

**Personal Social Services Adult Social Care Survey,
2016-17
Birmingham Comparator Report October 2017**

DRAFT 1

Introduction

- This report contains findings from the Adult Social Care Survey 2016-17 (ASCS).
- This national survey takes place every year and is conducted by Councils with Adult Social Services Responsibilities (CASSRs).
- The survey seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by social services and is designed to help the adult social care sector understand more about how services are affecting lives to enable choice and for informing service development.

Introduction

- The survey asks service users questions about quality of life and what impact care and support services have on their quality of life. It also collects information about self-reported general health and well-being,
- Responses collected for the Adult Social Care Survey are also used to populate five of the measures within the Adult Social Care Outcomes Framework (ASCOF),
- The value of the survey is that it provides national, regional and peer group benchmarking on the experience of service-users. As the survey is carried out annually this allows us to monitor trends in citizen experience over time. This provides a useful tool for tracking the impact of policy and service changes as well as providing insight into improvements that are required.

Summary 2016/17 Survey

Satisfaction



58.6% of service users were extremely or very satisfied with the care and support services they received. Compared to **64.7%** nationally



Feeling Safe



66.0% of service users reported feeling safe as they want, compared to **70.1%** nationally.



92.3% of service users reported that the care and support services they receive has helped them in feeling safe, compared to **86.4%** nationally.



Summary 2016/17 Survey

Choice



66.3% of service users in the community reported that they have enough choice over the care and support services they receive. Compared to **67.6%** nationally

7.4% reported they don't want or need choice. Compared to **6.3%** nationally



Social Contact



37.3% of service users reported they had as much social contact as they like. Compared to **45.4%** nationally

24.4% of service users reported they did not have enough or little social contact. Compared to **21.6%** nationally



Profile of Respondents

Profile of respondents



37% Very good or Good health (42%)

23% Bad or very bad health (18%)



42% not anxious or depressed (46%)

49% moderately anxious or depressed (46%)

9% extremely anxious or depressed (8%)



53% have difficulty moving around indoors (49%)

54% have difficulty or can't get out of bed (46%)

25% have difficulty or can't feed themselves (24%)

- The data below outlines the profile of respondents to the survey
- Birmingham's sample has a higher level of need than average, - reflecting the needs of the social care population as a whole



84% have difficulty or can't wash (72%)

69% have difficulty or can't get dressed (61%)

47% have difficulty or can't use toilet (8%)

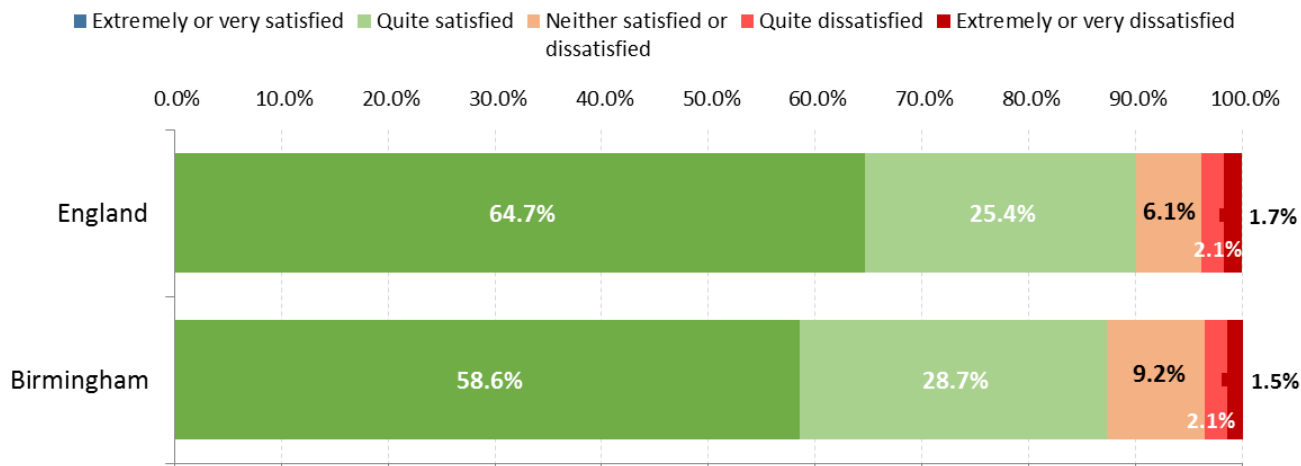


88% have difficulty or can't deal with finances and paperwork (82%)

