



DARLINGTON
Borough Council

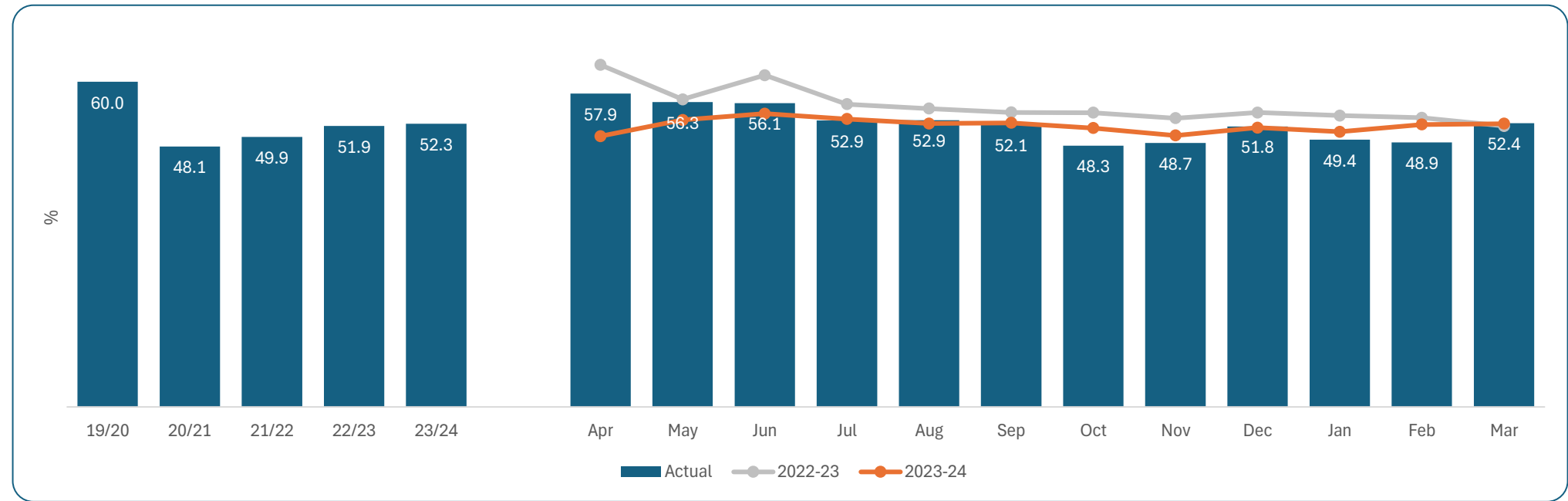
Adult's Social Care Performance & Practice Report

End of Year (April 2024 - March 2025)

Scrutiny

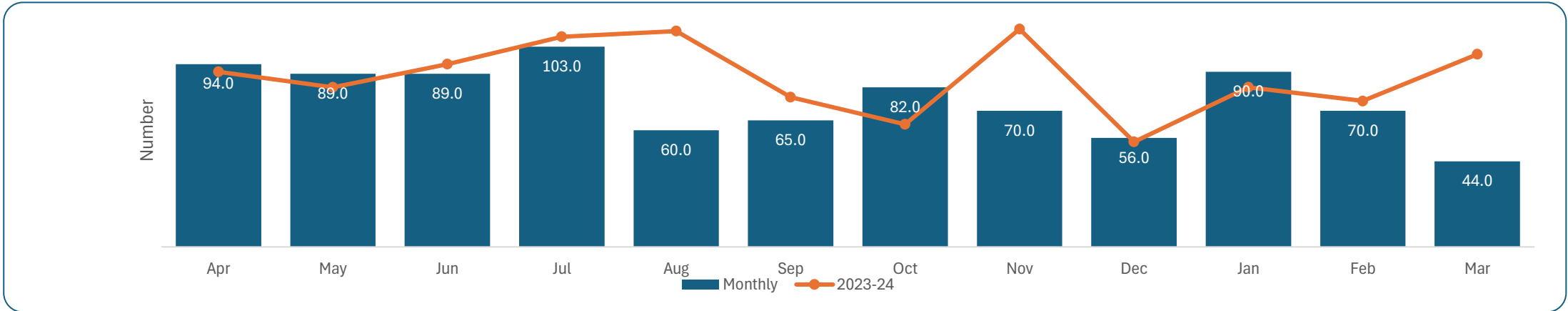
Independence	
Definition	<p>Numerator: Of those in the denominator, those who have had a completed reablement review with outcomes of 'No services provided or identified', 'Long Term Support Ended', Universal Services/Signposted.</p> <p>Denominator: The total number of clients completing a reablement package during the period</p>
PERFORMANCE ANALYSIS	<p>Performance for this indicator continues to remain consistent.</p> <p>At the end of 2024-25 it was reported that 32.9% of client needs had decreased, 11.8% needs had increased and 2.9% stayed the same. The remaining 52.4% are those who no longer had ongoing care needs.</p> <p>The number of clients being referred to RIACT as part of a hospital discharge remains consistently high, with an average of 115 hospital discharges being received per month during 2024-25. Although not all these referrals progress to receive a service it does demonstrate the increase the service area is currently experiencing.</p>

ASC 019: % of people who have no ongoing care needs following completion of provision of a reablement package at the end of the month.

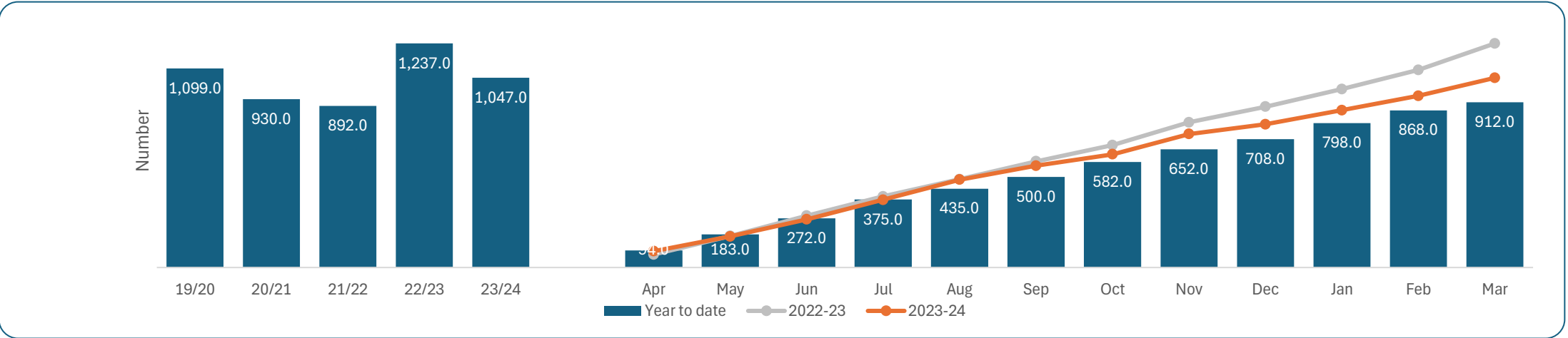


Safety	
Definition	Number of safeguarding concerns (initial enquiries) started - per month
PERFORMANCE ANALYSIS	<p>There have been 708 safeguarding enquiries started since April. The breakdown by starting a safeguarding concern (initial enquiries):</p> <p>Safeguarding - 451 (49%)</p> <p>Adult Learning Disability - 127 (14%)</p> <p>Adult Mental Health - 112 (12%)</p> <p>OAIT - 87 (10%)</p> <p>ACT - 82 (9%)</p> <p>RIACT - 53 (6%)</p>

