

Equalities Monitoring – Services

Appendix A – Adult Social Care

Annual Report - 2014-15



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1 Introduction

Adult Social Care arranges care and support for adults (aged 18 or over) 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.

There have been major changes this year to the data that local authorities submit to government, which means that for some characteristics, in particular age, cannot be benchmarked against national data as the information is not yet publically available. Profiling performance by age is an issue because the ages of people who use our services do not follow the population make-up of the Borough. The majority of people who use our services are aged 65 or over, but these people only make up 18% of Bracknell Forest Council's adult population, therefore we can only meaningfully compare our performance against other local authorities who report the same information.

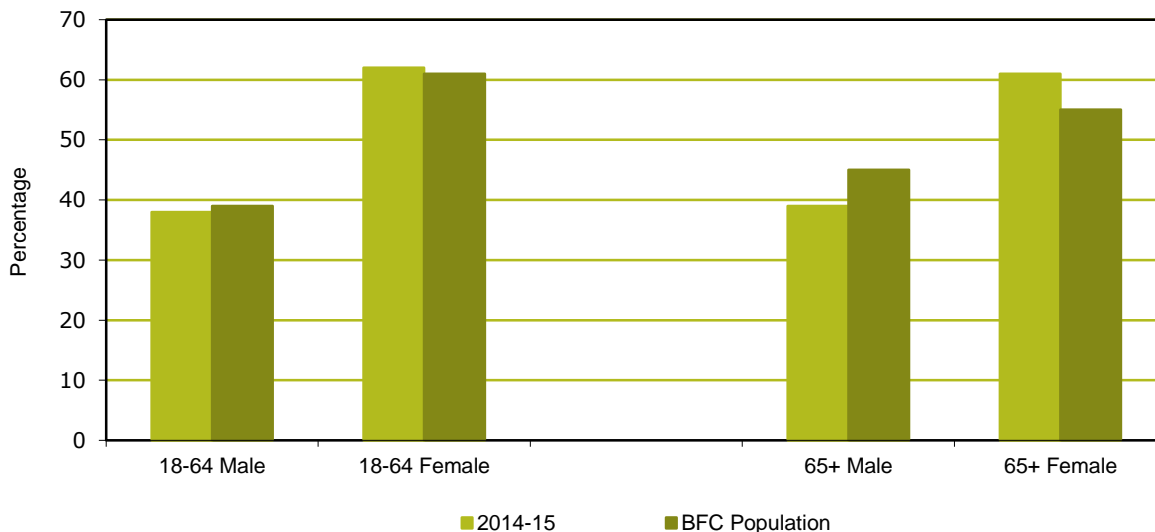
2 Access to the service

There were **3394** requests for support from new people (not known to Adult Social Care) between April 1, 2014 and March 31, 2015.

2.1 Referrals by Sex and Age

Sex	2014-2015 Bracknell Forest		ONS 2014 MYE Bracknell Forest	
	Male	Female	Male	Female
Age Band				
18-64	38%	62%	50%	50%
65+	39%	61%	45%	55%
All Ages	20%	80%	49%	51%

Source: SALT STS001, tables 1a and 1b, and Office of National Statistics (ONS) 2014 Mid Year Population Estimates for Bracknell Forest

