

Adult Social Care Survey

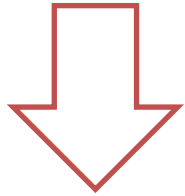
2022/23

Adult Social Care Survey

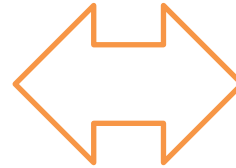
- Survey was sent out to 1516 people, and 24% (357) responded
- This report provides details of 8 ASCOF measures calculated from the survey, along with London benchmarking from 21/22
- Overall satisfaction has increased from 56% to 59% and is line with the London average
- Quality of life indicator is the same as last year and in line with the London avergae
- Reduction in the proportion of people who feel they have control over their daily life -down from 74.2% to 70.5%. This forms part of the quality of life indicator.
- Note-worthy increase in the proportion of people who reported they find it easy to find information about support (from 62.8% to 69.2%).
- Updated benchmarking will be available in October/November.

ASCOF measures from ASCS 2022/23

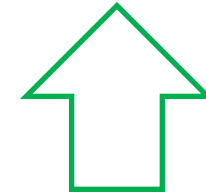
How are we performing compared with the last survey (21/22)?



- Control over daily life



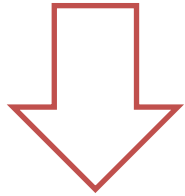
- Quality of life
- Adjusted quality of life
- Services making people feel safe



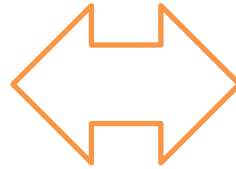
- Social contact
- Satisfaction
- Easy to find information
- Feeling safe

ASCOF measures from ASCS 2022/23

How do we compare with the London average (21/22)?



- Adjusted quality of life



- Quality of life
- Control over daily life
- Social contact
- Satisfaction
- Feeling safe
- Services making people feel safe



- Easy to find information

ASCOF Measures 1

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Year on Year Change	Movement	London Average	Comparison with London Average
1A - Social care-related quality of life	18.1	18.1	0.0%	↔	18.3	↔
1B - Proportion of people who use services who have control over their daily life	74.2	70.5	-5.0%	↓	72.0	↔
1I1 - Proportion of people who use services who reported that they had as much social contact as they would like.	36.2	38.5	6.5%	↑	37.8	↔
1J - Adjusted Social care-related quality of life – impact of Adult Social Care services	0.381	0.375	-1.6%	↔	0.4	↓

ASCOF Measures 2

ASCOF Measure	2021-22 Outturn	2022-23 (provisional) Outturn	Year on Year Change	Movement	London Average	Comparison with London Average
3A - Overall satisfaction of people who use services with their care and support	55.8	59.4	6.5%	↑	58.0	↔
3D(1) - The proportion of people who use services who find it easy to find information about support	62.8	69.2	10.2%	↑	63.2	↑
4A - Proportion of people who use services who feel safe	64.8	67.0	3.4%	↑	65.3	↔
4B - Proportion of people who use services who say that those services have made them feel safe and secure	83.7	84.2	0.6%	↔	82.0	↔

Survey Process

3,632 people were eligible to receive a survey

This is based on everyone who was receiving a long-term service on 31st December 2022.

1516, people were sent a survey

The sample is representative of our service user population. However, we are required to remove everyone who we know lacked capacity – 488 people.

357 surveys were returned completed

A minimum of 348 responses were needed to meet the requirement of a margin of error less than 5%

24% response rate

This is less than in the past. In 2021/22, the response rate was 27%.

Better response rate from people with learning disabilities (29%) and over 65s in the community (33%)

Poorer response rate from 18-64 year-olds (16%), especially mental health service users (12%) - the majority are Oxleas CPA only.

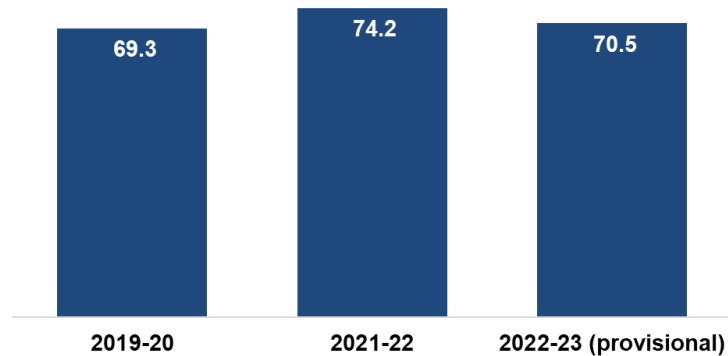
Proportion of people who feel they have control over their daily life

ASCOF 1B

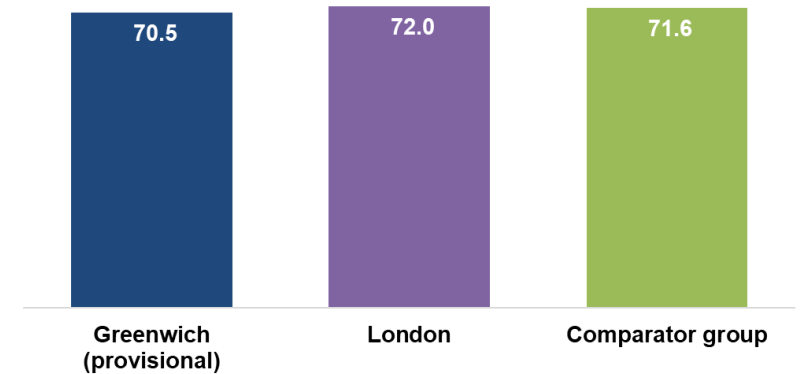


This question is designed to measure how closely support matches the needs and wishes of the individual, putting users of services in control of their care and support.
70.5% felt they had adequate control over their daily life, a reduction compared with last year and below the London average

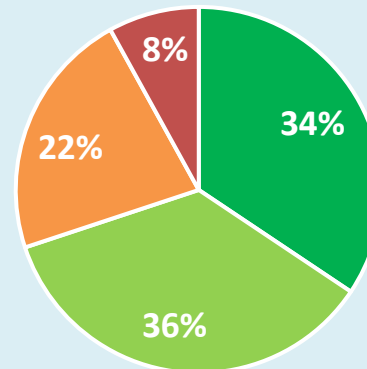
Year on Year



Comparison to London



The proportion of people reporting they do not have adequate control over their life has increased. 30% of people responded they had **“some control”** or **“no control”**, compared with 26% of people last year

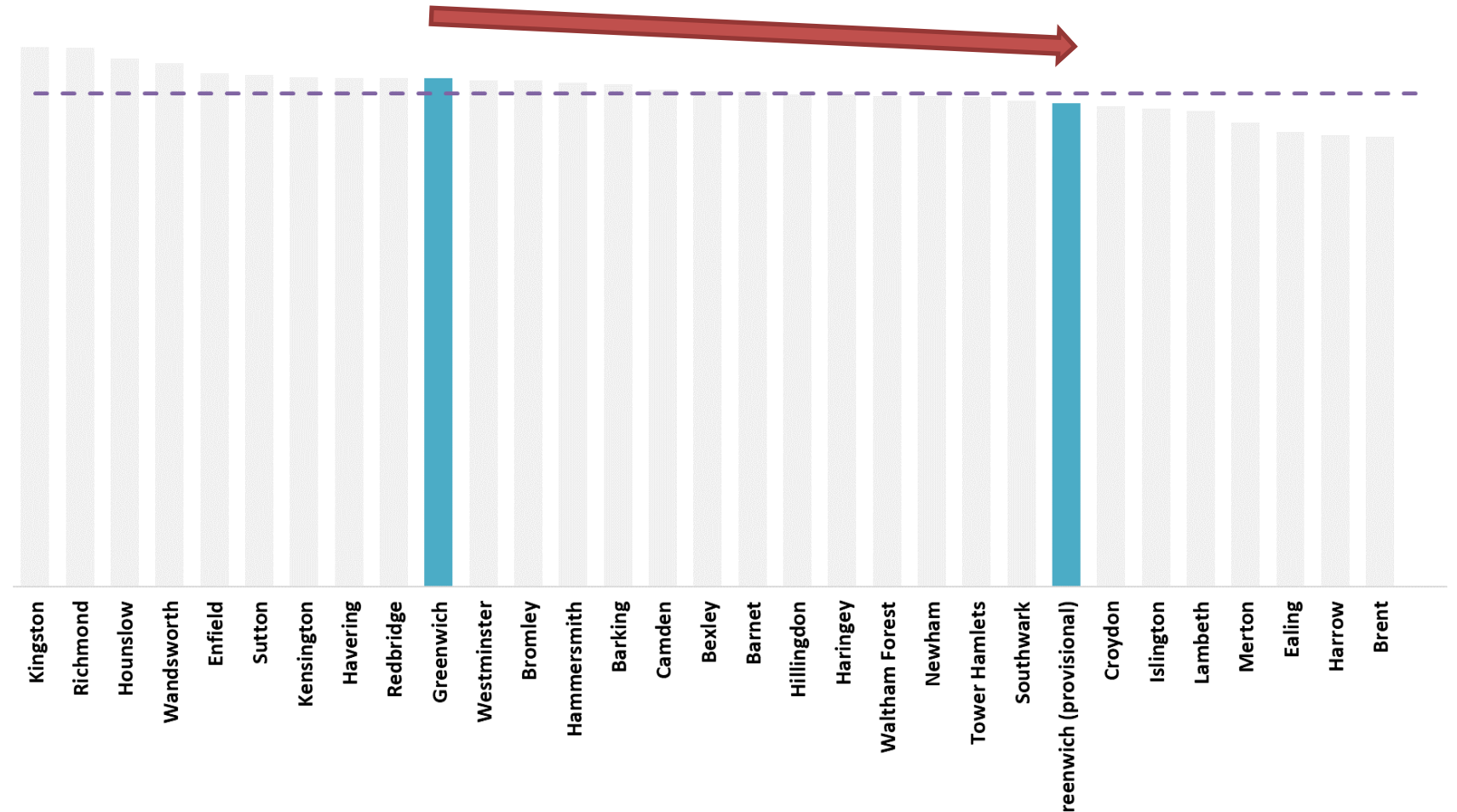


- I have as much control over my daily life as I want
- I have adequate control over my daily life
- I have some control over my daily life but not enough
- I have no control over my daily life

