

Equalities Monitoring – Services

Appendix A – Adult Social Care

Annual Report - 2015-16



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1 Introduction

Adult Social Care provides care and support for adults (aged 18 or over) living in the Bracknell Forest area needing help to stay independent, safe and well. Recent changes introduced in the Care Act put people fully in control of the support they receive, and place the wellbeing of each individual at the centre of decisions.

This report ensures that the council is providing a fair and equitable service to all residents who are eligible for support.

Monitoring is undertaken across the care management process, as well as annual surveys and complaints.

There are 17 ethnicity groups. In order to monitor ethnic background, we have compared those people of a white background against people of a Black and Minority Ethnic (BME) background.

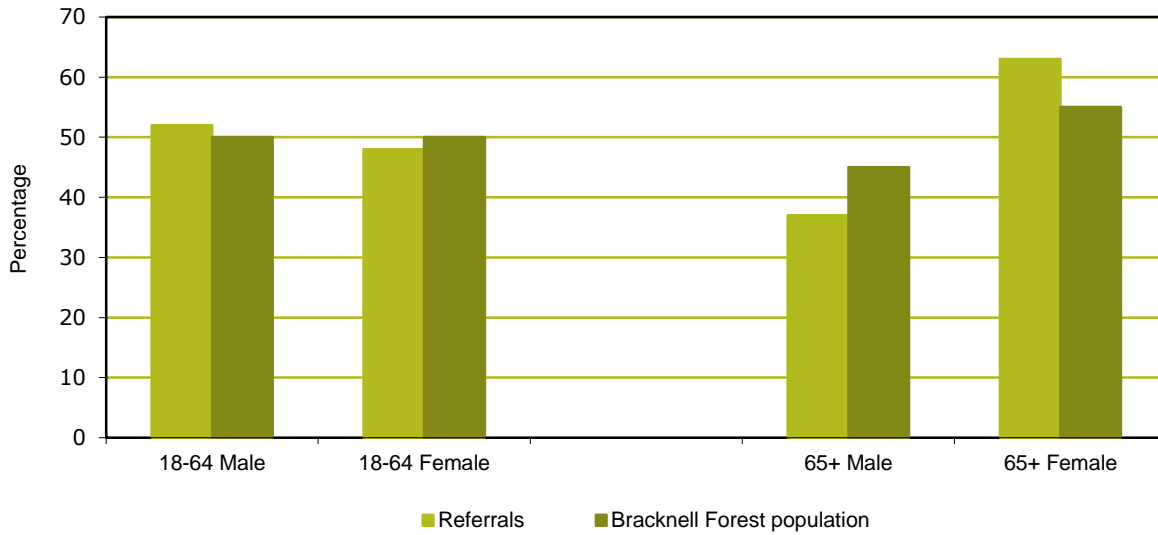
2 Access to the service

There were 3,725 requests for support from new people (not known to Adult Social Care) between April 1 2015 and March 31 2016. This compares to 3,394 requests for support received in 2014-15 which shows an 8.9% increase in referrals.

2.1 Referrals by Sex and Age

Sex	Referrals in 2015-2016 Bracknell Forest		2015 Population of Bracknell Forest	
	Male	Female	Male	Female
Age Band				
18-64	52%	48%	50%	50%
65+	37%	63%	45%	55%
All Ages	41%	59%	49%	51%

Source: SALT STS001, tables 1a and 1b 2015-16, and Office of National Statistics (ONS) 2015 Mid Year Population Estimates for Bracknell Forest

