

Equalities Monitoring – Services

Appendix A – Adult Social Care

Annual Report - 2013-14



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1 Introduction

Adult Social Care arranges care and support for adults living in the Bracknell Forest area who need help to keep independent, safe and well.

The focus of support is to enable a person to retain their independence and keep them living in their own homes, if that is what they want, for as long as possible.

The purpose of this equalities monitoring report is to ensure that the council is providing a fair and equitable service to all residents that are eligible for support.

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

There are a total of 17 ethnicity groups, however, to monitor ethnic background more easily we will be comparing those people of a white background against people of a Black and Minority Ethnic (BME) background.

2 Access to the service

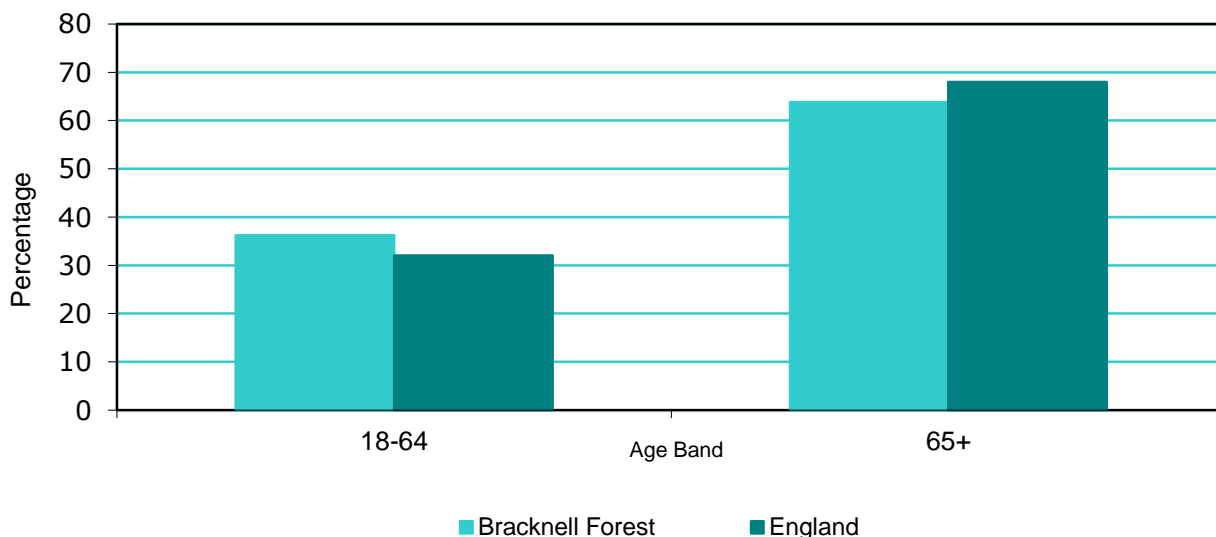
Assessments are carried out in order to learn what needs someone may have. To make sure that money is spent fairly, people's needs are assessed against national eligibility criteria called Fair Access to Care Services (FACS).

There were **716** people who received an assessment for long-term support from Adult Social Care between 1 April 2013 and 31 March 2014.

2.1 Assessments by Age

Age Band	2013-2014 Bracknell Forest	2013-2014 England Average	2012-13 Bracknell Forest
18-64	36.2%	32.0%	24.2%
65+	63.8%	68.0%	75.8%

Source: Referrals, Assessments and Packages of Care (RAP), Table A11



We are now assessing more people aged 18-64 compared to the England average.

There has been a reduction of people aged 65 or over who have been assessed for long-term support compared to the England average. This is consistent with our new way of working as people are automatically assessed for short-term, or reablement, support first. These are services provided over a short period to maximise the person's independence and reduce the need of receiving a long-term package of care.

