

National Adult Social Care Intelligence Service (NASCIS)

Measures from the Adult Social Care Outcomes Framework (ASCOF): Comparator Report 2012-13

Lancashire (323)

NASCIS Standard Report 8
This report is based on provisional data

Published 10th July 2013

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Version:	V1.0
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Date of publication:	10th July 2013
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Report based on provisional data

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Introduction

This report is one of a range of standard reports available from the National Adult Social Care Intelligence Service (NASCIS). The report shows measures from the Adult Social Care Outcomes Framework (ASCOF) for Lancashire (323) in the context of data for 15 comparable councils.

Comparable councils are selected according to the Chartered Institute of Public Finance and Accountancy (CIPFA) Nearest Neighbour Model, which identifies similarities between authorities based upon a range of socio-economic indicators. Further information about the Nearest Neighbour Model can be found on the CIPFA web site at:

<http://www.cipfastats.net/resources/nearestneighbours>

Notes

Comparator Groups

Comparator groups are not available for City of London (714) and Isles of Scilly (906). The comparator group average is based on Lancashire (323) plus the 15 comparator councils.

Sources

This report is based on provisional 2012-13 data. Chart sources include:

Adult Social Care Combined Activity Return (ASC-CAR) - charts 1E, 1G, 2A, 2B

Personal Social Services Adult Social Care Survey (Adult Social Care Survey (ASCS))
- charts 1A, 1B, 3A, 3D, 4A, 4B

Personal Social Services Survey of Adult Carers in England (Carers' Survey (CS))
- charts 1D, 3B, 3C, 3D

Delayed Transfers of Care (DToC) - chart 2C

Hospital Episode Statistics (HES) - chart 2B

Mental Health Minimum Data Set (MHMDS) - charts 1F, 1H

Mid-year population estimates, Office for National Statistics (ONS) - charts 2A, 2C

Referrals, Assessments and Packages of Care (RAP) - chart 1C

References

Adult Social Care Outcomes Framework (ASCOF)

More information and a handbook of definitions (March 2012, Version 3) are available from:

<https://www.gov.uk/government/publications/the-adult-social-care-outcomes-framework-2012-to-2013>

Adult Social Care Outcomes Toolkit (ASCOT)

The ASCOT measure (1A) is designed to capture information about an individual's social care-related quality of life (SCRQoL). ASCOT is the source for the questions in the ASCS. Users wishing to make commercial use of ASCOT materials should contact the ASCOT team (ascot@kent.ac.uk) who will be put in touch with Kent Innovation and Enterprise, as registration is required.

<http://www.pssru.ac.uk/ascot/>

Additional references:

A Netten, P Burge, J Malley, D Potoglou, A-M Towers, J Frazier, T Flynn, J Forder and B Wall (2012) Outcomes of social care for adults: developing a preference-weighted measure, Health Technology Assessment 2012; Vol. 16: No. 16.

Netten, A., Beadle-Brown, J., Caiels, J., Forder, J., Malley, J., Smith, N., Trukeschitz, B., Towers, A., Welch, E. and Windle, K. (2011) Adult Social Care Outcomes Toolkit v2.1: Main guidance, PSSRU Discussion Paper 2716/3.

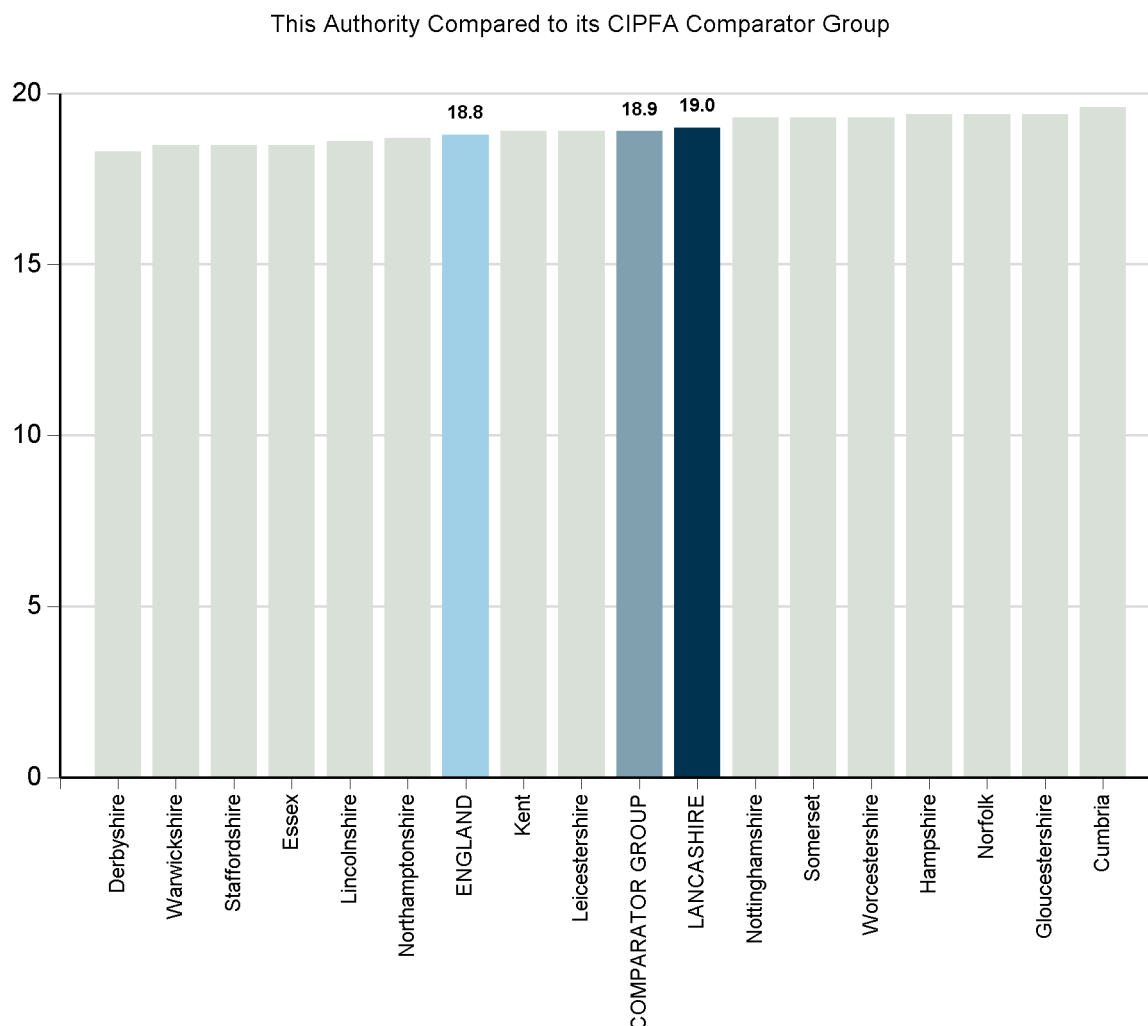
ASCOF Comparator Report 2012-13

Lancashire (323)

ASCOF Measure Summary

Indicator	LANCASHIRE	COMPARATOR GROUP	ENGLAND
1A	19.0	18.9	18.8
1B	77.7	77.2	75.9
1C1	69.0	52.1	55.6
1C2	10.7	14.1	16.4
1D	7.9	7.9	8.1
1E	4.7	6.5	7.2
1F	2.0	10.4	7.7
1G	86.6	73.7	73.3
1H	4.7	56.0	59.3
2A1	16.9	17.8	14.9
2A2	910.1	748.0	708.8
2B1	82.0	81.0	81.5
2B2	1.3	2.9	3.3
2C1	8.2	9.9	9.5
2C2	1.6	2.8	3.3
3A	66.8	65.5	63.7
3B	41.8	43.9	42.7
3C	78.4	73.2	72.8
3D	72.5	71.5	71.5
4A	66.7	64.6	65.0
4B	71.8	79.1	77.9

1A - Social care related quality of life score, 2012-13



This measure gives an overarching view of quality of life of users based on outcome domains of social care related to quality of life.

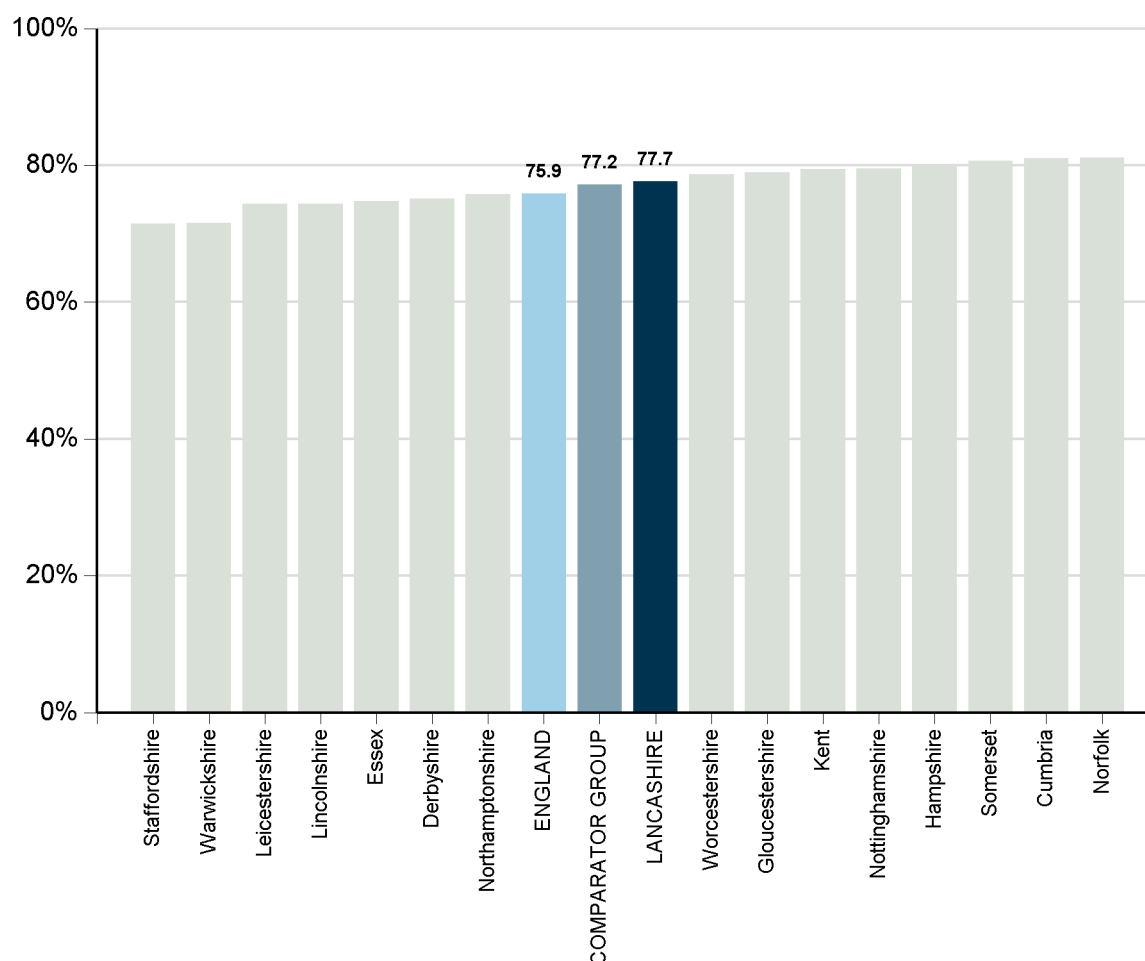
Sources

Numerator and denominator: ASCS.

Data for 2012-13 is based on provisional data.

1B - The proportion of people who use services who have control over their daily life, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



Control is one of the key outcomes derived from the policy of personalisation. This measure is a means of determining whether that outcome is being achieved.