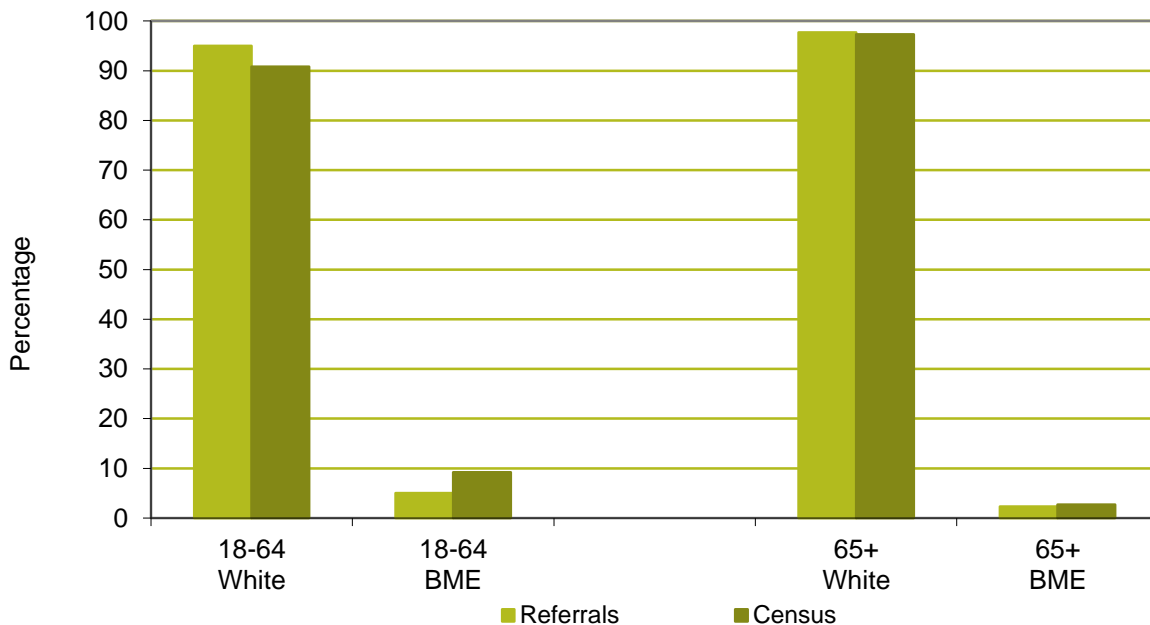


The number of referrals received for males and females for people aged 18 to 64 and 65+ is in line with the Bracknell Forest population for both age groups.

2.2 Referrals by Ethnicity

Ethnicity	2015-2016		Bracknell Forest Council Census 2011	
	Bracknell Forest		White	BME
Age Band	White	BME	White	BME
18-64	95.0%	5.0%	90.8%	9.2%
65+	97.7%	2.3%	97.3%	2.7%
All Ages	97.0%	3.0%	91.8%	8.2%

Source: SALT STS001 2015-16 and ONS 2011 Census (ethnicity data) for Bracknell Forest



Just over 9% of Bracknell Forest’s 18-64 population are from a BME background and yet they only make up only 5% of the number of referrals received. For the number of referrals to be comparable, there would only need to be an additional 40 referrals from people from a BME background. For the 65 or over population, referrals are more in line with the population since 2.7% people are from a BME background and 2.3% of referrals from older people were received. Comparisons should take into account the relatively small numbers of people involved.

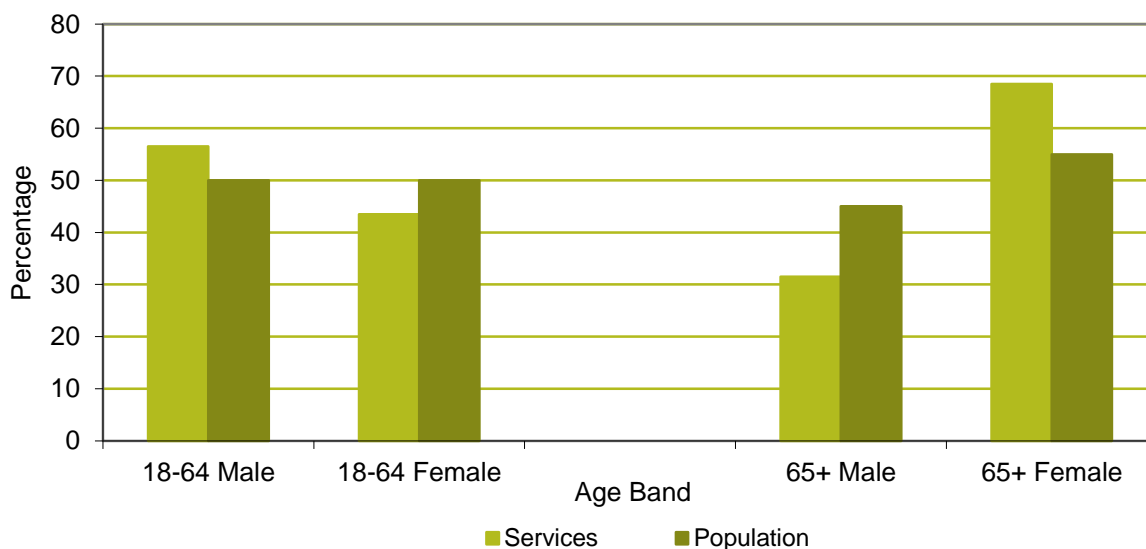
3 Outcomes

Bracknell Forest's Adult Social Care provides or commissions a range of services for people who are eligible for our support. There were 1,010 people who received long-term services from Adult Social Care on March 31, 2016.

