

# Equalities Monitoring – Services

## Adult Social Care

**Annual Report - 2017-18**



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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. The Care Act 2014 puts people fully in control of the support they receive and place the wellbeing of each individual at the centre of decisions.

This report aims to show 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.

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

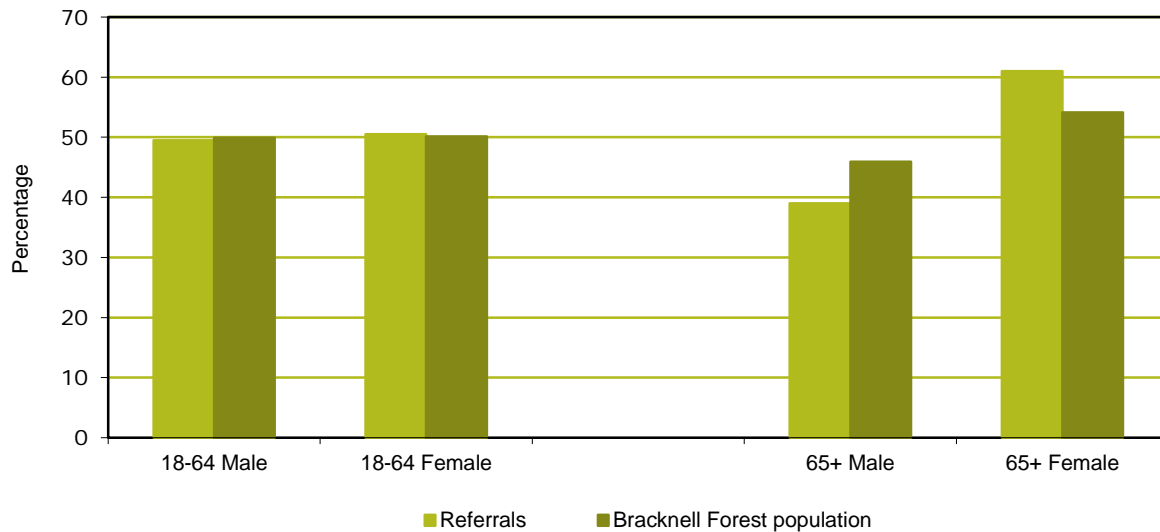
## 2 Access to the service

There were 1,933 requests for support from new people (not known to Adult Social Care at the time of the referral) between April 1, 2017 and March 31, 2018. This compares to 2,342 requests for support received in 2016-17, representing a 17.5% decrease in the number of requests for support in 2017-18.

### 2.1 Referrals by Sex and Age

| Sex      | Referrals in 2016-2017 Bracknell Forest |        | 2017 Population of Bracknell Forest |        |
|----------|---|--------|-------------------------------------|--------|
|          | Male                                    | Female | Male                                | Female |
| Age Band |   |        |                                     |        |
| 18-64    | 49.5%                                   | 50.5%  | 49.9%                               | 50.1%  |
| 65+      | 39.0%                                   | 61.0%  | 45.9%                               | 54.1%  |
| All 18+  | 41.0%                                   | 59.0%  | 49.2%                               | 50.8%  |

Source: SALT STS001, tables 1a and 1b 2017-18, and Office of National Statistics (ONS) 2017 Mid-Year Population Estimates for Bracknell Forest