Proportion of people who feel they have control over their daily life

ASCOF 1B

Rank	Authority	Outturn
1	Kingston	78.8
2	Richmond	78.6
3	Hounslow	77.0
4	Wandsworth	76.4
5	Enfield	74.9
6	Sutton	74.6
7	Kensington	74.3
8	Havering	74.2
9	Redbridge	74.2
10	Greenwich	74.2
11	Westminster	73.9
12	Bromley	73.9
13	Hammersmith	73.5
14	Barking	73.3
15	Camden	72.5
16	Bexley	72.3
17	Barnet	72.1
18	Hillingdon	71.8
19	Haringey	71.8
20	Waltham Forest	71.6
21	Newham	71.6
22	Tower Hamlets	71.4
23	Southwark	70.9
24	Greenwich (provisional)	70.5
25	Croydon	70.1
26	Islington	69.7
27	Lambeth	69.4
28	Merton	67.7
29	Ealing	66.3
30	Harrow	65.9
31	Brent	65.6
32		
	London	72.0
	Comparator group	71.6



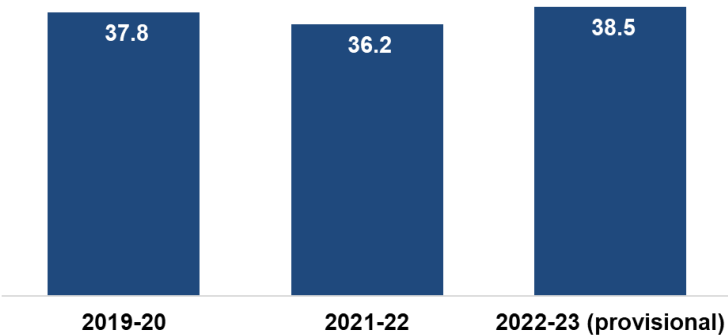
Proportion of people who have as much social contact as they would like

ASCOF
11(1)

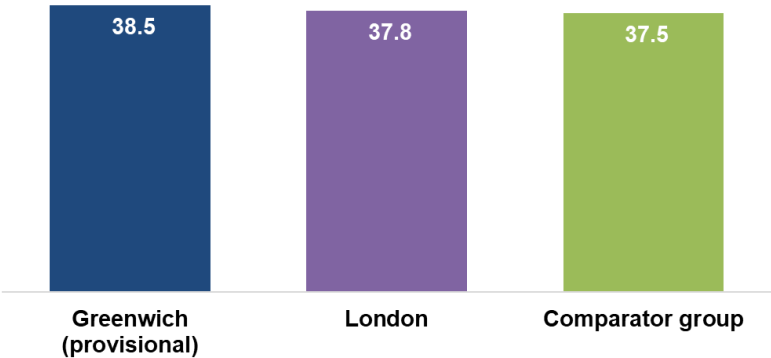


A key element of the Government’s vision for social care is to tackle loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family.
38.5% of people reported they had a much contact as they would like, an has increased compared to 2021/22. It is now above the London average.

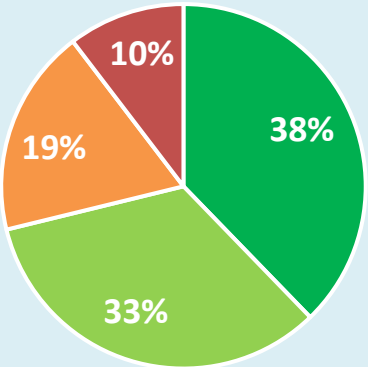
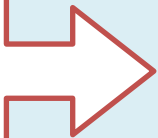
Year on Year



Comparison to London



29% of respondents felt **socially isolated**.
There has been an increase in the proportion of people reporting that they have **'adequate'** or **'as much'** social contact as they like.

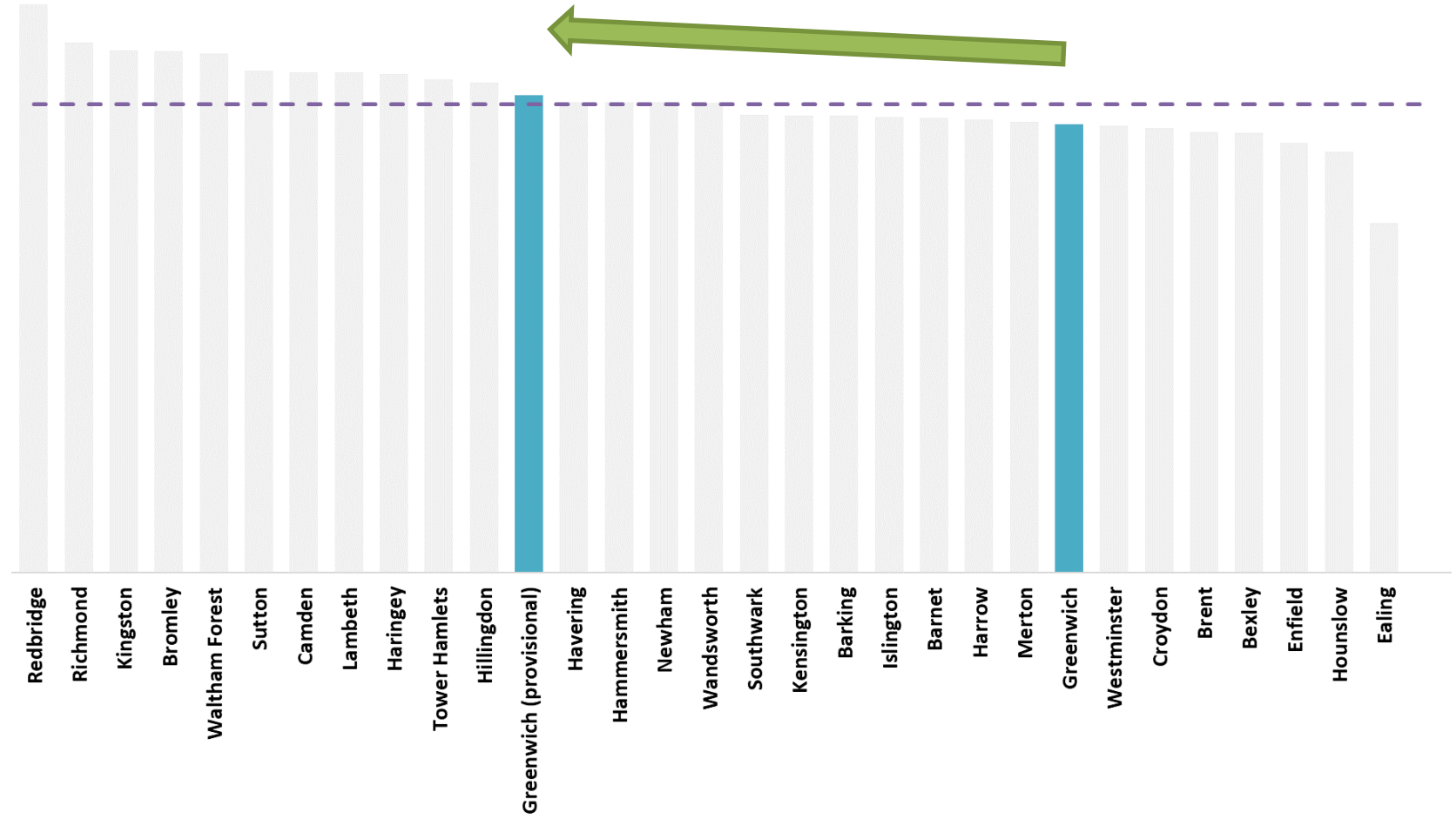


- I have as much social contact as I want with people I like
- I have adequate social contact with people
- I have some social contact with people, but not enough

Proportion of people who have as much social contact as they would like

ASCOF
11(1)

Rank	Authority	Outturn
1	Redbridge	45.9
2	Richmond	42.8
3	Kingston	42.2
4	Bromley	42.1
5	Waltham Forest	41.9
6	Sutton	40.5
7	Camden	40.4
8	Lambeth	40.4
9	Haringey	40.3
10	Tower Hamlets	39.8
11	Hillingdon	39.6
12	Greenwich (provisional)	38.5
13	Havering	38.0
14	Hammersmith	38.0
15	Newham	38.0
16	Wandsworth	37.9
17	Southwark	37.0
18	Kensington	36.9
19	Barking	36.9
20	Islington	36.8
21	Barnet	36.7
22	Harrow	36.6
23	Merton	36.4
24	Greenwich	36.2
25	Westminster	36.1
26	Croydon	35.9
27	Brent	35.6
28	Bexley	35.5
29	Enfield	34.7
30	Hounslow	34.0
31	Ealing	28.2
32		
	London	37.8
	Comparator group	37.5



New question for 22/23: How often do you feel Lonely?