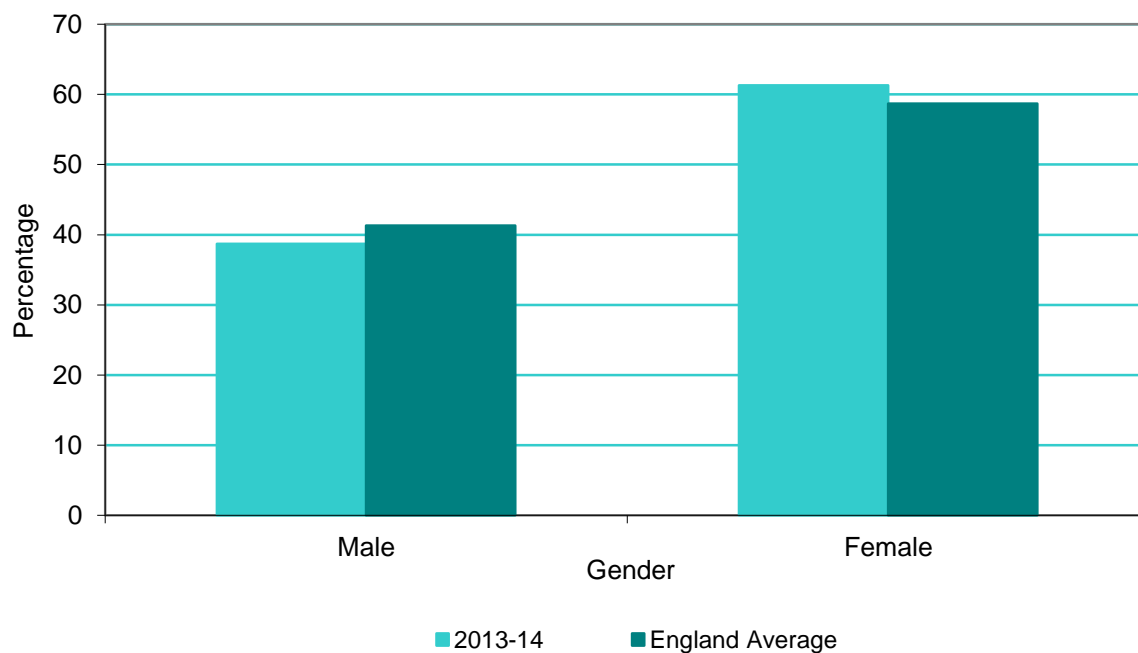
There are currently differing ways in how local authorities are reporting data, with some including assessments for short-term support, whilst others exclude it; Bracknell Forest is an authority that excludes these assessments, therefore care has to be taken when comparing data to the national picture, in particular for the 65 or over age group.

New statutory reporting requirements during 2014/15 will allow us to monitor and benchmark the care management pathways people take between short-term and long-term support, which we are currently unable to do. Future reports will therefore include this information.

2.2 Assessments by Sex

Gender	2013-2014	2013-2014	2012-13
	Bracknell Forest	England Average	Bracknell Forest
Male	38.7%	41.3%	38.8%
Female	61.3%	58.7%	61.2%

