

Equalities Monitoring – Services

Appendix A – Adult Social Care

Annual Report - 2016-17



Published: January 2018

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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.

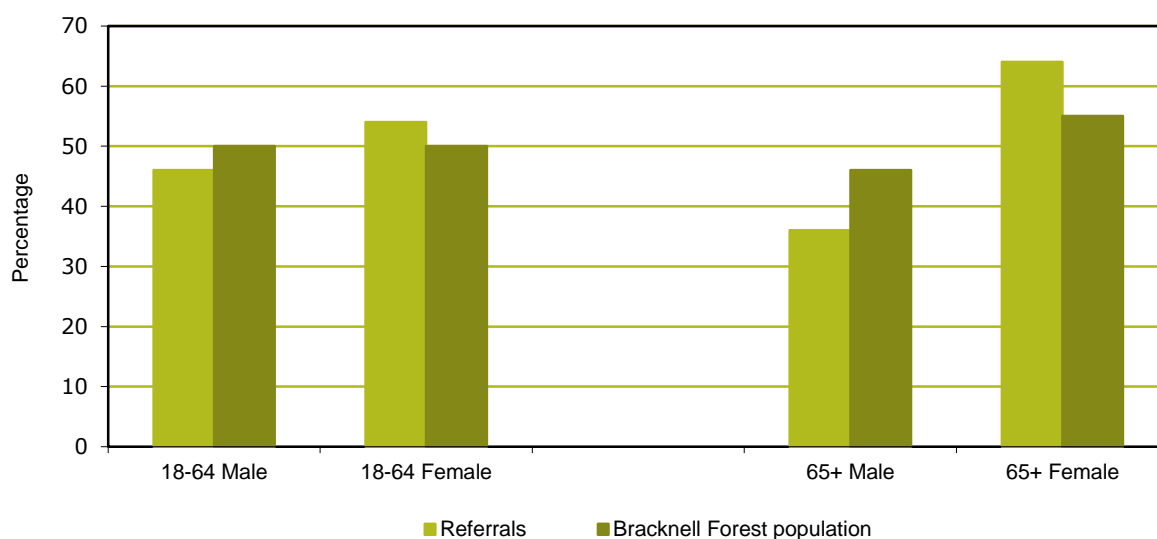
2 Access to the service

There were 2,342 requests for support from new people (not known to Adult Social Care) between April 1 2016 and March 31 2017. This compares to 3,725 requests for support received in 2015-16. However, this does not relate to a 1,383 drop in requests (or 37.1%) since Adult Social Care stopped recording multiple concerns for the same thing – e.g. hospital discharge notifications, and only recorded a contact for a new person, rather than an existing one. Taking these changes into account, the requests for support in 2015-16 equate to 2,567 requests. This means that requests for support in 2016-17 have decreased by 225 compared to last year.

2.1 Referrals by Gender and Age

Gender	Referrals in 2016-2017 Bracknell Forest		2016 Population of Bracknell Forest	
	Male	Female	Male	Female
Age Band				
18-64	46.1%	53.9%	49.9%	50.1%
65+	36.4%	63.6%	45.7%	54.3%
All 18+	38.3%	61.7%	49.1%	50.9%

Source: SALT STS001, tables 1a and 1b 2016-17, and Office of National Statistics (ONS) 2016 Mid Year Population Estimates for Bracknell Forest