Overall Satisfaction with Care and Support

Overall Satisfaction with the care and support services

Overall Satisfaction 2016/17

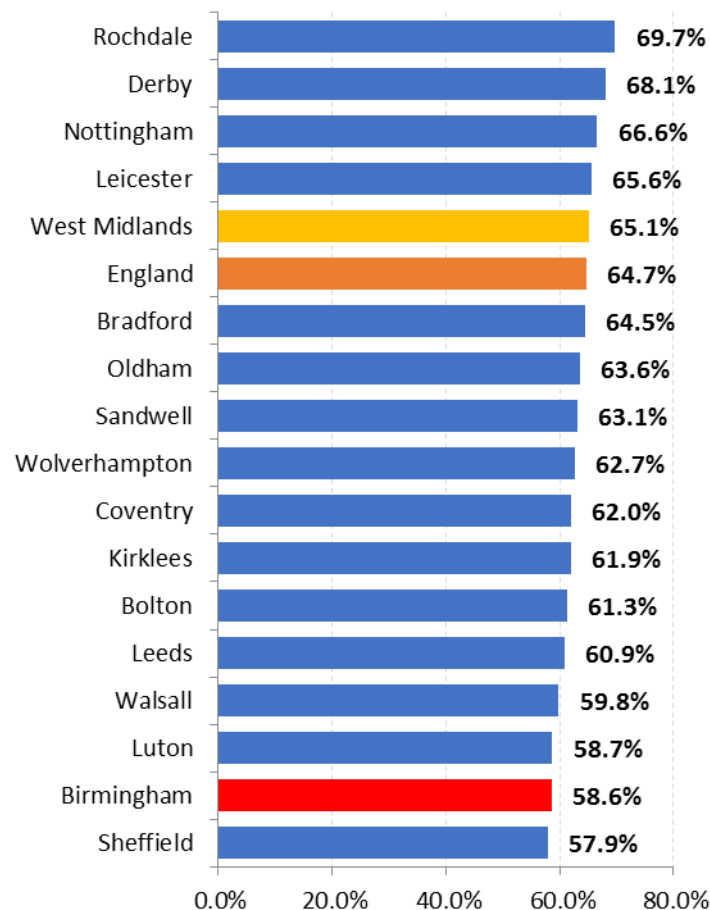


- Section 1 of survey includes a general measure of satisfaction asking service users “Overall, how satisfied or dissatisfied are you with the care and support or services you receive?”
- 58.6% of service users in Birmingham were extremely or very satisfied with the care and support services they received. Compared to 64.7% nationally

Satisfaction Comparisons

- The chart right compares Birmingham's performance with that of our statistical neighbours
- Birmingham has a significantly lower proportion of satisfied respondents, and is the bottom but one performer compared to our comparator authorities

**Proportion of service users
extremely or very satisfied 2016/17**

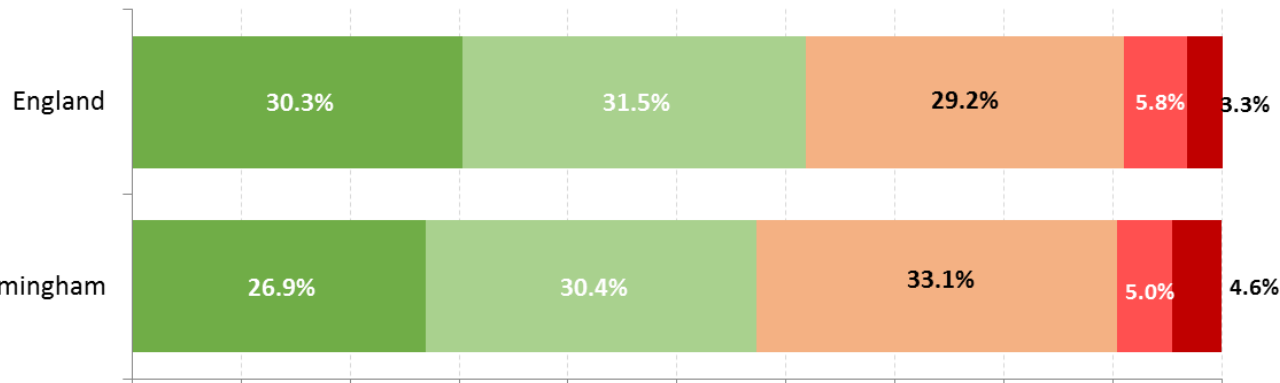


Quality of Life

Quality of Life 2016/17

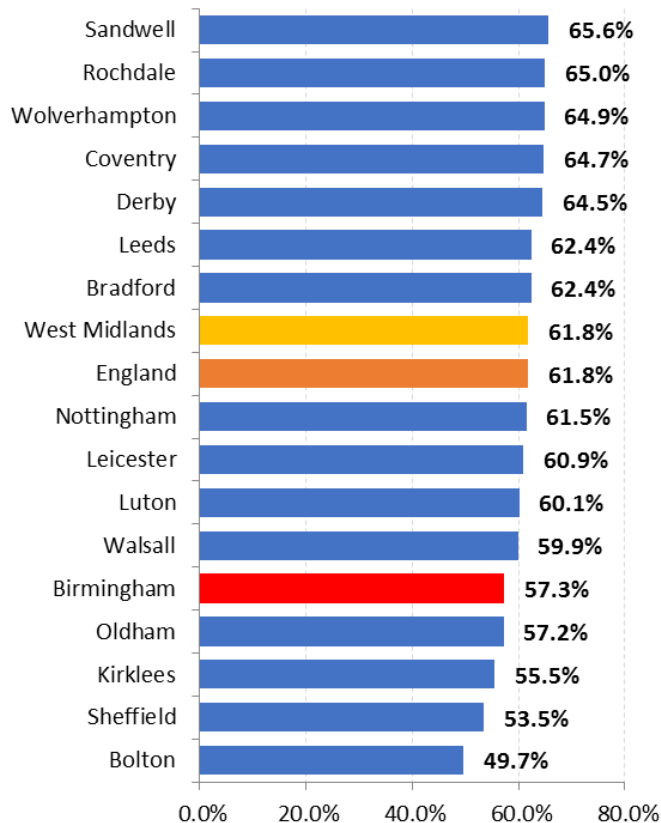
■ So good, it could not be better or very good ■ Good ■ Alright ■ Bad ■ Very bad or so bad, it could not be worse