ASC 209: Number of Safeguarding concerns (initial enquiries) Started - Per Month

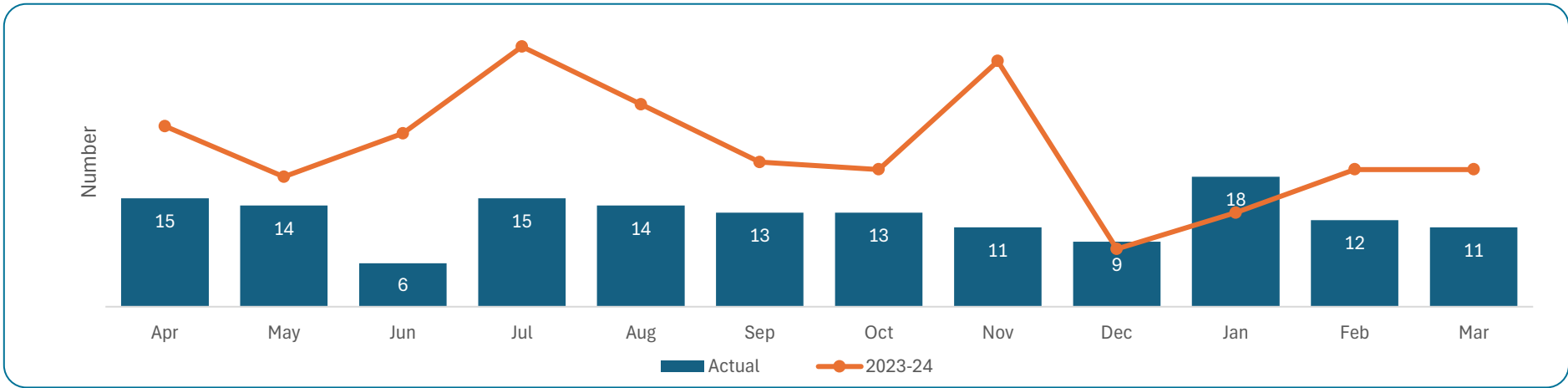


ASC 208: Number of Safeguarding concerns (initial enquiries) Started - Year to Date

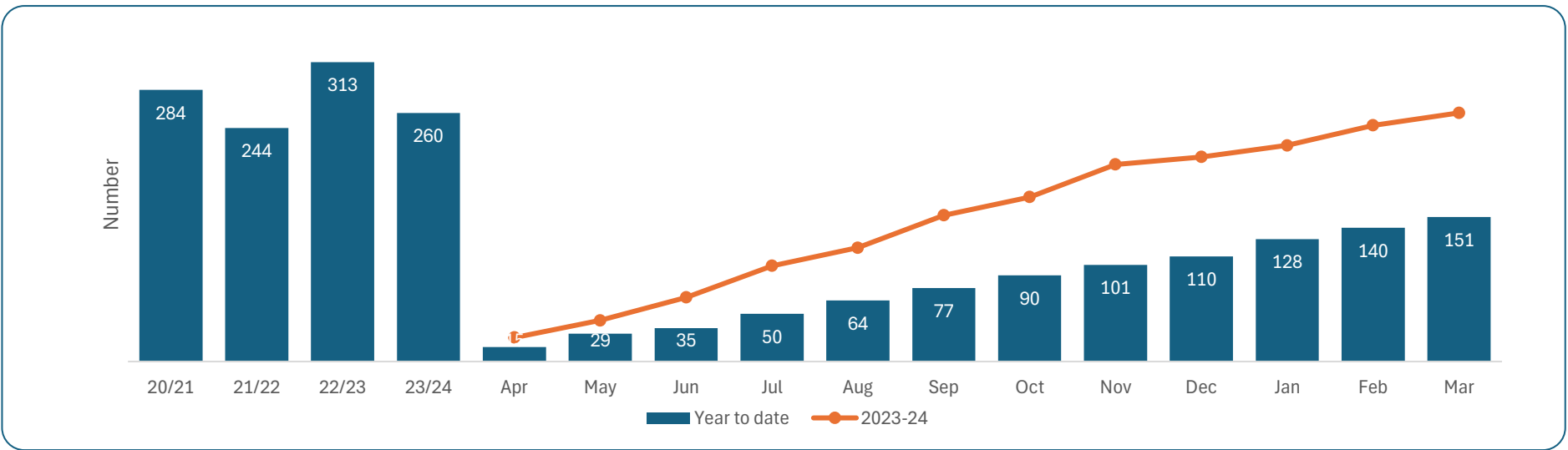


Safety	
Definition	Number of strategy meetings undertaken i.e. concerns progressed to strategy per month
PERFORMAN CE ANALYSIS	Of the 912 enquiries started since April 2024-25, 151 have progressed to a strategy meeting which represents a 16.5% conversion rate, this is a fall from the same period last year where the conversion rate was 21%.

ASC 211: Monthly number of strategy meetings

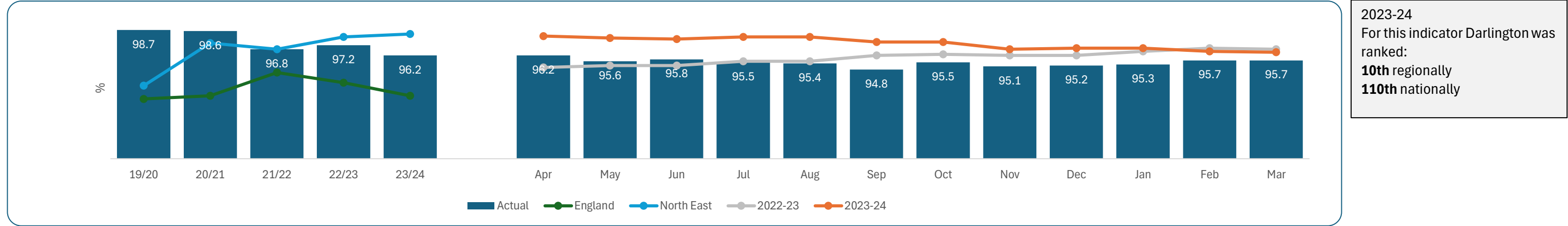


ASC 211a: Year to date number of strategy meetings undertaken

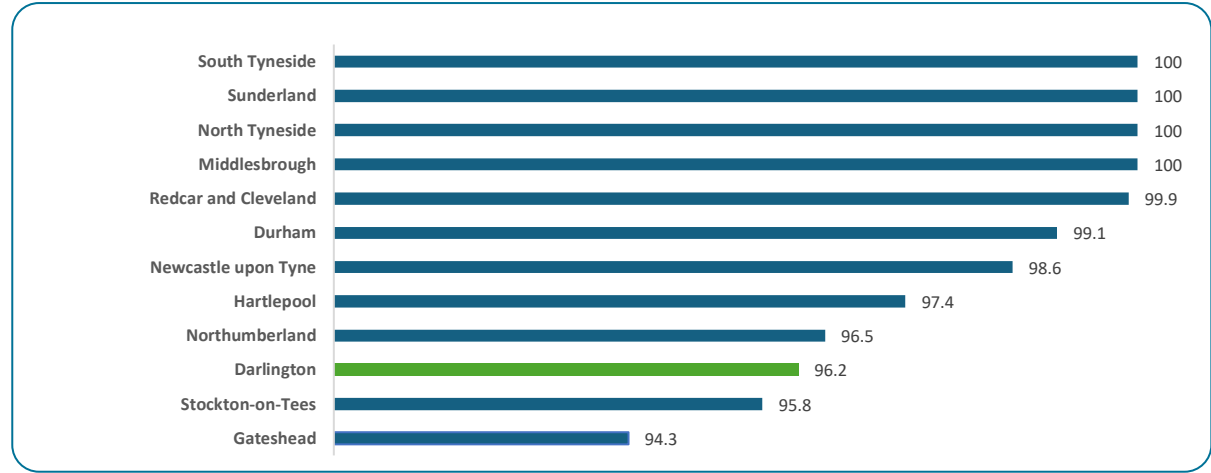


Empowerment	
Definition	Proportion of people using social care who receive self-directed support. Numerator - the number of users receiving either a) Direct Payments, b) Part Direct Payments or c) CASSR managed Personal Budget at the year end. Denominator - Clients (aged 18 or over) accessing long term community support at the year end.
PERFORMANCE ANALYSIS	The proportion of people using social care who receive self directed support is currently 95.7%, this equates to 777 individuals currently receiving self directed support.