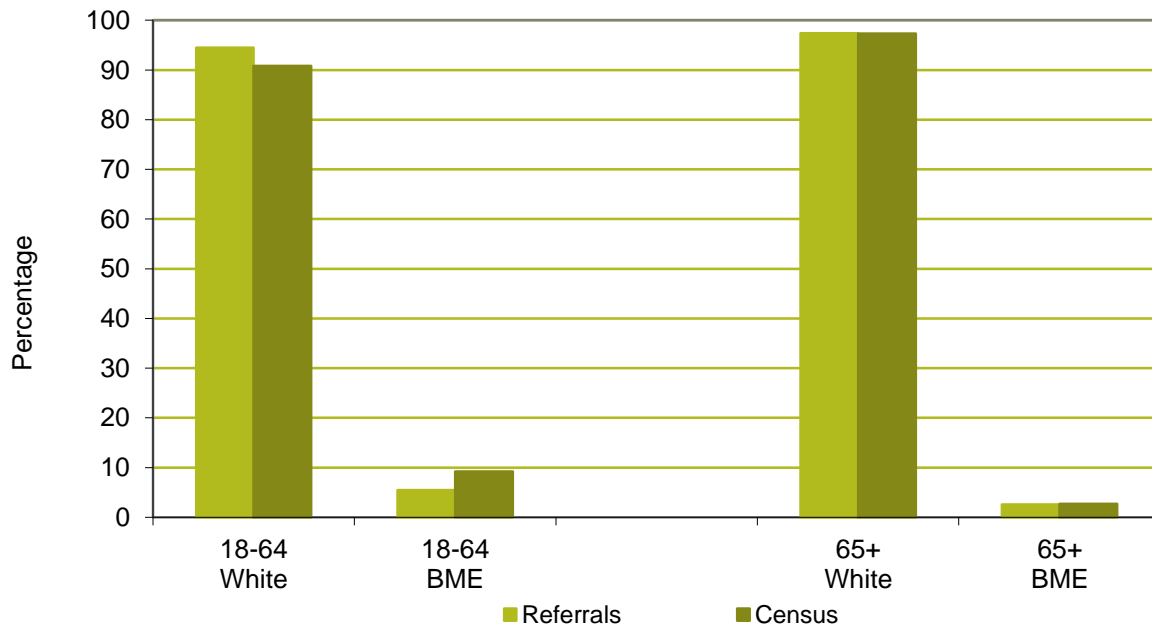


Whilst the number of referrals received for males and females for people aged 18 to 64 is in line with the Bracknell Forest population, in the 65+ age group, referrals in males are under-represented (36%) and referrals in females are over-represented (64%). This may be because men aged 65+ have a lower propensity to contact social care than women of the same age.

2.2 Referrals by Ethnicity and Age

Ethnicity	Referrals in 2016-2017 Bracknell Forest		Bracknell Forest Council Census 2011	
	White	BME	White	BME
18-64	94.5%	5.5%	90.8%	9.2%
65+	97.4%	2.6%	97.3%	2.7%
All Ages	96.8%	3.2%	91.8%	8.2%

Source: SALT STS001 2016-17 and ONS 2011 Census for Bracknell Forest



9.2% of Bracknell Forest's 18-64 population are from a BME background and yet they only make up 5.5% of the number of referrals received. For the number of referrals to be comparable, there would need to be an additional 16 referrals from people from a BME background. For the 65 or over population, referrals are more in line with the population. It should be noted that these are relatively small numbers where small differences can make a large impact.