Sources

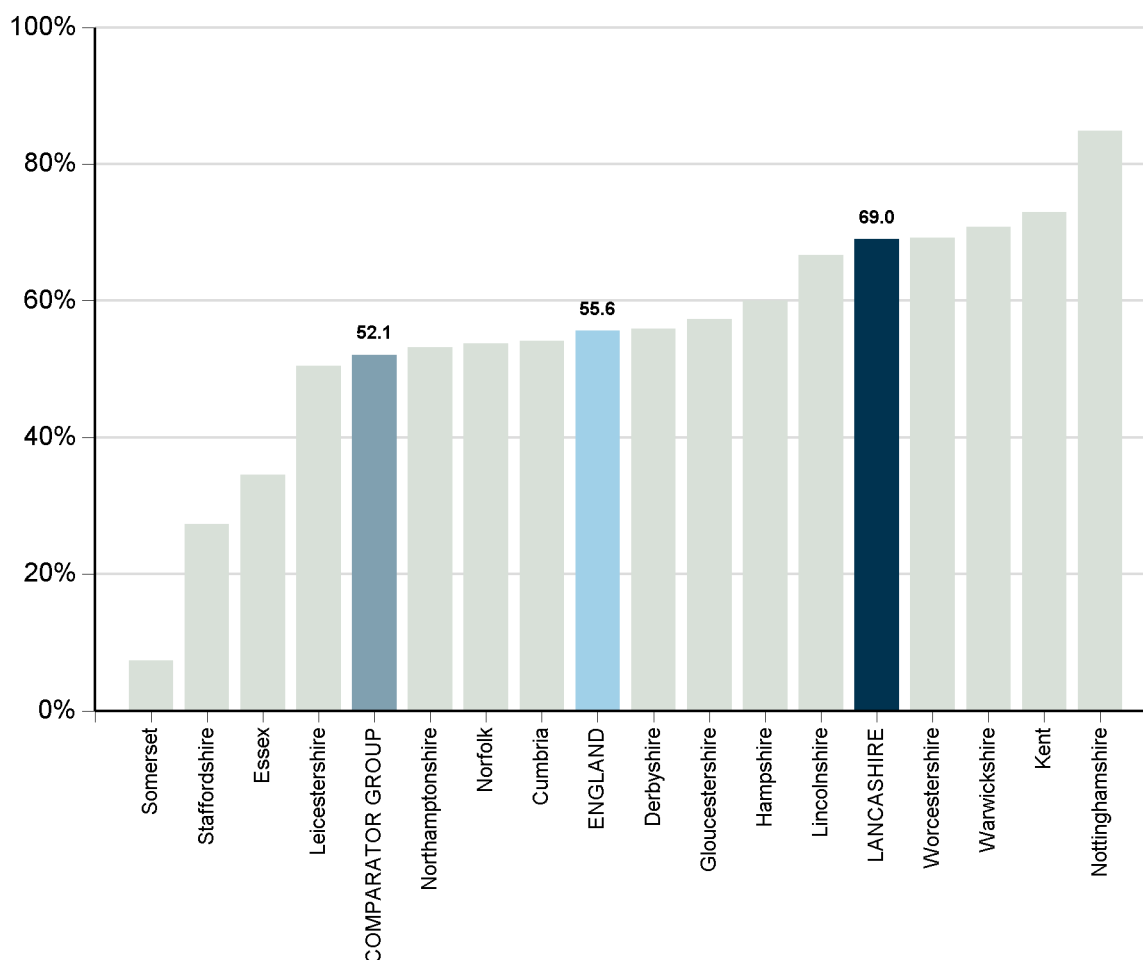
Numerator and Denominator: ASCS.

Data for 2012-13 is based on provisional data.

ASCOF Comparator Report 2012-13 Lancashire (323)

1C part 1 - Number of adults, older people and carers receiving self-directed support in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services, 2012-13

This Authority Compared to its CIPFA Comparator Group



Research has indicated that personal budgets have a positive effect in terms of impact on wellbeing, increased choice and control, cost implications and improving outcomes.

Sources

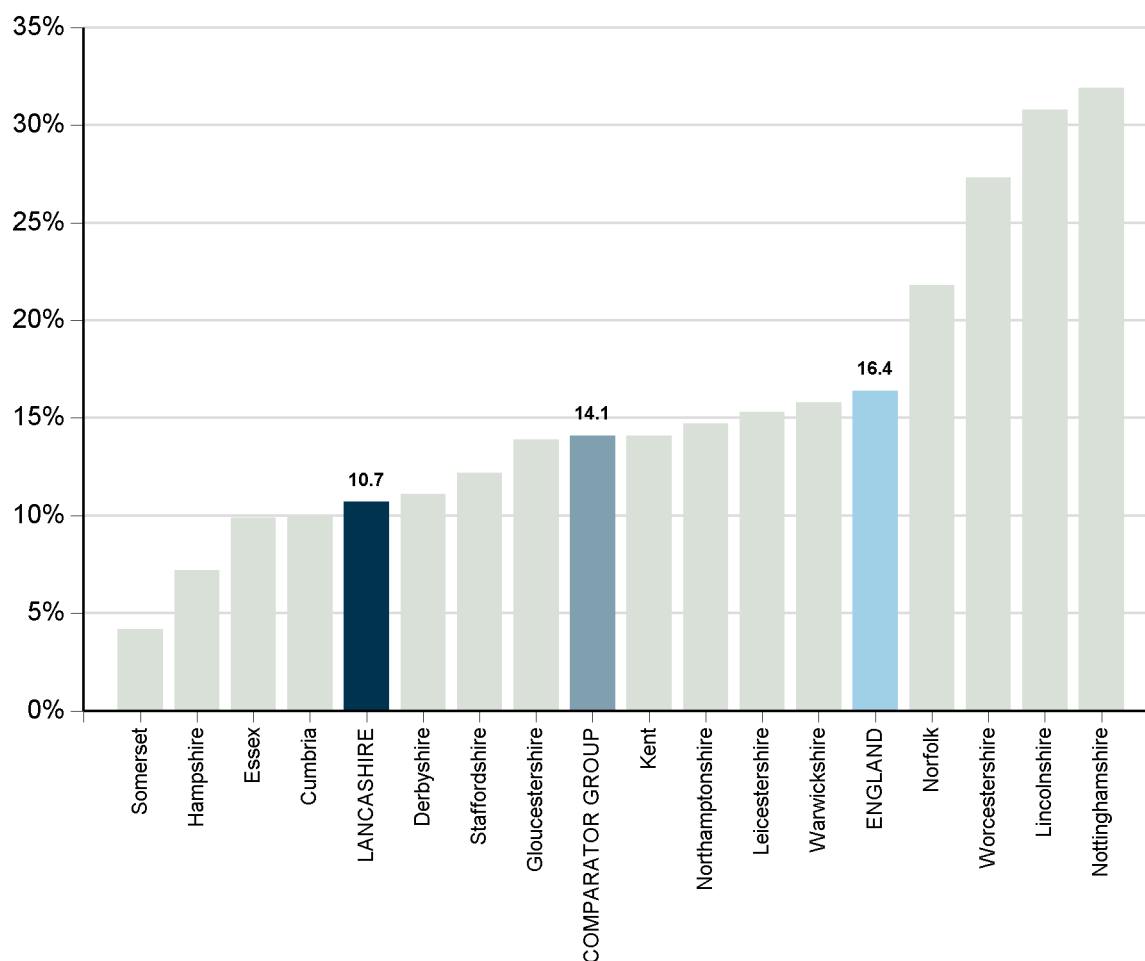
Numerator and denominator: RAP.

Data for 2012-13 is based on provisional data.

ASCOF Comparator Report 2012-13 Lancashire (323)

1C part 2 - Number of adults, older people and carers receiving self-directed support via a direct payment in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services, 2012-13

This Authority Compared to its CIPFA Comparator Group



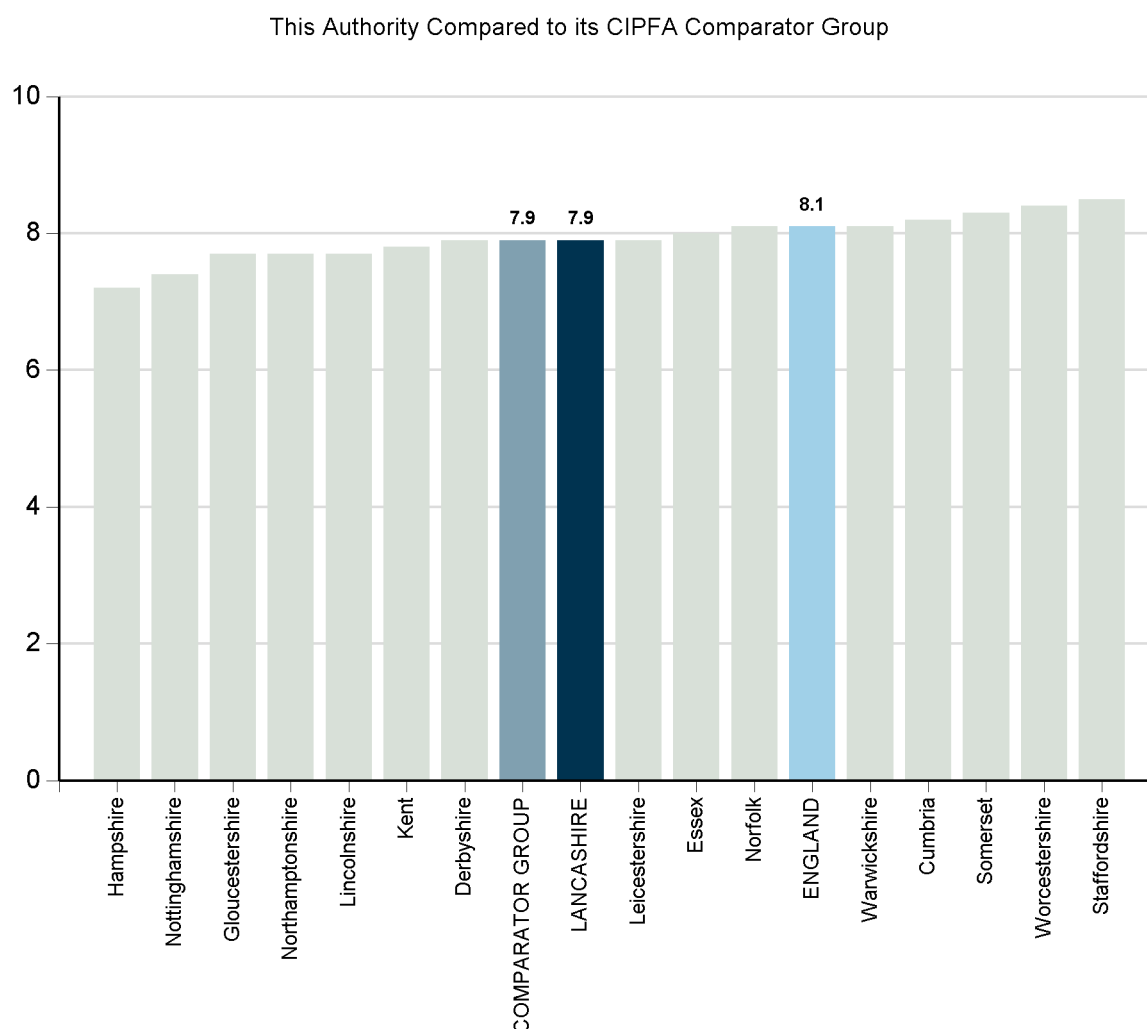
Studies have shown that direct payments make people happier with the services they receive and are the purest form of personalisation.

Sources

Numerator and denominator: RAP.

Data for 2012-13 is based on provisional data.

1D - Carer-reported quality of life score, 2012-13



This measure gives an overarching view of the quality of life of carers based on outcomes identified through research by the Personal Social Services Research Unit. This is the only current measure related to quality of life for carers available, and supports a number of the most important outcomes identified by carers themselves to which adult social care contributes.

