

Adult Social Care Local Account 2021 to 2022

Each year we publish a Local Account report to provide information on how our Adult Social Care services are performing and what we are doing to improve the lives of vulnerable citizens. The wellbeing of our citizens continues to be at the heart of what we do and our vision for Adult Social Care focuses on social justice, independence and choice and control for citizens.

We know that people's needs are often complex and require support and interventions from a range of organisations. By integrating services within our communities, we can help our citizens to quickly and easily access the services they need. We have been working with our partners across health and social care to make this happen. In July 2022, we created a new statutory partnership between health and social care called the Birmingham and Solihull Integrated Care System (ICS). The partnership is helping us to drive forward our shared ambitions for neighbourhood working, earlier intervention and prevention and for joined-up commissioning strategies to help us achieve better outcomes for citizens.

As the country recovers from the Covid-19 pandemic, we are working closely with citizens and partners across the health and care sector to return to usual services. We know that we continue to face many challenges ahead, including significant pressures over the winter period due to Covid-19, risk of flu and cost of living pressures. As a local authority we have been taking pro-active steps to support our communities with the cost of living and will continue to listen and work constructively with our communities and partners to do all that we can to limit the impact.

The success of the Birmingham 2022 Commonwealth Games has provided a catalyst to help achieve our aspiration of a fair and thriving city for all. We are building on the success of the games to strengthen connections between communities; to build on partnerships old and new and sustain community involvement. Adult Social Care has an important role to play in achieving these aspirations. Our Three Conversations social work model and commitment to early intervention and prevention is key to delivering positive outcomes for citizens by building on people's strengths and connecting them to their community. We have continued to embed this approach within our services and have worked closely with the care market to support them through the pandemic and to help improve the quality of the care and support that matters to citizens.

As part of our Adult Social Care vision, we gave citizens a commitment that we would put in place a process to work in partnership to co-produce services for Birmingham citizens. Together we agreed an annual plan to undertake this work and have driven forward many improvements to our services. We will continue to work closely with our citizens to deliver services that matter and welcome feedback on how we can continue to improve.

Graeme Betts
Corporate Director
Adult Social Care

Councillor Mariam Khan
Cabinet Member
Health and Social Care

Did you know? We Provide a range of services for people aged 18-64 and 65+

Older Adults Services (65+)

Requests for support or care from new clients

There were a total of 21600 new requests, a decrease from the previous year of 4.0%

12 months with care and a care review

4025 received care which was reviewed a decrease from the previous year of 22.4%

As part of our response to the pandemic we redirected social workers towards assessing people being discharged from hospital and to support our response to safeguarding. We also completed welfare calls with citizens to check on their wellbeing and provide support to a range of services such as access to food parcels, shopping for essentials and referrals to other agencies to help. We have experienced problems recruiting and retaining social work staff and have implemented a range of measures to improve recruitment and retention during 2022. This will help to increase the number of reviews we complete each year.

Long term Residential / Nursing

There were a total of 2665 residential / nursing placements, a 2.5% increase from the previous year.

Community Services and Direct Payments

- There were 4305 community services last year a decrease of 0.5%
- There were 1366 direct payments last year an increase of 1.2%

Younger Adults Services (18 – 64)

Requests for support or care from new clients

There were a total of 14580 new requests, a decrease of 3.4% from the previous year.

12 months with care and a care review

3310 received care which was reviewed a decrease of 3.4%

Long term Residential / Nursing

There were a total of 915 residential / nursing placements, a 4.7% decrease from the previous year

Community Services and Direct Payments

- There were 3955 community services last year an increase of 5.6%
- There were 1785 direct payments last year an increase of 5.9%

Principal Social Worker Update

The Principal Social Worker (PSW) provides professional leadership and influences the organisation at a senior level. Their role is to ensure that the highest standard of social work practice is embedded across the organisation, by providing skilled and experienced leadership and practice knowledge to social workers and social care practitioners, the organisation and its partners.

Key achievements

1. The full implementation of the Community Network Support Team in neighbourhoods. The team have quickly picked up complex situations to offer longer term support to cases that include issues such as people who are extremely isolated; hoarders; people who experience phobias. The feedback we are getting from the service is very positive.

2. The refocus of the Family Group Conferencing service in Adult Services within Birmingham, and with other partner agencies –as detailed in this report. Adult Family Group Conferences are family-led decision making meetings. They are about empowering the citizen, (along with their family and wider support network), to make decisions about their future and help them to develop a plan that addresses their concerns and focuses on their desire for change.