0.0% 10.0% 20.0% 30.0% 40.0% 50.0% 60.0% 70.0% 80.0% 90.0% 100.0%



- Section 2 of the survey, asks questions about aspects of quality of life that social care services are expected to impact upon.
- This section of the report highlights the responses to the new question for 2016-17 concerning service user choice (Q2c) and then focuses on some additional analysis relating to social contact (Q8a).
- Around 57% of respondents indicated their quality of life was good or could not be better – somewhat below the national average of around 62%

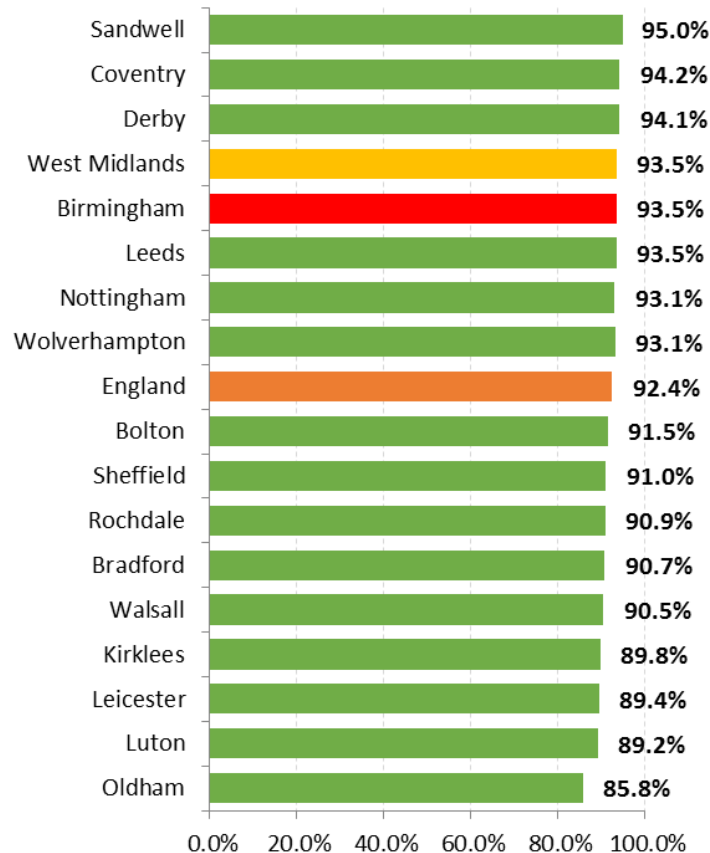
Proportion of respondents who's quality of life was "could not be better" or "good"
2016/17



Quality of Life Comparisons

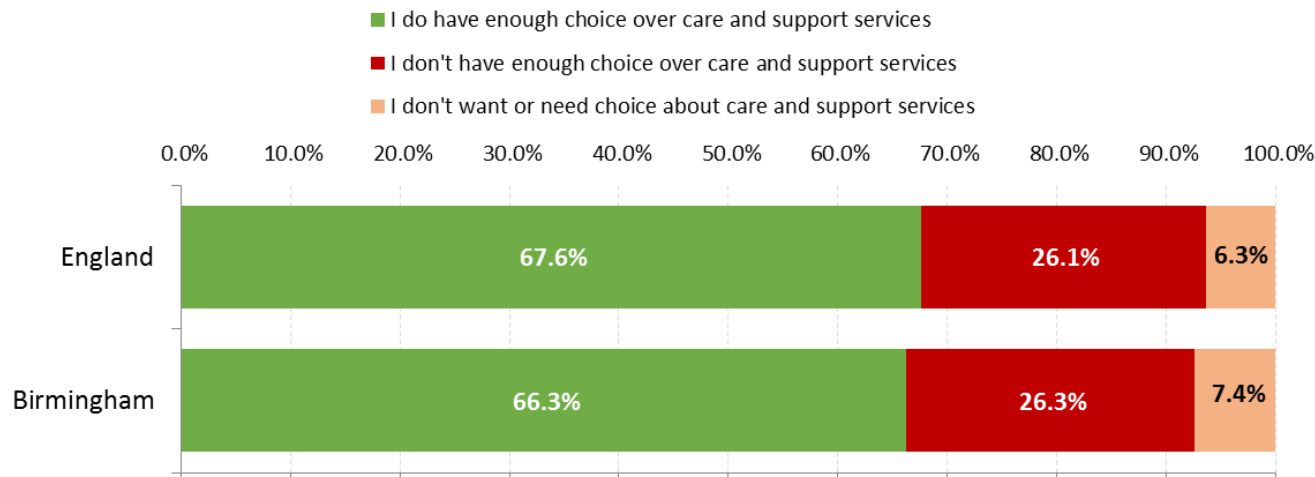
- The chart left compares Birmingham's performance on respondents overall quality of life
- Birmingham performs worse than most of its comparator authorities
- However when looking at the role of services in supporting people Birmingham performs better
- The chart right shows the proportion who indicate that support services help them achieve a higher quality of life – here Birmingham performs above average

Proportion of respondents who stated that the support services help them have a higher quality of life