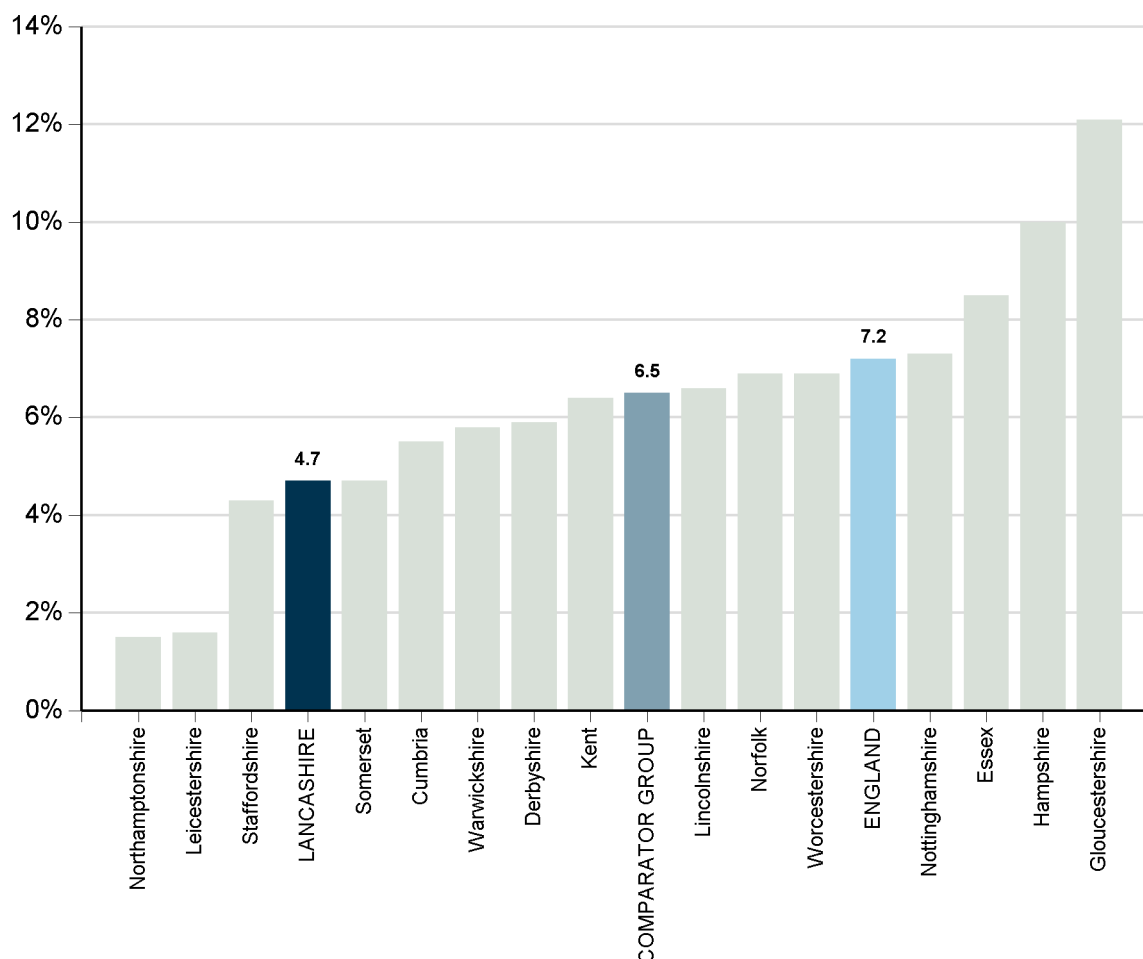
Sources

Numerator and denominator: CS.

Data for 2012-13 is based on provisional data.

1E - Adults with learning disabilities in paid employment, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



There is a strong link between employment and enhanced quality of life, including evidenced benefits for health and wellbeing and financial benefits.

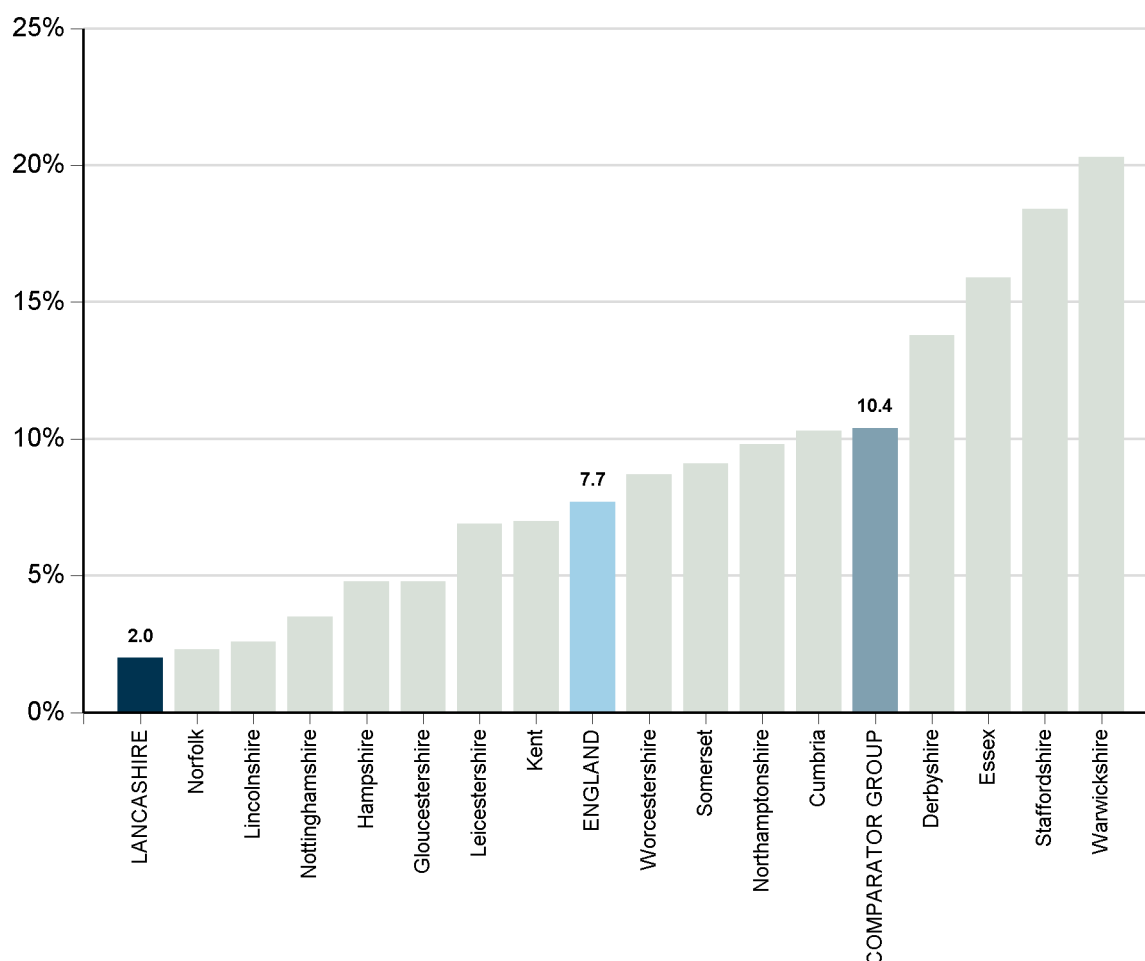
Sources

Numerator and denominator: ASC-CAR.

Data for 2012-13 is based on provisional data.

1F - Adults in contact with secondary mental health services in paid employment, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



Employment outcomes demonstrate quality of life and are indicative that social care support is personalised. Employment is a wider determinant of health and social inequalities.

Sources

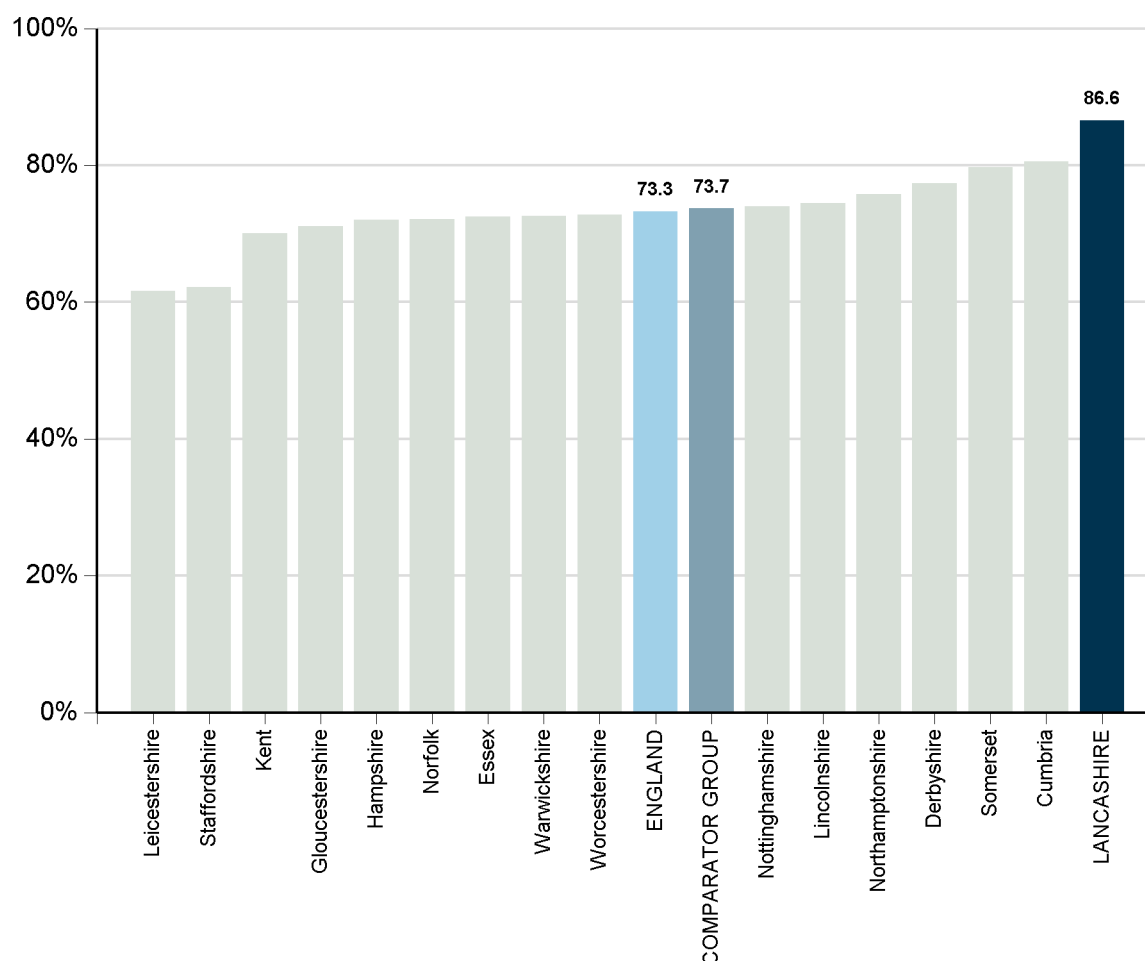
Numerator and denominator: MHMDS.

Please note: National totals are not the exact sum of all councils' data. In some instances it is not possible to attribute a service user to a council but these service users still form part of the national total.

Data for 2012-13 is based on provisional data.

1G - Adults with learning disabilities who live in their own home or with family, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



The nature of accommodation for people with learning disabilities has a strong impact on their safety and overall quality of life and the risk of social exclusion.

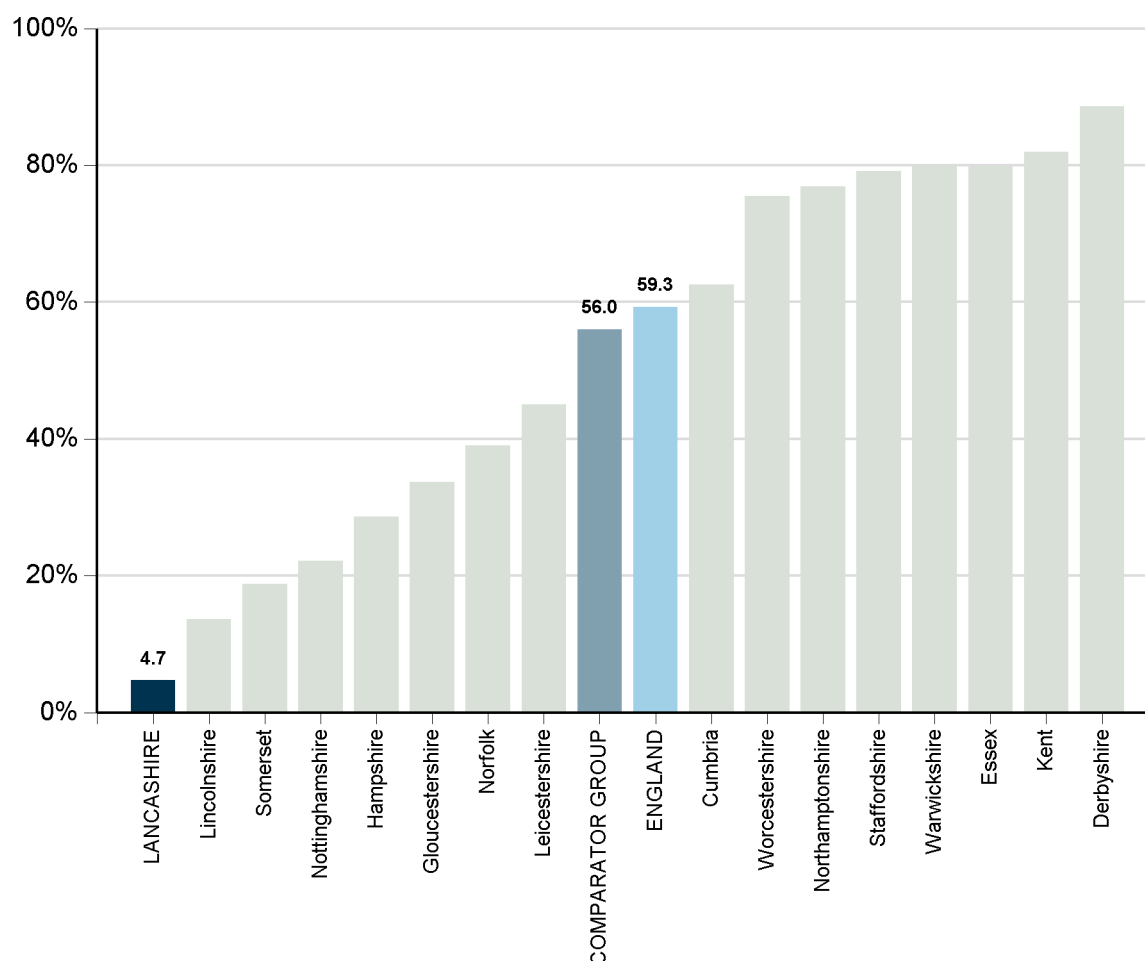
Sources

Numerator and denominator: ASC-CAR.