3. The continuation of Social Work Apprenticeships within Birmingham Adult Social Care services. There have been intakes of new Apprenticeships during 2019, 2020, 2021 and 2022. This links to our wider workforce offer and has provided development opportunities to non-social work qualified workers. There is ongoing work underway to develop an apprenticeship framework for all workers at all grades.

Citizen Engagement

During the period of May 2021-April 2022 the main focus of engagement was reflecting on the engagement prior to the covid pandemic, and how this was going to be improved going forward and which areas to prioritise. The key priorities included re-establishing links with TLAP (Think local Act Personal) and re-instating the Lilac group, a citizen led group who support Birmingham Adult Social care with audits, leaflet development, guidance and procedures. From June 2021 until September 2022 citizens in the groups have been working with Adult Social Care on the development of improved Direct Payment leaflets and booklets, (currently in use), case file audits, which are now in operation in the Social Work teams and are now working on Citizen feedback audit forms. This is to assist Adult Social Care to improve the services we provide to the people of Birmingham.

In addition, there are further key priorities that the PSW aims to initiate:

Priorities identified in the PSW report for the year May 2022-April 2023

1. Staff member's supervision paperwork will be further developed to include case file audits and there will also be audits on supervisions. The learning from the audits will be used to shape our services and improve our practice.
2. Community Network Support Officers will begin tighter links and referrals from other strengths-based initiatives, such as Neighbourhood network schemes and partner work being undertaken with organisations such as health partners.
3. There will be a focus on creating more development opportunities, especially in areas around mental health, to encourage more social work students into this field of work.
4. We will continue to further develop strength-based practice.
5. We will extend the apprenticeship pathway and learning opportunities system for adult social care. This includes further development of shadowing opportunities.
6. We will continue to promote equality and diversity including ongoing support of the Social Care Workforce Race Equality Standard.
7. We will bring Birmingham to the forefront of discussions around a research standard for the region. This will include taking part in a new research project to look into 'deaf/blind' citizens and what the new government guidance and requirements for local authorities in regard to training means to social work practice.

Community Engagement and Feedback

In the year May 2023-April 2024 the PSW, and the Deputy Principal Social Worker (DPSW) will be looking at how we can extend and improve feedback from community groups and from citizens, which will be in the PSW report in May 2023. Some of the ways being considered are:

- Service User and Carer Satisfaction Surveys.
- Citizen Boards taking place virtually as well as in person.
- Citizen engagement and feedback sessions have been undertaken on-line, but we are now looking at doing these in person again.
- Carer events on-line/in person
- Co working with carers organisations for feedback from carers.
- Continuing to develop our learning from Comments and Complaints processes.
- Learning and development: Training developed by citizens and carers for citizens and their carers
- Continue to involve citizens in recruitment panels

Networking and Partnerships

Birmingham Children's Trust (BCT)

Birmingham City Council (BCC) and the Birmingham Children's Trust BCT work alongside each other to ensure the transfer of care and support for children with care needs to adulthood, there is a transitions team which manages the process and involves staff members from both adults and children's services working hand in hand to ensure that follow on services are delivered.

Social Care Workforce Race Equality Standards (SCWRES / WRES)

Birmingham is one of 18 local authorities working alongside The Department of Health and Social Care to develop systems to monitor and evaluate equality standards and diversity within the workforce to ensure equity and fairness for all staff and to ensure fair representation at all levels within the organisation. Birmingham has been working alongside the other 17 local authorities to share ideas and implement effective change.

An Equality, Diversity and Inclusion manager has been appointed to amalgamate all of the equities and diversity work across adult social care, the wider council and to oversee the WRES project.

BCC and BCT are also collaborating together for the WRES project to identify areas for improvement which can be shared across both organisations.

NHS

We work closely with the NHS to identify early interventions to ensure that we can meet the combined health and social care needs of the individual within the community including discharge from hospital with support.

Birmingham and Solihull Integrated Care System (ICS) is one of the 42 Integrated Care Systems launched on 1 July 2022. Every part of England now has an ICS. Birmingham and Solihull ICS has a shared vision of making Birmingham and Solihull the healthiest place to live and work, driving fairness in life chances and better health for everyone. The ICS brings together partners from the NHS, councils and community and voluntary groups to improve the way that we work together. Although this is a new arrangement, we are building on the work that we have already done together. This includes working together to get more people home from hospital more quickly and preventing people from having to go into hospital when it would be better for them to get help at home. Whilst there has been some good progress we know that we need to do more. In particular we need to do more to fix the differences in health and well-being between different places and communities in the city.

