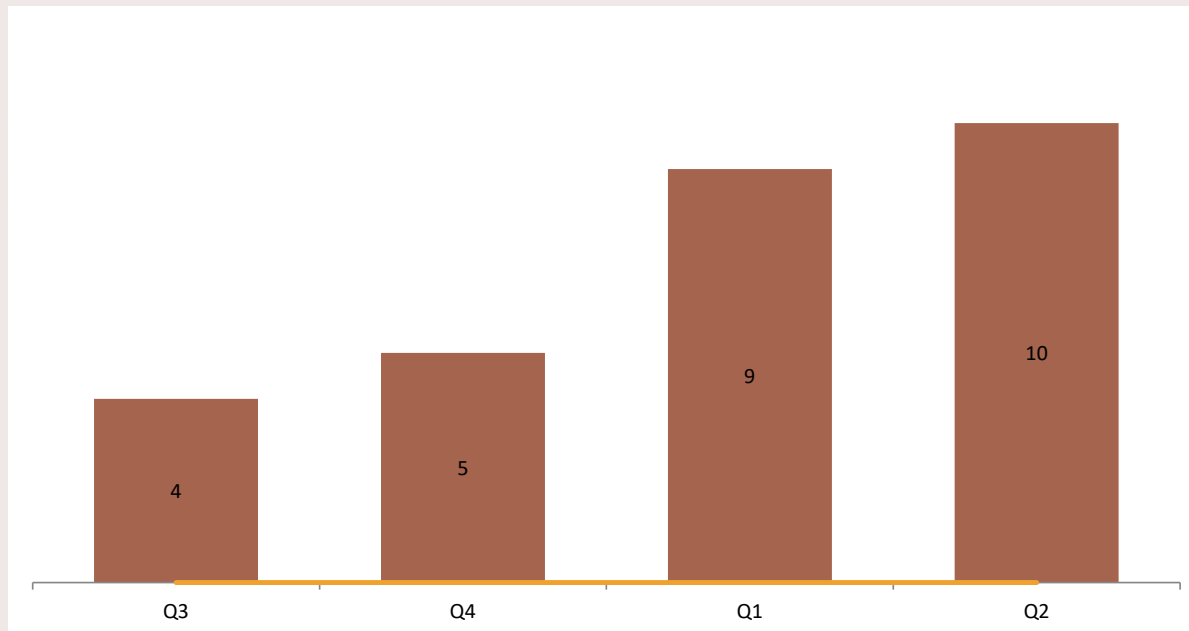
10

Preferred

Travel:  
Upwards

Source:

Data supplied by PURE



Reported Outturn

### Commentary:

The PURE Project (Placing vulnerable Urban Residents into Employment and training) succeeded in supporting 1 adult with Learning Disabilities into employment during this quarter July to September, bringing our total to 10. We have engaged with a further 48 people with Learning Disabilities this quarter, bringing the total to 260, and this has allowed us to support another 20 people into education and training opportunities

The project aims to support various groups of people aged 29 and over into employment, including people with Learning and other disabilities, but also people who are homeless, leaving prison or care, recovering from substance misuse, women fleeing domestic abuse and individuals with mental health barriers. Our work is carried out by a range of specialist contractor organisations- Midland Mencap and Rathbone in particular support people with Learning Disabilities, although we encourage cross-referrals between these organisations.

We were in the early days of the project at the beginning of the Covid-19 outbreak, and it has had a severe impact on our progress. It has resulted in a lack of suitable employment opportunities due to businesses being closed, and many of the people we engage with are very vulnerable and have been having to shield. In addition, many of our staff were moved onto other work in order to support the pandemic effort. However, we have taken this opportunity to put in place new data collection practices and reconcile the data we have.

The Covid-19 outbreak has also affected our ability to promote the project to the people who may benefit. We were able to fit in one roadshow event before lockdown, but we have had to cancel several others, including our planned drop-in sessions at the John Lewis Community Café.