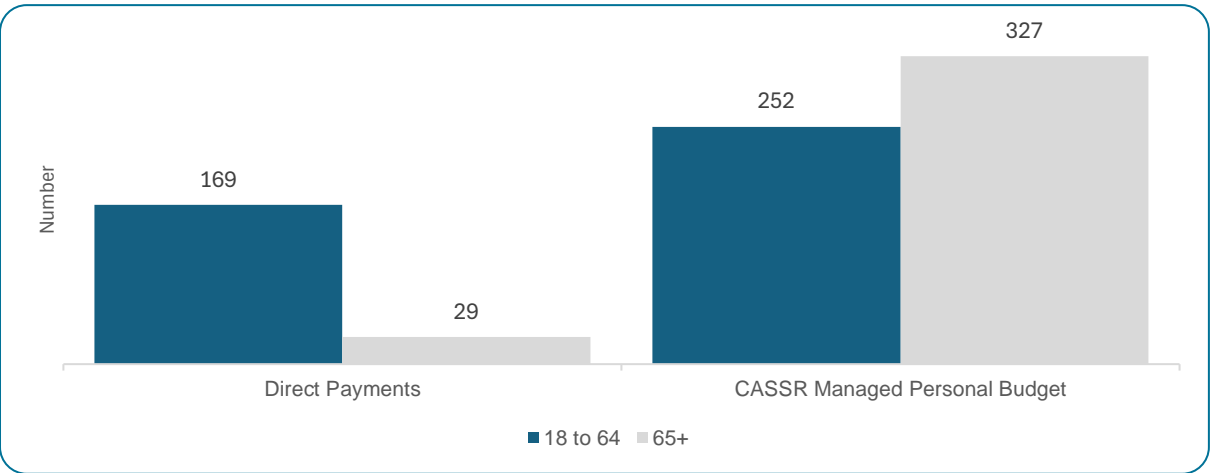
ASC 049: Proportion of people using social care who receive self-directed support



2023-24 regional results

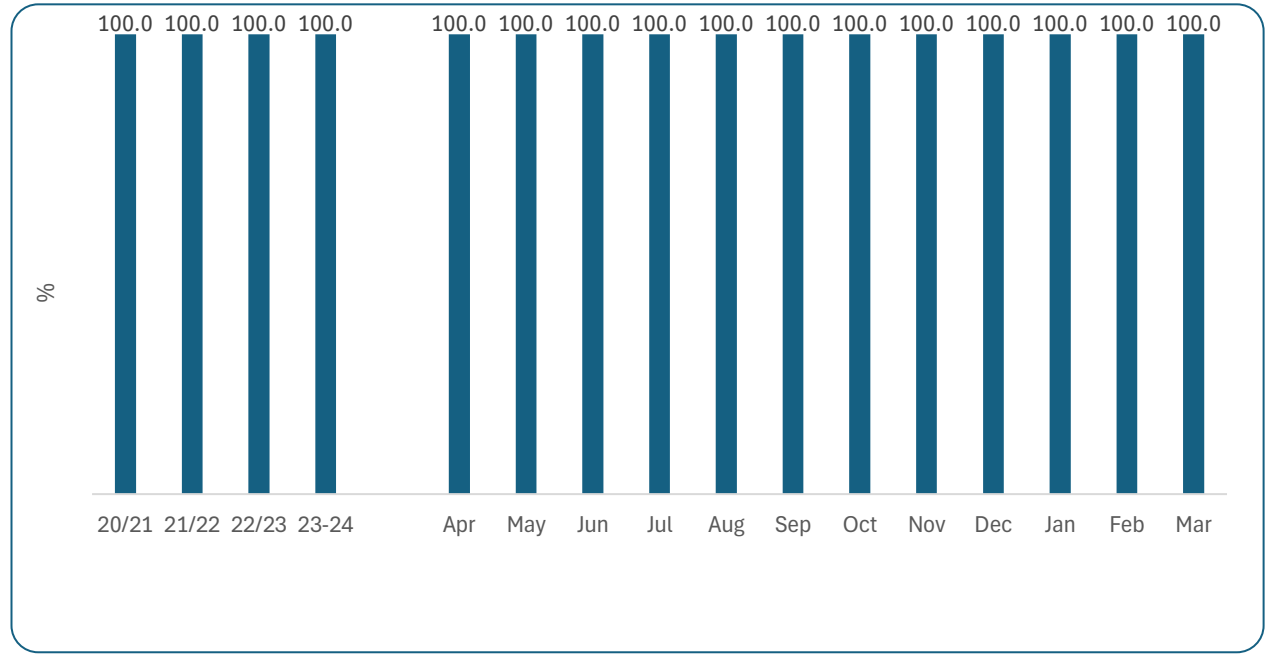


Breakdown of self-direct support

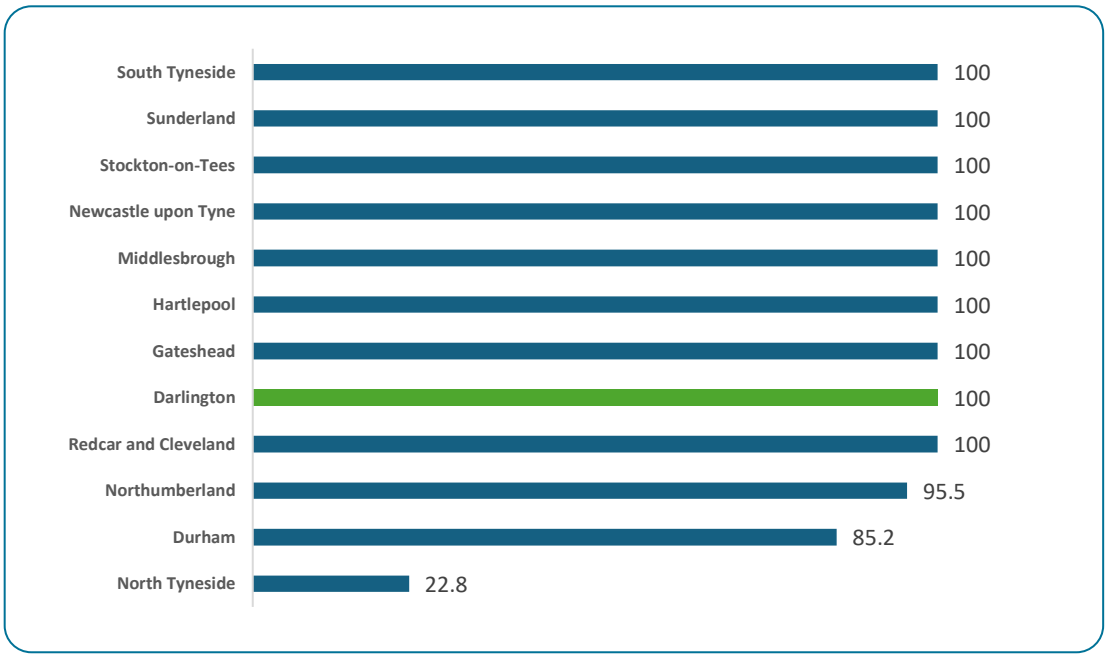


Empowerment	
Definition	Proportion of carers using social care who receive self direct support Numerator: The number of users receiving either a) Direct Payments, b) Part Direct Payments or c) CASSR managed Personal Budget at the year end Denominator: Carers (caring for someone aged 18 or over) receiving carer-specific services at the year end
PERFORMANCE ANALYSIS	This figure should always be 100%

ASC 050: Proportion of carers using social care who receive self-directed support