Much of our joint effort will continue to be about supporting the NHS to manage the demand on hospital services. However, if we are going to make real and lasting change we need to do more than that. One of the things we are working on is joining up doctors, nurses, health workers, social workers and volunteers within neighbourhoods so that people in Birmingham are better supported to stay healthy and find it easier to get the care they need when they have a problem. As part of this we know that it is really important to speak to local people and get their stories and ideas about how things could be improved.

Prevention First Outcome Framework

There is a diverse range of commissioned activity through the Prevention First Outcomes Framework which supports the delivery of the vision for Adult Social Care. Commissioned activity is delivered predominantly through voluntary and community sector organisations, which includes hyper local commissioning activity through micro-organisations. Key areas for delivery include:

- 10 Neighbourhood Network Services, across the city. These organisations are working in collaboration with the ICS locality, Department of Work and Pensions (DWP) and a range of voluntary and community sector partners to undertake hyper local responses within communities “things to do, places to go”. This supports circa 10,000 citizens a year to live healthy happy independent lives within communities.
- Continued support to unpaid carers across the city through Forward Carers, this forms part of an all age carers pathway, which aligns commissioned activity through partnership working between BCC, Children Trust and the ICS.
- Support to the social justice agenda, through commissioning of activity for vulnerable adults including the delivery of transitions centres and hubs supporting young people, victims of domestic abuse, ex - offenders and single adults.
- Delivery of housing and wellbeing support across a range of client groups including mental health, learning disabilities and physical and sensory disabilities.
- Administration of external government funding including Part 4 Duties of the Domestic Abuse Act through a community grants prospectus.
- A strategic partnership agreement with Birmingham Voluntary Services Council to support the delivery of corporate city council priorities through collaboration with the voluntary and community sector.

Research Projects

There are 3 research projects currently in progress within social care in BCC, 2 from Birmingham University and the other from Birmingham City University:

- Two are both looking at strength-based practices. These have been combined, due to similarities, into 1 research project across 4 teams: Northfield and Hodge Hill Older adults’ teams; Transitions team and the Hospital EICT teams. This will examine the effects Covid has had on strength-based practice, and any learning from this.
- The other research project is at its early stages, and will examine issues around older citizens who identify as being part of the LGBTQ community.
- ICECAP measures are part of an ongoing focus, and are currently being used to examine for evaluation, the work being undertaken by the CNSO.

TEC Partnership work

Birmingham City Council and Solihull MBC (BSol) are working in partnership to develop digital services to care homes through Digitising Social Care (DiSC) programme, which is funded by the Digital Transformation Fund. Within the first year we are aiming to enable 60% of care providers to have a Digital Social Care Record (DSCR) system and 10% of all care homes to have a falls technology in place. Birmingham will receive funding of £654k to facilitate this project and will support over 350 providers in the first year.

Other TEC pilots:

a) Brain in Hand an app to support people with anxiety to lead an independent life, we are purchasing 10 licences costing £15,000 from our ASC Care Plan Fund.

b) MiiCare, focused around supporting people with Dementia, purchasing 30 licences costing £8k from Public Health funds.

c) Activity Monitoring to be deployed into a small number of supported living providers as part of an ongoing Supported Living Review. This will be used to assess the impact on night waking provision for both the person and staff required. Providing Canary Care units into these properties funded from ASC Care Plan Fund costing £10,000 depending on the size of the provider.

Birmingham Carers Hub – Forward Carers

The council has well established close working partnerships and integrated budgets for all age citywide carer support in conjunction with Birmingham Children's Trust and the NHS Integrated Commissioning Boards. Birmingham Carers Hub is commissioned by Birmingham City Council to provide support to adult carers and young people transitioning towards adulthood. Forward Carers currently delivers the Birmingham Carers Hub service, a partnership of not-for-profits, funded by Birmingham City Council.

As well as offering support to Carers direct, the Birmingham Carers Hub also advise and support organisations such as public body commissioners, providers and employers, in the following areas: Statutory Carer Assessment, Resource allocation and Direct Payments; Outcome focused consortium, partnership or prime-contractor models; Case management systems; Carer quality of life tracking; Marketing including website design, digital marketing including growing online capability; Carer health facilitation, Corporate wellbeing.