Source: RAP, Table A11

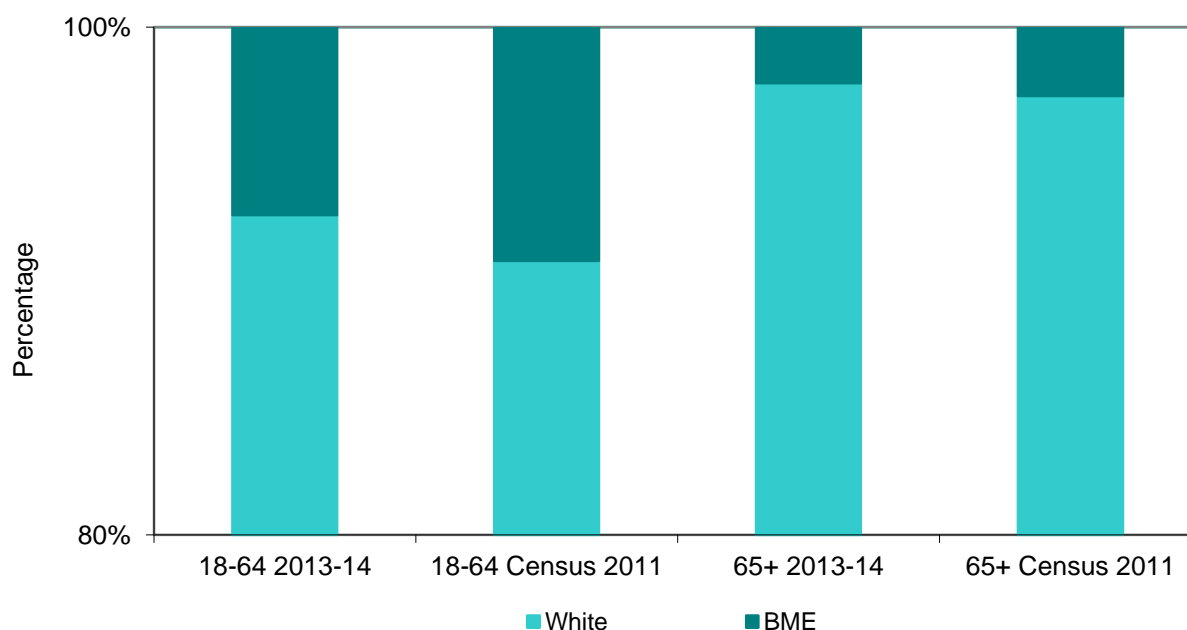


Overall, performance around assessments for males versus females is broadly in line with the England average.

2.3 Assessments by Ethnicity

Ethnicity	2013-2014 Bracknell Forest		BFC Census 2011		2012-13 Bracknell Forest	
	White	BME	White	BME	White	BME
18-64	92.6%	7.4%	90.8%	9.2%	94.3%	5.7%
65+	97.8%	2.2%	97.3%	2.7%	98.5%	1.5%
Total	95.9%	4.1%	91.8%	8.2%	97.5%	2.5%

Source: RAP, Table A6 and Office of National Statistics (ONS) Mid-year ethnicity estimates 2011



There have been increases in the percentage of people from black and minority ethnic backgrounds who have been assessed across the age-bands, but the proportions appear to be lower than the local Bracknell Forest area populations.

Just over 9% of Bracknell Forest’s 18-64 population are from a BME background and yet they only make up 7.4% of the assessed cohort. However, this would equate to an extra five people from a BME background to be assessed to be comparable, so care needs to be taken when comparing when small numbers are involved.

Likewise, although the BME group makes up 2.7% of the elderly population, only 2.2% of older people who have been assessed have a BME background. To be comparable to the wider area population an extra three people would be required to be from a black and minority ethnic background.

3 Outcomes

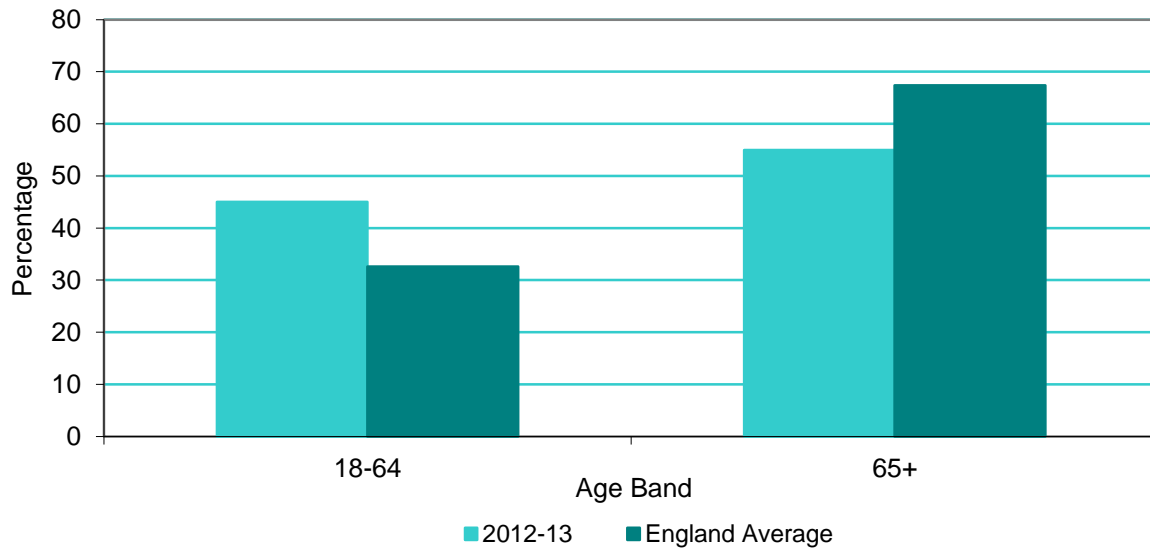
Bracknell Forest's Adult Social Care provides or commissions a range of services for people who are eligible for our support. There were **2232** people who received long-term services from Adult Social Care between 1 April 2013 and 31 March 2014.