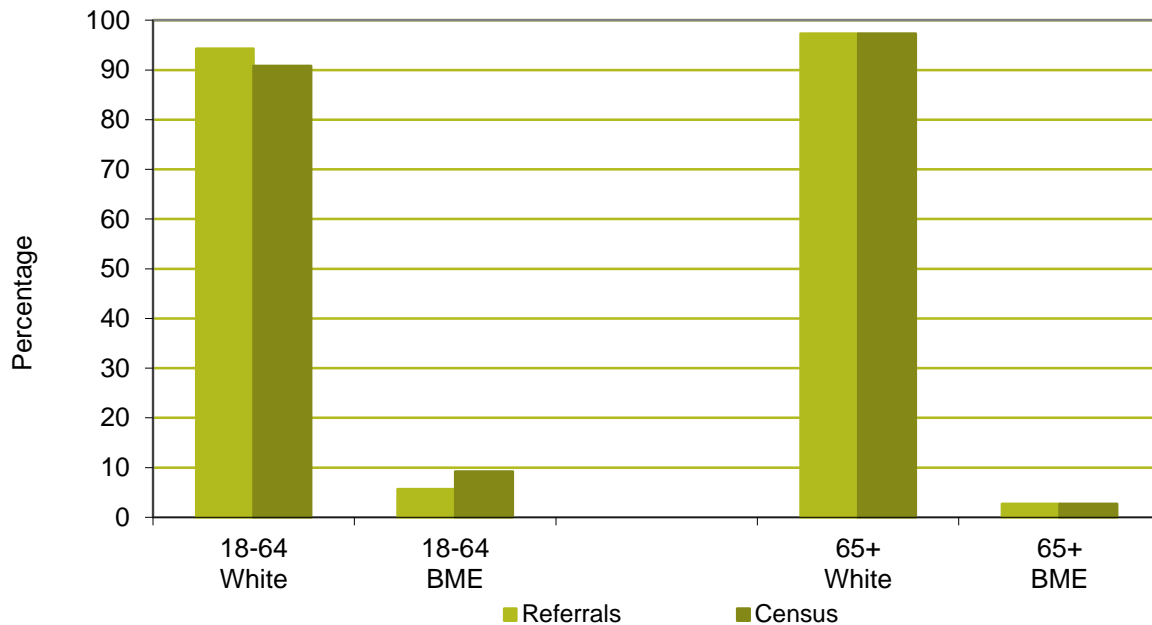


Whilst the number of referrals received for males and females for people aged 18 to 64 is in line with the Bracknell Forest population, in the 65+ age group, referrals in males are under-represented (39%) and referrals in females are over-represented (61%). This may be because men aged 65+ have a lower propensity to contact social care than women of the same age, however, this has improved on the position in 2016-17.

## 2.2 Referrals by Race and Age

| Race     | Referrals in 2016-2017 Bracknell Forest |      | Bracknell Forest Council Census 2011 |      |
|----------|---|------|--------------------------------------|------|
|          | White                                   | BME  | White                                | BME  |
| Age Band |   |      |                                      |      |
| 18-64    | 94.3%                                   | 5.7% | 90.8%                                | 9.2% |
| 65+      | 97.3%                                   | 2.7% | 97.3%                                | 2.7% |
| All Ages | 96.7%                                   | 3.3% | 91.8%                                | 8.2% |

Source: SALT STS001 2017-18 and ONS 2011 Census for Bracknell Forest



Nine point two percent 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 12 referrals from people from a BME background. For the 65 or over population, referrals are in line with the wider population. It should be noted that these are relatively small numbers where small differences can make a large impact.

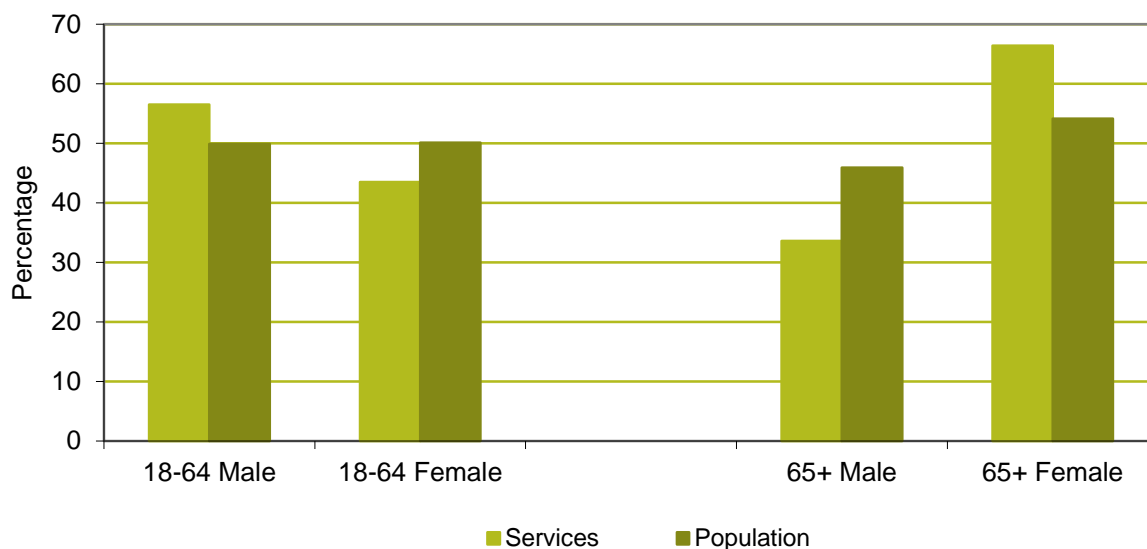
### 3 Outcomes

Bracknell Forest's Adult Social Care provides or commissions a range of services for people who are eligible for our support. There were 988 people who received long-term services from Adult Social Care on March 31, 2018.

#### 3.1 Services by Sex and Age

| Sex      | Services in 2017-2018 Bracknell Forest |        | 2017 Population of Bracknell Forest |        |
|----------|--|--------|-------------------------------------|--------|
|          | Male                                   | Female | Male                                | Female |
| 18-64    | 56.5%                                  | 43.5%  | 49.9%                               | 50.1%  |
| 65+      | 33.6%                                  | 66.4%  | 45.9%                               | 54.1%  |
| All Ages | 43.9%                                  | 56.1%  | 49.2%                               | 50.8%  |

Source: SALT LTS001b 2017-18, Table 1a and 1b, and ONS 2017 Mid-Year Population Estimates for Bracknell Forest