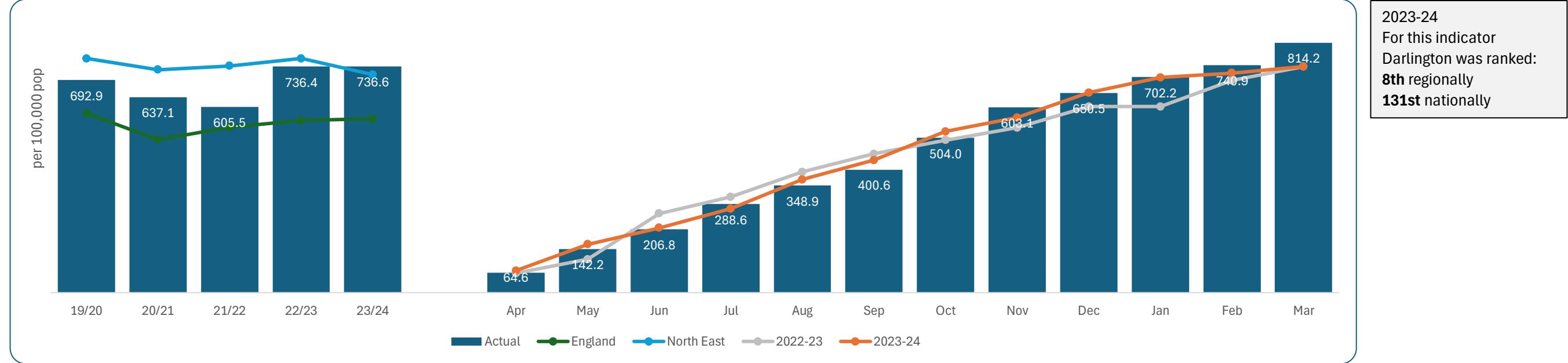
2023-24 regional results



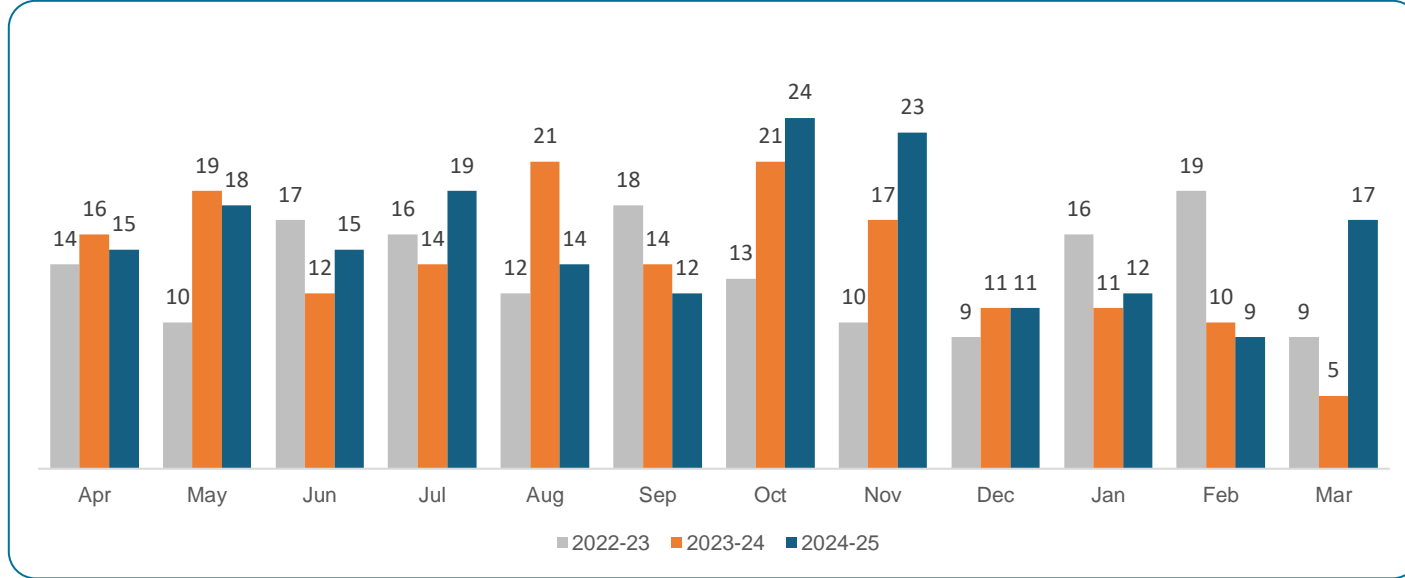
Darlington was ranked **1st (jointly)** regionally and nationally for this indicator in 2023-24

Independence	
Definition	Avoiding permanent placements in residential and nursing care homes is a good indicator of maximising independence and delaying dependency. However, it is acknowledged that for some people drawing on care admission to residential or nursing care homes can represent an improvement in their situation. This indicator also captures efficiency. Residential and nursing care are often the most expensive forms of interventions. Relying on interventions that maximise independence - where appropriate - would represent a cost saving.
PERFORMANCE ANALYSIS	<p>As at the end of 2024-25 the total number of individuals who moved into permanent residential or nursing care is 188. This is slightly higher than the same period last year when the figure was 171 and 164 in 2022-23.</p> <p>The average age of individuals moving to permanent residential, or nursing care is 83, which is similar to the previous 2 years where the average figure was 85. The average number of years individuals who are currently living in permanent care have been there is 2.5 years.</p> <p>Since April, 160 (85%) individuals moved into permanent residential or nursing care straight from an SBS. The current average length of stay in a SBS before moving to permanent care is 16 weeks, this is the same as the average figure for 2023-24 and an improvement from the 19 weeks for 2022-23.</p>

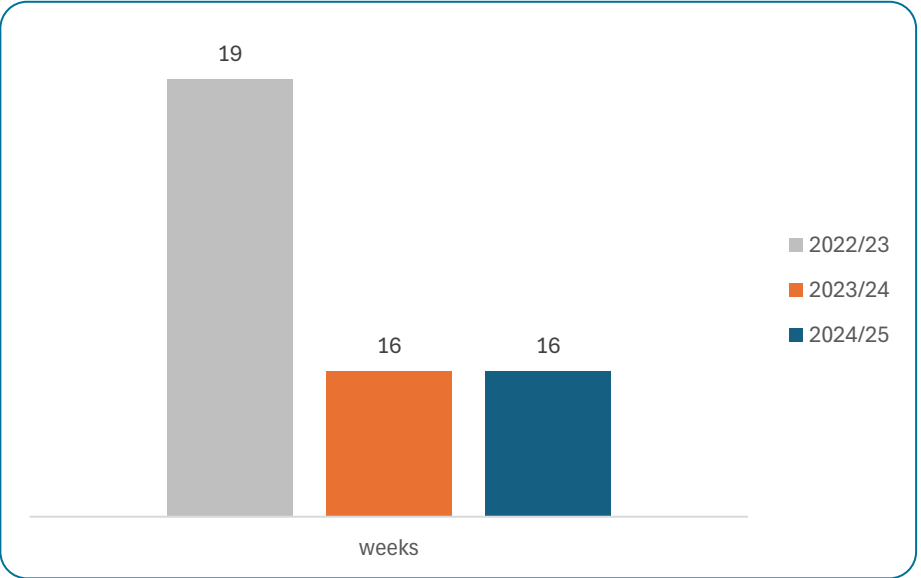
ASC 002 (ASCOF 2C): The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes



ASC 002a: Number of monthly permanent admissions



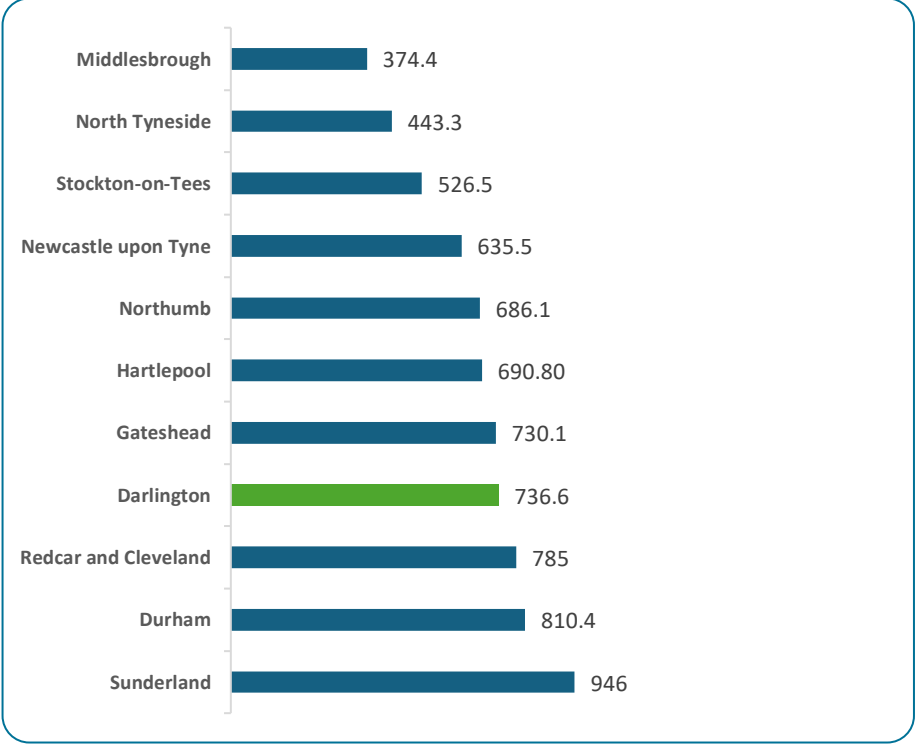
Average number of weeks in SBS prior to permanent care - YTD



Regional Performance (smaller is better) - 2023-24 Regional results

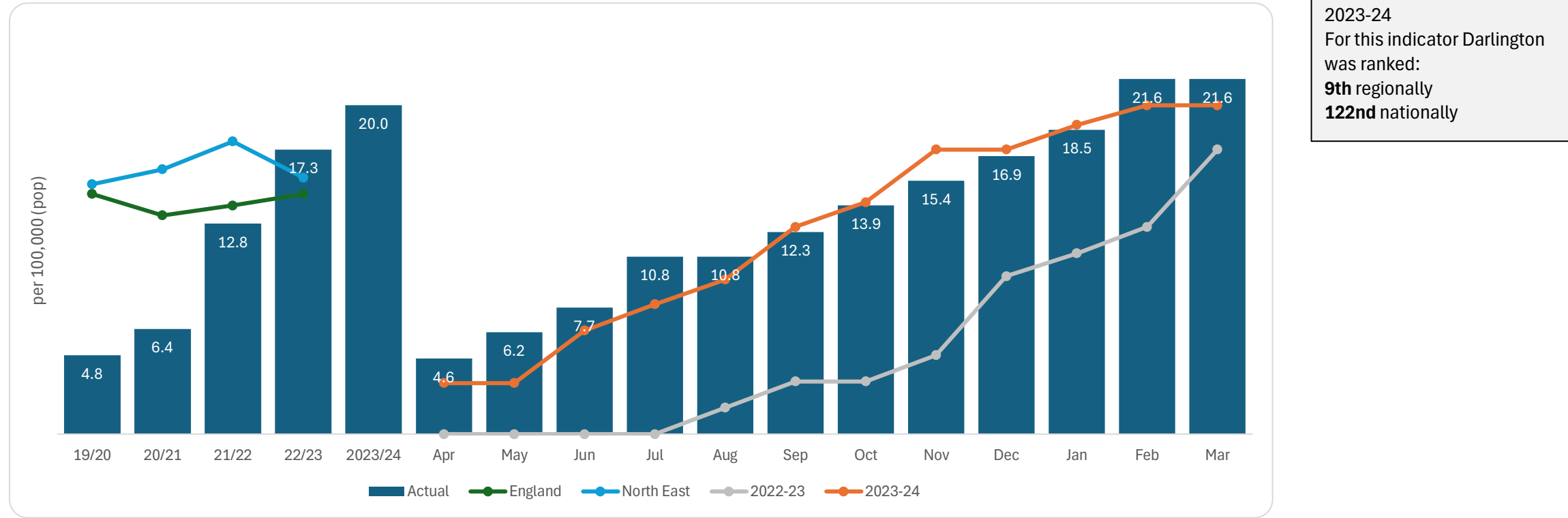


2023-24 Regional results (smaller is better)