Forward Carers are an award-winning social enterprise and committed to the Birmingham Business Charter for Social responsibility.

Neighbourhood Network Scheme (NNS)

The purpose of NNS is to ensure that Birmingham citizens can access a variety of community-based support to improve their quality of life and aid them in being independent, happy and healthy.

What work has been done over the past 12 months

Originally, the NNS was aimed at adults over the age of 50 however, given the enormous success of the scheme, within the last 12 months it has been expanded to include 'younger adults' (aged 18-49) with a long-term disability. Following extensive consultation over the course of last year and budgetary approval, the extension of the scheme to anyone both younger and older adults has now been implemented and successfully commissioned for the next 5-7 years.

Also, this year the NNS (with BCC) have begun implementing NNS Digital and NNS Connected Communities. NNS Connected Communities is designed to function as an 'additional arm' of the NNS, with the task of identifying, building trust/relationships with, and supporting communities that are spread very thinly or are not focused in one geographic area. A detailed gap analysis was undertaken to identify any of these communities. Although a total of 7 or 8 communities that could benefit from this programme were identified, the NNS Connected Communities will focus on 3 initially, the LGBTQ+ community, the deaf community, and the Gypsy/Roma/Traveller communities with more communities to engage with in a near future.

NNS Digital was designed to focus on community services who had online services. It was found that many of these online services are not being used as readily or frequently as it was hoped and it's difficult to find them. To combat this, NNS Digital has begun looking at all the services to ascertain what services are online and/or hybrid and support these services in promoting their digital presence. Also, a forum of services that have some digital services is being created so that a gap analysis can be undertaken. Microgrants are also being issued to support active citizens who run-information pages/Facebook Groups at the local and hyperlocal level. With the micro funding launching soon, community organisations will also be supported to improve their digital presence/savviness to allow them to reach more citizens.

Upcoming developments.

- In the near future the NNS will continue to expand its Digital and Connected Communities programs across the city, to foster greater inclusion and ensure citizens from all backgrounds can be supported by the NNS.
- The NNS will also continue to expand services aimed 18-49 younger adults, as this is still a new component.
- The expansion of the Compassionate Communities approach within NNS (Birmingham has been recently awarded the title of Compassionate City) to provide support to citizens facing loss, bereavement, and death.

How is Adult Social Care Money Spent?

£290.4m was spent on Adults Social Care from the period 1st April 2021 to 31st March 2022 an increase of 5.6% from the previous report. This included expenditure on assessment and care management as well as the direct cost of service delivery to citizens.

Expenditure by Primary Need

- £68.6m for older people's services
- £101.6m for adults with a learning disability
- £32.1m for adults with a physical disability
- £15.9m for adults with mental health needs
- £2m for working age dementia
- £70.3m for internal services and social work operations

Expenditure by Service Type

- £170.1m for residential care
- £26.1m for home support
- £2.7m for day care
- £18.2m for direct payments
- £2.2m for other services

Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

This is concerned with keeping vulnerable people safe. It means that:

- Everyone should be able to enjoy physical safety and feel secure
- People are free from physical and emotional abuse, harassment, neglect and self-harm
- People are protected as far as possible from avoidable harm, disease and injuries
- People are supported to plan ahead and have the freedom to manage risks the way that they wish

How well we did do in 2021/22?

Safeguarding people – Making Safeguarding Personal

Making Safeguarding Personal (MSP) is an initiative aiming to develop an outcomes focus to safeguarding work. MSP is about engaging with people about outcomes they want at the beginning and middle of working with them then ascertaining the extent to which those outcomes were realised at the end. MSP seeks to achieve;

- A personalised approach that enables safeguarding to be done with, not to, people
- Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'
- An approach that utilises social work skills rather than just 'putting people through a process'
- An approach that enables practitioners, families, teams and SABs to know what difference has been made

Out of a total of 552 MSP enquiries, **93%** were asked what their desired outcomes were. **90%** of those expressing an outcome had their outcomes fully or partially achieved.

Not all people can be approached for their desired outcome some may have passed away or they lack the capacity to answer these questions.