3.1 Services by Age and Sex

Sex	2014-2015 Bracknell Forest		ONS 2014 MYE Bracknell Forest	
	Male	Female	Male	Female
18-64	56.5%	43.5%	50%	50%
65+	31.5%	68.5%	45%	55%
All Ages	40.8%	59.2%	49%	51%

Source: SALT, LTS001b 2015-16, Table 1a and 1b, and ONS 2015 Mid Year Population Estimates for Bracknell Forest



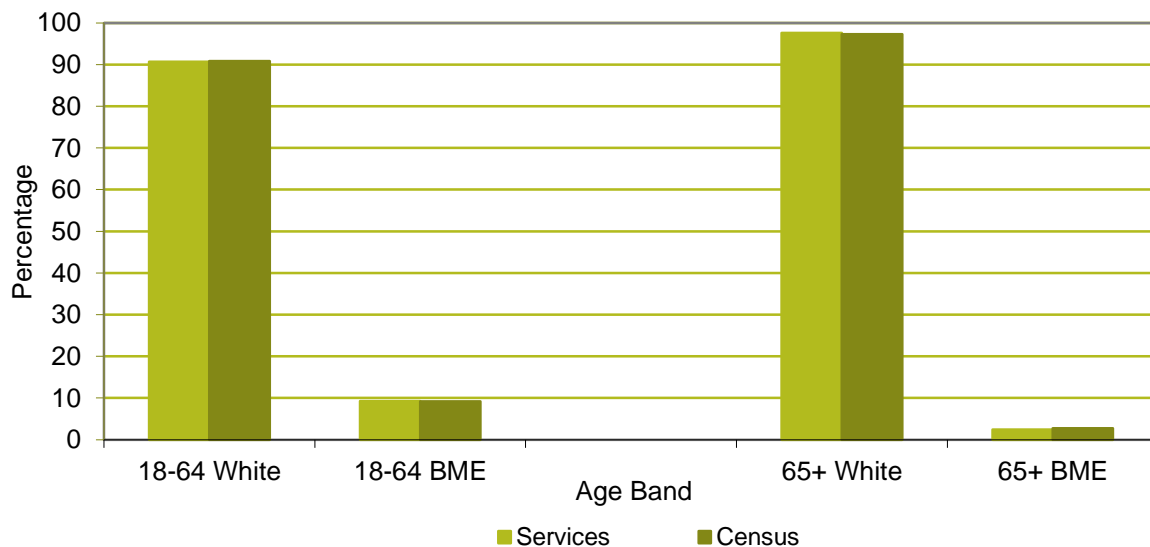
For the 18-64 age group, there are slightly more males than females receiving long term support when compared to the local population. However, the difference between this and the distribution of males and females within the Bracknell Forest population is small and not seen to be significant.

The older people cohort shows slightly more women than men received long term support in the past year when compared against the Bracknell Forest older population. However, when compared with the 2014-15 data, it can be seen that a greater proportion of men received services than in the previous year (31.5% compared to 29.0%). The previous teams of Older People and Long Term Conditions (OPLTC) and Community Response and Reablement (CR&R) were integrated in the 4th quarter of 2015-16 and it is anticipated that this will provide a more effective overview of people receiving services, thereby ensuring fair and equal access to all eligible people.

3.2 Services by Ethnicity

Ethnicity	2014-2015 Bracknell Forest		BFC Census 2011	
	White	BME	White	BME
18-64	90.7%	9.3%	90.8%	9.2%
65+	97.6%	2.4%	97.3%	2.7%
Total	94.0%	6.0%	91.8%	8.2%

Source: SALT, LTS001b, Tables 4a and 4b and ONS 2011 Census (ethnicity data) for Bracknell Forest



The proportion of people supported is in line with the population of Bracknell Forest. The numbers appear low for people from a BME background, but small numbers involved show a relative large percentage difference.