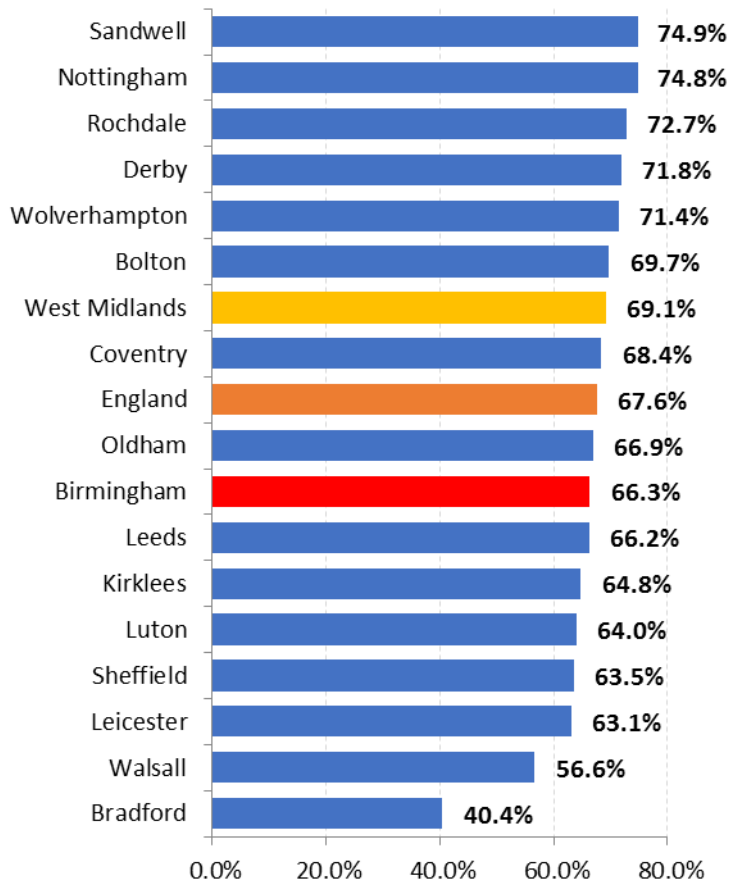
Choice

Perceptions on Choice 2016/17



- For 2016-17 an additional question was included in this questionnaire: “Which of the following statements best describes how much choice you have over the care and support services you receive?”
- In Birmingham **66.3%** of service users in the community reported that they have enough choice over the care and support services they receive. Compared to 67.6% nationally

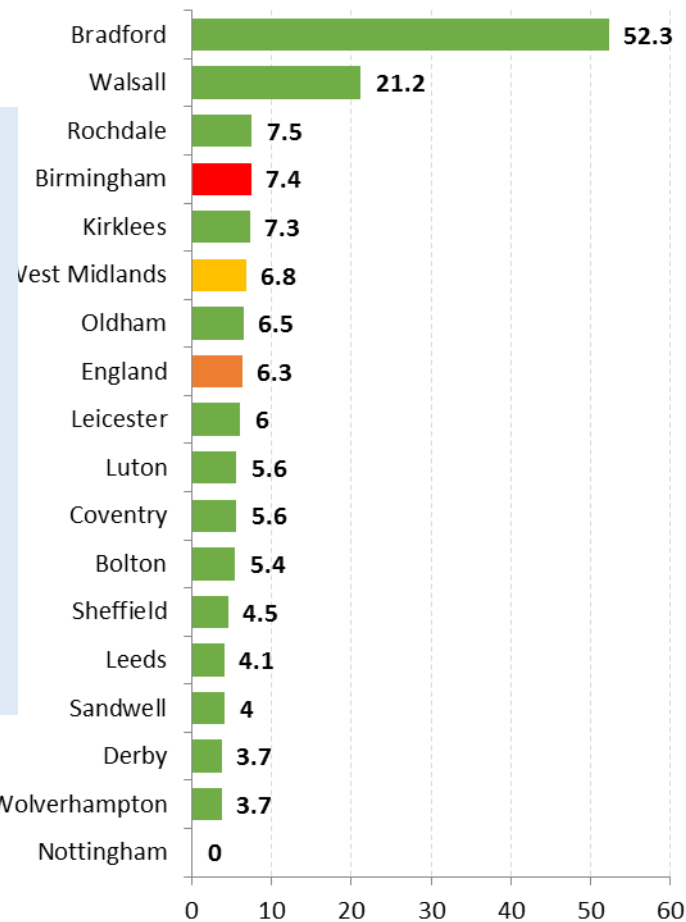
Choice - I do have enough choice over care and support services 2016/17