Service User Feedback

We welcome all feedback and offer various ways to contact us to make a complaint, make a compliment or share a comment. We aim to do our best but recognise that sometimes things do go wrong. When this happens, we have a formal complaint process. We have reviewed our complaints processes to improve the experience of our citizens and improve the way we use learning to make improvements to the services we deliver. If we can resolve the issue as soon as it is brought to our attention, we will do so. We know that this will not always be possible, in which case the complaint will proceed to Stage 1 in the complaint process. We will nominate a Complaints Champion to be your point of contact for your complaint. Your Complaints Champion will keep you informed about the progress of your complaint throughout the investigation.

Compliments

During 2021 -2022:

- 218 compliments were received a decrease of 15.5% from the previous report

Extracts from compliments received:

- Thank you to the social worker who has been very patient, reassuring and explanatory throughout. The service user felt very heard and understood and was happy to have had the Social worker allocated to them.

- Brilliant work done by social worker in getting my son a residential placement. Social worker worked extremely hard to get my son exactly the right placement, and near to me too. The move was timely, well organised and researched and went incredibly smoothly thanks to his efforts.
- The daughter thanked her mother's worker for all the help provided. The worker was professional, kind and courteous.
- Thank you to the social worker for guiding them through each step, ensuring that they understand what would happen and the correct procedures they would need to follow. Social worker was a very caring person and completely understood their father's needs and was very professional and knowledgeable in his approach to all aspects of his work.
- Thank you to the social worker for her help in settling my mother into residential care. I knew from others that this process can be difficult and time-consuming. It has been difficult for mom, being quite isolated, because of the Covid restrictions, from the family, but the social worker has done a great job in getting the various assessment, finance and care provision agencies aligned in double quick time to ensure a smooth transfer.
- Social worker worked really hard to resolve matters and was really helpful.
- Thank you to the Team Manager for their empathy, insight and kindness. Without the Team Managers help the family would not be where they are today and they are very grateful for their kindness and professionalism.

Complaints

https://www.birmingham.gov.uk/info/50172/comments_compliments_and_complaints.

- 336 statutory complaints were received.
- Each complaint can be made up of different elements. In total 1,124 individual complaint elements were investigated, and 500 elements were partially upheld
- Quality of service had the highest overall reasons for complaints received.
- There were 14 statutory complaints where there was Ombudsman involvement, either by an enquiry made or investigation undertaken.

How Well Do You think We Did In 2021-22?

Birmingham's Adult Social Care Comments, Compliments and Complaints Process

For information about the comments, compliments and complaints process for Birmingham's Adult Social Care services please contact:

Adult Social Care Complaints Team
 Digital and Customer Services
 Council Management Directorate
 Birmingham City Council
 Postal Address: PO Box 16465
 B2 2DG
 Phone: 0121 464 9995
 Email: ComplaintsAdults@birmingham.gov.uk

Provider Quality Ratings - Monitoring providers to ensure the best outcomes for our citizens

Birmingham monitors ratings across 3 regulated services these are Care Homes, Home Support and Supported Living, the scores below are the latest scores from either Birmingham City Council, The Care Quality Commission or the Integrated Commissioning Board

Care Homes

- There were 12 homes who were rated gold
- 418 homes were rated silver
- 121 homes rated bronze
- 6 homes were rated inadequate
- 1 home is not yet rated

These means that 77% of Birmingham Care Homes are Outstanding or Good

Home Support

- There is 1 provider rated Gold
- 58 providers were rated Silver
- 12 providers rated Bronze
- 0 providers are not yet rated or are inadequate

This means that 83% of Birmingham Home Support services are Outstanding or Good

Supported Living

- There is 3 provider rated Gold
- 192 providers were rated Silver
- 51 providers rated Bronze
- 1 provider is rated as inadequate, 16 providers are not yet rated

This means that 74% of Birmingham Supported Living services are Outstanding or Good.

The Citizen Involvement Team

What is co-production?

Co-production is a way of working whereby everyone works together on an equal basis to create a service or come to a decision which works for them all. Coproduction is a process that involves people in the design and in the delivery of the services. There have been over 30 coproduction projects over the last 12 months these include:

Shared Lives, Birmingham Safeguarding Adults Board, Celebrating Success, Housing Assistance Policy, Assistive Technology, Complaints Process, Digital Strategy, Sexual Health Consultation, Dementia Consultation, assisting with interviews, Prevention and Early Intervention, Youth Participation Strategy, various Public Health initiatives, Customer Service Strategy and Integrated Care Service.

What is our offer?

- **Specialist advice and support to Staff –**
 - Ensuring citizens are effectively involved in the work of Adult Social Care and Health.