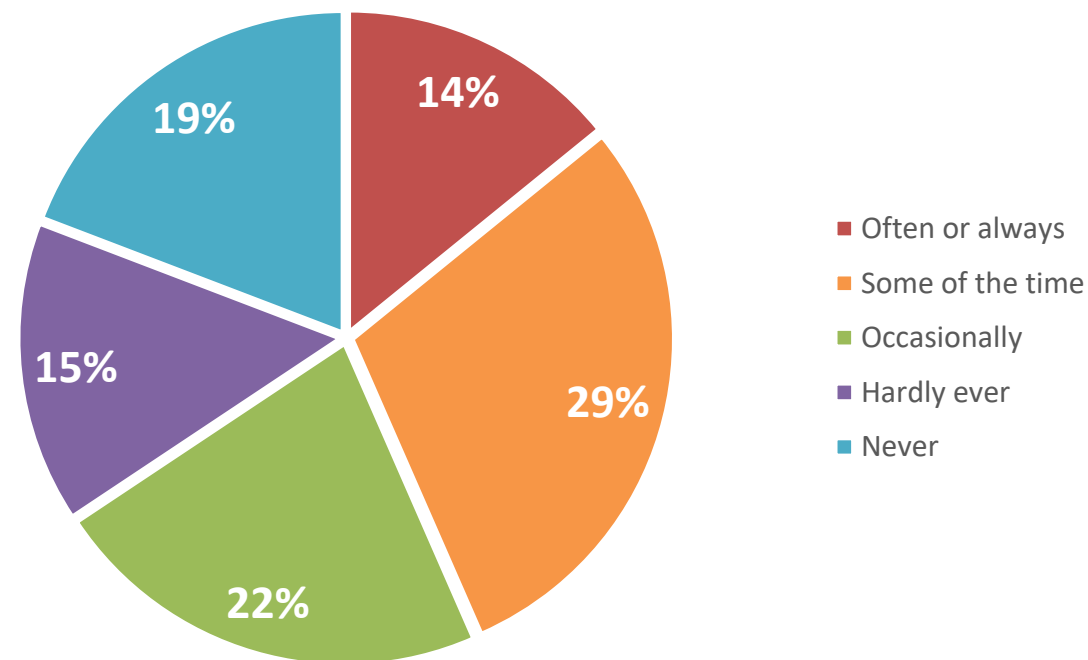
New

This additional question gives insight into loneliness and social isolation:

43% of respondents reported **high levels of loneliness** by choosing '**Often or Always**' or '**Some of the time**'.

The majority (93%) of this group were in the community setting with half of them receiving personal care support.

34% '**Hardly ever**' or '**Never feel lonely**'



Overall Satisfaction with services

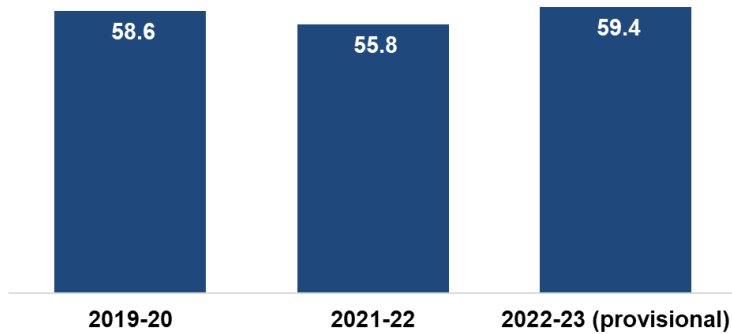
ASCOF 3A



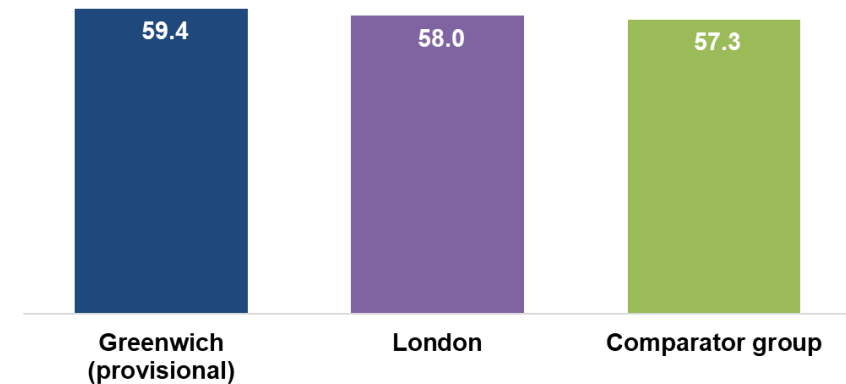
This measures the satisfaction with services of people using adult social care, which is directly linked to a positive experience of care and support.

This year a higher proportion of people (59.4%) reported being satisfied with services.