Choice

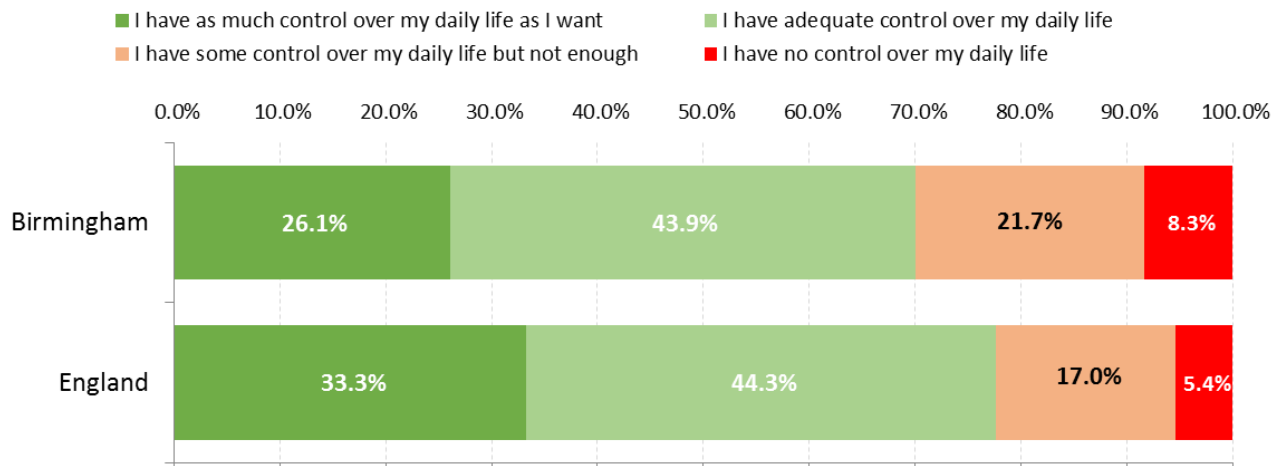
- Birmingham performed slightly below average, in terms of the level of choice service users perceive they have.
- However Birmingham also had a slightly higher proportion of service users who indicated that choice is nothing something they needed or wanted
- Bradford and Walsall were clearly outliers here

I don't want or need choice about care and support services



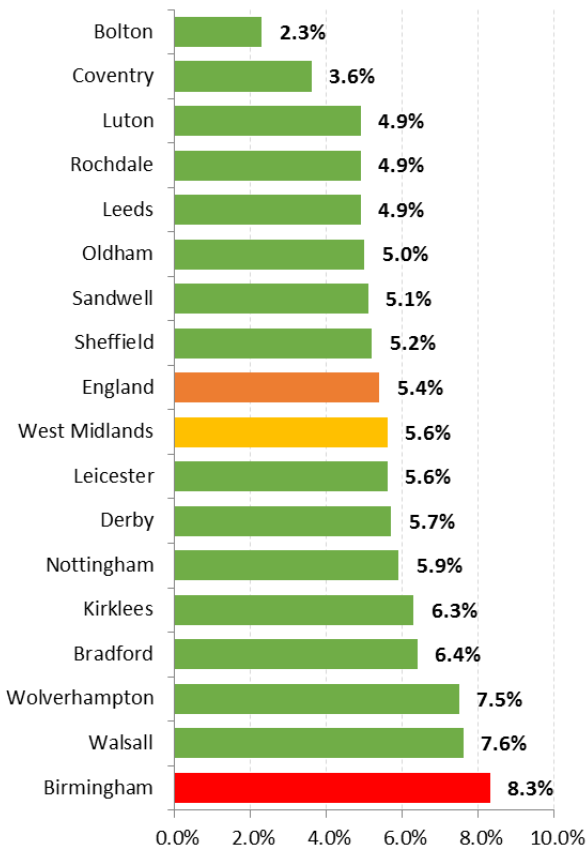
Control

Perceptions of Control 2016/17



- Service users are also asked to indicate which statements best describe how much control they have over their daily lives
- To assist service users in their interpretation of this question a definition of control is provided underneath the actual question and includes the following: 'By 'control over daily' we mean having the choice to do the things or have things done for you as you like and when you want.'
- On the whole Birmingham respondents indicate that they have much less control over their lives when compared to average.

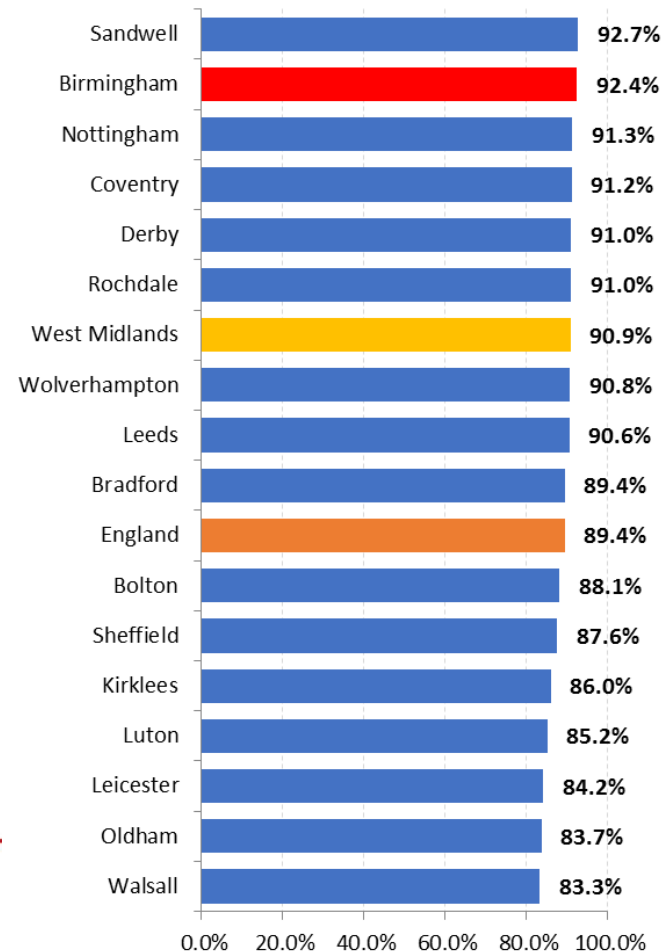
Control - Proportion who say they have no control over their daily life 2016/17