- Hands-on involvement work, for example facilitating a coproduction working group, running focus groups, creating task and finish workshops.
- **Recruitment and support of citizens**
 - Ensuring Citizens that work with us have the support they need to contribute, including paying expenses where applicable.
 - To network with organisations that can help up promote our involvement role.
 - Rewards and recognition for citizens that have helped the Council improve or develop services.
- **Measuring change:**
 - Evaluation
- **Provide learning and development resources to Council Staff.**
 - Deliver team co-production training in partnership with citizens.

For further information please email: getinvolved@birmingham.gov.uk

Comments from the Citizens for their involvement in co-production.

Mr C

Co-production has given me real confidence, and a different type of skill set which has helped with the other volunteering and how I approach people since retiring, co-production has given me a huge insight into how Birmingham City Council (BCC) Adult Social Care (ASC) works, my skill set helps and supports the council to deliver better services within the community, I want to improve our city.

[You Tube Video](#)

F & S

Things are changing constantly within BCC and its an opportunity for us to bring issues that are happening outside in our own areas and discuss these within the Citizen Involvement team, Graeme Betts vision was inspiring at the point I joined the team it showed a real commitment to have citizens and the council working together to take Birmingham forward, we have received good training which has enabled us to educate BCC on specific areas within our local communities, we want more people to join and be the voice, do it together and support Birmingham City Council.

[You Tube Video](#)

Mr & Mrs L

It is a great format to share your experiences, we are experts by experience, My motivation is that we can make a difference, we are listened too and we share so much together, this is the platform where we can come together share our experiences and our views are listened too and respected, when I became a carer I had to stop my professional work but coming to the group has given me my confidence back.

[You Tube Video](#)

YES (Youth Empowerment Squad)

It's a blessing in disguise when you get into it, it opens up a door to a comfortable welcoming environment, co-production for me is being able to work as a collective being able to understand that even with differences there are similarities people who are on a different page to go can share similar goals, we work together as a team to share ideas and thoughts and these are combined, PFA has changed life for me and many lives, we developed our own slogan – our roots, our path, our future, co-production ensures everyone is heard we are part of a family, we can speak about our true feelings and not feel that I am alone in this as I know there are a lot of people going through the same things as me.

[You Tube Video](#)

The Adult Social Care Outcomes Framework (ASCOF) measures care and support services against a set of common outcomes. The ASCOF is used nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. The ASCOF is currently being reviewed nationally.

User and Carer data

Measure		2020-21	2021-22	Change	National Rank
1C1A	The proportion of people who use services who receive self-directed support	100	100	Same	1
1C2A	The proportion of people who use services who receive direct payments	37.6	38.2	Up	17
1E	The proportion of adults with a learning disability in paid employment	1.3	1.4	Up	134
1F	The proportion of adults in contact with secondary mental health services in paid employment	2	2	Same	130
1G	The proportion of adults with a learning disability who live in their own home or with their family	68.5	68.7	Up	136
1H	The proportion of adults in contact with secondary mental health services living independently, with or without support	41	10	Down	134
2A1	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	8.2	7.7	Down	25
2A2	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	399.6	417.6	Up	35
2B1	The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	48.8	80.5	Up	98
2B2	The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	2.9	7.4	Up	7
2D	The outcome of short-term services: sequel to service	48.9	41.4	Down	141
1C1B	Self-Directed Support	93.1	94.7	Up	112
1C2B	Direct Payments	92.1	94.1	Up	90

User Survey

Measure		2020-21	2021-22	Change	National Rank
1A	Quality of life	18.3	18.2	Down	127
1B	Control over daily life	72.5	69.8	Down	138
1I1	As much social contact	44.3	37.5	Down	113
1J	Adjusted Quality of life	0.381	0.402	Up	93
3A	Overall satisfaction w. ASC, services	58.6	59.5	Up	115
3D1	Info easy to find	60.8	55.8	Down	144
4A	Feel safe	69.3	68.8	Down	80
4B	Services help with safety	88.5	86.6	Down	65

Biennial Carers Survey

Measure		2020-21	2021-22	Change	National Rank
1D	Quality of life	6.9	6.7	Down	128
1I2	As much social contact	25.1	23.3	Down	115
3B	Overall satisfaction w. ASC, services	33.4	26.5	Down	140
3C	Carers consulted in decisions	56	47.9	Down	146
3D2	Info easy to find	50.5	48.5	Down	127