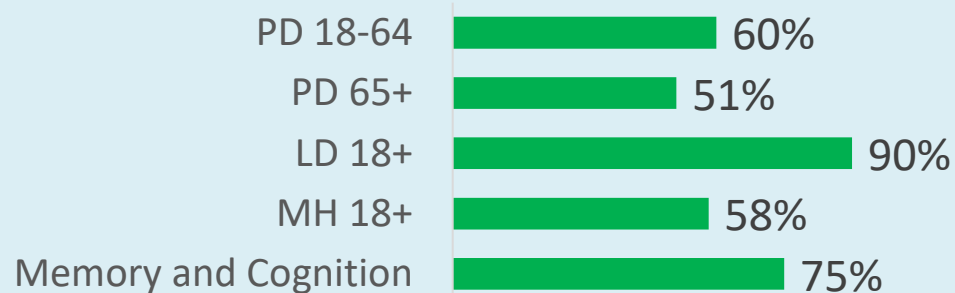
Year on Year



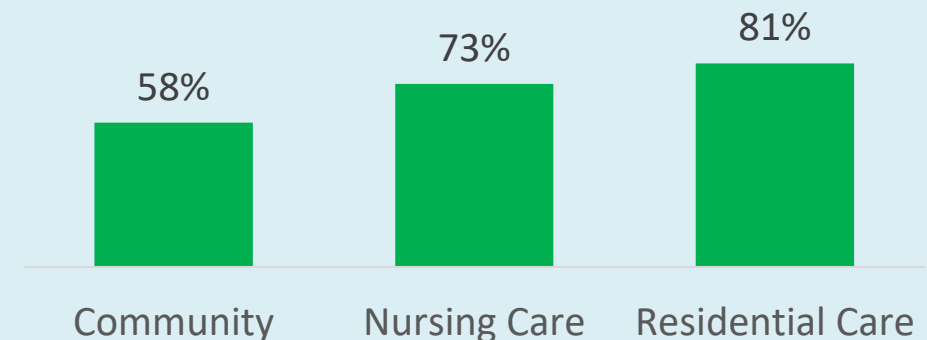
Comparison to London



Satisfaction by primary support reason



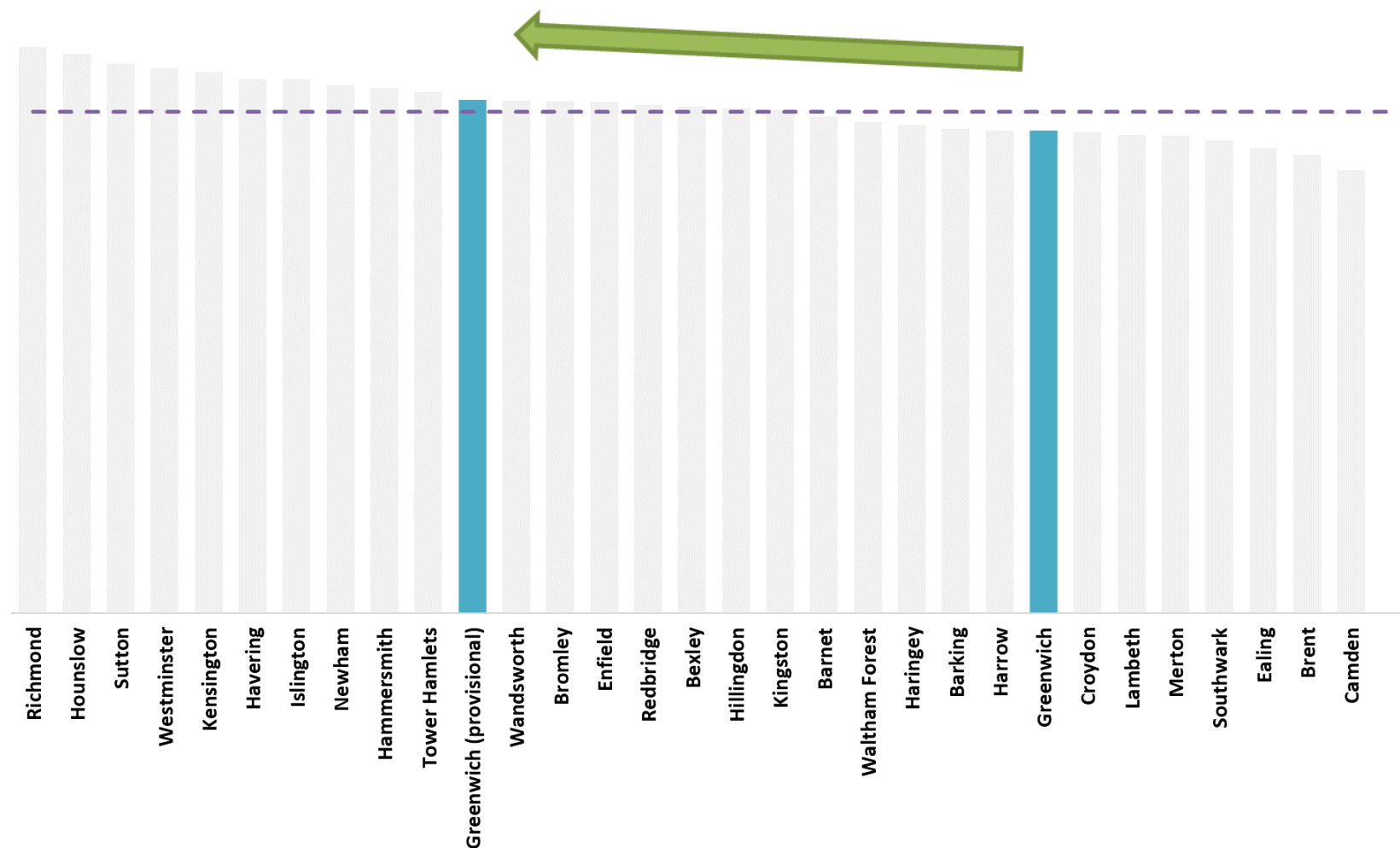
Satisfaction by Setting



Overall Satisfaction with services

ASCOF 3A

Rank	Authority	Outturn
1	Richmond	65.5
2	Hounslow	64.7
3	Sutton	63.6
4	Westminster	63.0
5	Kensington	62.6
6	Havering	61.8
7	Islington	61.8
8	Newham	61.1
9	Hammersmith	60.7
10	Tower Hamlets	60.3
11	Greenwich (provisional)	59.4
12	Wandsworth	59.3
13	Bromley	59.2
14	Enfield	59.1
15	Redbridge	58.8
16	Bexley	58.6
17	Hillingdon	58.4
18	Kingston	58.2
19	Barnet	57.4
20	Waltham Forest	56.8
21	Haringey	56.5
22	Barking	56.0
23	Harrow	55.8
24	Greenwich	55.8
25	Croydon	55.7
26	Lambeth	55.3
27	Merton	55.2
28	Southwark	54.7
29	Ealing	53.8
30	Brent	53.0
31	Camden	51.2
32		
	London	58.0
	Comparator group	57.3

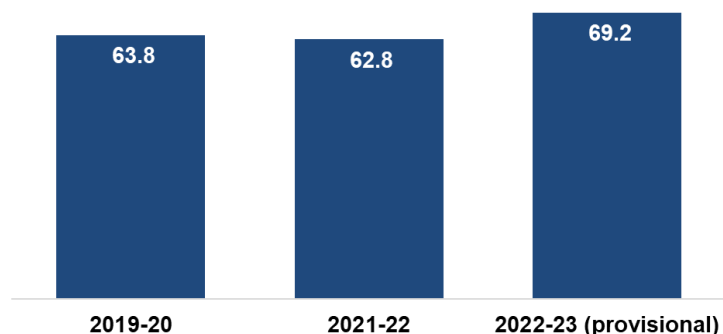


Proportion of people who find it easy to find information about support

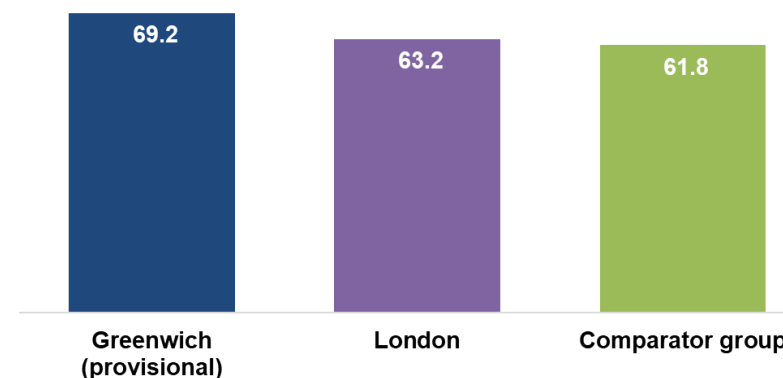
ASCOF 3D
(1)

↑ This measure reflects social services users' 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. 69% of people reported finding it easy to find information about support, higher than in 2021/22 and above the London average.

Year on Year

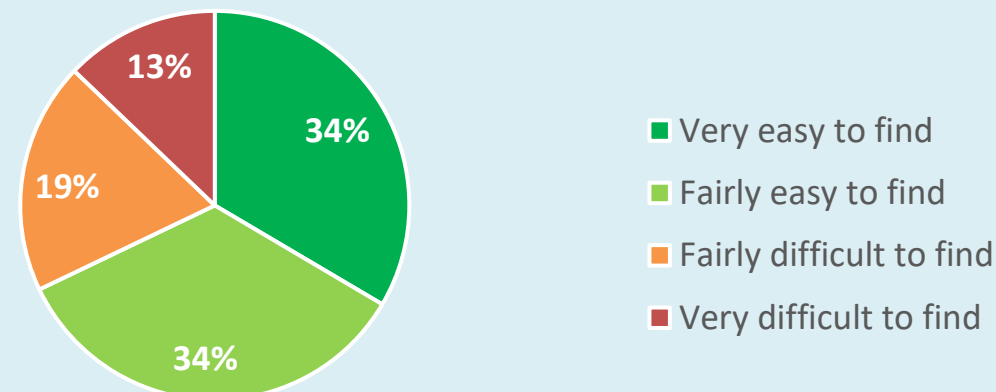


Comparison to London



69% of people find it fairly or very easy to find information about support.

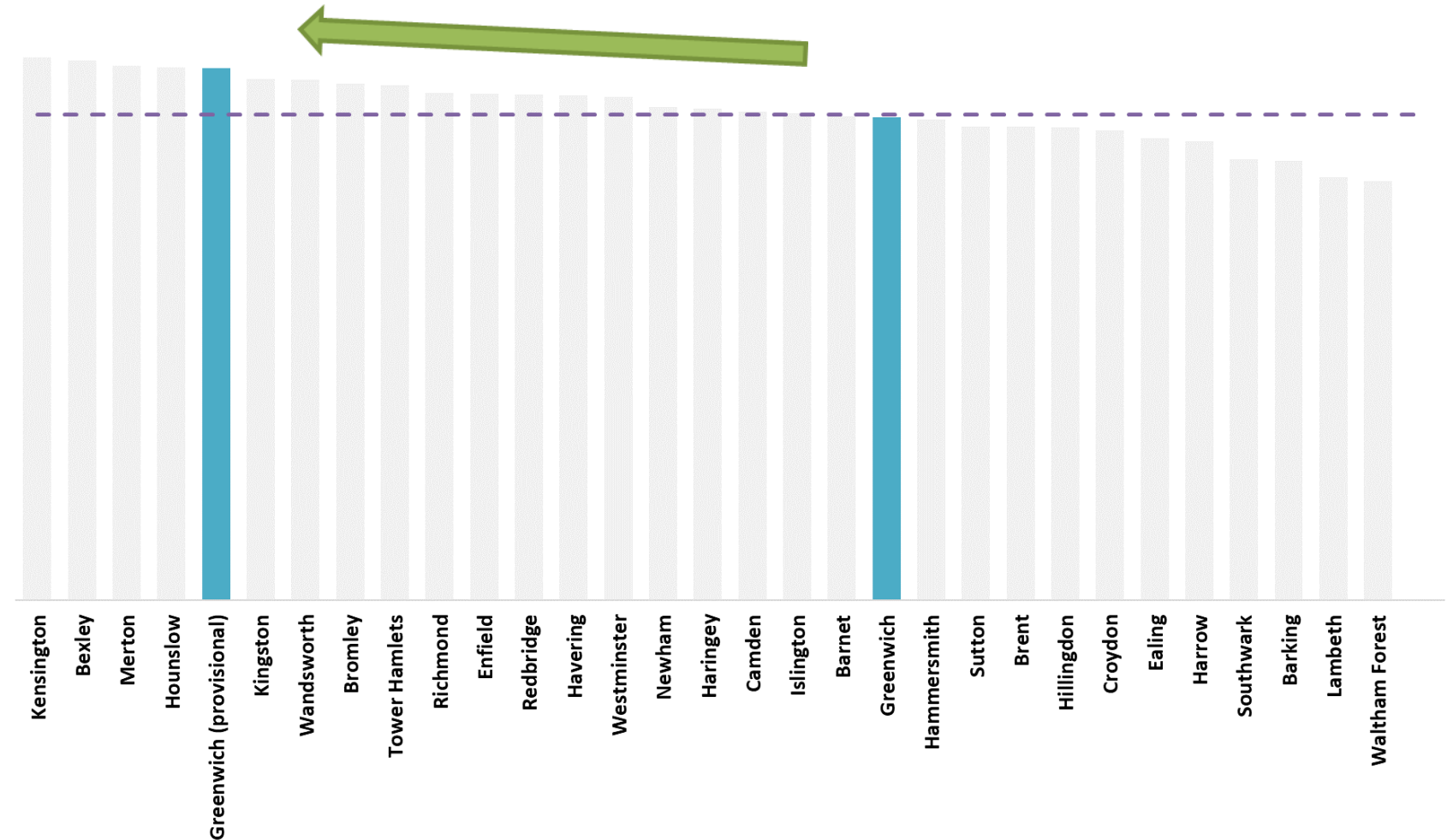
This year we have seen an increase of people reporting they find it **“Very easy to find information”**



