

Presentation to Health Overview & Scrutiny Panel

By Gill Vickers, Director of Adult Social Care,
Health & Housing
April 2017

Excellent performance in Adult Social Care

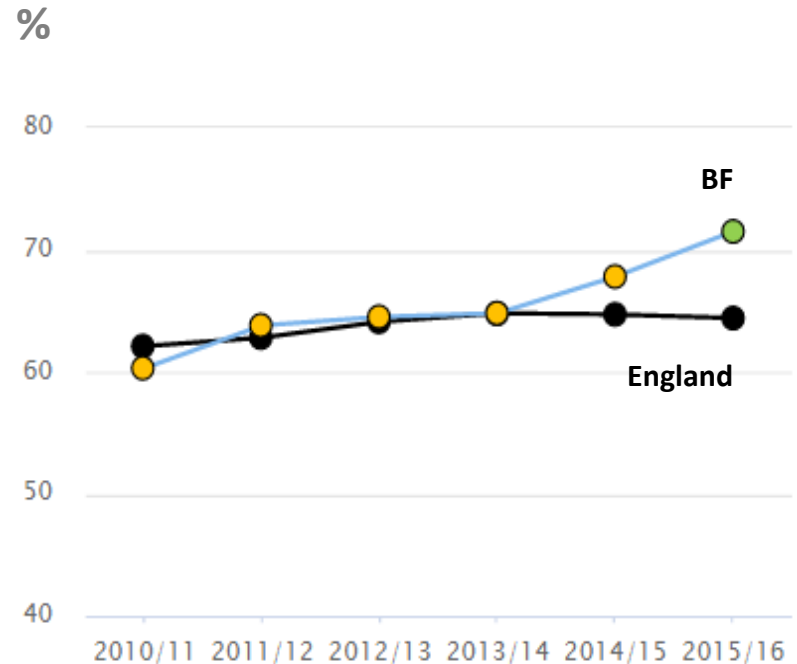
- Satisfaction with care and support
- Satisfaction of carers
- Helping people into employment (Learning Disability team)
- Personal Health Budgets

Satisfaction with care and support

Adult Social Care Survey

Area	Value
England	64.4
Bracknell Forest	71.5
Thurrock	69.2
Warrington	67.8
Bath and North East Som...	67.7
Wokingham	67.3
Reading	66.8
Swindon	65.9
West Berkshire	65.9
South Gloucestershire	65.5
Central Bedfordshire	64.8
Bedford	63.7
Milton Keynes	63.3
Solihull	62.4
Windsor and Maidenhead	61.1
Stockport	58.2
Trafford	56.7

Source: NHS Digital, ASCOF



NB: CIPFA Comparator Group show above.

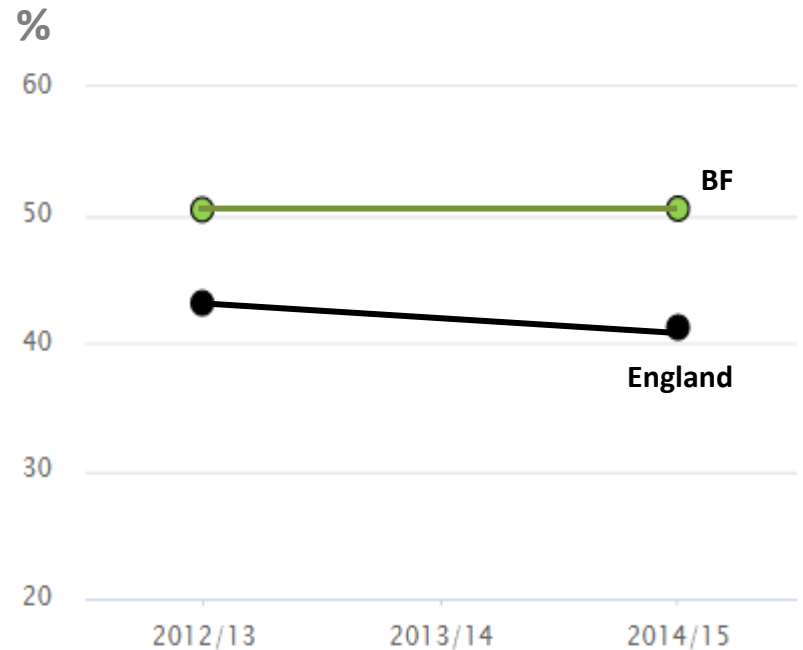
Bracknell Forest is 5th highest out of 159 English authorities