Data for 2012-13 is based on provisional data.

1H - Adults in contact with secondary mental health services living independently, with or without support, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



Stable and appropriate accommodation is closely linked to improving safety and reducing the risk of social exclusion.

Sources

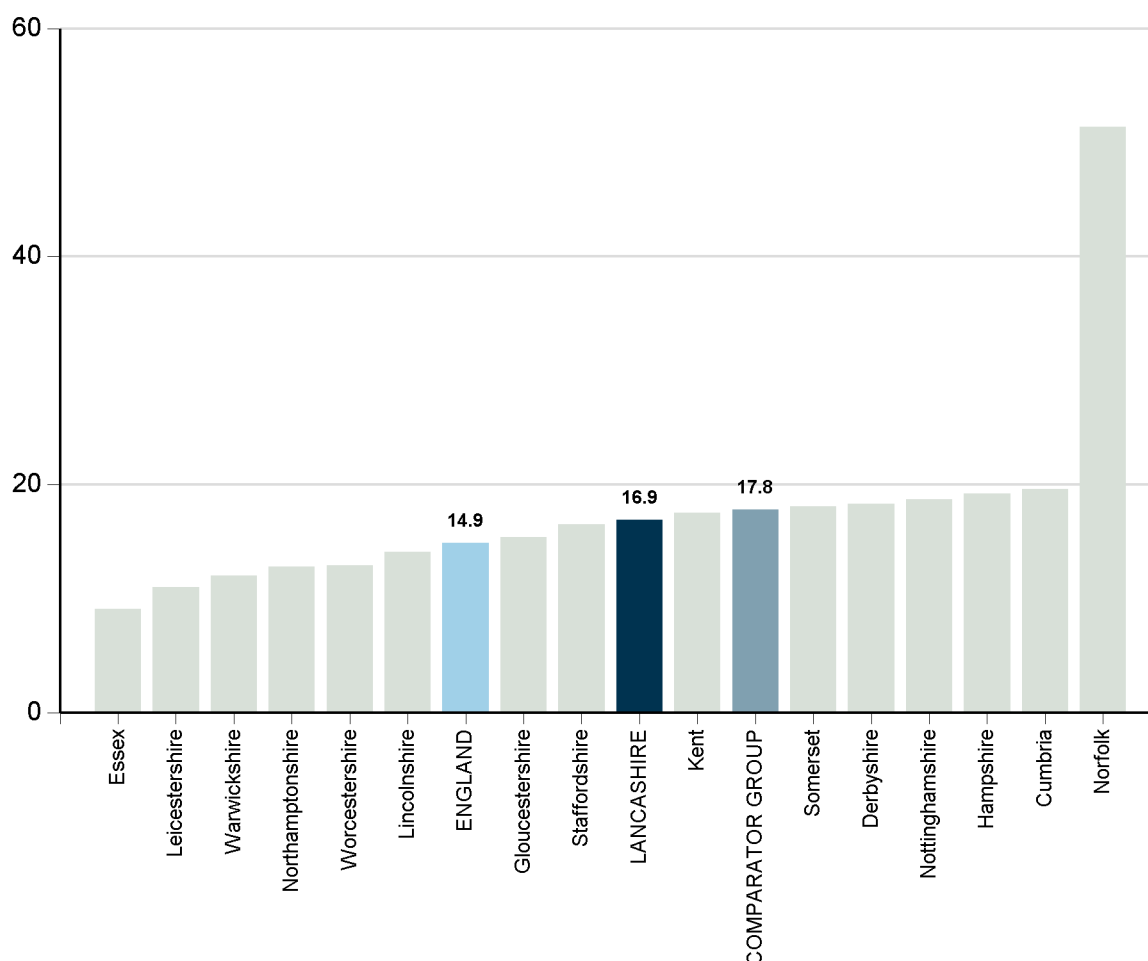
Numerator and denominator: MHMDS.

Please note: National totals are not the exact sum of every councils data. In some instances it is not possible to attribute a service user to a council but these service users still form part of the national total.

Data for 2012-13 is based on provisional data.

2A part 1- Permanent admissions to residential and nursing care homes for younger adults (18-64), per 100,000 population, 2012-13

This Authority Compared to its CIPFA Comparator Group



Avoiding permanent placements in residential and nursing care homes is a good indication of delaying dependency. Research suggests where possible people prefer to stay in their own home rather than move into residential care.

Sources

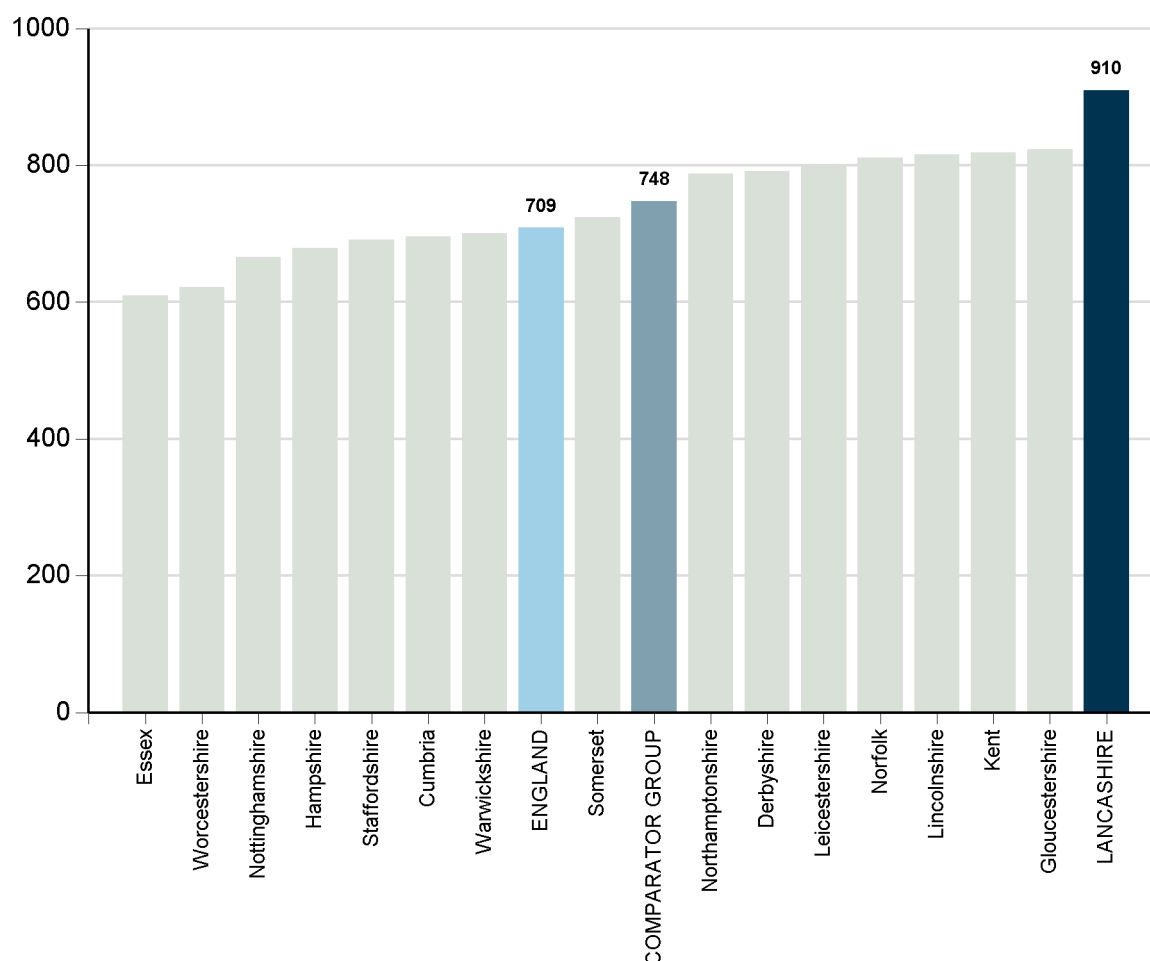
Numerator: ASC-CAR.

Denominator: ONS 2011 mid-year population estimates (aged 18-64).

Data for 2012-13 is based on provisional data.

2A part 2 - Permanent admissions to residential and nursing care homes for older people (65 and over), per 100,000 population, 2012-13

This Authority Compared to its CIPFA Comparator Group



Avoiding permanent placements in residential and nursing care homes is a good indication of delaying dependency. Research suggests where possible people prefer to stay in their own home rather than move into residential care.

Sources

Numerator: ASC-CAR.

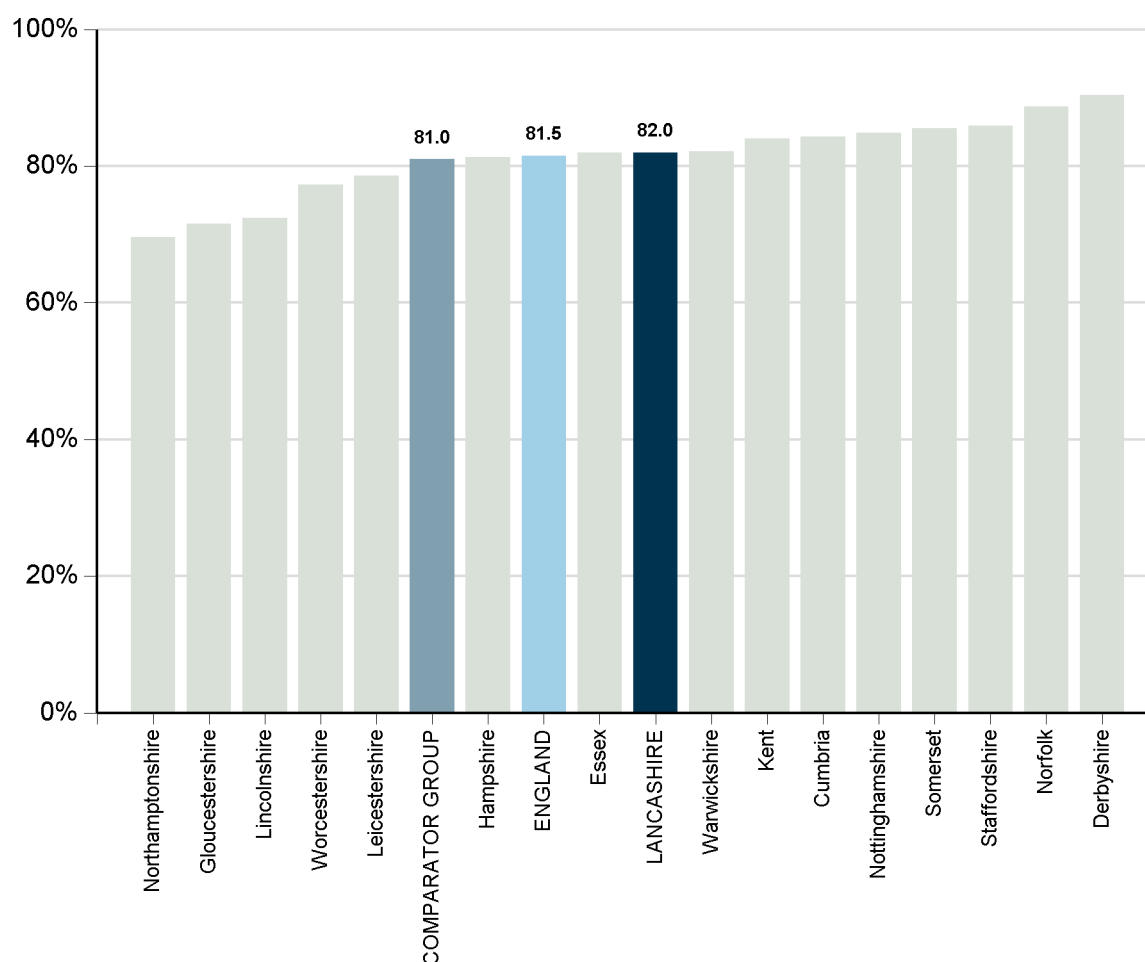
Denominator: ONS 2011 mid-year population estimates (65 and over).