Proportion of people who find it easy to find information about support

ASCOF 3D
(1)

Rank	Authority	Outturn
1	Kensington	70.6
2	Bexley	70.2
3	Merton	69.5
4	Hounslow	69.3
5	Greenwich (provisional)	69.2
6	Kingston	67.8
7	Wandsworth	67.7
8	Bromley	67.2
9	Tower Hamlets	67.0
10	Richmond	66.0
11	Enfield	65.9
12	Redbridge	65.7
13	Havering	65.6
14	Westminster	65.4
15	Newham	64.1
16	Haringey	63.9
17	Camden	63.5
18	Islington	63.3
19	Barnet	62.9
20	Greenwich	62.8
21	Hammersmith	62.5
22	Sutton	61.6
23	Brent	61.6
24	Hillingdon	61.5
25	Croydon	61.1
26	Ealing	60.1
27	Harrow	59.7
28	Southwark	57.3
29	Barking	57.1
30	Lambeth	55.0
31	Waltham Forest	54.5
32		
	London	63.2
	Comparator group	61.8



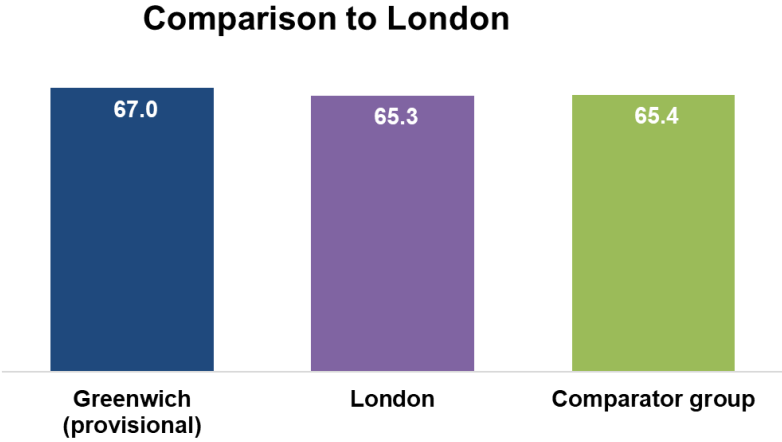
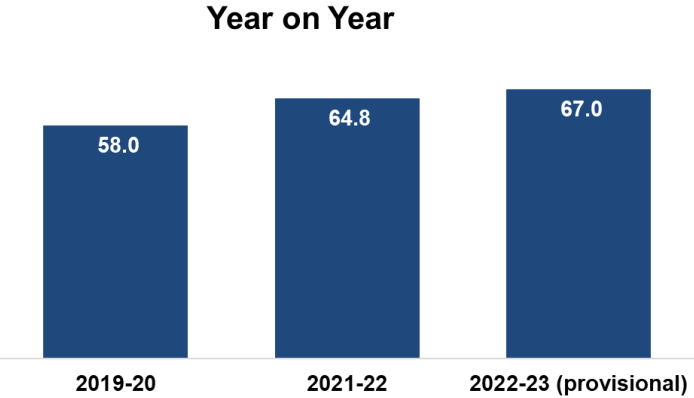
Proportion of people who feel safe

ASCOF 4A

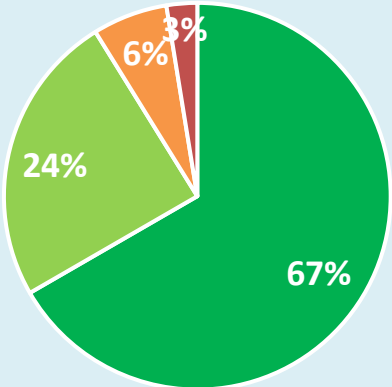


Safety is fundamental to the wellbeing and independence of people using social care, and the wider population. Feeling safe is a vital part of users' experience and their care and support.

The proportion of people who feel safe has increased compared to 2021/22. It is now above the London average.



- I feel as safe as I want
- Generally I feel adequately safe, but not as safe as I would like
- I feel less than adequately safe
- I don't feel at all safe



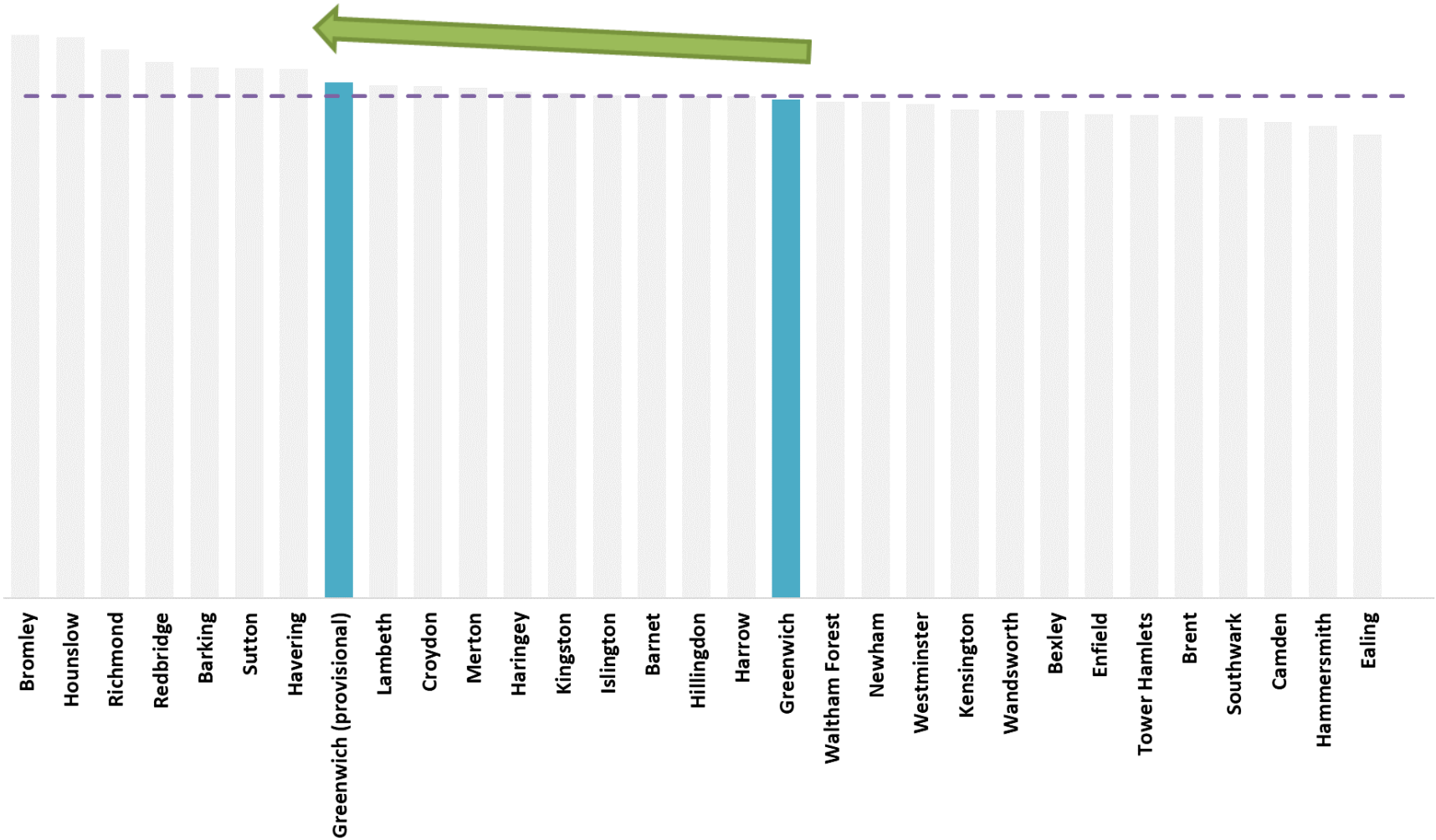
Compared to 2021/22, we have seen a shift from people who reporting “adequately safe” to “as safe as they want”

The safeguarding team have been involved in following up on cases where responses indicated an unsafe environment.