Control

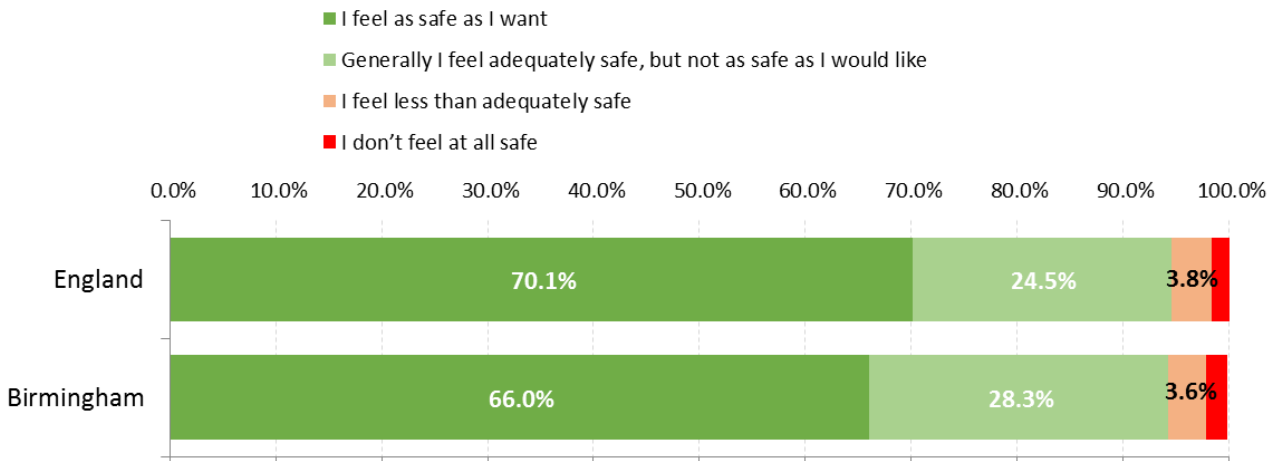
- The chart left shows that a much higher proportion of residents indicate that they have no control over their daily lives when compared to comparator authorities.
- However as with perceptions of quality of life – when users are asked about the involvement of services in helping them around control, Birmingham respondents are much more positive

Control - Yes care and support services help in having control over daily life 2016/17



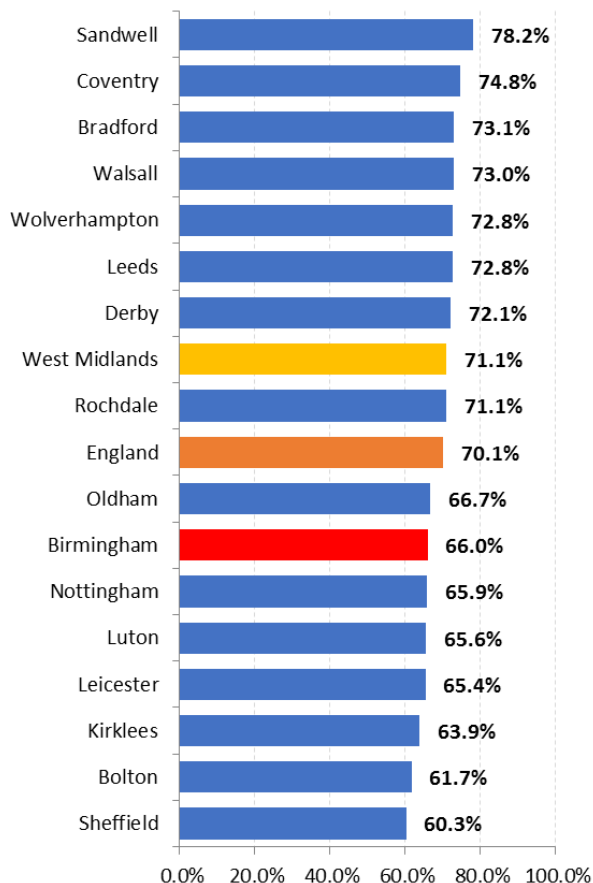
Safety

Perceptions on Safety 2016/17



- Service users are asked to indicate which statements best describe how safe they feel (and whether the care and support services they receive help them to feel safe)
- To assist service users in their interpretation of this question a definition of safety is provided underneath the actual question and includes the following: 'By feeling safe we mean how safe you feel both inside and outside the home. This includes fear of abuse, falling or other physical harm.'
- On the whole Birmingham service users feel safe, although slightly below average