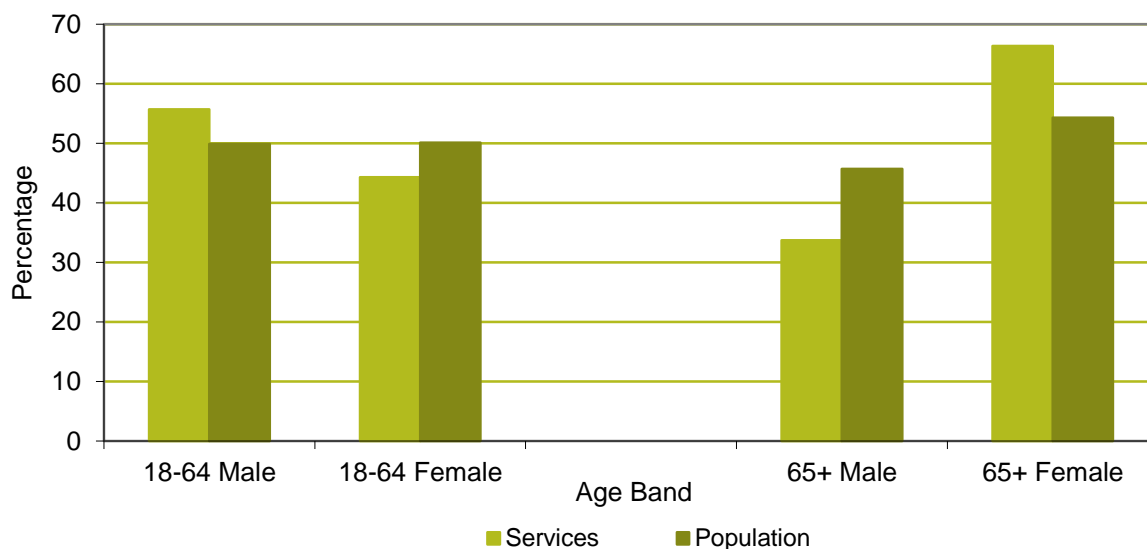
3 Outcomes

Bracknell Forest's Adult Social Care provides or commissions a range of services for people who are eligible for our support. There were 1,051 people who received long-term services from Adult Social Care on March 31, 2017.

3.1 Services by Age and Gender

Gender	Services in 2016-2017 Bracknell Forest		2016 Population of Bracknell Forest	
	Male	Female	Male	Female
18-64	55.7%	44.3%	49.9%	50.1%
65+	33.7%	66.3%	45.7%	54.3%
All Ages	43.2%	56.8%	49.1%	50.9%

Source: SALT LTS001b 2016-17, Table 1a and 1b, and ONS 2016 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 (55.7% compared with 49.9%). The type of support within males and females aged 18-64 was analysed and it was found that there was a prevalence of learning disability support within young males (74% of young males received this support) compared with young females (50.7%). 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 65+ people cohort shows more women than men receiving long term support in the past year when compared against the Bracknell Forest older population (66.3% compared to 54.3%).

However, when this is compared with the 2015-16 data, it can be seen that a lesser proportion of women received services than in the previous year (66.3% in 2016-17 compared with 68.5% in 2015-16).

A recent study of demographics within older people published by Cambridgeshire Insight in March 2016 shows the proportion of older women using adult social care to be 69.9% compared to 30.1% of older men. This can be seen at the link below:

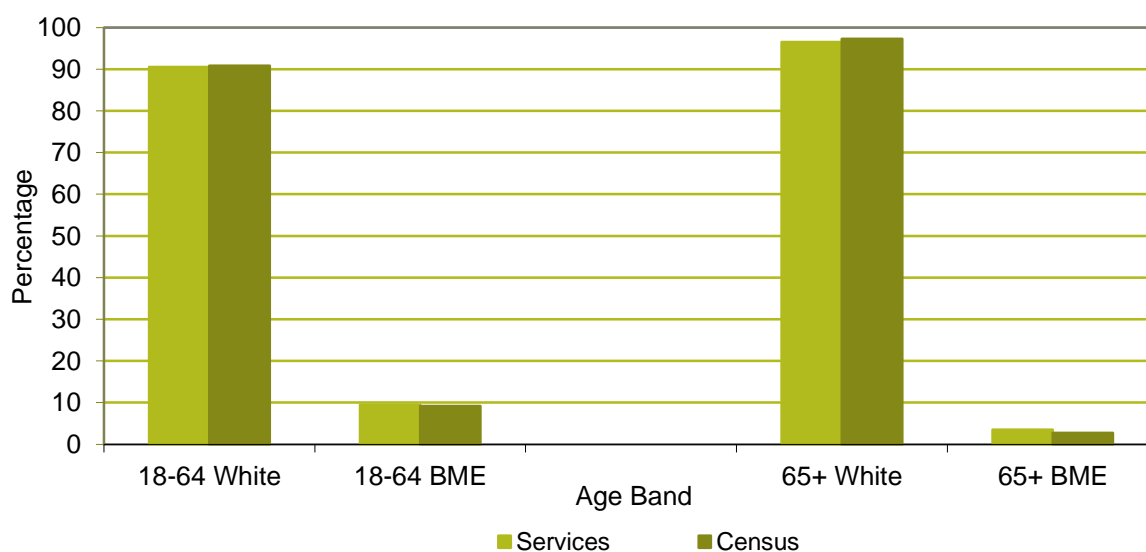
<https://data.gov.uk/dataset/adult-social-care-and-older-people-demographics-march-2016>

Therefore, what is happening in Bracknell is in line with the rest of the country.