Satisfaction of carers with social services

Adult Social Care Survey (2014/15)

Area	Value
England	41.2
Bracknell Forest	50.5
Stockport	46.7
Trafford	46.1
Bath and North East Som...	45.5
Thurrock	42.9
Bedford	42.9
Windsor and Maidenhead	42.5
Warrington	42.4
Reading	41.8
Central Bedfordshire	41.4
Milton Keynes	40.0
Swindon	40.0
Wokingham	39.7
South Gloucestershire	39.2
West Berkshire	34.6
Solihull	34.3

Source: NHS digital, ASCOF

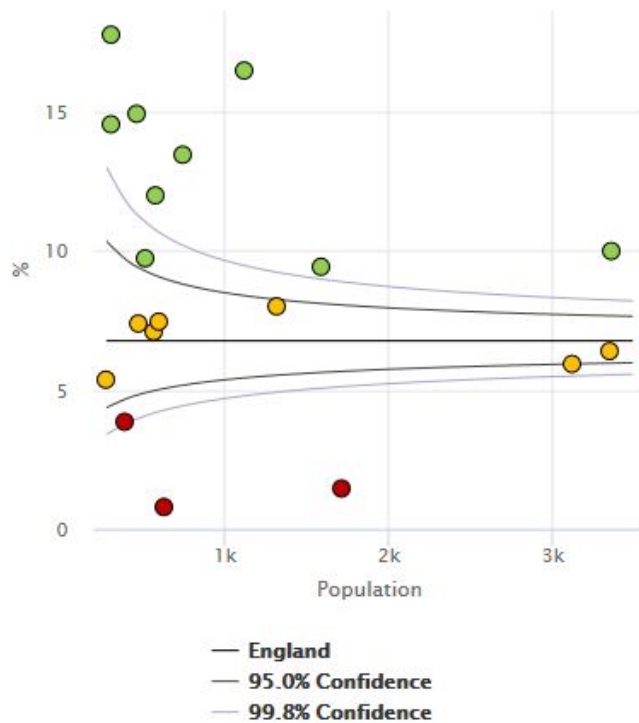


NB: CIPFA Comparator Group show above. Carers survey done every two years.

Bracknell Forest is 12th highest out of 159 English authorities

Adults with learning disabilities in employment

Adult Social Care Outcomes Framework (2015/16)



Area	Value	Lower CI	Upper CI
England	6.7	6.6	6.9
South East region	8.1	7.8	8.5
Bracknell Forest	17.7	13.9	22.4
Buckinghamshire	16.4	14.4	18.7
Wokingham	14.9	12.0	18.4
Windsor and Maidenhead	14.5	11.0	18.9
Brighton and Hove	13.4	11.2	16.1
Milton Keynes	12.0	9.6	14.8
Surrey	10.0	9.0	11.0
Portsmouth	9.7	7.4	12.6
Oxfordshire	9.4	8.1	10.9
East Sussex	8.0	6.6	9.6
Southampton	7.4	5.6	9.8
Reading	7.4	5.3	10.1
Isle of Wight	7.1	5.2	9.5
Kent	6.4	5.6	7.3
Hampshire	5.9	5.1	6.8
Slough	5.4	3.3	8.6
West Berkshire	3.8	2.3	6.2
West Sussex	1.5	1.0	2.1
Medway	0.8	0.3	1.8

Source: Information Centre for Health and Social Care

Personal Health Budgets ensure people's health care needs are delivered and provided in a person centred way.

Through pro-active joint integrated working, East Berkshire CCG have commissioned the CTPLD team for Bracknell to support individuals.

37 people now receive their care and support in this way.