Data for 2012-13 is based on provisional data.

ASCOF Comparator Report 2012-13 Lancashire (323)

2B part 1 - Older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



Remaining living at home 91 days following discharge is the key outcome for many people using reablement services.

Sources

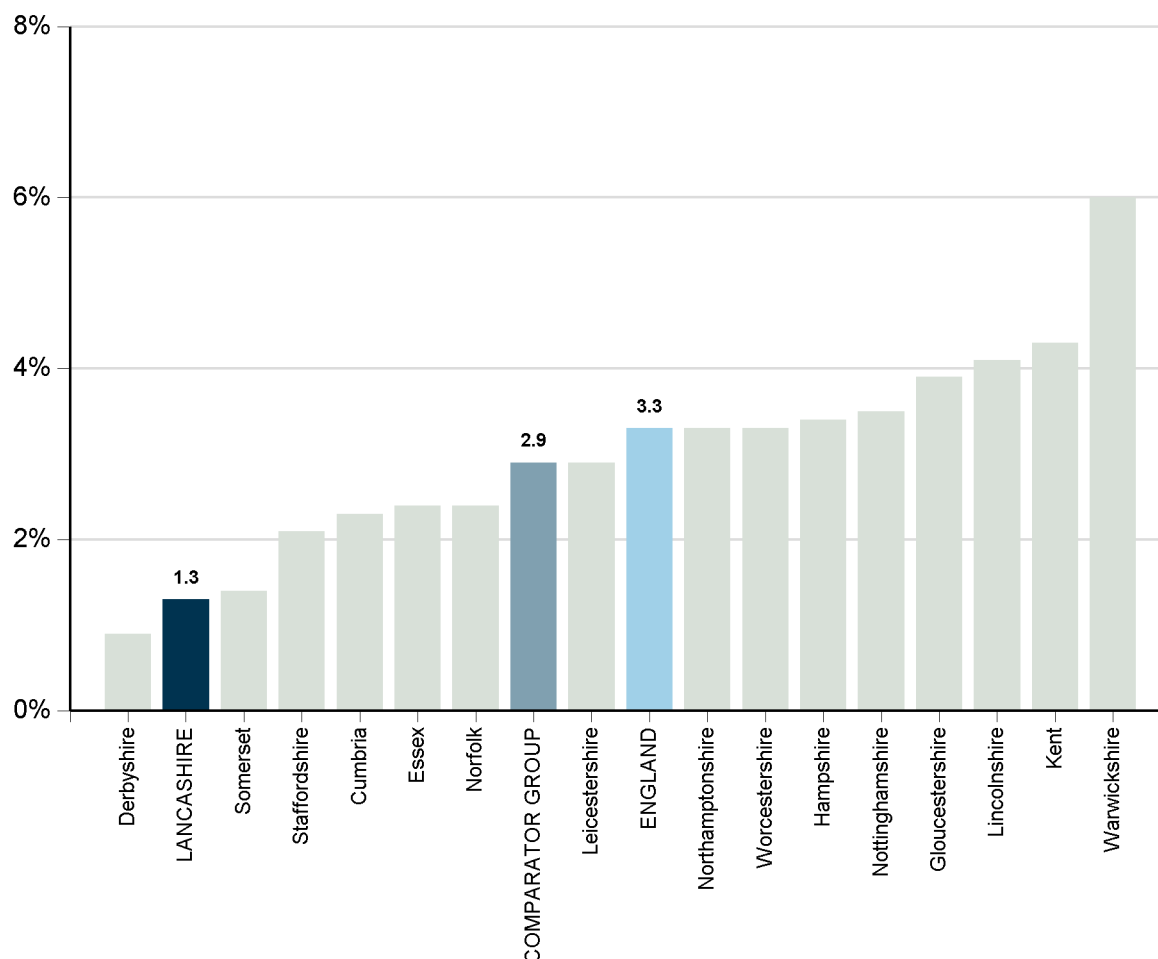
Numerator and Denominator: ASC-CAR.

Data for 2012-13 is based on provisional data.

ASCOF Comparator Report 2012-13 Lancashire (323)

2B part 2 - Older people (65 and over) who were offered reablement services following discharge from hospital, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



This measure indicates the volume of reablement offered.

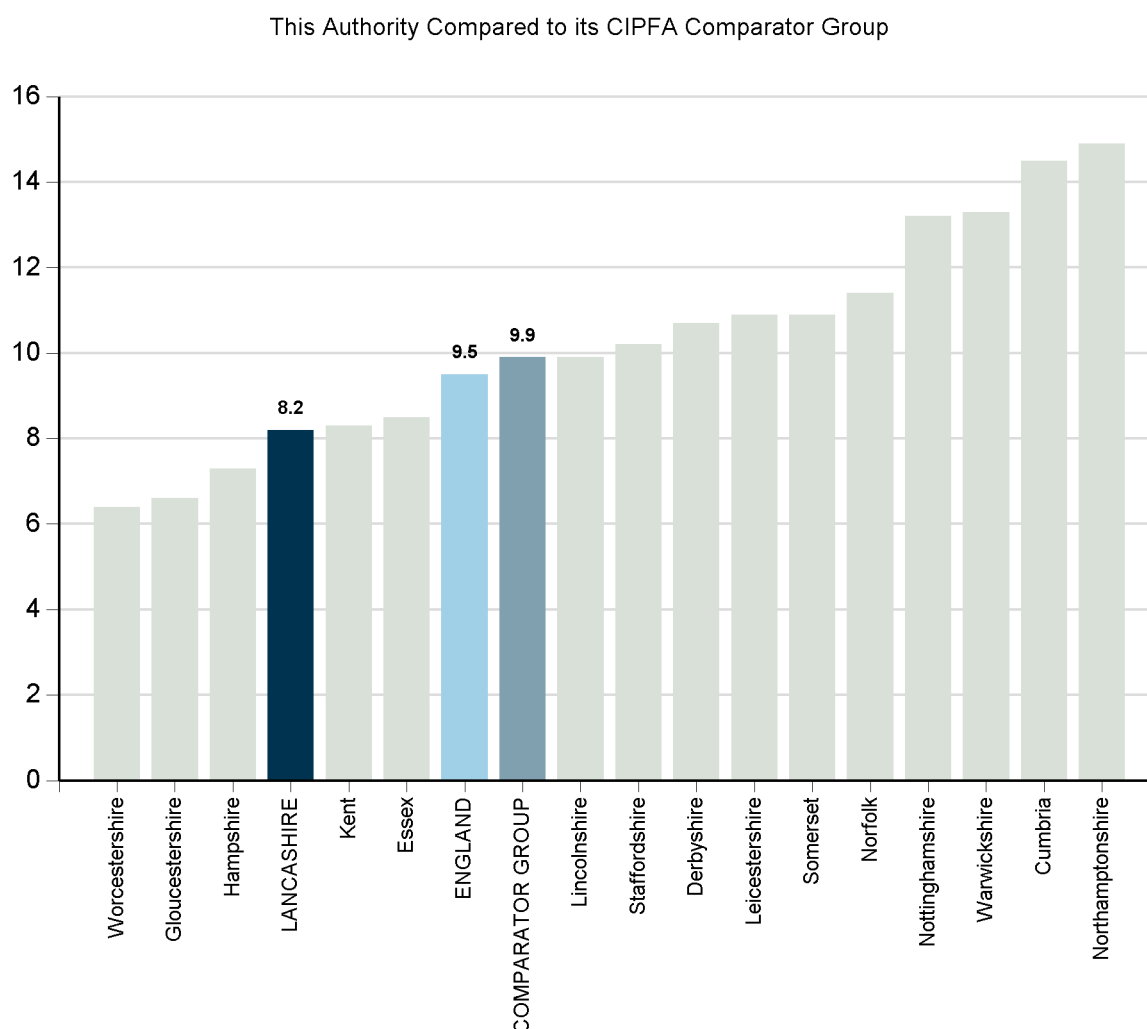
Sources

Numerator: ASC-CAR.

Denominator: HES.

Data for 2012-13 is based on provisional data.

2C part 1 - Delayed transfers of care from hospital, per 100,000 population, 2012-13



The impact of hospital services and community based care in facilitating timely and appropriate transfer from all hospitals for all adults.

Sources

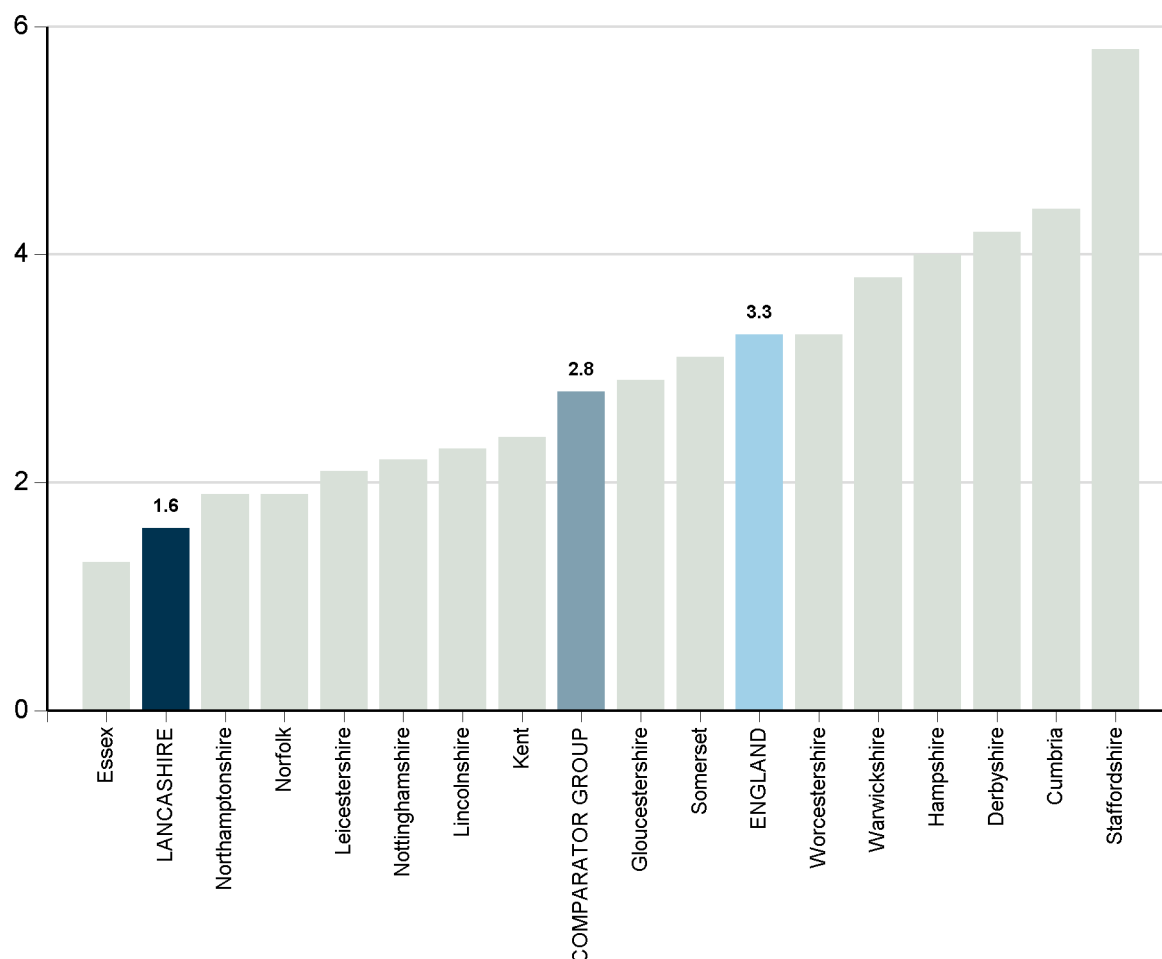
Numerator: DToC.

Denominator: ONS 2011 mid-year population estimates (18 and over).

Data for 2012-13 is based on provisional data.