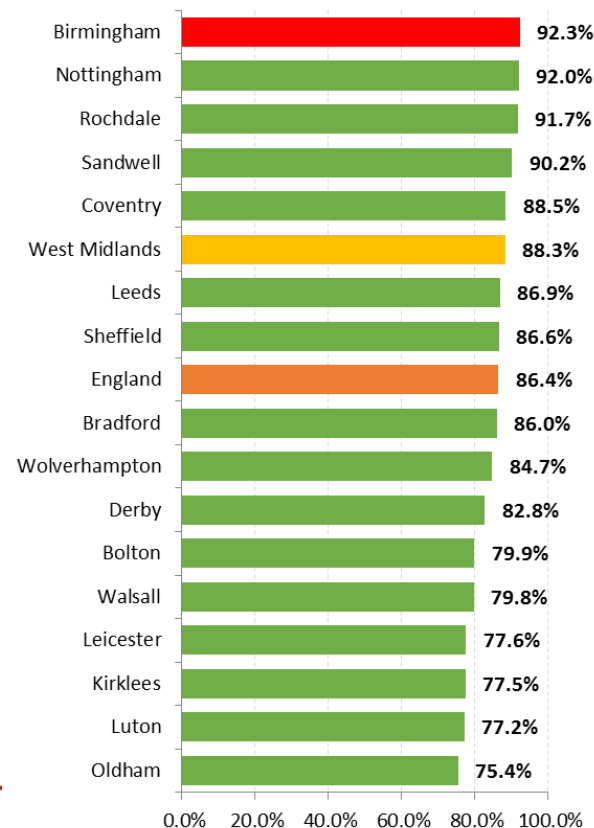
Safety- Proportion who feel as safe as they want 2016/17



Safety

- Again the difference between perceptions of services, and users lives in general is displayed with the responses to safety questions.
- On the whole (left) Birmingham residents do not feel as safe as average.
- However when looking at how care and support services make individuals feel safe, Birmingham is top performer out its comparator authorities.

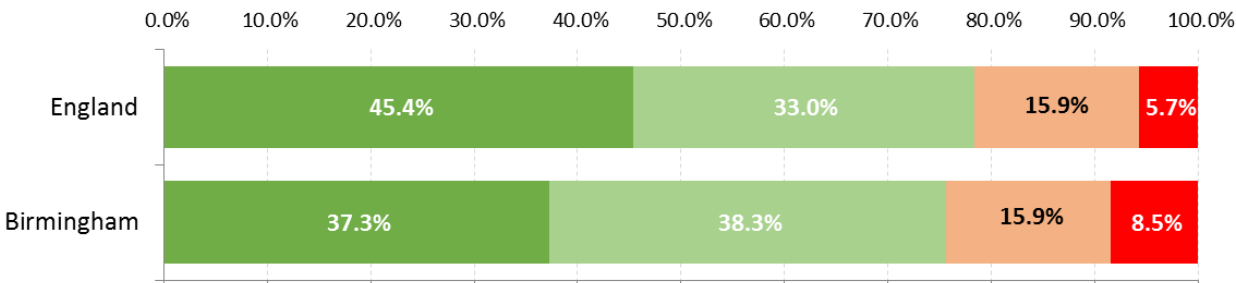
Safety- Proportion who indicate that Care and Support Services make them feel safe - 2016/17



Social Contact

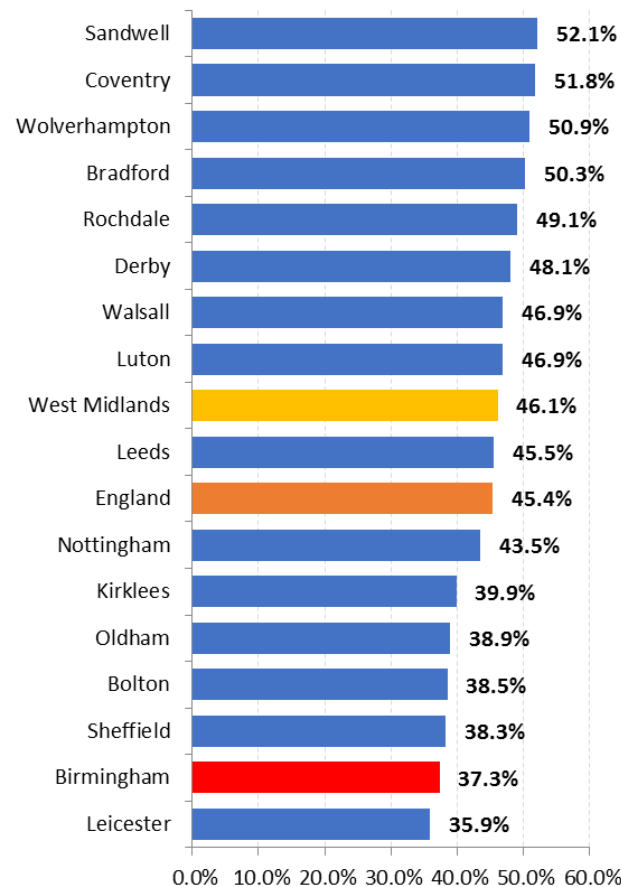
Perceptions on Social Contact 2016/17

- I have as much social contact as I want with people I like
- I have adequate social contact with people
- I have some social contact with people, but not enough
- I have little social contact with people and feel socially isolated