3.2 Services by Ethnicity

Ethnicity	2016-2017 Bracknell Forest		Bracknell Forest Council Census 2011	
	White	BME	White	BME
18-64	90.5%	9.5%	90.8%	9.2%
65+	96.5%	3.5%	97.3%	2.7%
Total	93.9%	6.1%	91.8%	8.2%

Source: SALT LTS001b 2016-17 Tables 4a and 4b and ONS 2011 Census 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. However, this does mean that people aged 65+ are slightly more likely to receive a service than those from a White background.

4 Satisfaction with Social Care Services and Support

In order to measure 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. It should be noted that Adult Social Care's services are needs driven and therefore whilst the service is as inclusive as possible, it responds to the local need which exists.

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	80.7%	73.0%
Quite Satisfied	12.9%	23.7%
Neither	1.6%	2.0%
Quite Dissatisfied	4.0%	1.3%
Very/Extremely Dissatisfied	0.8%	0.0%

Source: Adult Social Care Survey 2017

4.1.2 Satisfaction by Gender

Response	Male	Female
Extremely/Very Satisfied	79.8%	74.1%
Quite Satisfied	15.8%	21.0%
Neither	1.75%	1.8%
Quite Dissatisfied	1.75%	3.1%
Very/Extremely Dissatisfied	0.9%	0.0%

Source: Adult Social Care Survey 2017

4.1.3 Satisfaction by Ethnicity

Response	White	BME
Extremely/Very Satisfied	76.6%	75.0%
Quite Satisfied	18.7%	18.8%
Neither	2.0%	0.0%
Quite Dissatisfied	2.3%	6.3%
Very/Extremely Dissatisfied	0.4%	0.0%

Source: Adult Social Care Survey 2017

5 Complaints

The current statutory arrangements for complaints handling in health and social care in England was introduced in 2009. The complaints arrangements are outlined at the website link below:
<https://www.bracknell-forest.gov.uk/council-and-democracy/get-touch/complaints/adult-social-care-complaints>

During 2016-17, 19 complaints were received in Adult Social Care compared to the previous year when 21 complaints were received. No findings are drawn from the complaints data due to numbers of complaints being low and the data is shown for information purposes only.

5.1 Complaints by Age

Age Band	No. Complaints 2016-17	No. Complaints 2015-16	No. Complaints 2014-15	No. Complaints 2013-14
18-64	10	9*	8	9
65+	9	9*	13	10

Source: Adult Social Care, Annual Compliments and Complaints Report 2016-17, 2015-16, 2014-15 and 2013-14

* 1 complaint was received where age was not known

5.2 Complaints by Gender

Gender	No. Complaints 2016-17	No. Complaints 2015-16	No. Complaints 2014-15	No. Complaints 2013-14
Male	8	6	12	9
Female	11	13	9	10

Source: Adult Social Care, Annual Compliments and Complaints Report 2016-17, 2015-16, 2014-15 and 2013-14

5.3 Complaints by Ethnicity

Ethnicity	No. Complaints 2016-17	No. Complaints 2015-16	No. Complaints 2014-15	No. Complaints 2013-14
White	16	14*	16	18
BME	3	2*	3	1

Source: Adult Social Care, Annual Compliments and Complaints Report 2016-17, 2015-16, 2014-15 and 2013-14

* 3 complaints were received where ethnicity was not known

6 Summary

There have been many changes faced by Adult Social care over the past few years following the introduction of the Care Act in 2014, along with new statutory reporting requirements. New ways of working have been implemented to ensure that these changes are responded to.

Adult Social Care at Bracknell Forest is also undergoing a clearly defined transformation process in order to ensure that it is able to robustly meet the challenges of the future.

For the 2nd year running, a greater proportion of men aged 65 or over received services in the past year than in 2015-16 which brings this more in line with the population. This figure will continue to be monitored.

The next Equalities Monitoring report will be for the 2017-18 performance year.