2C part 2 - Delayed transfers of care from hospital which are attributable to adult social care, per 100,000 population, 2012-13

This Authority Compared to its CIPFA Comparator Group



The impact of hospital services and community based care in facilitating timely and appropriate transfer from all hospitals for all adults.

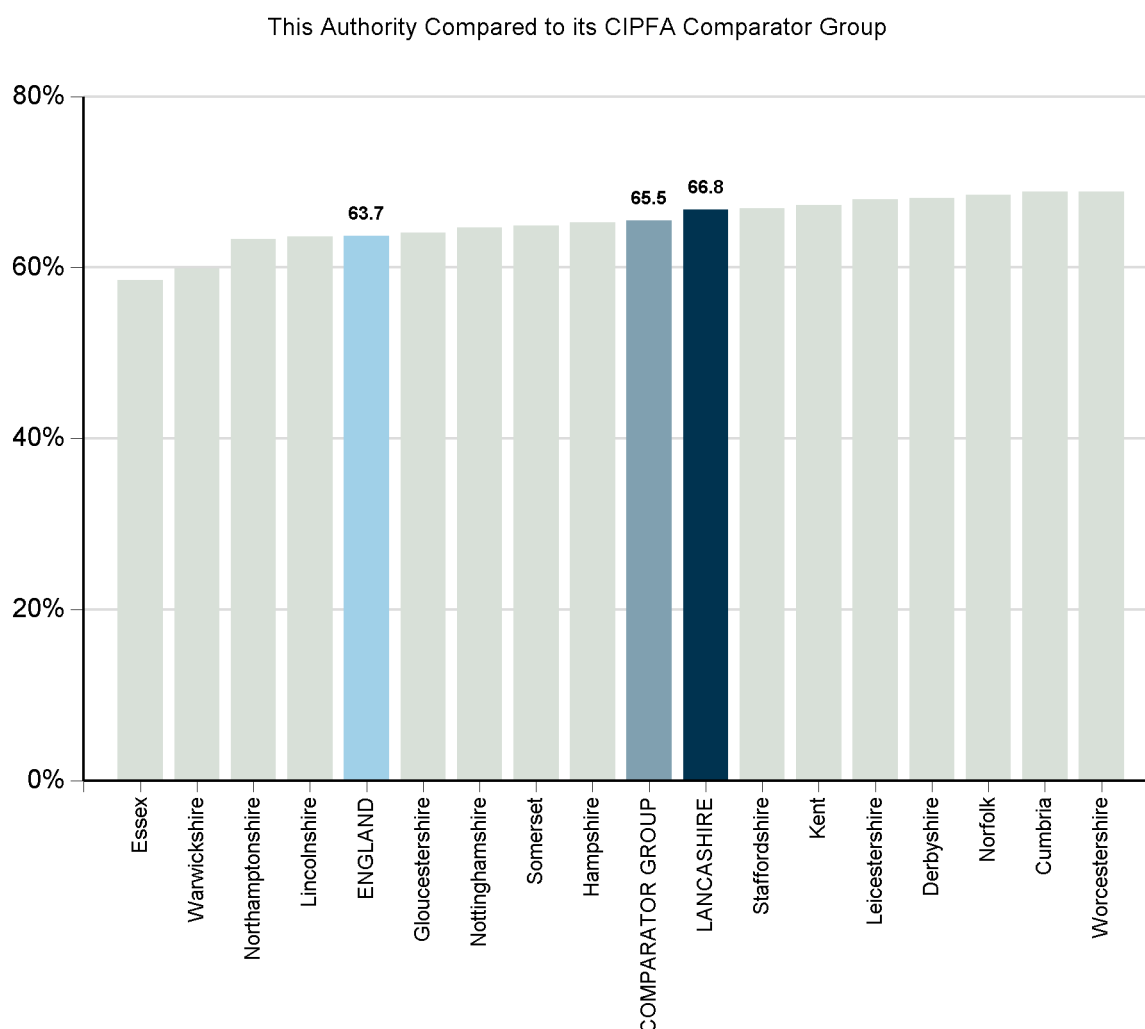
Sources

Numerator: DToC.

Denominator: ONS 2011 mid-year population estimates (18 and over).

Data for 2012-13 is based on provisional data.

3A - Percentage of adults using services who are satisfied with the care and support they receive, 2012-13



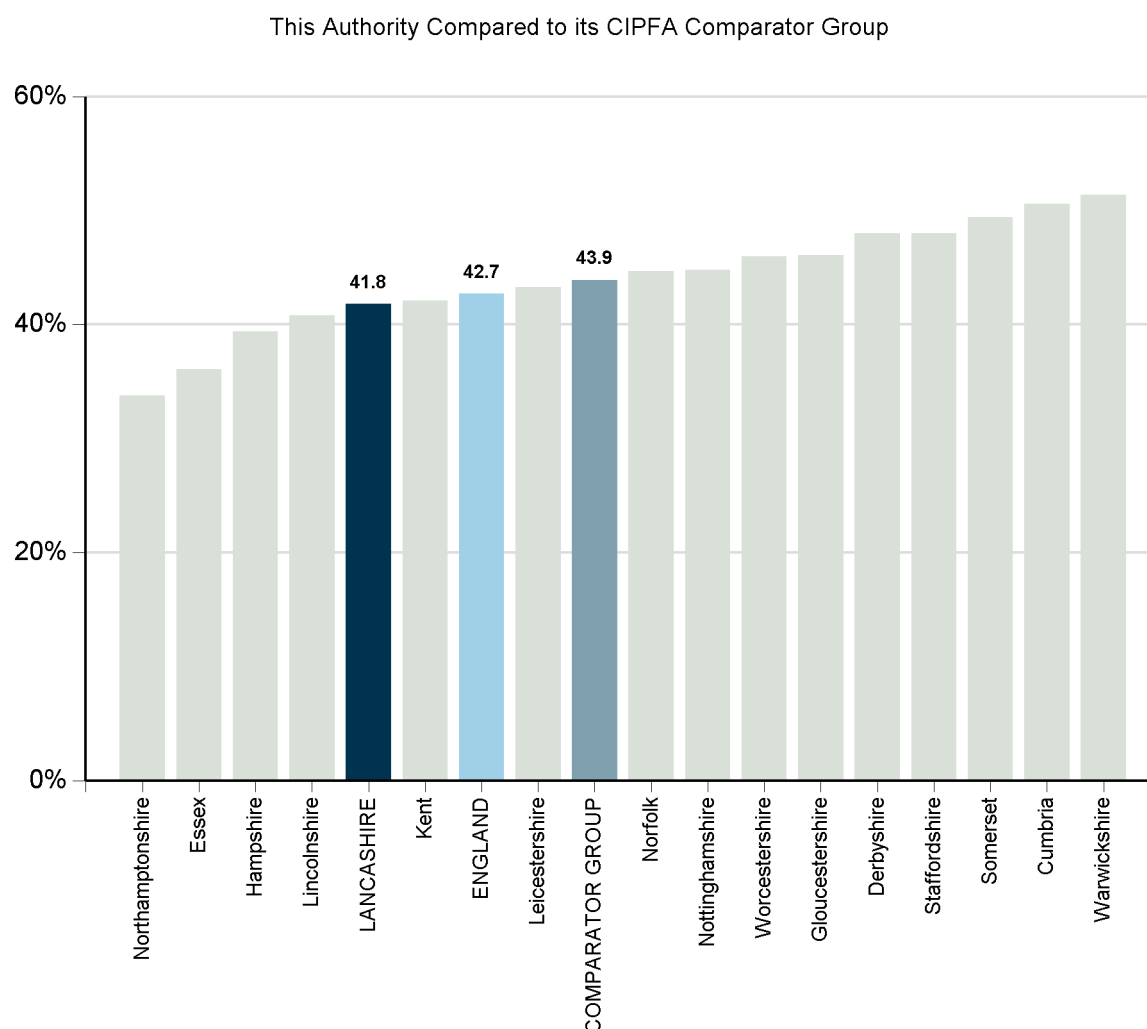
The satisfaction with services of people using adult social care is directly linked to a positive experience of care and support. Analysis of surveys suggests that reported satisfaction with services is a good predictor of the overall experience of services and quality.

Sources

Numerator and denominator: ASCS.

Data for 2012-13 is based on provisional data.

3B - Overall satisfaction of carers with social services, expressed as a percentage, 2012-13



The satisfaction with services of carers of people using adult social care is directly linked to a positive experience of care and support. Analysis of user surveys suggests that reported satisfaction with services is a good predictor of the overall experience of services and quality.

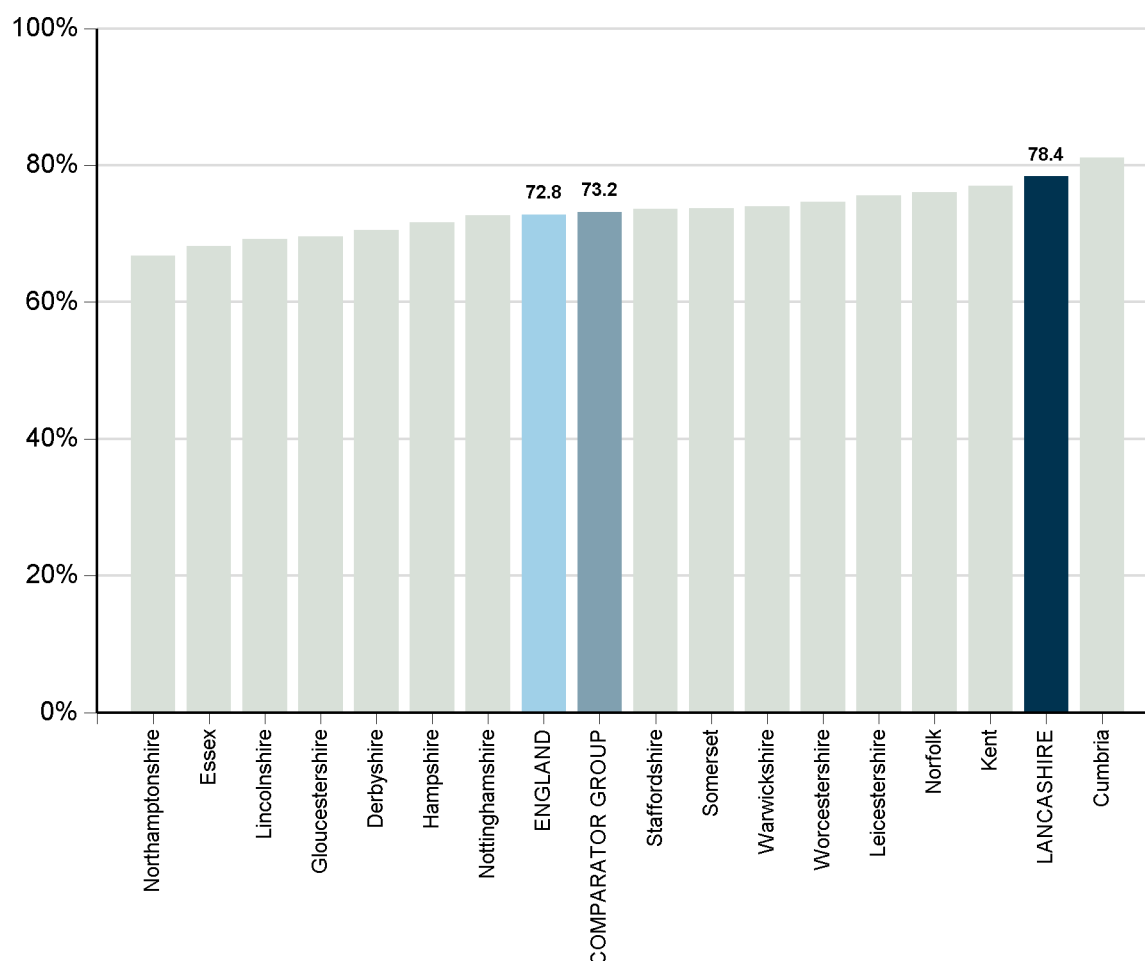
Sources

Numerator and denominator: CS.

Data for 2012-13 is based on provisional data.

3C - The proportion of carers who report that they have been included or consulted in discussion about the person they care for, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



Carers should be respected as equal partners in service design for those individuals for whom they care – this improves outcomes both for the cared for person and the carer, reducing the chance of breakdown in care. This measure reflects the experience of carers in how they have been consulted by both the NHS and social care.