As part of a joint initiative with the wider commissioning team, we have secured 3 work placements for people with Learning Disabilities with Medequip. Medequip is an equipment provider that works with the Council, and this commitment is part of their social value action plan. The 3 people in the placements will be working in Customer Services, Equipment Repairs and Warehousing. They will be offered training and support throughout their placement and will be ready to apply for permanent positions once they leave. We plan to keep this initiative moving on a rolling basis so we can continue to support LD participants with real life changing opportunities.

Finally, the PURE project has submitted a Project Change Request in September 2020 to the Department for Work and Pensions to request an extension for 3 years delivery, we will keep members informed of the outcome of this proposal and its impact on individuals with learning disabilities.

Measure Owner:

John Williams

Responsible Officer:

Tabriz Hussain

### Frequently asked questions:

[< Previous: DV safeguarding proportion](#)

[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

4%

Latest Quarter

4%

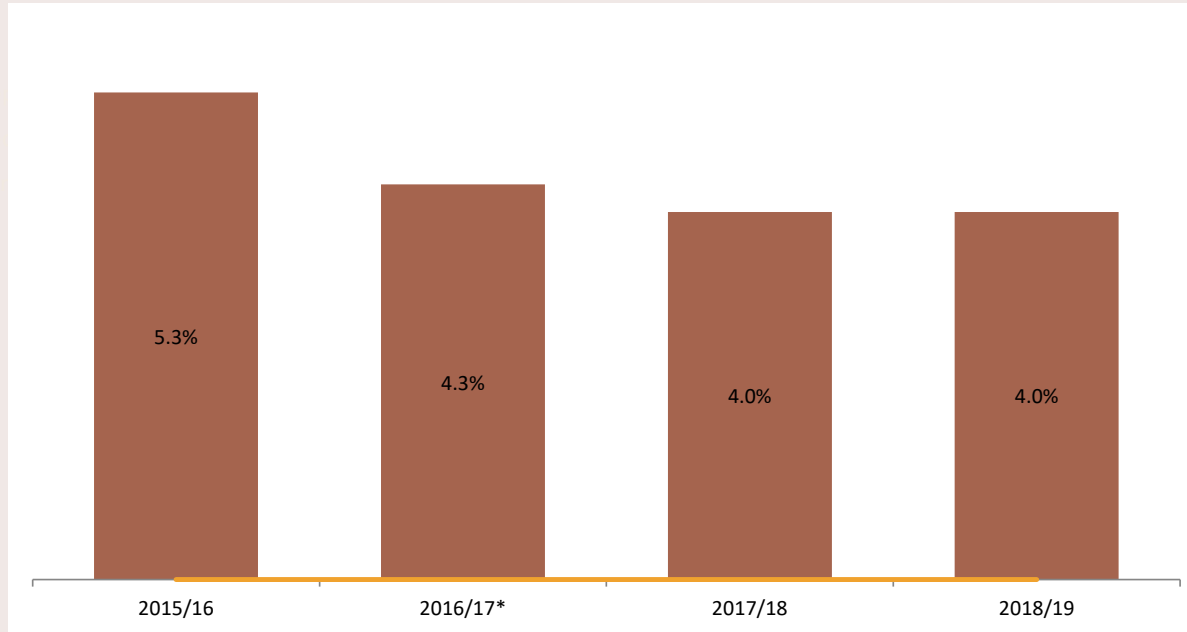
Preferred

Travel:

Upwards

Source:

NHS Digital



Reported Outturn

### Commentary:

2019/20 data available in January 2021 (delayed due to Covid-19)

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](#)