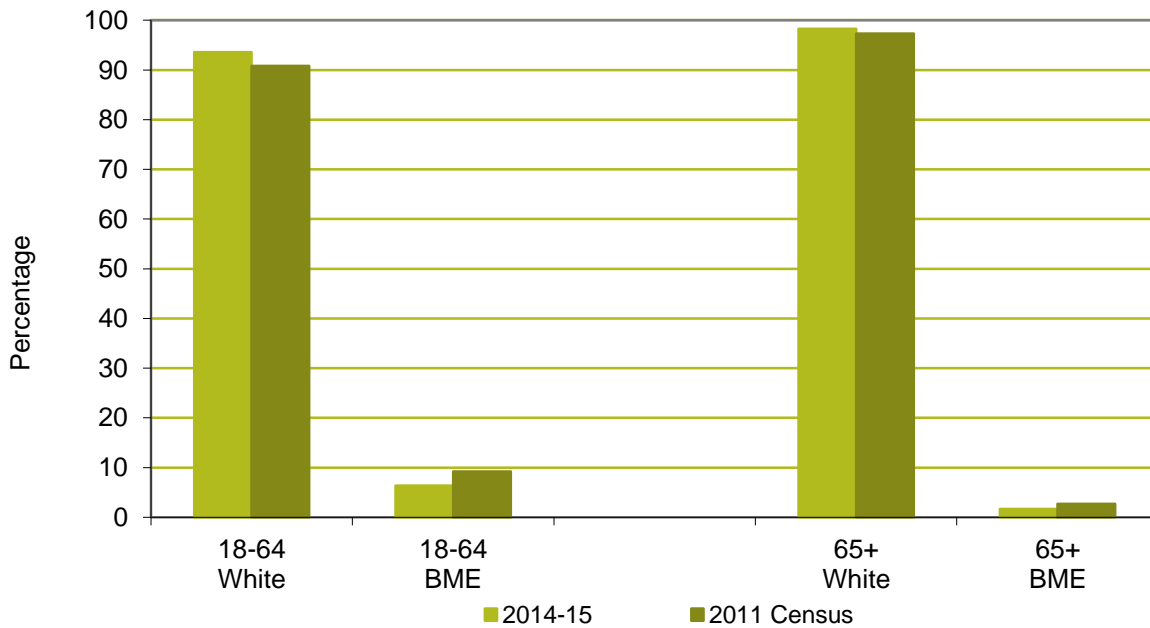


Overall, performance around the number of referrals received for males and females is broadly in line with the Bracknell Forest population for people aged 18 to 64. The data for older people shows that the proportion of referrals for men is lower than the Bracknell Forest population for men aged 65 or over.

2.2 Referrals by Ethnicity

Ethnicity	2014-2015 Bracknell Forest		BFC Census 2011	
	White	BME	White	BME
18-64	93.6%	6.4%	90.8%	9.2%
65+	98.3%	1.7%	97.3%	2.7%
All Ages	97.3%	2.7%	91.8%	8.2%

Source: SALT STS001 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 6.4% of the number of referrals received. However, this would equate to an extra 20 referrals from people from a BME background to be comparable. For the 65 or over population, 2.7% are from a BME background but only 1.7% of referrals from older people were received. This would equate to an extra 28 referrals to be comparable. Therefore, care needs to be taken when comparing the BME performance as relatively small numbers are involved.

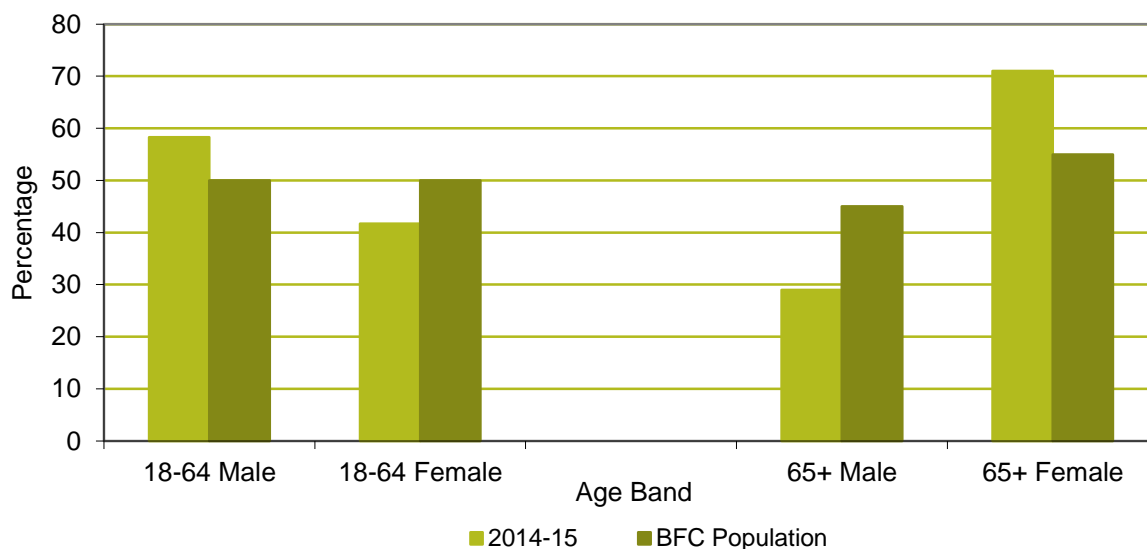
3 Outcomes

Bracknell Forest's Adult Social Care provides or commissions a range of services for people who are eligible for our support. There were **1055** people who received long-term services from Adult Social Care on March 31, 2015.

3.1 Services by Age and Sex

Sex	2014-2015		ONS 2014 MYE	
	Bracknell Forest		Bracknell Forest	
Age Band	Male	Female	Male	Female
18-64	58.3%	41.7%	50%	50%
65+	29.0%	71.0%	45%	55%
All Ages	41.3%	58.7%	49%	51%

Source: SALT, LTS001b, Table 1a and 1b, and ONS 2014 Mid Year Population Estimates for Bracknell Forest