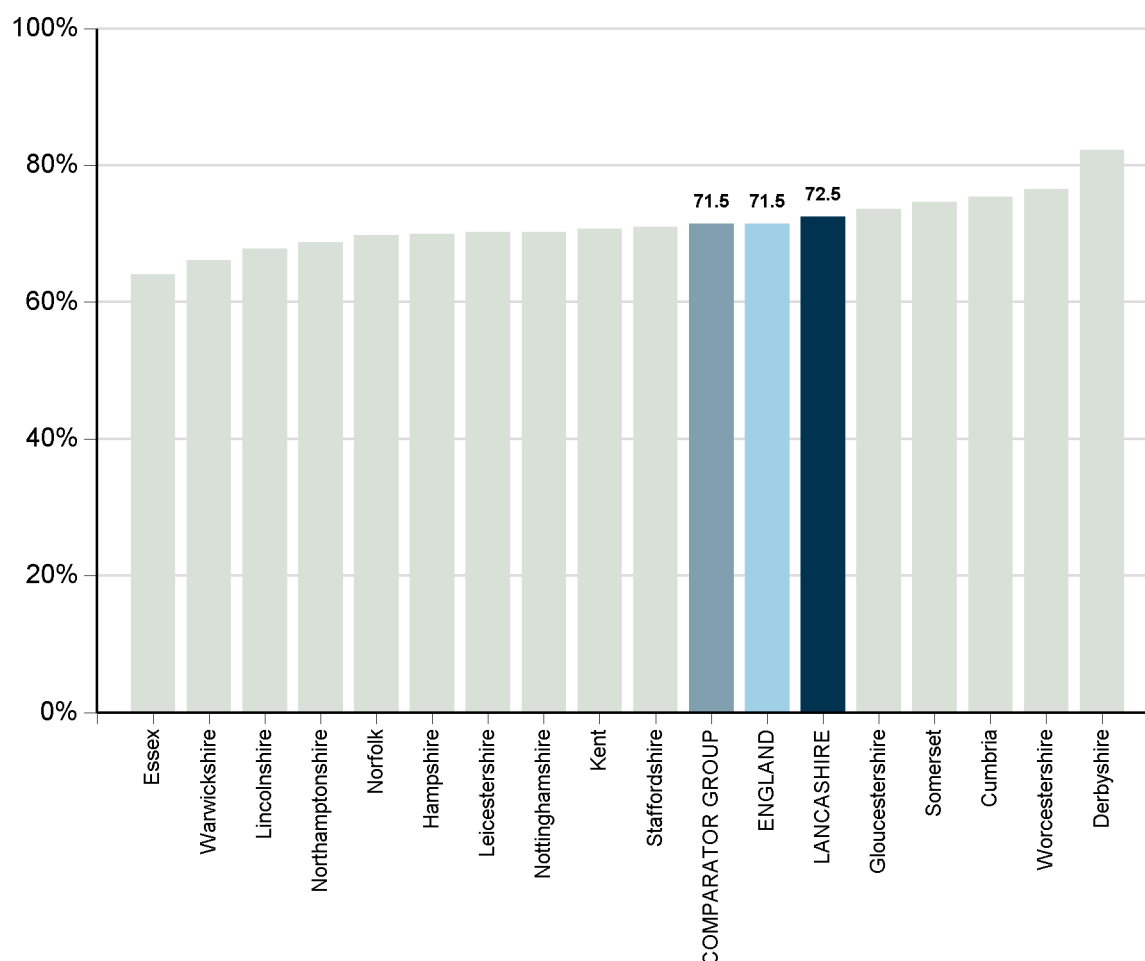
Sources

Numerator and denominator: CS.

Data for 2012-13 is based on provisional data.

3D - The proportion of people who use services and carers who find it easy to find information about services, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



This measure reflects social services users' and carers' experience of access to information and advice about social care in the past year. Information is a core universal service, and a key factor in early intervention and reducing dependency. Improved and/or more information benefits carers and the people they support by helping them to have greater choice and control over their lives. This may help to sustain caring relationships through for example, reduction in stress, improved welfare and physical health improvements. These benefits accrue only where information is accessed that would not otherwise have been accessed, or in those cases where the same information is obtained more easily.

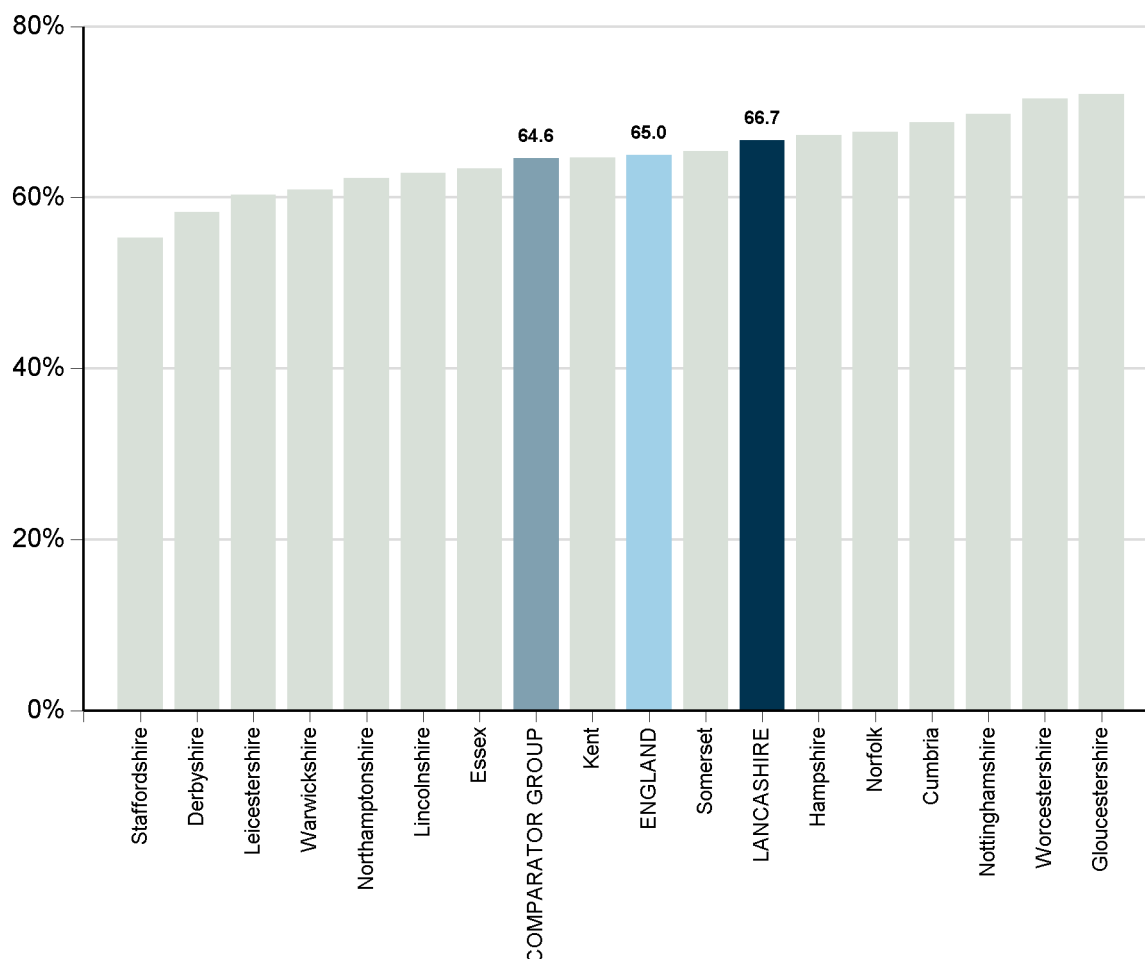
Sources

Numerator and denominator: ASCS and CS.

Data for 2012-13 is based on provisional data.

4A - The proportion of people who use services who feel safe, expressed as a percentage, 2012-13

This Authority Compared to its CIPFA Comparator Group



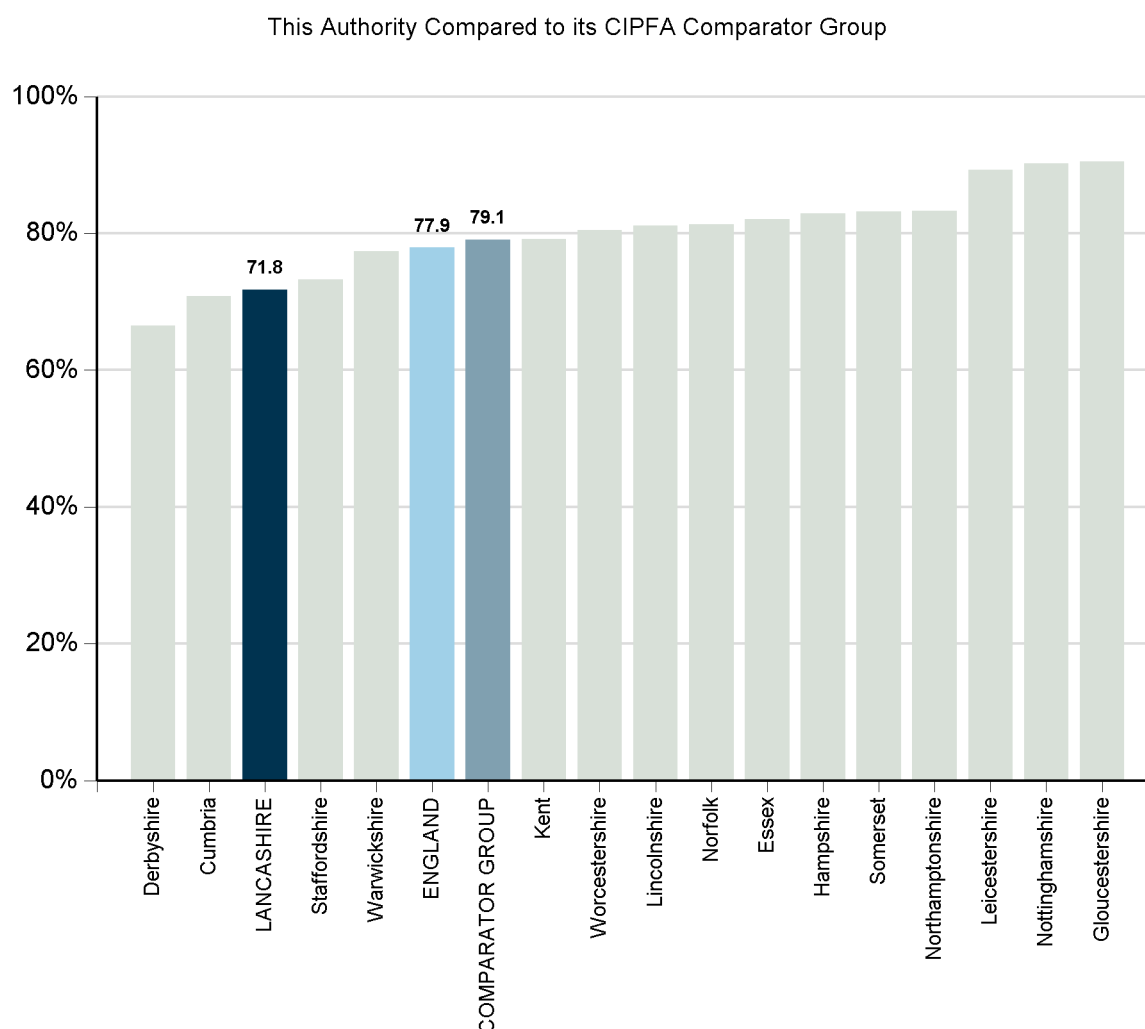
Safety is fundamental to the wellbeing and independence of people using social care (and others). There are legal requirements about safety in the context of service quality. There is also a vital role of being safe in the quality of the individual's experience.

Sources

Numerator and denominator: ASCS.

Data for 2012-13 is based on provisional data.

4B - The proportion of people who use services who say that those services have made them feel safe and secure, expressed as a percentage, 2012-13



Safety is fundamental to the wellbeing and independence of people using social care (and others). There are legal requirements about safety in the context of service quality.

Sources

Numerator and denominator: ASCS.

Data for 2012-13 is based on provisional data.