Proportion of people who feel safe

ASCOF 4A

Rank	Authority	Outturn
1	Bromley	73.3
2	Hounslow	73.0
3	Richmond	71.3
4	Redbridge	69.7
5	Barking	69.0
6	Sutton	68.9
7	Havering	68.8
8	Greenwich (provisional)	67.0
9	Lambeth	66.7
10	Croydon	66.6
11	Merton	66.4
12	Haringey	65.9
13	Kingston	65.6
14	Islington	65.3
15	Barnet	65.2
16	Hillingdon	65.2
17	Harrow	65.2
18	Greenwich	64.8
19	Waltham Forest	64.5
20	Newham	64.5
21	Westminster	64.2
22	Kensington	63.5
23	Wandsworth	63.4
24	Bexley	63.3
25	Enfield	62.9
26	Tower Hamlets	62.8
27	Brent	62.6
28	Southwark	62.4
29	Camden	61.9
30	Hammersmith	61.4
31	Ealing	60.3
32		
	London	65.3
	Comparator group	65.4



Proportion of people who say services have made them feel safe

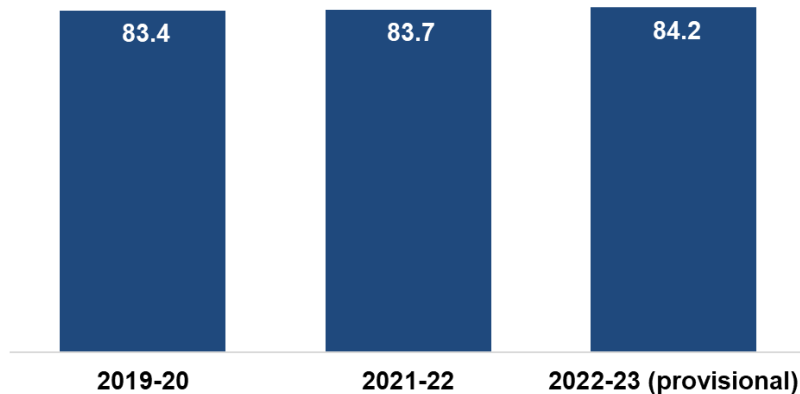
ASCOF 4B



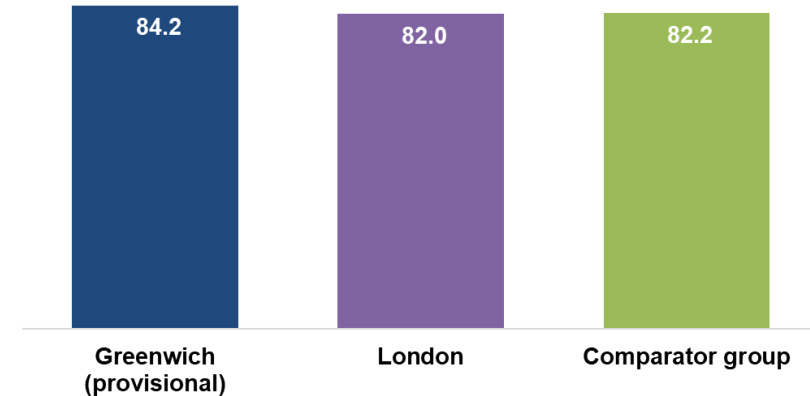
This measure reflects the extent to which users of care services feel that their care and support has contributed to making them feel safe and secure. As such, it goes some way to separate the role of care and support in helping people to feel safe from the influence of other factors, such as crime levels and socio-economic factors.

84.2% of people reported services have made them feel safe and secure, this is a similar proportion to last year and above the London average.

Year on Year



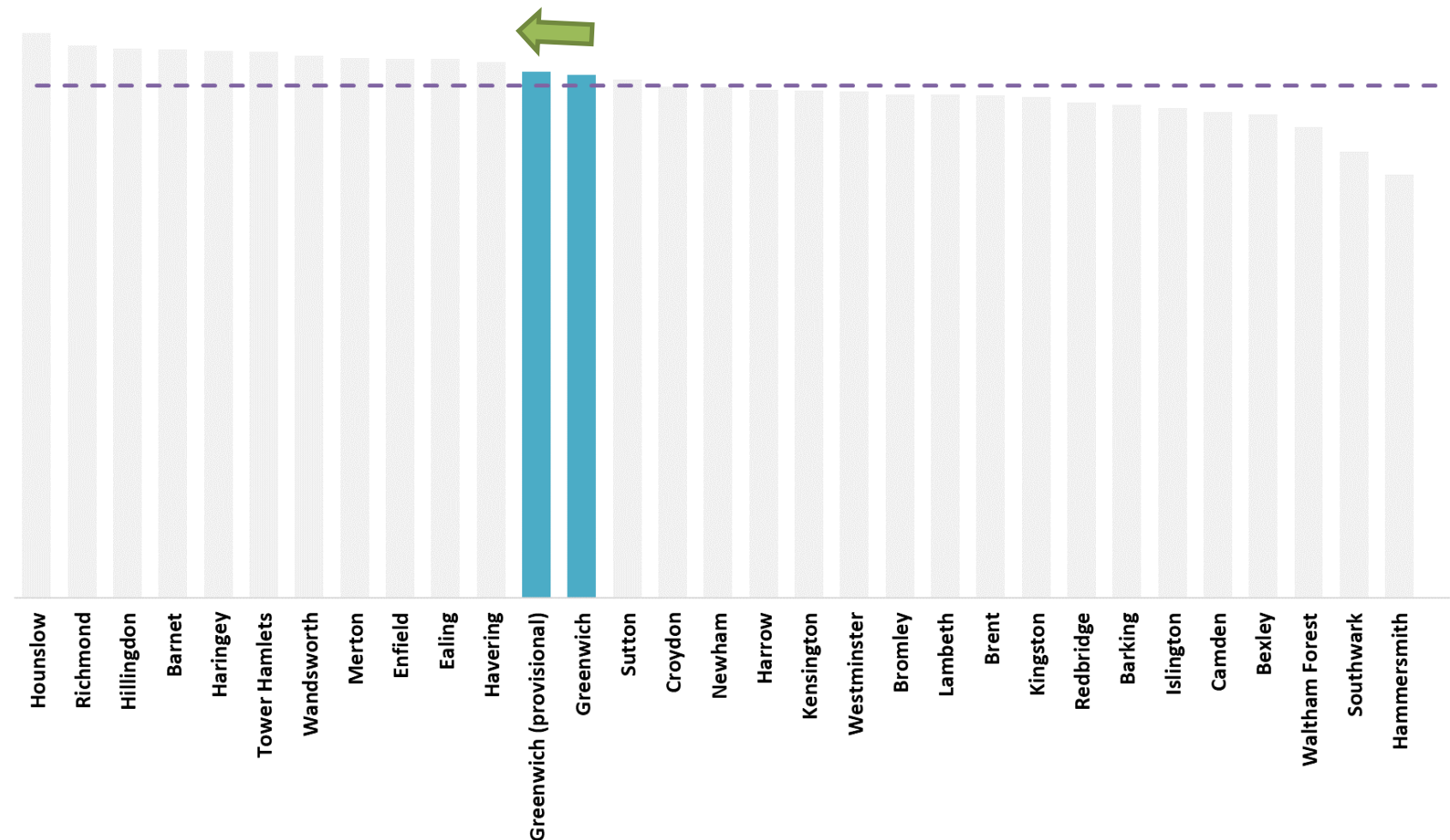
Comparison to London



Proportion of people who say services have made them feel safe

ASCOF 4B

Rank	Authority	Outturn
1	Hounslow	90.4
2	Richmond	88.4
3	Hillingdon	87.9
4	Barnet	87.8
5	Haringey	87.5
6	Tower Hamlets	87.4
7	Wandsworth	86.8
8	Merton	86.4
9	Enfield	86.3
10	Ealing	86.2
11	Havering	85.8
12	Greenwich (provisional)	84.2
13	Greenwich	83.7
14	Sutton	82.9
15	Croydon	81.8
16	Newham	81.7
17	Harrow	81.3
18	Kensington	81.2
19	Westminster	81.1
20	Bromley	80.5
21	Lambeth	80.5
22	Brent	80.4
23	Kingston	80.2
24	Redbridge	79.3
25	Barking	78.9
26	Islington	78.4
27	Camden	77.7
28	Bexley	77.4
29	Waltham Forest	75.3
30	Southwark	71.4
31	Hammersmith	67.7
32		
	London	82.0
	Comparator group	82.2