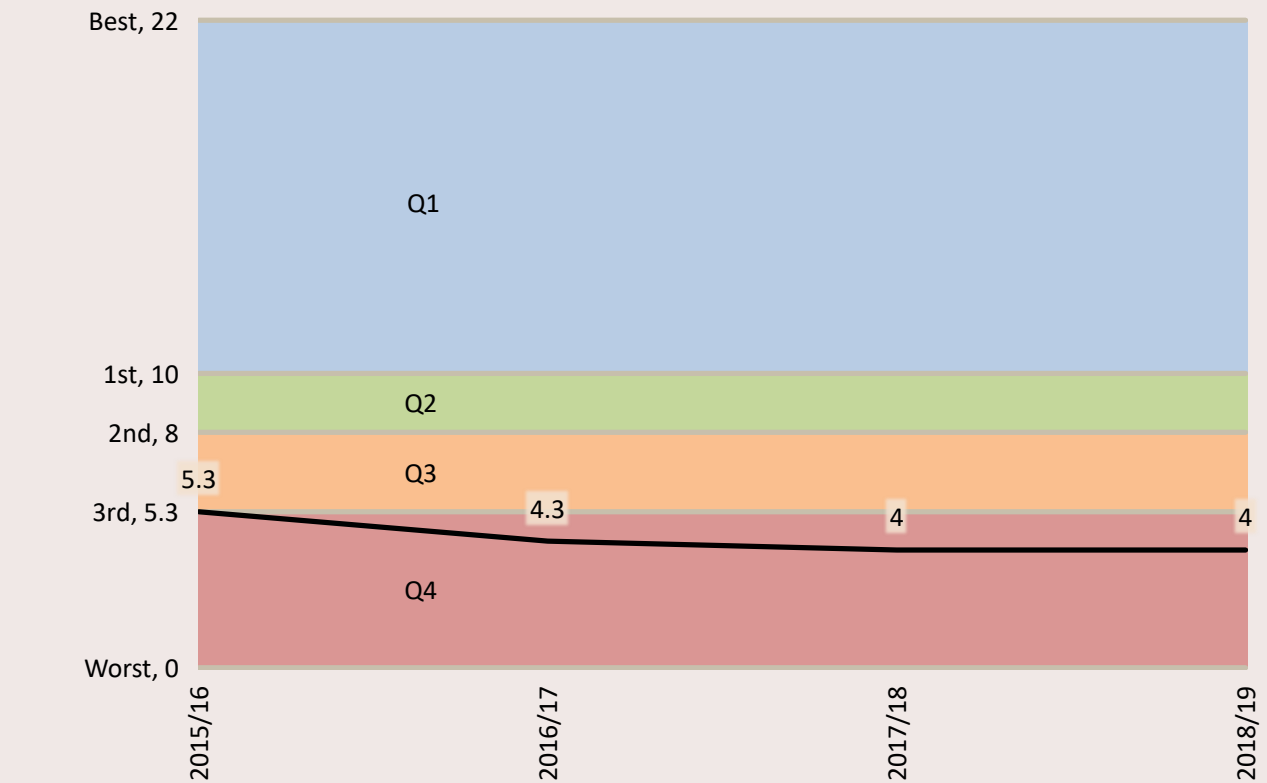
[Return to Scorecard](#)

[Next: MH Employment quartiles >](#)

Theme: Community Assets

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

Performance against national quartiles



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.

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 |       | People* Difference |
|------------|-------|------------|-------|--------------------|
|            |       | Figure     | %     |                    |
| 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%  |                    |