4 Satisfaction with Social Care Services and Support

In order to monitor the satisfaction of care and support a person receives Adult Social Care contacts a sample of people who use services directly through a questionnaire. This survey is agreed at a national level and is conducted by every adult social care department in the country. The survey identifies how people feel about the services and support they receive and allows Bracknell Forest to make improvements accordingly.

4.1 Satisfaction with help and support

One question drawn from the survey is used to measure the positive experience of care and support. Analysis of surveys suggests that reported satisfaction with services is a good predictor of people's overall experience of services. The question is "Overall, how satisfied or dissatisfied are you with the care and support services you receive?". Values below have been weighted to take into account the person's age, category and service type. Due to low numbers of responses, no comparison will be made between the data sets and the data is presented for information purposes only.

4.1.1 Satisfaction by Age

Response	18-64	65+
Extremely/Very Satisfied	83.7%	69.2%
Quite Satisfied	9.3%	27.7%
Neither	5.4%	0.6%
Quite Dissatisfied	0.8%	1.9%
Very/Extremely Dissatisfied	0.8%	0.6%

Source: Adult Social Care Survey 2016

4.1.2 Satisfaction by Sex

Response	Male	Female
Extremely/Very Satisfied	82.9%	69.8%
Quite Satisfied	13.9%	23.9%
Neither	2.3%	3.1%
Quite Dissatisfied	0%	2.5%
Very/Extremely Dissatisfied	0.7%	0.6%

Source: Adult Social Care Survey 2016

4.1.3 Satisfaction by Ethnicity

Response	White	BME
Extremely/Very Satisfied	73.5%	78.6%
Quite Satisfied	20.1%	7.1%
Neither	2.6%	7.1%
Quite Dissatisfied	1.5%	0%
Very/Extremely Dissatisfied	0.4%	7.1%

Source: Adult Social Care Survey 2016

5 Complaints

The current statutory framework for complaints-handling in health and social care in England was introduced in 2009. This procedure is based on the Department of Health's guidance, 'Listening, Responding and Improving' which supports the statutory requirements for the handling and consideration of complaints. It is a statutory requirement that councils produce an annual complaints report, details of which can be found at the following website

<http://www.bracknell-forest.gov.uk/complaintsprocedure>

During 2015-16, 19 complaints were received in Adult Social Care. This is a 9.5% decrease on the previous year when 21 complaints were received. The low numbers reported show exaggerated percentage changes between years and therefore no findings are drawn from the comparisons and the data is shown for information purposes.

5.1 Complaints by Age

Age Band	No. Complaints 2015-16	No. Complaints 2014-15	No. Complaints 2013-14	No. Complaints 2012-13
18-64	9*	8	9	3
65+	9*	13	10	18

Source: Adult Social Care, Annual Compliments and Complaints Report 2014-15, 2013-14, 2012-13 and 2011-12

* 1 complaint was received where age was not known

5.2 Complaints by Sex

Sex	No. Complaints 2015-16	No. Complaints 2014-15	No. Complaints 2013-14	No. Complaints 2012-13
Male	6	12	9	10
Female	13	9	10	11

Source: Adult Social Care, Annual Compliments and Complaints Report 2014-15, 2013-14, 2012-13 and 2011-12

5.3 Complaints by Ethnicity

Ethnicity	No. Complaints 2015-16	No. Complaints 2014-15	No. Complaints 2013-14	No. Complaints 2012-13
White	14	16	18	17
BME	2	3	1	1
Not Known/Declined	3	2	0	3

Source: Adult Social Care, Annual Compliments and Complaints Report 2014-15, 2013-14, 2012-13 and 2011-12

6 Summary

There have been many changes faced by adult social care departments in the past 2 years with the introduction of the Care Act 2014. New ways of working have been implemented to ensure the council can respond to the additional reporting requirements.

The previous teams of Older People and Long Term Conditions (OPLTC) and Community Response and Reablement (CR&R) were integrated in the 4th quarter of 2015-16 into a single team – the Team for Older People and People with Long Term Conditions - and this will provide a more effective and holistic approach to people receiving services, thereby promoting fair and equal access to services for all eligible adults (aged 18 or over).

A greater proportion of men aged 65 or over received services in the past year than in 2014-15 which brings them more in line with the population. This figure will continue to be monitored.

The next Equalities Monitoring report will be for the 2016-17 performance year.