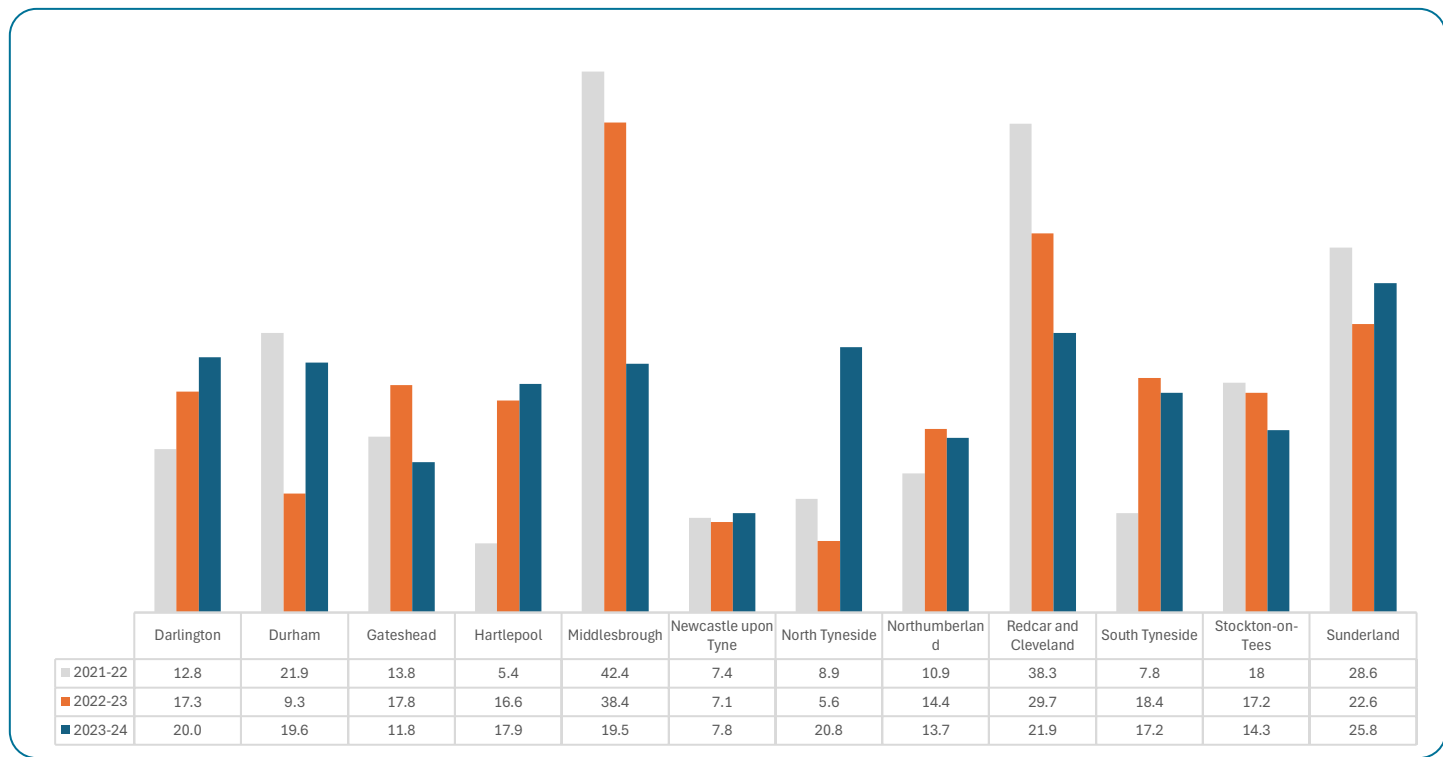


Independence	
Definition	Avoiding permanent placements in residential and nursing care homes is a good indicator of maximising independence and delaying dependency. However, it is acknowledged that for some people drawing on care admission to residential or nursing care homes can represent an improvement in their situation.
	This indicator also captures efficiency. Residential and nursing care are often the most expensive forms of interventions. Relying on interventions that maximise independence - where appropriate - would represent a cost saving.
PERFORMANCE ANALYSIS	Data source: Client level data, Office of National Statistics
	There have been 14 18–64-year-olds who have entered permanent care since April 2024, this has resulted in the current performance figure of 21.6.
	Since 2019-20 the proportion of 18-64-year-olds entering permanent care has increased year on year.
	Currently the average age of 18–64-year-olds in permanent residential or nursing care who moved to permanent residential or nursing care aged 18-64 during 2024-25 is 47. This is compared to the average age being 55 during the same period last year.

ASC 003 (ASCOF 2B):Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care



Regional Performance (smaller is better) - 2023-24 Regional results

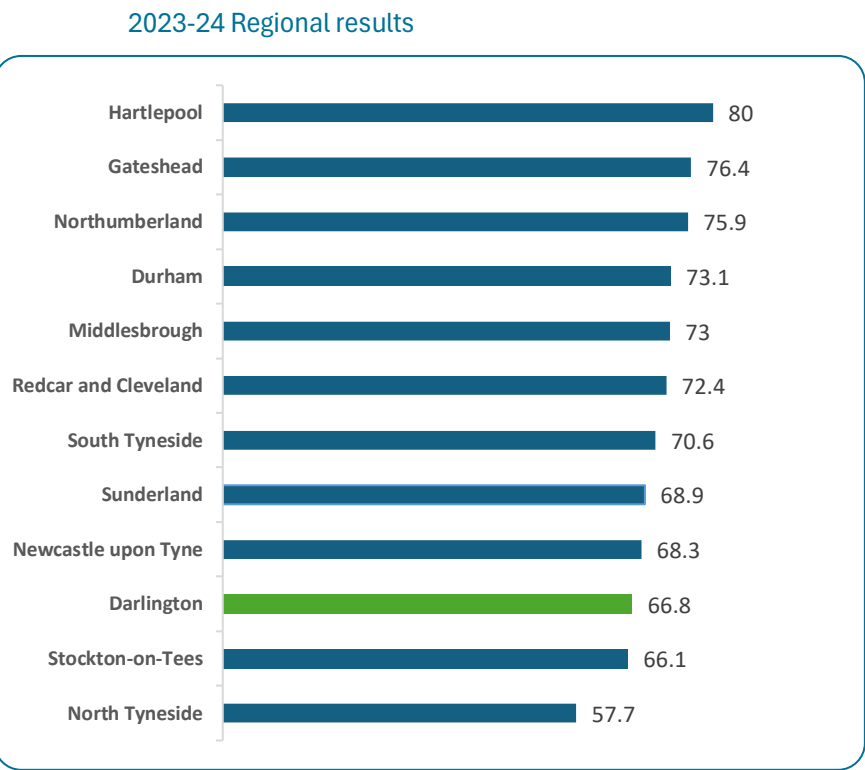
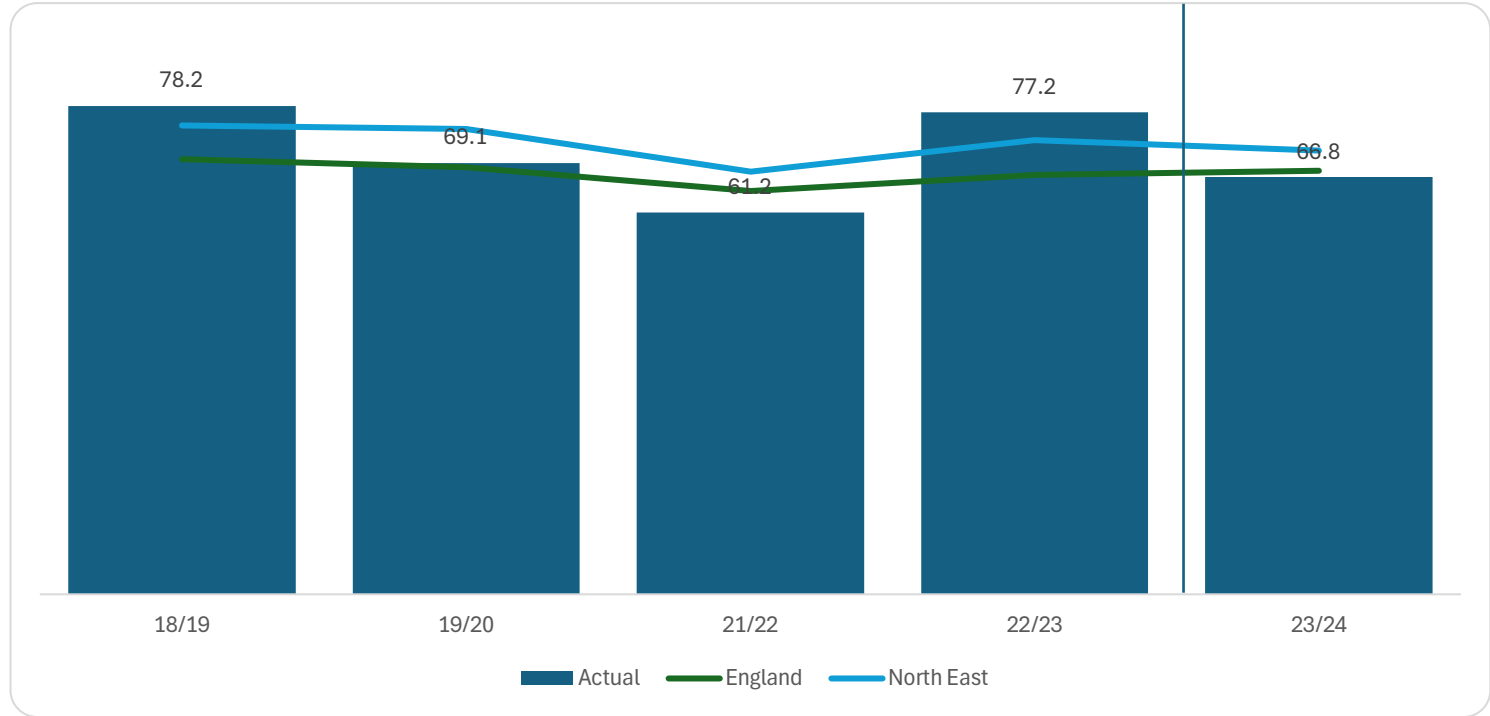


2023-24 Regional results (smaller is better)