3.1 Services by Age

	2013-2014 Bracknell Forest	2013-2014 England Average	2012-13 Bracknell Forest
18-64	45.0%	33.0%	38.1%

65+	55.0%	67.0%	61.9%
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Source: RAP, Table P4

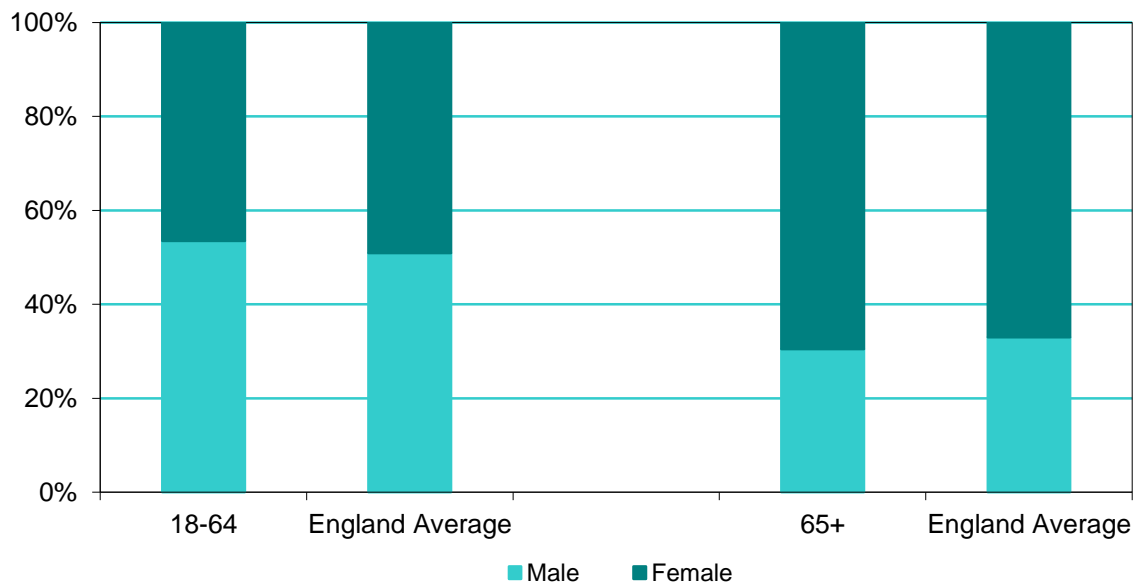


Bracknell Forest is providing services to a higher proportion of people aged 18-64 than the England average and is also an increase on the 2012-13 out-turn. For older people, Bracknell Forest is providing services to a lower proportion of people than the England average. There are currently differing ways in how local authorities are reporting data, with some including short-term support, whilst others exclude it; Bracknell Forest is an authority that excludes these services. This is consistent with our new way of working, we have seen a reduction of people who receive services over the last few years as more are getting short-term, or reablement, services. These are services provided over a short period to maximise the person's independence and reduce the chance of receiving a long-term package of care.

3.2 Services by Age and Sex

Gender	2013-2014 Bracknell Forest		2013-2014 England Average		2012-13 Bracknell Forest	
	Male	Female	Male	Female	Male	Female
Age Band						
18-64	53.5%	46.5%	51.2%	48.8%	53.1%	46.9%
65+	30.5%	69.5%	33.3%	66.7%	36.1%	68.4%
Total	40.9%	59.1%	39.2%	60.8%	39.8%	60.2%

Source: RAP, Table P7



Overall performance over the two age groups shows that Bracknell Forest's performance is in line with the England average.