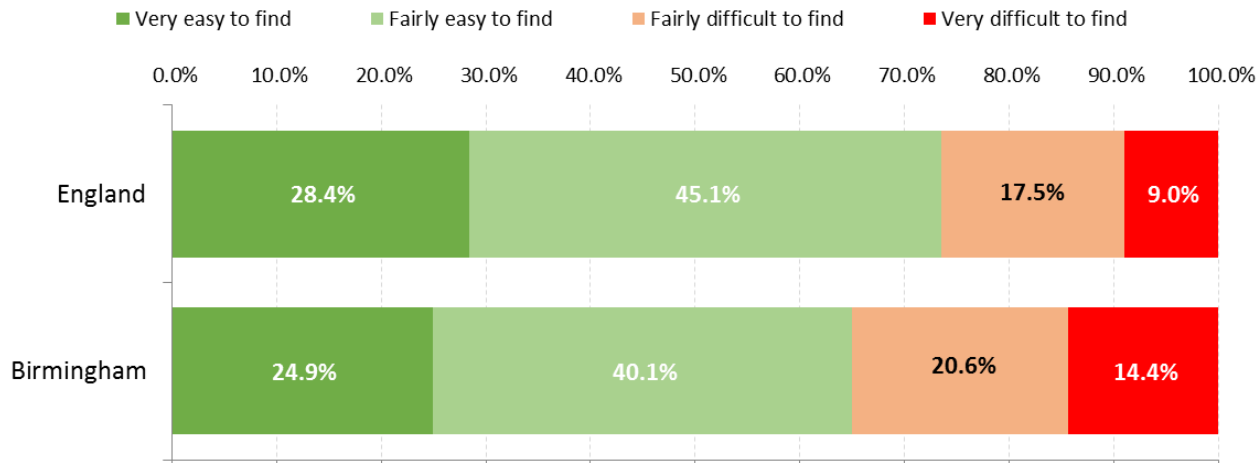
- 37.3% of service users reported they had as much social contact as they like. Compared to 45.4% nationally, and is one of the worst performing when compared to statistical neighbours

Social Contact - Proportion who have as much social contact as they want with people they like 2016/17



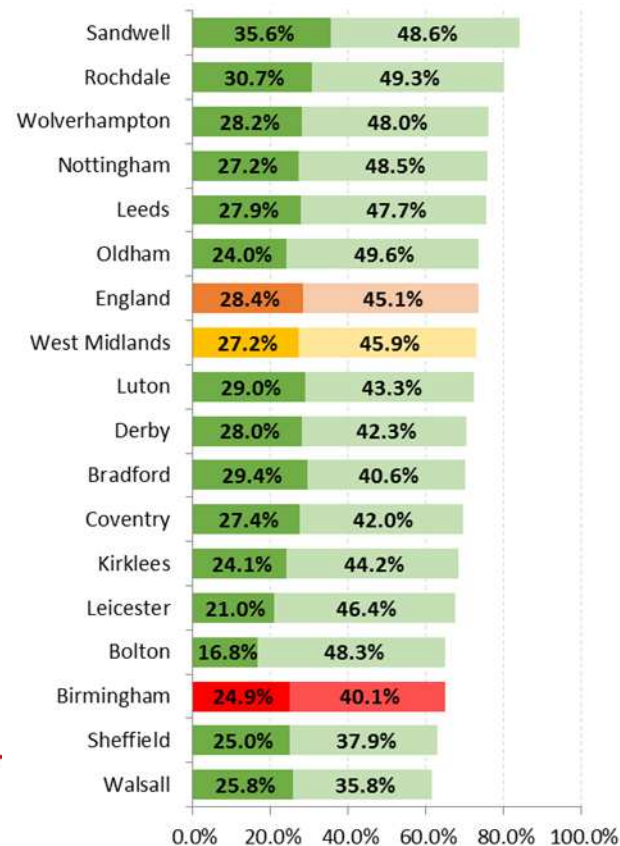
Accessing Information

Accessing Information - 2016/17



- Users are asked in the survey: In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?
- Overall Birmingham residents seem to indicate that they find it less easy to access information with 35% of respondents indicating it was fairly difficult or very difficult to find

Accessing Information - Proportion who found it very easy or fairly easy to find the information they needed 2016/17



Summary

- Birmingham is a very diverse city with high levels of deprivation;
- Against this context we need to do better than other localities if we are to match levels of quality of life and positive outcomes for service-users;
- The survey indicates that whilst services clearly do have a positive impact, the experience of service users does not currently match our ambition.

Improvement Actions

Key elements of our Vision and Strategy for Adult Social Care that will impact on service user experience include:

- Information, Advice and Guidance
 - Replacing MyCareinBirmingham with a new dynamic IT solution;
 - A new service delivery model for the “front door”,
 - Widening the channels for accessing information, advice and guidance.
- Use of Resources
 - Introducing a new model of commissioning for care that is based on quality.

Improvement Actions 2

- Community Assets
 - Commissioning a Neighbourhood Networks Service to build community capacity and tackle social isolation;
 - Collaborative working with other Directorates to access existing community assets that can help meet needs or divert entry to Social Care.
- Personalised Support
 - Implement an asset based approach to assessments, moving from assessing for services to assessing for outcomes;
 - Implement a commissioning strategy that ensures the market is fully shaped to offer a range of personalised support to underpin the promotion of direct payments.

Improvement Actions 3

- Early Help and Prevention
 - Develop and implement a new Day Opportunities Strategy for all service user groups. Moving away from a static long term model to a personalised approach aimed at keeping people independent;
 - Implement a life course approach for learning disability and mental health – focused at achieving aspirations and outcomes that change and develop with the individual.
- Co-production
 - Develop and commit to using an approach that puts co-production at the heart of future change impacting on service users.
- Partnership
 - Collaborate with system partners to deliver a more integrated experience for citizens.