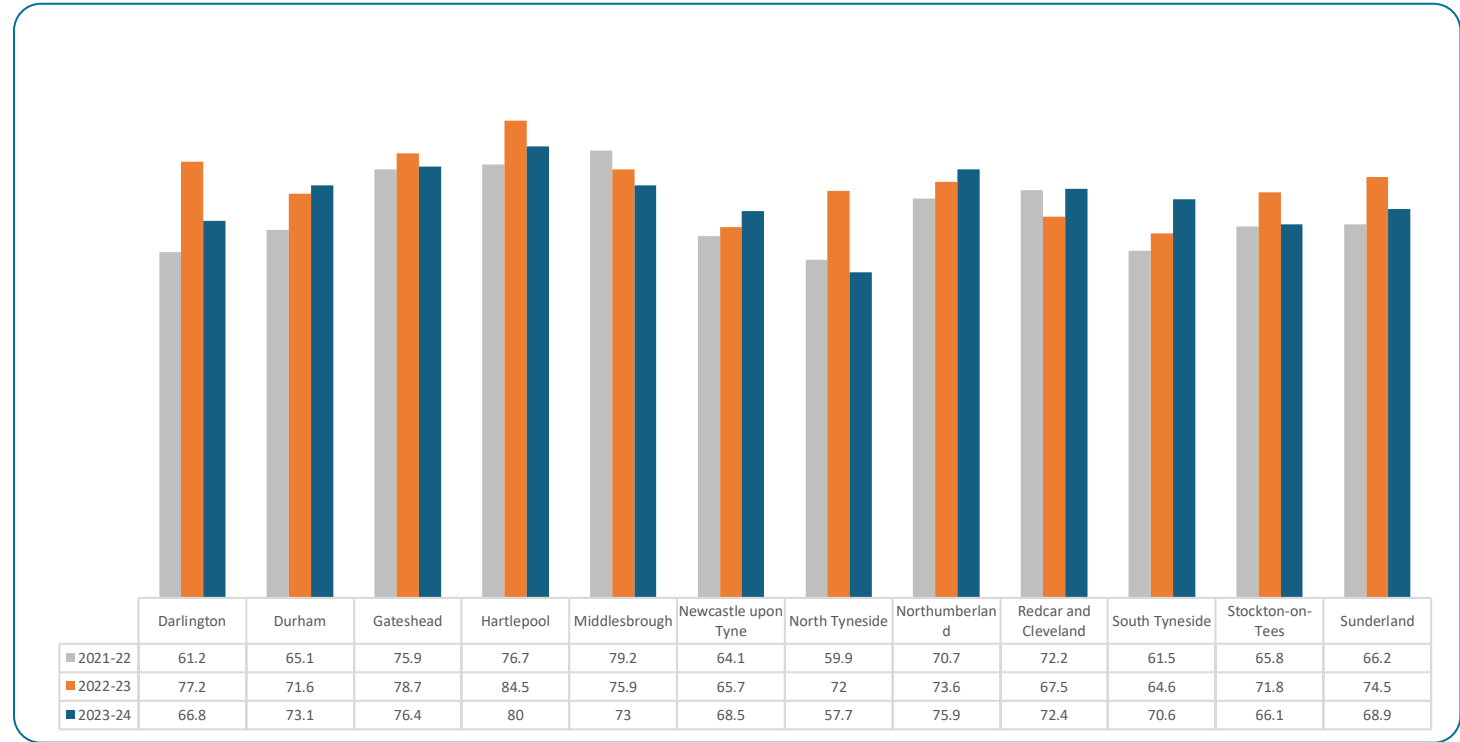
Empowerment	
Definition	<p>This metric reflects social services users' and carers' experience of access to information and advice about social care in the past year. Information is a core universal service and a key factor in early intervention and reducing dependency.</p> <p>Data Source: Adult Social Care Survey and Survey of Adult Carers in England</p>
PERFORMANCE ANALYSIS	<p>The data shows that the proportion of people who feel they can access information easily has reduced during 2023-24. The 2023-24 result for this measure is 66.8% which is a reduction in performance compared to last year's result of 77.2%.</p> <p>Regional benchmarking data is now available for 2023-24. The data shows Darlington is 10th in the regional table for performance in this measure, a fall from last year when we were 3rd. Positive feedback for this measure has reduced 10% between 2022-23 and 2023-24, the 2nd largest reduction in this measure when compared to our regional neighbours. The data shows that although Darlington has seen one of the biggest falls in positive feedback for this indicator, the majority of our regional neighbours also saw a fall in positive feedback.</p> <p>Nationally, Darlington has fallen from being ranked 9th during 2022-23 to 99th during 2023-24.</p> <p>The results are for 2023-24, the recent improvements to information during recent months should be demonstrated in the 2024-25 survey results. Improvements which have been made are</p> <ul style="list-style-type: none">• Website• Netcall – which helps to signpost people• Easy Read documents• Podcasts• Improvements made to consistency of information

ASC054 (ASCOF 3D) - The proportion of people who use services who find it easy to find information about services

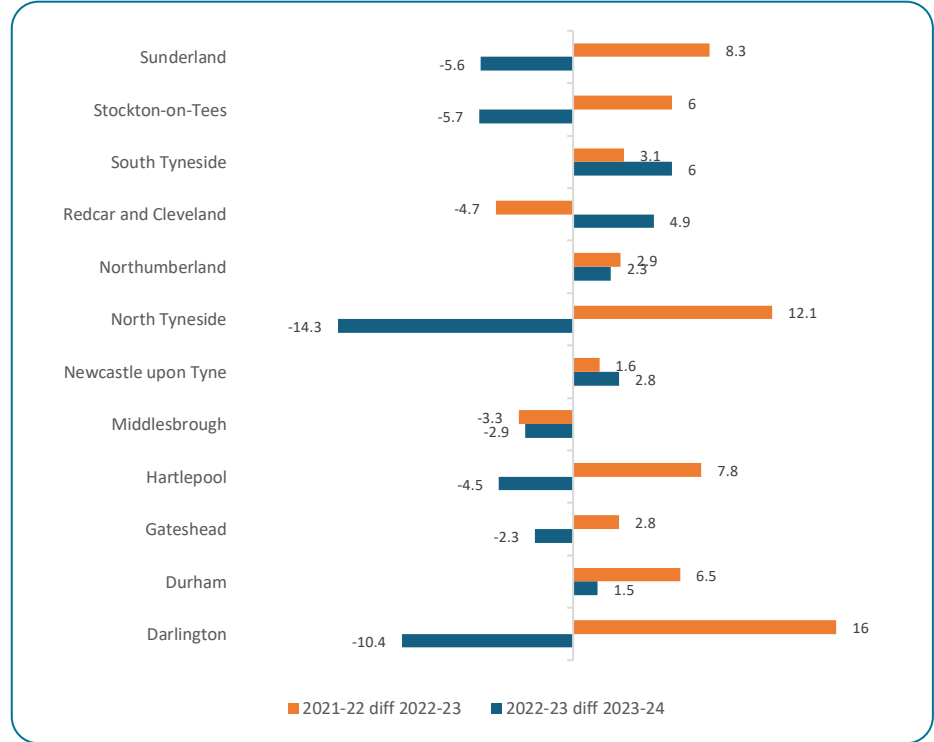


2023-24
For this indicator
Darlington was
ranked:
10th regionally
99th nationally