Appendix 1: Data sources, numerators, denominators and NASCIS guidance

The charts and tables featured in this report are listed in the table below, with sources for the numerators and denominators and how to find them in the On-Line Analytical Processor (OLAP) on NASCIS. To access the OLAP, visit the NASCIS website:

<http://www.hscic.gov.uk/nascis>

To obtain data using the OLAP, where the *total* of a dimension is required, ensure that totals are displayed by selecting the view totals button at top left



For further guidance on using the OLAP, please consult the OLAP user guidance:

<https://nascis.ic.nhs.uk/Portal/OLAPGuidance.pdf>

The annexes to the ASCOF, Carers Survey and Adult Social Care Survey publications provide additional data which are not available via the OLAP. Please consult the HSCIC publications catalogue at <http://www.hscic.gov.uk/searchcatalogue> for the data annexes to the following publications:

Measures from the Adult Social Care Outcomes Framework - England
 Personal Social Services Adult Social Care Survey - England
 Personal Social Services Survey of Adult Carers in England

Indicator	Numerator(s)	Denominator(s)
1A - Social care-related quality of life score The quality of life of users based on outcome domains of social care related quality of life. The maximum positive score for the outcome is 24.	Adult Social Care Survey: 1. Sum of the scores for respondents who have answered all Qs 3a to 9a and Q11. OLAP: Adult Social Care Survey is not available via OLAP.	Adult Social Care Survey: 1. Total number of respondents who answered all the Qs 3a to 9a and 11. OLAP: Adult Social Care Survey is not available via OLAP.
1B - The proportion of people who use services who have control over their daily life Control is one of the key outcomes derived from the policy of personalisation.	Adult Social Care Survey: 1. Number of respondents who answered "I have as much control over my daily life as I want" and "I have adequate control over my daily life" to Q3a. OLAP: Adult Social Care Survey is not available via OLAP.	Adult Social Care Survey: 1. Total number of respondents to Q3a. OLAP: Adult Social Care Survey is not available via OLAP.

ASCOF Comparator Report 2012-13 **Lancashire (323)**

<p>1C part 1 - Number of adults, older people & carers receiving self-directed support in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services</p>	<p>RAP return:</p> <ol style="list-style-type: none"> SD1, line 10, column 5 SD3, line 6, column 5. <p>OLAP:</p> <ol style="list-style-type: none"> RAP SD1, Ageband dimension: Total 18 and over; SDS status dimension: Total (including 'not self directed support' - direct payments. 'Self directed support' – direct payments, CASSR services, or both). RAP SD3, Carer Ageband dimension: Total all ages; SDS status dimension: Total (same as RAP SD1). 	<p>RAP return:</p> <ol style="list-style-type: none"> P2f, page 1, line 11, column 1 P2f, page 3, line 11, column 1 C2, page 1, line 5, column 1. <p>OLAP:</p> <ol style="list-style-type: none"> RAP P2f, client type dimension: Total clients; Service dimension: Total Services (Ageband dimension: total 18 and over). RAP C2, Carer Ageband dimension: Total all ages; Services dimension: services only.
<p>1C part 2 - Number of adults, older people & carers receiving self-directed support via a direct payment in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services Measure per 100,000 population</p>	<p>RAP return:</p> <ol style="list-style-type: none"> SD1, line 10, columns 1+2+4 SD3, line 6, columns 1+2+4. <p>OLAP:</p> <ol style="list-style-type: none"> RAP SD1, Ageband dimension: Total 18 and over; SDS status dimension: 'not self directed support' - direct payments, 'self directed support' - direct payments, or both direct and CASSR. RAP SD3, Carer Ageband dimension: Total all ages; SDS status dimension: same as RAP SD1. 	<p>RAP return:</p> <ol style="list-style-type: none"> P2f, page 1, line 11, column 1 P2f, page 3, line 11, column 1 C2, page 1, line 5, column 1. <p>OLAP:</p> <ol style="list-style-type: none"> RAP P2f, client type dimension: Total clients; Service dimension: Total Services (Ageband dimension: total 18 and over). RAP C2, Carer Ageband dimension: Total all ages; Services dimension: services only.
<p>1D - Carer-reported quality of life score</p>	<p>Carers' Survey:</p> <ol style="list-style-type: none"> Sum of the scores for respondents who have answered all Qs 7 to 12. <p>OLAP: Carers' Survey is not available via OLAP.</p>	<p>Carers' Survey:</p> <ol style="list-style-type: none"> Total number of respondents who answered all the Qs 7 to 12. <p>OLAP: Carers' Survey is not available via OLAP.</p>
<p>1E - Adults with learning disabilities in paid employment</p>	<p>ASC-CAR return:</p> <ol style="list-style-type: none"> L1, line 1 to 5, column 9. <p>OLAP: ASC-CAR L1, Worker status dimension: Total working as a paid employee (first five categories); Services dimension: Total services.</p>	<p>ASC-CAR return:</p> <ol style="list-style-type: none"> L1, line 9, column 9. <p>OLAP: ASC-CAR L1, Worker status dimension: Total number of Adults of Working Age (18-64); Services dimension: Total services.</p>

ASCOF Comparator Report 2012-13 **Lancashire (323)**

<p>1F - Adults in contact with secondary mental health services in paid employment</p>	<p>Mental Health Minimum Data Set: 1. Number of adults aged 18-69 who are receiving secondary mental health services and who are on the Care Programme Approach known to be in employment at the time of their most recent assessment, formal review or multi-disciplinary care planning meeting. Table 3.</p> <p>OLAP: The Mental Health Minimum Dataset is not available in OLAP.</p>	<p>Mental Health Minimum Data Set: 1. Number of adults aged 18-69 who are receiving secondary mental health services and who are on the Care Programme Approach, at any point in the financial year.</p> <p>OLAP: The Mental Health Minimum Dataset is not available in OLAP.</p>
<p>1G - Adults with learning disabilities who live in their own home or with family</p>	<p>ASC-CAR return: 1. L2, line 21, column 3.</p> <p>OLAP: ASC-CAR L2, Accommodation type dimension: Total settled accommodation.</p>	<p>ASC-CAR return: 1. L2, line 22, column 3.</p> <p>OLAP: ASC-CAR L2, Accommodation type dimension: Total (working age known to the council).</p>
<p>1H - Adults in contact with secondary mental health services living independently, with or without support</p>	<p>Mental Health Minimum Data Set: 1. Number of adults aged 18-69 who are receiving secondary mental health services and who are on the Care Programme Approach recorded as living independently (with or without support) at the time of their most recent assessment, formal review or multi-disciplinary care planning meeting. Table 4.</p> <p>OLAP: The Mental Health Minimum Dataset is not available in OLAP.</p>	<p>Mental Health Minimum Data Set: 1. Number of adults aged 18-69 who are receiving secondary mental health services and who are on the Care Programme Approach, at any point in the financial year.</p> <p>OLAP: The Mental Health Minimum Dataset is not available in OLAP.</p>
<p>2A part 1- Permanent admissions to residential and nursing care homes for younger adults (18-64), per 100,000 population</p>	<p>ASC-CAR return: 1. S3, page 1, line 14, columns 1+2+3.</p> <p>OLAP: ASC-CAR S3, Ageband dimension: Age 18 to 64; Client type dimension: Total clients; Residential type dimension: Total - Residential care and Nursing care only (Age 18 to 64 Total).</p>	<p>Population data: 1. ONS mid-year population estimates. Total Aged 18-64 2. (numerator/population estimate) *100,000.</p> <p>OLAP: Per 10k and Per 100k population measures are available on OLAP. ONS mid-year population estimates are not available in OLAP.</p>

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2A part 2 - Permanent admissions to residential and nursing care homes for older people (65 and over), per 100,000 population	ASC-CAR return: 1. S3, page 1, line 15, columns 1+2+3. OLAP: ASC-CAR S3, Ageband dimension: Age 65 and over; Client type dimension: Total clients; Residential type dimension: Total - Residential care and Nursing care only (Age 65 and over Total).	Population data: 1. ONS mid-year population estimates. Total Aged 65+ 2. (numerator/population estimate) *100,000. OLAP: Per 10k and Per 100k population measures are available on OLAP. ONS mid-year population estimates are not available in OLAP.
2B part 1 - Older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	ASC-CAR return: 1. I1, lines 1, column 9. OLAP: ASC-CAR I1 - Discharge Data Dimension: Number of discharges in denominator where person was still at home 91 days later (Numerator) Measure – Number of discharges.	ASC-CAR return: 1. I1, lines 2, column 9. OLAP: ASC-CAR I1 - Ageband dimension: Total (65 and over) Measure – Number of discharges.
2B part 2 - Older people (65 and over) who were offered reablement services following discharge from hospital	ASC-CAR return: 1. I1, lines 2, column 9. OLAP: ASC-CAR I1 - Ageband dimension: Total (65 and over) Measure – Number of discharges.	Hospital Episode Statistics: 1. The number of people discharged alive from hospitals in between 1 October and 31 December in reporting year. This includes all specialties and zero-length stays. OLAP: HES Data is not available via OLAP.
2C part 1 - Delayed transfers of care from hospital, per 100,000 population	Delayed Transfers of Care (DToC): 1. Total number of delayed discharges (aged 18 and over). This is the average of the 12 monthly snapshots collected in the monthly reports. OLAP: Delayed Transfers of Care (DToC) data is not available via OLAP.	Population data: 1. ONS mid-year population estimates. Total Aged 18 and over 2. (numerator/population estimate) *100,000. OLAP: Per 10k and Per 100k population measures are available on OLAP. ONS mid-year population estimates are not available in OLAP.

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2C part 2 - Delayed transfers of care from hospital which are attributable to adult social care, per 100,000 population	Delayed Transfers of Care (DToc): 1. Total number of delays attributable to Social Care or jointly to Social Care and the NHS (aged 18 and over). This is the average of the 12 monthly snapshots collected in the monthly reports. OLAP: Delayed Transfers of Care (DToc) data is not available via OLAP.	Population data: 1. ONS mid-year population estimates. Total Aged 18 and over 2. (numerator/population estimate) *100,000. OLAP: Per 10k and Per 100k population measures are available on OLAP. ONS mid-year population estimates are not available in OLAP.
3A - Percentage of adults using services who are satisfied with the care and support they receive	Adult Social Care Survey: 1. Number of respondents who answered 'I am extremely satisfied', 'I am very satisfied', 'I am very happy with the way staff help me' to Q1. OLAP: Adult Social Care Survey is not available via OLAP.	Adult Social Care Survey: 1. Total number of respondents to Q1. OLAP: Adult Social Care Survey is not available via OLAP.
3B - Overall satisfaction of carers with social services	Carers' Survey: 1. Number of respondents who answered 'I am extremely satisfied' or 'I am very satisfied' to Q4. OLAP: Carers' Survey is not available via OLAP.	Carers' Survey: 1. Total number of respondents who answered Q4. Minus those who answered 'we haven't received any support'. OLAP: Carers' Survey is not available via OLAP.
3C - The proportion of carers who report that they have been included or consulted in discussion about the person they care for	Carers' Survey: 1. Number of respondents who answered 'I always felt involved / consulted' or 'I usually felt involved / consulted' to Q15. OLAP: Carers' Survey is not available via OLAP.	Carers' Survey: 1. Total number of respondents who answered Q15. Excluding those who answered 'there have been no discussions'. OLAP: Carers' Survey is not available via OLAP.

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<p>3D - The proportion of people who use services and carers who find it easy to find information about services, expressed as a percentage</p>	<p>Adult Social Care Survey: 1. Number of respondents who answered 'Very easy to find', 'Fairly easy to find' to Q12.</p> <p>Carers' Survey: 2. Number of respondents who answered 'Very easy to find', 'Fairly easy to find' to Q13.</p> <p>OLAP: Adult Social Care Survey & Carers Survey is not available via OLAP.</p>	<p>Adult Social Care Survey: 1. Total number of respondents to Q12. Minus / excluding those who answered 'I've never tried to find info/advice'.</p> <p>Carers' Survey: 2. Total number of respondents to Q13. Excluding those who answered 'I've never tried to find info/advice in the last 12 months'.</p> <p>OLAP: Adult Social Care Survey & Carers Survey is not available via OLAP.</p>
<p>4A - The proportion of people who use services who feel safe, expressed as a percentage</p>	<p>Adult Social Care Survey: 1. Number of respondents who answered 'I feel as safe as I want' to Q7a.</p> <p>OLAP: Adult Social Care Survey is not available via OLAP.</p>	<p>Adult Social Care Survey: 1. Total number of respondents to Q7a.</p> <p>OLAP: Adult Social Care Survey is not available via OLAP.</p>
<p>4B - The proportion of people who use services who say that those services have made them feel safe and secure, expressed as a percentage</p>	<p>Adult Social Care survey: 1. Number of respondents who answered 'Yes' to Q7b.</p> <p>OLAP: Adult Social Care Survey is not available via OLAP.</p>	<p>Adult Social Care Survey: 1. Total number of respondents to Q7b.</p> <p>OLAP: Adult Social Care Survey is not available via OLAP.</p>

Published by the Health and Social Care Information Centre
Part of the Government Statistical Service

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