**Personal
health
budgets**

Excellent customer feedback in Housing

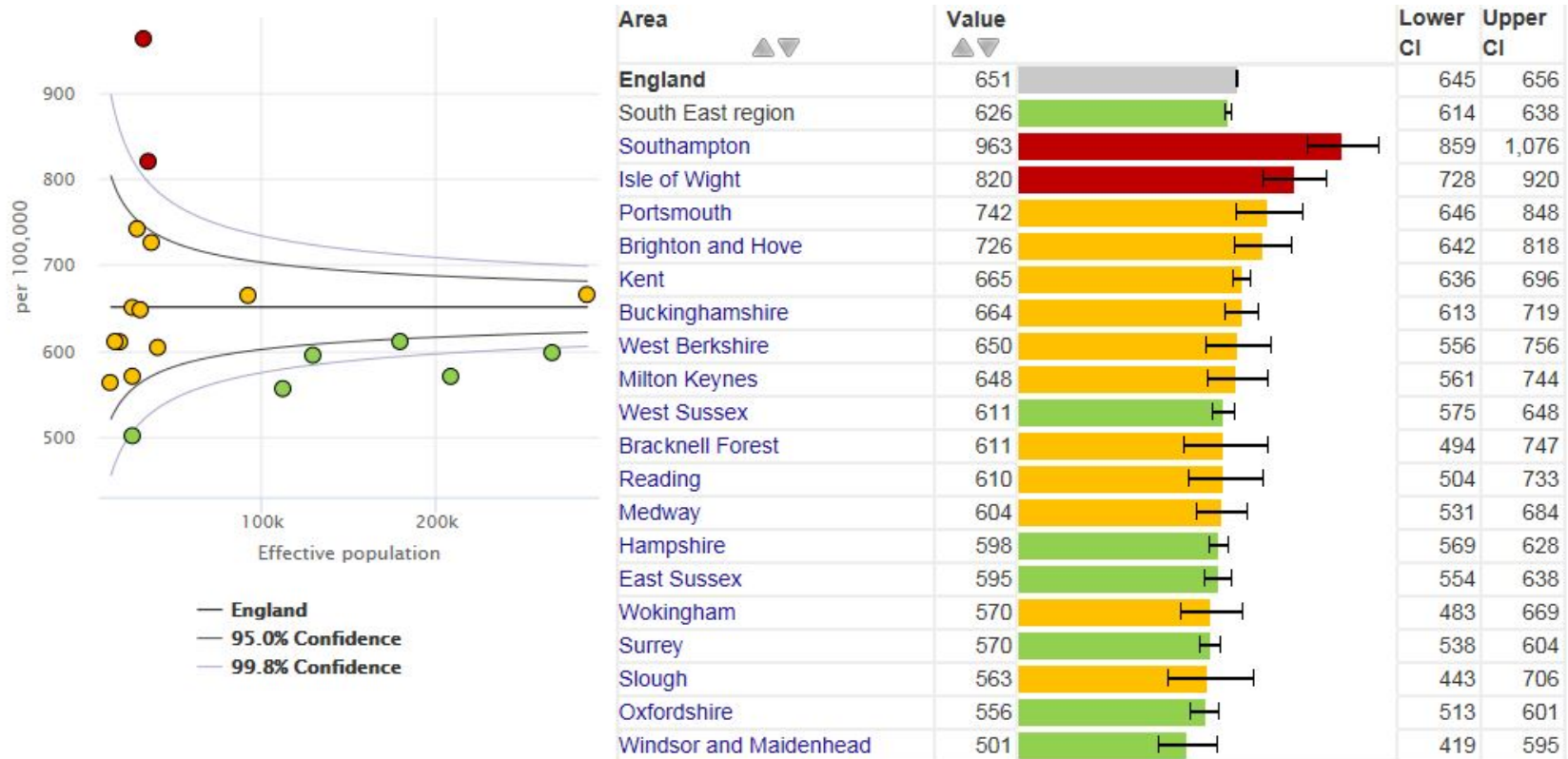
- *Welfare and housing customer satisfaction with services*
68% scored 10/10, 24% scored 9/10 , 8% scored 8 and below. These are provided face to face at reception in Time Square (March 2016 to date). 215 surveys completed
- *Forest care customer satisfaction*
100% satisfied with service, 92% thought it was value for money and 91% happy with response provided in an emergency
- *Since October 2016, Housing have been able to meet all emergency accommodation needs for homeless families within Bracknell Forest, avoiding the disruption and additional costs of placements outside the borough.*