Regional Performance (bigger is better) - 2023-24 Regional results

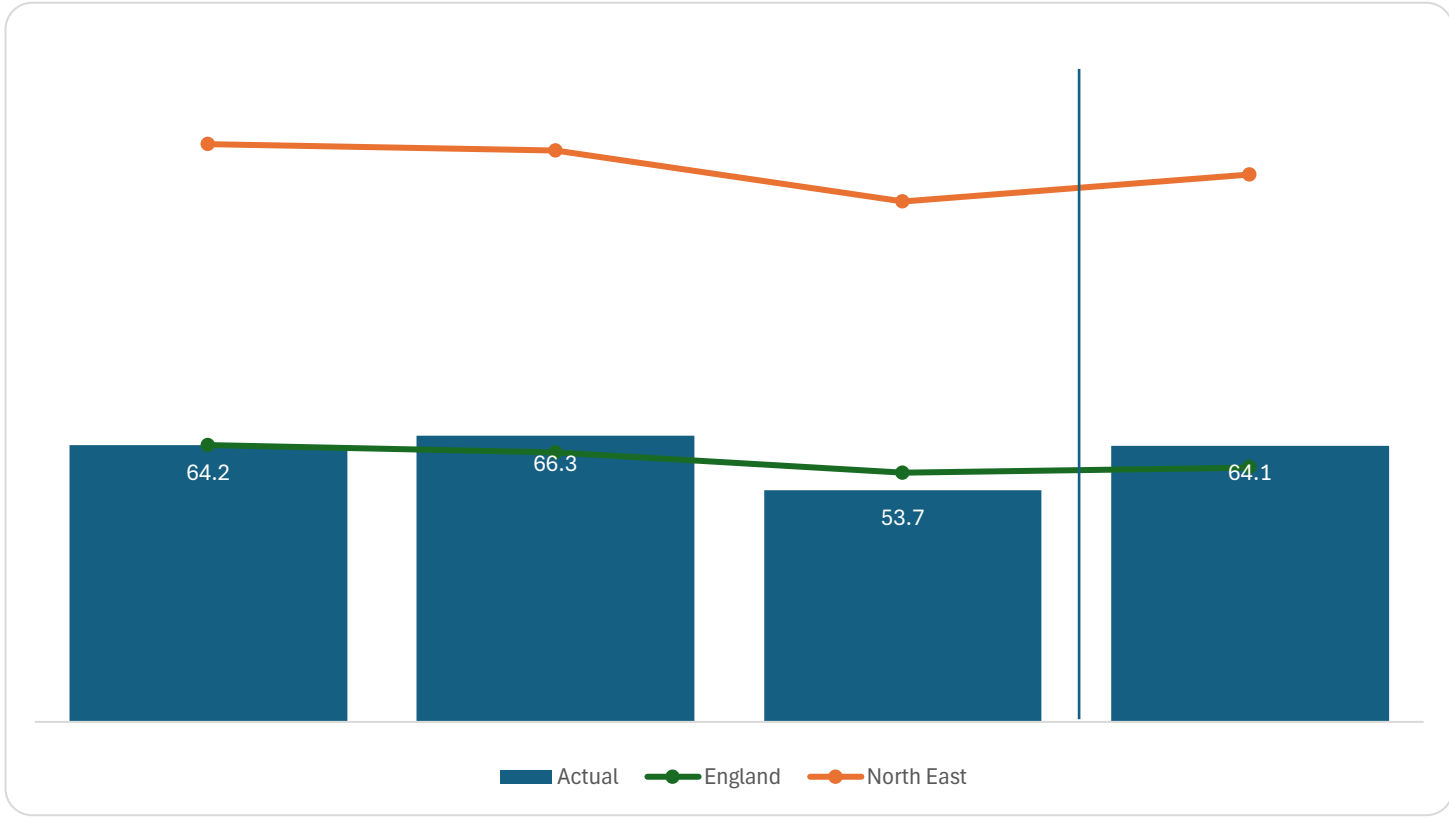


Difference in performance from previous years (positive value is better) - 2023-24 Regional results



Empowerment	
Definition	<p>This metric reflects social services 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.</p> <p>Data Source: Survey of Adult Carers in England</p>
PERFORMANCE ANALYSIS	<p>The data shows that the proportion of carers who feel they can access information easily has increased during 2023-24. The 2023-24 result for this measure is 64.1% which is an improvement in performance compared to the previous survey result of 53.7%.</p> <p>Regional benchmarking data is now available for 2023-24. The data shows Darlington is 10th in the regional table for performance in this measure. Positive feedback for this measure has increased 10.4% between 2021-22 and 2023-24, the 3rd largest improvement in this measure when compared to our regional neighbours.</p> <p>Nationally, Darlington is ranked 41st for this indicator following on from the 2023-24 survey results.</p> <p>The results are for 2023-24, the recent improvements to information during recent months should be demonstrated in the 2024-25 survey results. Improvements which have been made are</p> <ul style="list-style-type: none">• Website• Netcall – which helps to signpost people• Easy Read documents• Podcasts• Improvements made to consistency of information

ASC 055 (ASCOF 3C): The proportion of carers who use services who have found it easy to find information about services

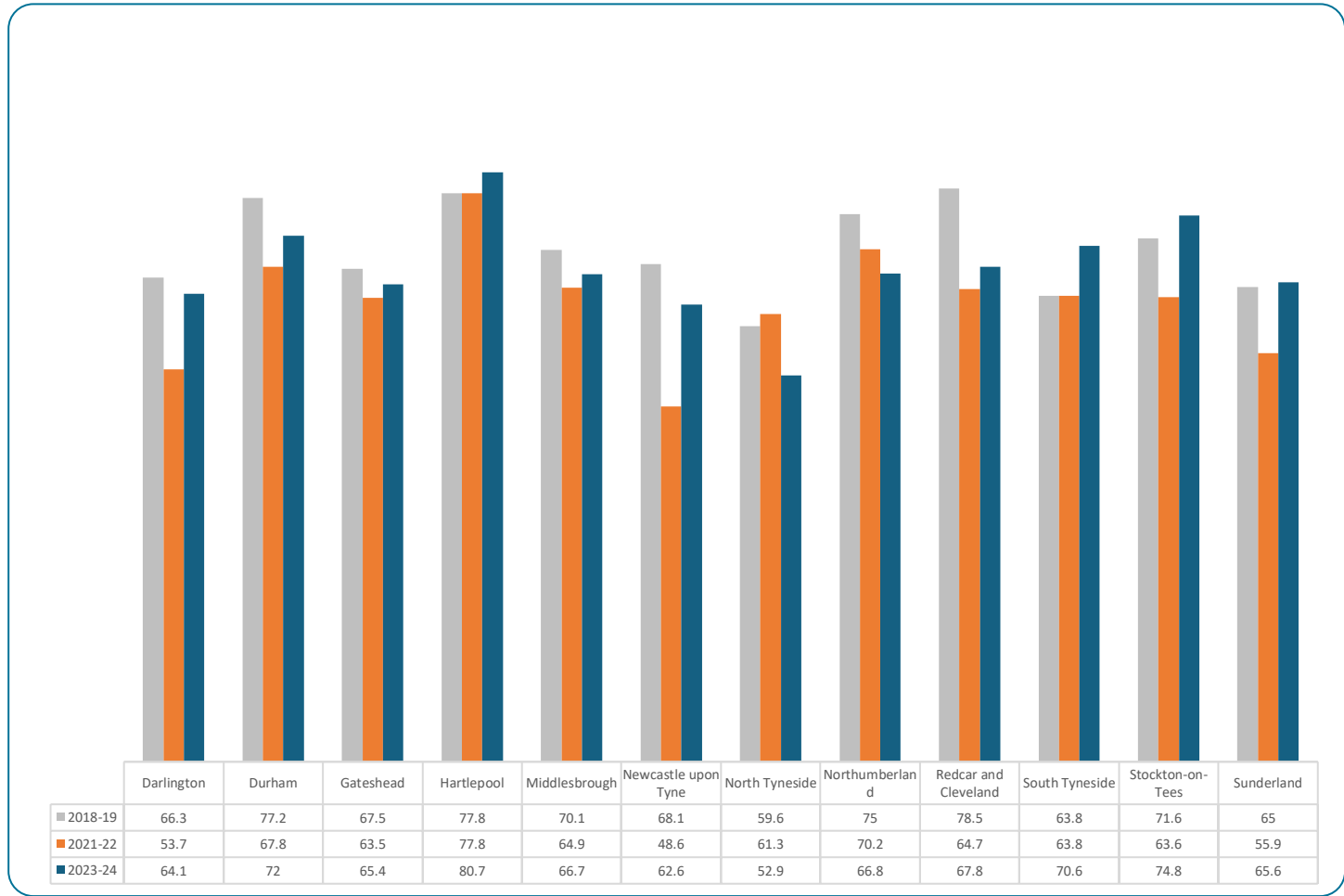


Regional Breakdown 2023-24



2023-24
For this indi
Darlington v
ranked:
10th region
41st nation

Regional Performance (bigger is better) - 2023-24 Regional results



Difference in performance from previous years (positive value is better) - 2023-24 Regional results