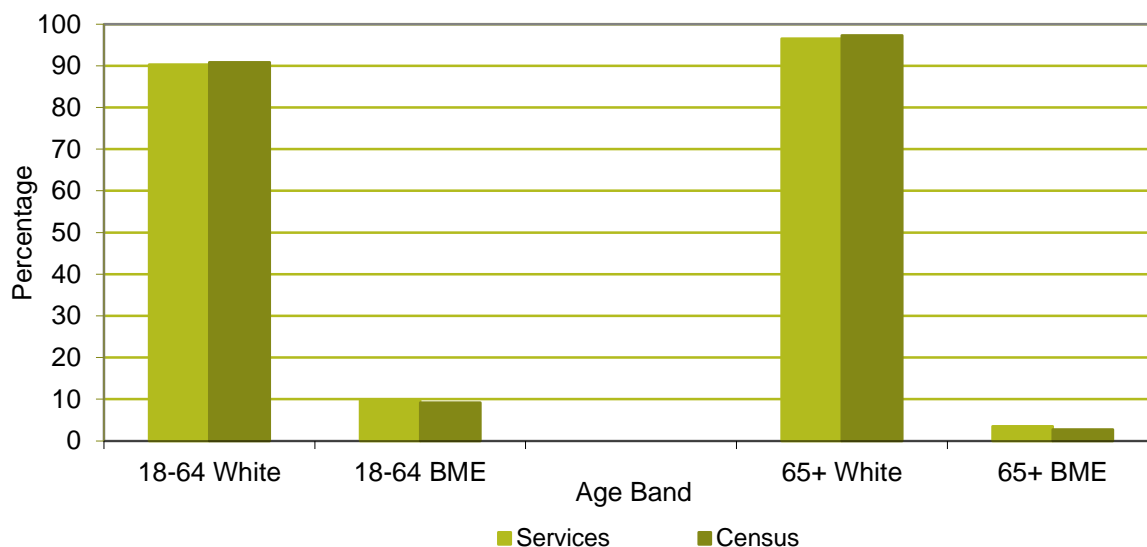
For the 18-64 age group, there are slightly more males than females receiving long term support when compared to the local population (56.5% compared with 43.5%). This is mainly due to the majority of this cohort being people with a learning disability, where a diagnosis is more prevalent in males than females.

As with previous years, the older people cohort shows more women than men in receipt of long term support when compared against the Bracknell Forest older population. These figures are in a similar ratio to the number of people making referrals. Again, this may be because older aged men have a lower propensity to contact social care than women of the same age. However, when analysing the rate of the percentage of people making a referral who are then in receipt of services on March 31, this shows 0.9 for men and 1.1 for women, that is, women are slightly more likely to go on to receive services than men, therefore this needs to be monitored.

### 3.2 Services by Race and Age

| Race     | 2016-2017 |      | Bracknell Forest Council Census 2011 |      |
|----------|-----------|------|--------------------------------------|------|
|          | White     | BME  | White                                | BME  |
| Age Band |           |      |                                      |      |
| 18-64    | 90.3%     | 9.7% | 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 2017-18 Tables 4a and 4b and ONS 2011 Census for Bracknell Forest



The proportion of people supported based on the person's race is in line with the population of Bracknell Forest.

## 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 in receipt of long term support 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 care 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 care 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?". Due to low numbers of responses for some stratum 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    | 79.5% | 67.7% |
| Quite Satisfied             | 14.3% | 24.6% |
| Neither                     | 6.3%  | 4.6%  |
| Quite Dissatisfied          | 1.8%  | 3.1%  |
| Very/Extremely Dissatisfied | 1.8%  | 0.0%  |

Source: Adult Social Care Survey 2018

### 4.1.2 Satisfaction by Sex

| Response                    | Male  | Female |
|-----------------------------|-------|--------|
| Extremely/Very Satisfied    | 78.0% | 66.9%  |
| Quite Satisfied             | 15.0% | 23.2%  |
| Neither                     | 5.0%  | 5.6%   |
| Quite Dissatisfied          | 1.0%  | 3.5%   |
| Very/Extremely Dissatisfied | 1.0%  | 0.7%   |

Source: Adult Social Care Survey 2017

### 4.1.3 Satisfaction by Race

| Response                    | White | BME   |
|-----------------------------|-------|-------|
| Extremely/Very Satisfied    | 71.8% | 66.7% |
| Quite Satisfied             | 18.9% | 33.3% |
| Neither                     | 5.7%  | 0.0%  |
| Quite Dissatisfied          | 2.6%  | 0.0%  |
| Very/Extremely Dissatisfied | 0.9%  | 0.0%  |

Source: Adult Social Care Survey 2017

## 5 Summary

There have been many changes faced by Adult Social care over the last year, with a move to a new strengths based 'conversation' model to help people regain independence and control, which has been against budget challenges.

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



Generally, Bracknell Forest Council is supporting its residents fairly, regardless of age, race or gender. However further work could be done to promote/ensure that older males are accessing services.

The next Equalities Monitoring report will be for 2018-19.