Adult Social Care challenges

- **Permanent admissions to permanent care for people aged 65+**
- **Delayed transfers of care attributable to adult social care**

Permanent admission to residential and nursing homes 65+ (per 100,000 population)

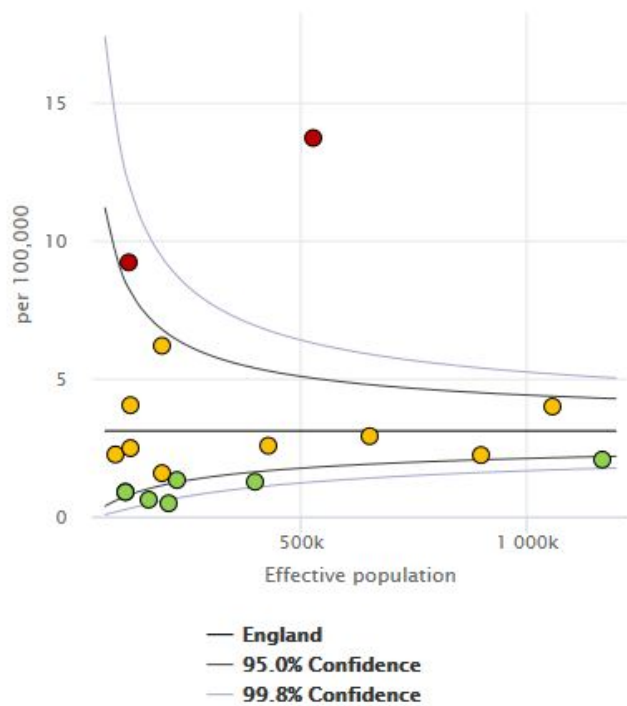
Adult Social Care Outcomes Framework (2015/16)



Source: Information Centre for Health and Social Care, NASCIS - ASC-CAR

Delayed Transfers of Care attributable to adult social care

Adult Social Care Outcomes Framework (2015/16)



Area	Value	Lower CI	Upper CI
England	3.1	2.9	3.3
South East region	3.4	3.0	3.9
Oxfordshire	13.7	10.7	17.2
West Berkshire	9.2	4.6	16.4
Southampton	6.2	3.2	10.8
Reading	4.0	1.3	9.4
Hampshire	4.0	2.9	5.4
West Sussex	2.9	1.7	4.5
East Sussex	2.6	1.3	4.6
Wokingham	2.5	0.5	7.2
Bracknell Forest	2.2	0.3	8.1
Surrey	2.2	1.4	3.4
Kent	2.1	1.3	3.1
Milton Keynes	1.6	0.3	4.6
Brighton and Hove	1.3	0.3	3.9
Buckinghamshire	1.3	0.4	2.9
Isle of Wight	0.9	0.0	4.9
Windsor and Maidenhead	0.9	0.0	4.9
Portsmouth	0.6	0.0	3.4
Medway	0.5	0.0	2.7
Slough	*	-	-

Source: Department of Health

Housing challenges

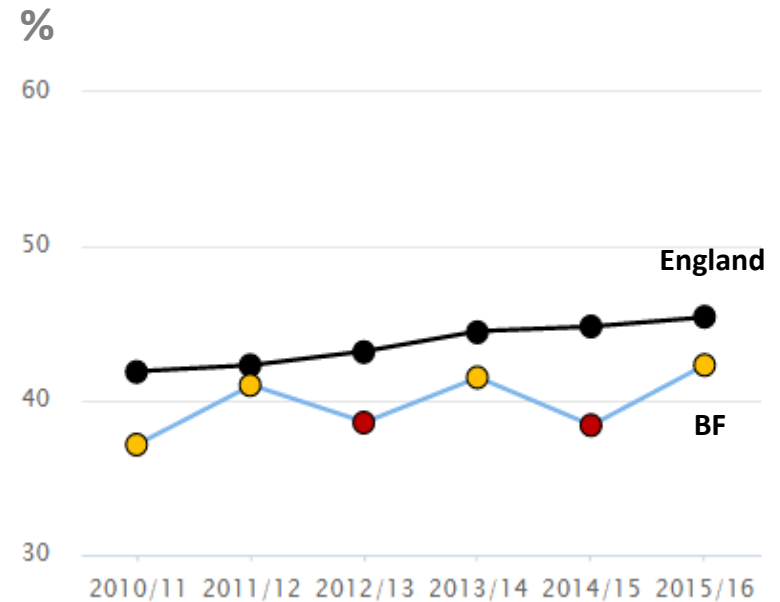
- **Maintaining supply of accommodation for homeless households**
- **Maintaining service quality and continuous improvement via mystery shopping and Forest care CQC mock inspection**