Quality of Life

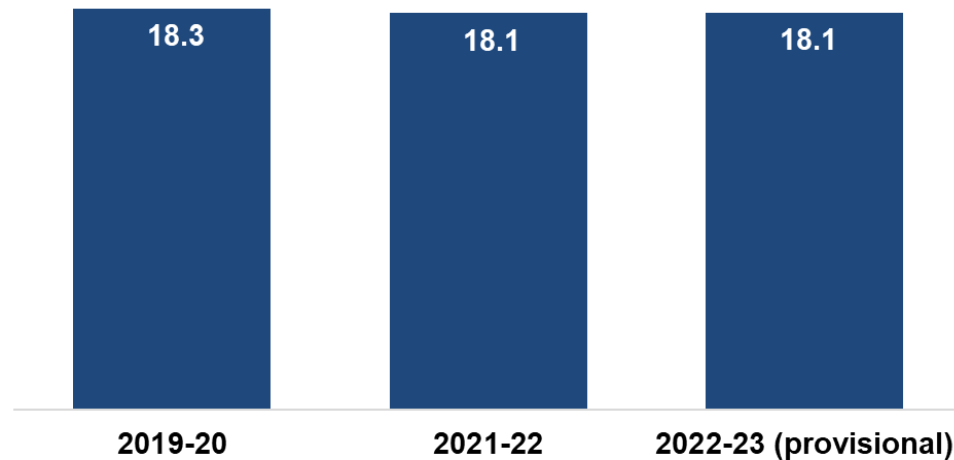
ASCOF 1A



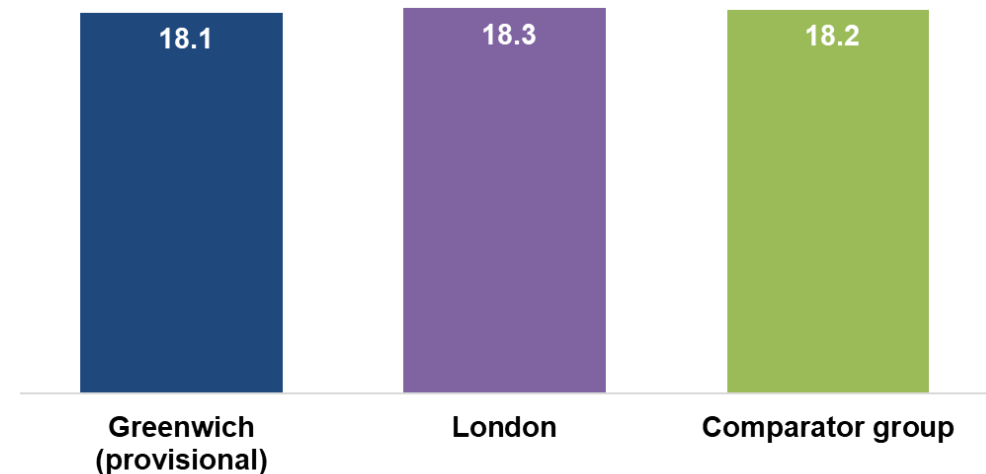
This measure gives an overarching view of the quality of life of users of social care. It is a composite measure using responses to 8 questions; control, personal care, food and nutrition, accommodation, safety, social participation, occupation and dignity

The quality of life reported by service users has remained similar to last year at 18.1 (out of 24) and in line with the London average

Year on Year



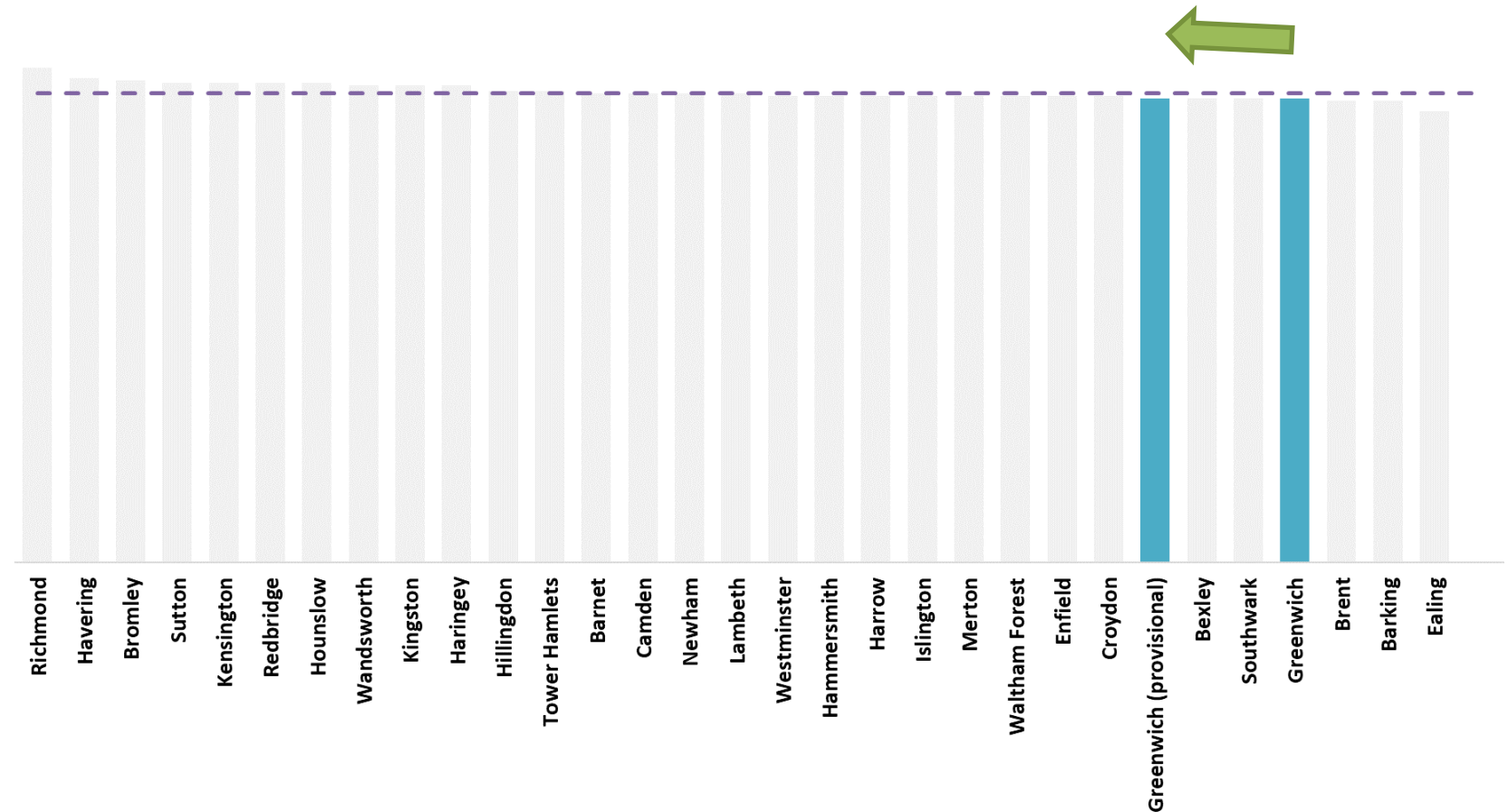
Comparison to London



Quality of Life

ASCOF 1A

Rank	Authority	Outturn
1	Richmond	19.3
2	Havering	18.9
3	Bromley	18.8
4	Sutton	18.7
5	Kensington	18.7
6	Redbridge	18.7
7	Hounslow	18.7
8	Wandsworth	18.6
9	Kingston	18.6
10	Haringey	18.6
11	Hillingdon	18.4
12	Tower Hamlets	18.4
13	Barnet	18.3
14	Camden	18.3
15	Newham	18.3
16	Lambeth	18.3
17	Westminster	18.2
18	Hammersmith	18.2
19	Harrow	18.2
20	Islington	18.2
21	Merton	18.2
22	Waltham Forest	18.2
23	Enfield	18.2
24	Croydon	18.2
25	Greenwich (provisional)	18.1
26	Bexley	18.1
27	Southwark	18.1
28	Greenwich	18.1
29	Brent	18.0
30	Barking	18.0
31	Ealing	17.6
32		
London		18.3
Comparator group		18.2



Components of the Quality of Life indicator

ASCOF 1A

The quality of life indicator is calculated using the answers provided to these **8 questions**.

Each question is allocated a **score out of 3**.

The maximum score for this indicator is 24.



34% said they had as much control over their daily life as they wanted

57% said the way they are helped and treated makes them think and feel better about themselves

52% said they feel clean and able to present themselves the way they like

58% said they get all the food and drink they like when they want

59% said their home is as clean and comfortable as they want

67% said they feel as safe as they want



32% said they are able to spend their time as they want, doing things they value or enjoy

38% said they have as much social contact as they want with people they like

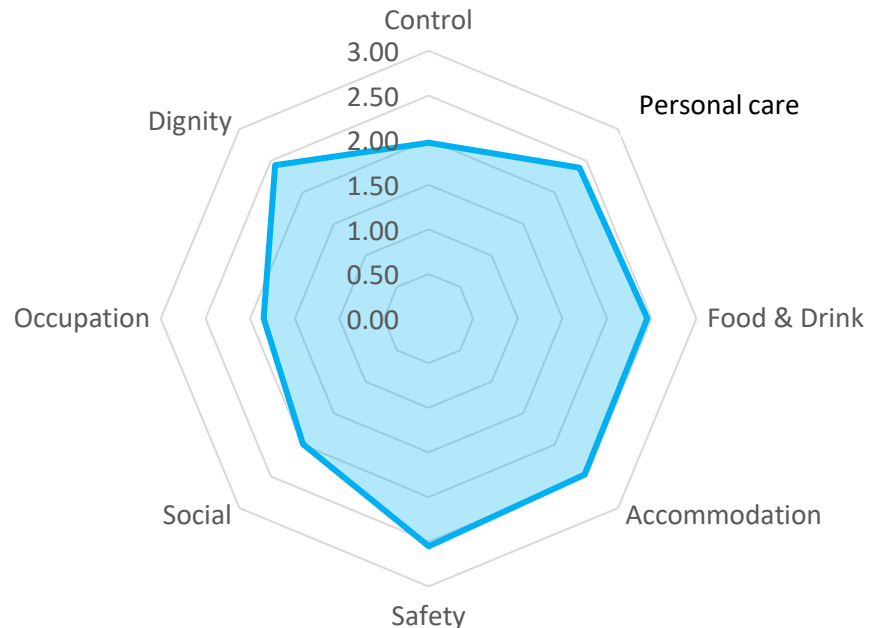
Components of the Quality of Life indicator