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

## 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

46.5%

Latest Quarter

44%

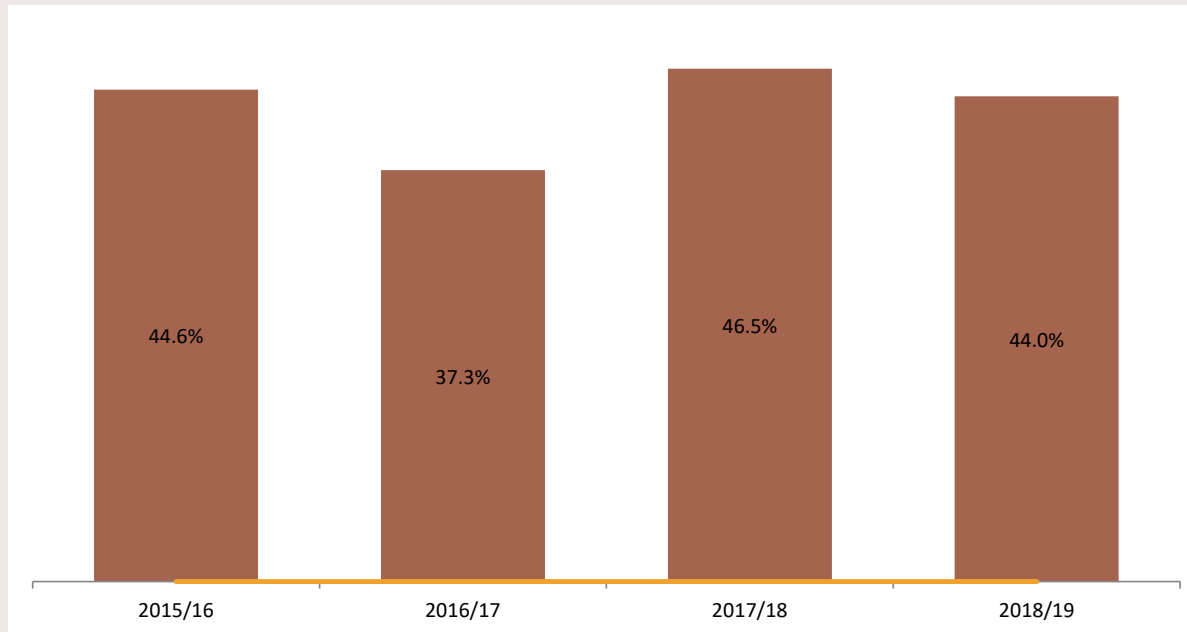
Preferred

Travel:

Upwards

Source:

NHS Digital



Reported Outturn

### Commentary:

2019/20 data available in January 2021 (delayed due to Covid-19)

Measure Owner:

Responsible Officer:

### Frequently asked questions:

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

[< Previous: MH Employment quartiles](#)

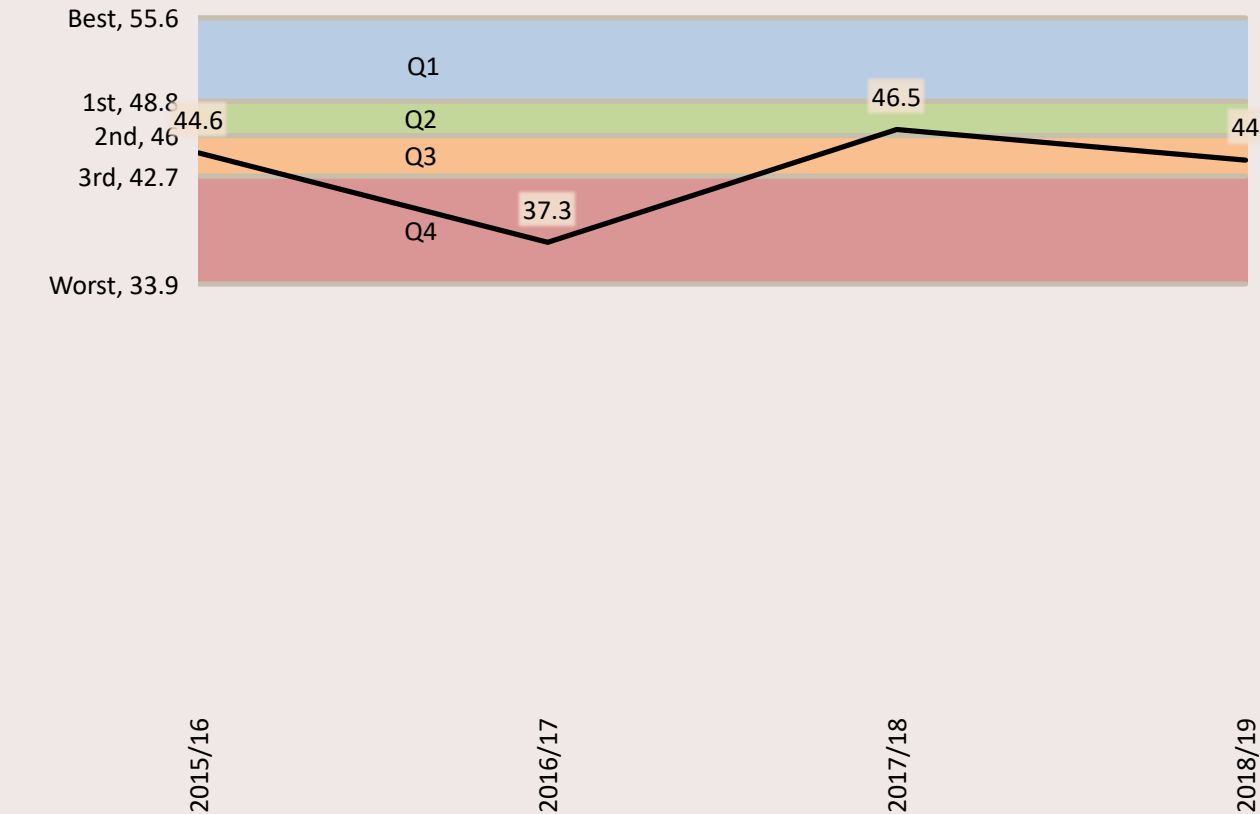
[Return to Scorecard](#)