3.3 Services by Ethnicity

Ethnicity	2013-2014 Bracknell Forest		BFC Census 2011		2012-13 Bracknell Forest	
	White	BME	White	BME	White	BME
18-64	92.5%	7.5%	90.8%	9.2%	93.5%	6.5%
65+	98.6%	1.4%	97.3%	2.7%	98.7%	1.3%
Total	95.9%	4.1%	91.8%	8.2%	96.7%	3.3%

Source: RAP, Table P4 and ONS 2011 Census

Although we have seen an increase in the numbers of people aged 18-64 years from a BME background who received support, the numbers are still lower than the local area population. This is similar to the older people age group. To be comparable to the wider population an extra 17 people aged 18-64 and 16 people aged 65 or over, would need to receive support services.

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 in the survey was:

"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.

4.1.1 Satisfaction by Age

Response	18-64	65+
Extremely/Very Satisfied	63.4%	62.2%
Quite Satisfied	22.3%	30.1%
Neither	6.3%	4.7%
Quite Dissatisfied	3.4%	1.8%
Very/ Extremely Dissatisfied	4.6%	1.2%%

Source: Adult Social Care Survey

There are significant differences at the 95% confidence level between the two age groups when responding to 'quite satisfied' and 'very/extremely dissatisfied'.

4.1.2 Satisfaction by Sex

Response	Male	Female
Extremely/Very Satisfied	64.6%	61.7%
Quite Satisfied	22.1%	29.6%
Neither	5.2%	5.3%
Quite Dissatisfied	4.3%	1.5%
Very/Extremely Dissatisfied	3.7%	1.8%

Source: Adult Social Care Survey

There are significant differences at the 95% confidence level between the two gender groups when responding to 'quite satisfied', 'quite dissatisfied' and 'very/extremely dissatisfied'.

4.1.3 Satisfaction by Ethnicity

Response	White	BME
Extremely/Very Satisfied	62.9%	58.4%
Quite Satisfied	26.7%	36.7%
Neither	5.5%	0%
Quite Dissatisfied	2.5%	0%
Extremely/Very Dissatisfied	2.4%	5.0%

Source: Adult Social Care Survey

There were no significant differences at the 95% confidence level between the two ethnic groups when responding to 'extremely/very satisfied' and 'quite satisfied'. No analysis can be performed on the other options due to the low number of responses.

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/adultsocialcareannualcomplaintsreport2013to14.pdf>

During 2013-14 **19** complaints were received, this is a 9.5% decrease on the previous year when 21 complaints were made. Due to the low numbers reported below these may show an exaggerated percentage change between years. No comparisons will be made across the strands and the data is shown for information purposes. Complaints are compared against the number of people in receipt of community based services (CBS) only.

5.1 Complaints by Age

Age Band	No Complaints	No People receiving CBS services	Percentage of complaints 2013-14	2012-13
18-64	9	953	0.9%	0.3%
65+	10	956	1.0%	1.4%

Source: Adult Social Care, Compliments, Concerns and Complaints Annual Report 2013-14 and RAP Table P2f 2013-14

5.2 Complaints by Sex

Gender	No Complaints	No People receiving CBS services	Percentage of complaints 2013-14	2012-13
Male	9	800	1.1%	1.2%
Female	10	1109	0.9%	0.9%

Source: Adult Social Care, Compliments, Concerns and Complaints Annual Report 2013-14 and RAP Table P7 2013-14

5.3 Complaints by Ethnicity

Ethnicity	No Complaints	No People receiving CBS services	Percentage of complaints 2013-14	2012-13
White	18	878	2.1%	0.8%
BME	1	70	1.4%	1.4%

Source: Adult Social Care, Compliments, Concerns and Complaints Annual Report 2013-14 and RAP Table P4 2013-14

6 Summary

Performance within Adult Social Care across the year was strong. Only one indicator scored an amber rating in 2013-14 (which mean that it was between 5% and 10% away from target), OF2b - Achieving independence for older people - which had an outturn of 80.8% compared with a target of 91%. All other indicators achieved an outturn equal to or better than their target.

Delivery against actions in the Service Plan was strong. Of the 83 actions in Adult Social Care, Health & Housing, 79 were completed at the end of the year, with one expected to be met by the end of the following year, as per target.

During the year there were 138 compliments and 19 complaints for Adult Social Care. This compares to 169 compliments and 21 complaints in the previous year. The numbers of complaints has been falling for a number of years.

The report this year does not contain any recommendations since the findings did not support any.