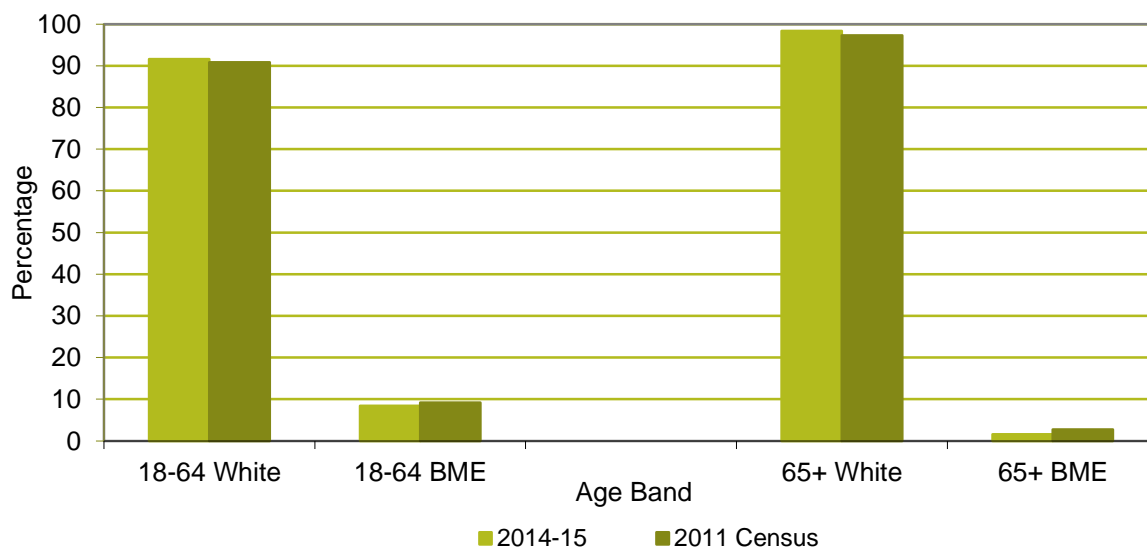
For the 18-64 age group there appears to be more males and less females receiving long term support when compared to the local population. However, the majority of this cohort are people with a learning disability, where there is a tendency that this is more prevalent in males than females, which would explain the results above.

The older people cohort shows an under representation of men and an over-representation of women in receipt of long term support when compared against the Bracknell Forest older population. Next year will allow analysis against national benchmarking data, which may give a more accurate view.

3.2 Services by Ethnicity

Ethnicity	2014-2015 Bracknell Forest		BFC Census 2011	
	White	BME	White	BME
18-64	91.6%	8.4%	90.8%	9.2%
65+	98.4%	1.6%	97.3%	2.7%
Total	95.5%	4.5%	91.8%	8.2%

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



Generally, the proportion of people supported is in line with the wider Bracknell Forest area. The numbers appear low for people from a BME background, but small numbers involved show a relative large percentage difference. To be comparable to the wider population, an extra four people aged 18-64 and an extra six 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 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 values in some of the responses, no comparison will be made between the data sets and are presented for information only.

4.1.1 Satisfaction by Age

Response	18-64	65+
Extremely/Very Satisfied	78.9%	65.1%
Quite Satisfied	12.0%	30.0%
Neither	5.9%	3.3%
Quite Dissatisfied	1.1%	1.0%
Very/Extremely Dissatisfied	2.1%	0.7%

Source: Adult Social Care Survey 2015

4.1.2 Satisfaction by Sex

Response	Male	Female
Extremely/Very Satisfied	72.5%	69.6%
Quite Satisfied	16.1%	25.1%
Neither	8.4%	3.0%
Quite Dissatisfied	0.8%	1.2%
Very/Extremely Dissatisfied	2.2%	1.1%

Source: Adult Social Care Survey 2015

4.1.3 Satisfaction by Ethnicity

Response	White	BME
Extremely/Very Satisfied	71.2%	83.7%
Quite Satisfied	21.9%	7.3%
Neither	4.3%	9.0%
Quite Dissatisfied	1.1%	0%
Very/Extremely Dissatisfied	1.5%	0%

Source: Adult Social Care Survey 2015

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/adult-social-care-annual-complaints-report-2014_15.pdf

During 2014-15 **21** complaints were received, this is a 10.5% increase on the previous year when 19 complaints were made. The low numbers reported may show exaggerated percentage changes between years, therefore, no comparisons will be made across the strands and the data is shown for information purposes.

5.1 Complaints by Age

Age Band	No. Complaints 2014-15	No. Complaints 2013-14	No. Complaints 2012-13	No. Complaints 2011-12
18-64	8	9	3	8
65+	13	10	18	22

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

5.2 Complaints by Sex

Sex	No. Complaints 2014-15	No. Complaints 2013-14	No. Complaints 2012-13	No. Complaints 2011-12
Male	12	9	10	20
Female	9	10	11	10

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 2014-15	No. Complaints 2013-14	No. Complaints 2012-13	No. Complaints 2011-12
White	16	18	17	25
BME	3	1	1	3
Not Known/Declined	2	0	3	2

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 this year with the introduction of the Care Act 2014, along with new statutory reporting requirements. This has meant, since data has not yet been published, that full analysis against England averages (which often show more accurate trends in this service area than local population) has not been possible. In most cases this will be available for the 2015-16 report.

The findings suggest that further investigation or analysis is required on why men aged 65 or over are under represented accessing services or receiving support.