[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

Performance against national quartiles



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

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 |      | Est. people Difference |
|------------|-------|------------|------|------------------------|
|            |       | Figure     | %    |                        |
| 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 |

## 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

28.3%

Latest Quarter

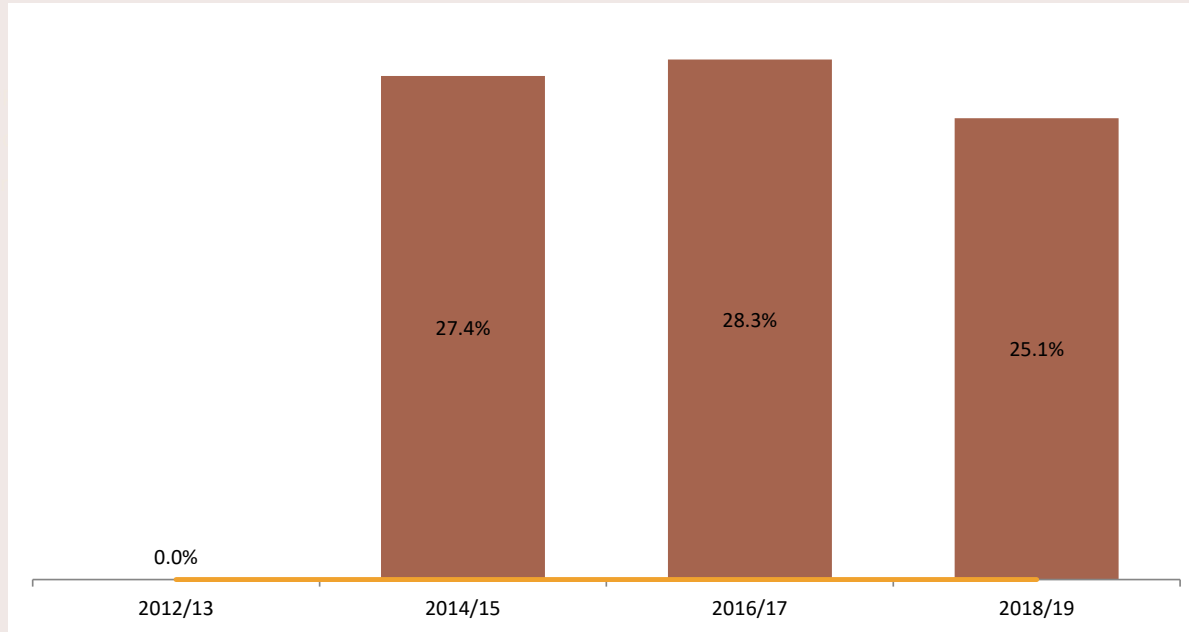
25.1%

Preferred

Travel:  
Upwards

Source:

NHS Digital



Reported Outturn

### Commentary:

This is biennial, however NHS Digital has decided to postpone the 2020/21 survey due to Covid-19. This will now take place in 2021/22, and this measure will next be updated in late 2022.