ASCOF 1A



Greenwich scored **less than 2 out of 3** on: **control, occupation and social.**

Greenwich scores for each components of the Quality of Life indicator in 2022/23:



	2021/22	2022/23	Comparison to previous year
Control	1.99	1.97	↓
Personal Care	2.39	2.39	↔
Food & Drink	2.48	2.45	↓
Accommodation	2.50	2.47	↓
Safety	2.55	2.55	↔
Social contact	1.95	1.99	↑
Occupation	1.84	1.85	↑
Dignity	2.41	2.43	↑

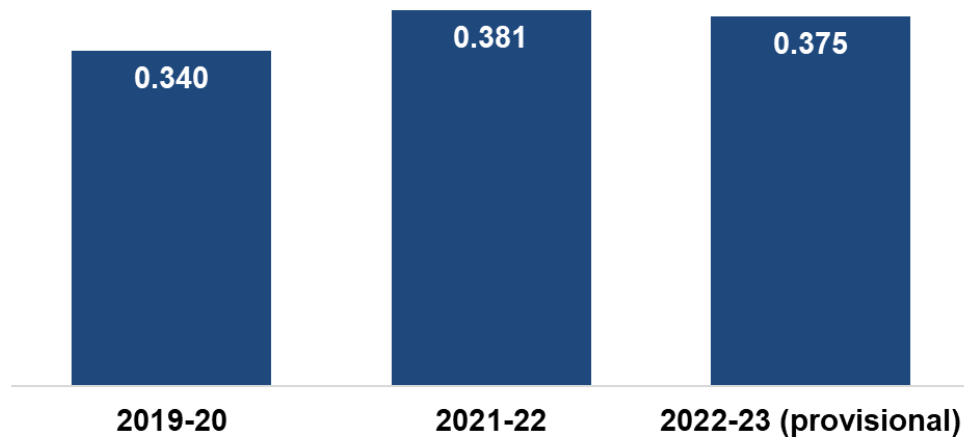
Adjusted quality of life

ASCOF 1J

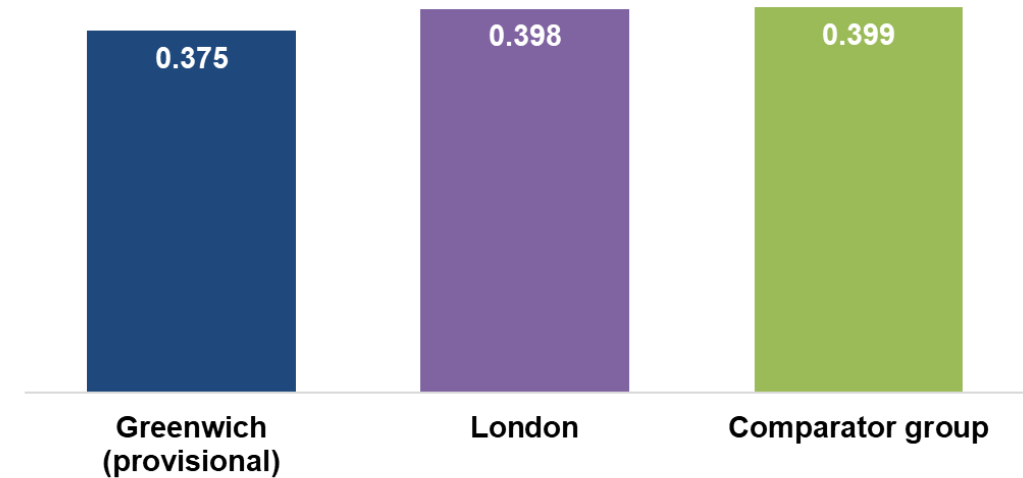


The adjusted quality of life indicator has decreased by 2% compared to last year. It remains lower than the London average.

Year on Year



Comparison to London



This measure only looks at 18-64 year olds (excluding LD) and over 65s in the community.

The scores from ASCOF 1A – quality of life are adjusted using answers from the daily activities portion of the survey.

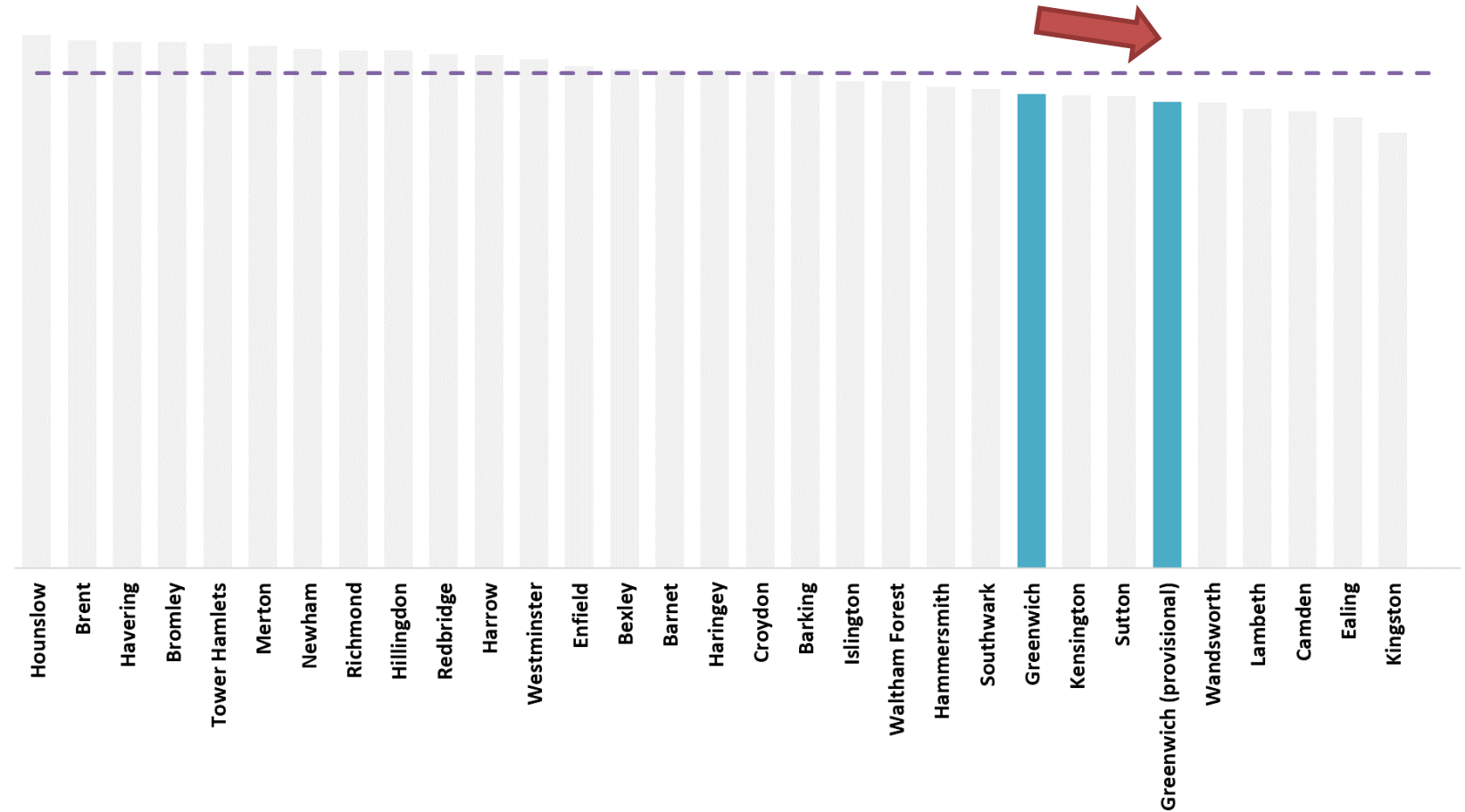
Some of the adjustment factors are: health, mobility, washing, eating, home.

The adjusted scores are then weighted to give a final score.

Adjusted quality of life

ASCOF 1J

Rank	Authority	Outturn
1	Hounslow	0.429
2	Brent	0.424
3	Havering	0.423
4	Bromley	0.423
5	Tower Hamlets	0.422
6	Merton	0.420
7	Newham	0.417
8	Richmond	0.416
9	Hillingdon	0.416
10	Redbridge	0.413
11	Harrow	0.412
12	Westminster	0.409
13	Enfield	0.403
14	Bexley	0.401
15	Barnet	0.400
16	Haringey	0.400
17	Croydon	0.399
18	Barking	0.397
19	Islington	0.391
20	Waltham Forest	0.391
21	Hammersmith	0.387
22	Southwark	0.385
23	Greenwich	0.381
24	Kensington	0.380
25	Sutton	0.379
26	Greenwich (provisional)	0.375
27	Wandsworth	0.374
28	Lambeth	0.369
29	Camden	0.367
30	Ealing	0.362
31	Kingston	0.350
32		
	London	0.398
	Comparator group	0.399



HAS Strategy and Performance Team

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