People having as much social contact as they would like

Adult Social Care Survey (2015/16)

Area	Value
England	45.4
Swindon	48.7
Milton Keynes	48.3
Thurrock	47.9
Bath and North East Som...	47.4
South Gloucestershire	46.5
Solihull	46.3
West Berkshire	45.5
Central Bedfordshire	44.9
Windsor and Maidenhead	44.1
Reading	43.2
Bedford	42.4
Bracknell Forest	42.3
Wokingham	42.2
Warrington	41.3
Trafford	40.6
Stockport	39.9

Source: NHS digital, ASCOF



NB: CIPFA Comparator Group show above.

Some improvement but still a challenge that needs addressing as a priority...

Focus on the community assets project – “Warm Welcome”

Public Health have been identifying and building relationships with over 70 local groups.


They are now on a new interactive map, with info and contact details ...

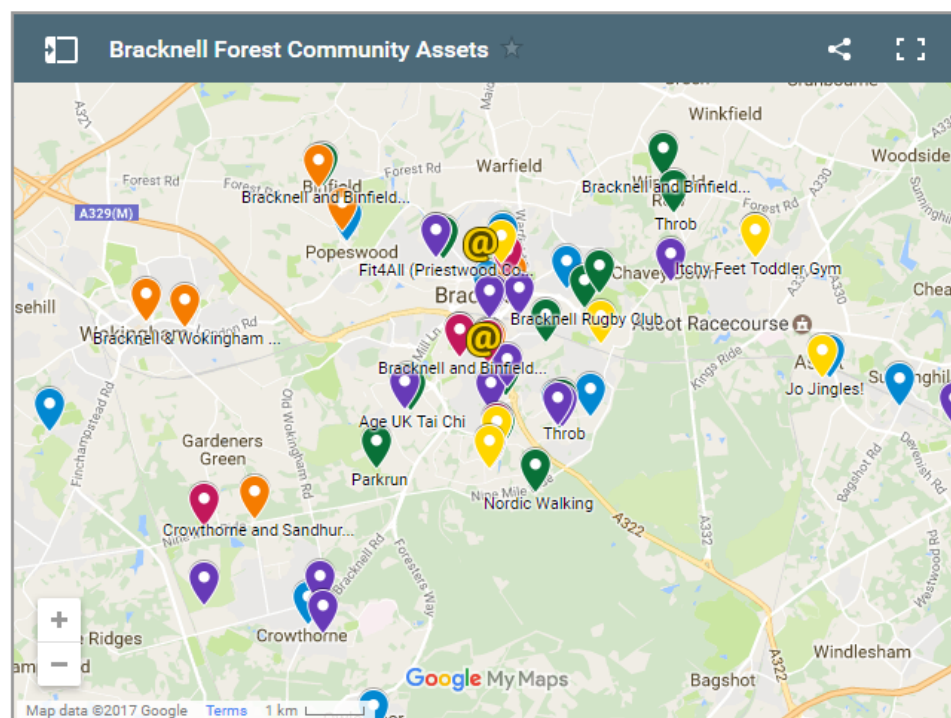
Each group is being supported through help with promotion, training or advice.

Community Map

Find a 'Warm Welcome' in Bracknell Forest

This map shows community groups and services. They are run by local people for local people - and they all offer a warm welcome. You can scroll around the map and zoom into your local area. Click on a marker to get more details of each group.

TIP: The map is best viewed in 'expanded' mode. Click  to expand...



-  Get Active
-  Get Creative
-  Get Help
-  Get Connected
-  Get Learning
-  Get Ideas for Kids

We will move away from services that focus on moving large numbers of people through a system....

... and more on locally focused services based on two key methods:

- Co-production with residents**
- Digital delivery**

We'll have new indicators on our work with community groups and our online engagement with residents.