Measure Owner:  
Balwinder Kaur

Responsible Officer:

### Frequently asked questions:

This is issued biennially as part of the Ascot set of measures

[< Previous: Client social contact quartiles](#)

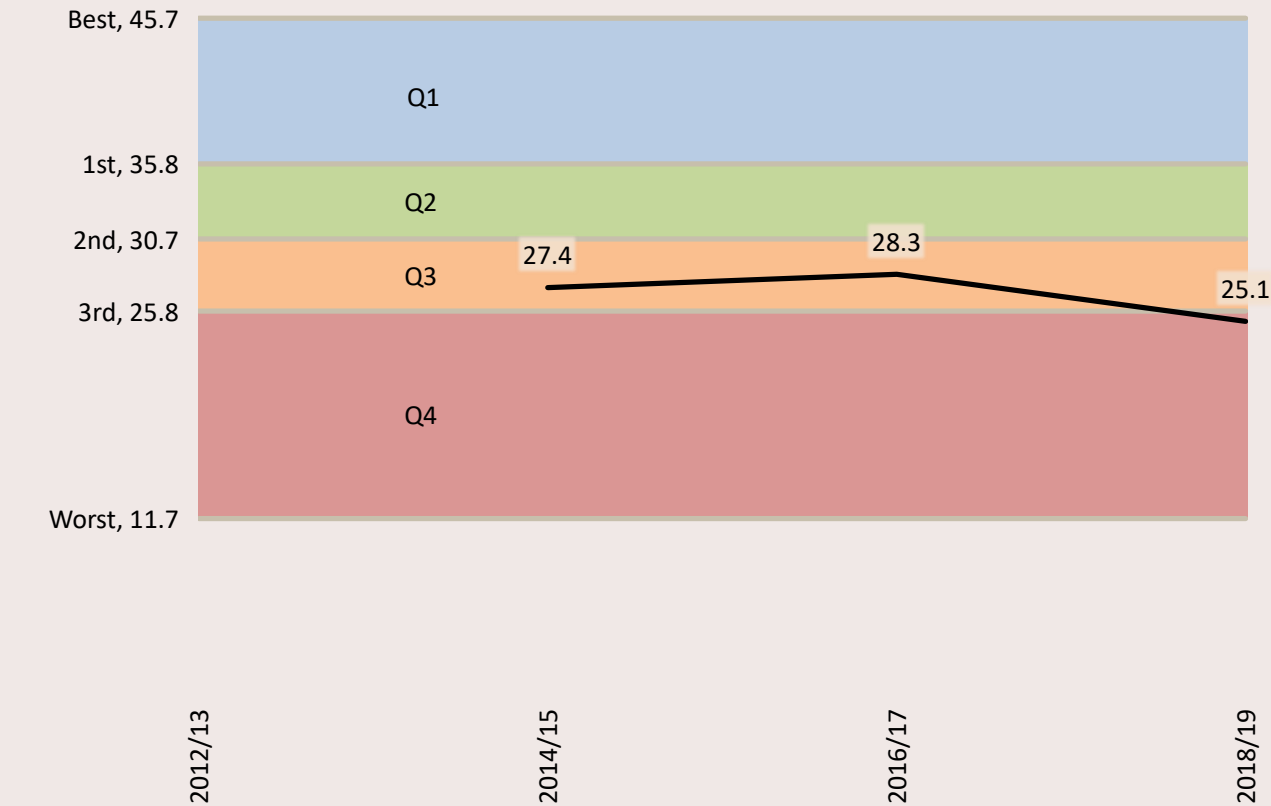
[Return to Scorecard](#)

[Next: Carer social contact quartiles >](#)

Theme: Community Assets

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

Performance against national quartiles



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

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 |      | Est. people Difference |
|------------|-------|------------|------|------------------------|
|            |       | Figure     | %    |                        |
| 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 |