

Metrics for local authority assessment framework

Our methodology and indicator construction may differ from other sources. You can view the construction details of our indicators in this section.

Demographic data

Upper tier local authority population

- **Item full description:** Population by upper tier local authority, by:

- Overall population (all ages)
- Young population (0 – 17 years)
- Working population (18 – 64 years)
- Older population (65 + years)

- **Numerator:**

- Overall population (All Ages)
- The number of people aged 0-17
- The number of people aged 18-64
- The number of people aged 65 and over

- **Denominator:** N/A

- **Observed:** N/A
- **Item Type:** Count - Raw counts with no other contextualising values
- **Data source:** [Office for National Statistics - Mid-Year Population Estimates, UK](#)

Data are for upper tier local authorities in England only. Estimates are presented unrounded. Unrounded estimates are published to enable and encourage further calculations and analysis. However, the estimates should not be taken to be accurate to the level of detail provided. More information on the accuracy of the estimates is available in the [Office of National Statistic's Quality and Methodology document \(QMI\)](#).

% of people from a specific ethnic group

- **Item full description:** The percentages of people whose ethnic group comes under one of these 5 categories:
 - Asian or Asian British
 - Black, Black British, Caribbean or African
 - White
 - Mixed or Multiple
 - Other
- **Numerator:** The number of people whose ethnic group is:
 - Asian or Asian British
 - Black, Black British, Caribbean or African
 - White
 - Mixed or Multiple
 - Other
- **Denominator:** The sum of people from all 5 ethnic groups
- **Observed:** Numerator/denominator

- **Item Type:** Proportion
- **Data Source:** [Office for National Statistics - Census 2021](#)

Data are for upper tier local authorities in England only.

Index of Multiple Deprivation

- **Item full description:** Index of Multiple Deprivation by upper tier local authority
- **Numerator:** Index of Multiple Deprivation average score
- **Denominator:** N/A
- **Observed:** N/A
- **Item Type:** Ordinal
- **Data source:** [Ministry of Housing, Communities & Local Government - Index of Multiple Deprivation 2025](#)

This metric shows the Index of Multiple Deprivation (IMD) decile based on the IMD average score for each upper tier local authority. The average score is the population weighted average of the combined scores for the Lower-Layer Super Output Areas (LSOAs) in a larger area. This measure is calculated by averaging all the LSOA scores in each larger area after they have been population weighted.

The average score is presented within a decile. A decile refers to splitting up a set of ranked data into 10 equally large subsections of 10 percentage points. A decile of 1 means the most deprived (most deprived 10% of local authorities) and a decile of 10 means the least deprived (least deprived 10% of local authorities) subsections of 10 percentage points.

The local authorities are also ranked by their average score from 1 to 153, from most deprived to least deprived.

Upper tier local authorities are as at April 2023 boundaries.

Life Expectancy at Birth (3-year range) - Female

- **Item full description:** Life Expectancy at Birth (3-year range) - Female
- **Item Construction:** Age-and-sex-specific mortality rates are calculated in 5-year age ranges, standardised methodologies are applied to determine average life expectancy from birth
- **Item Type:** Continuous
- **Data source:** Department of Health & Social Care - Fingertips: Public Health Profiles

This metric shows the average number of years a female person would expect to live from birth based on mortality rates over three years, by Upper Tier Local Authority. For a particular area and time period, it is an estimate of the average number of years a newborn baby would survive if she experienced the age-specific mortality rates for that area and time period throughout her life.

Figures are not calculated for City of London or Isles of Scilly due to small numbers of deaths and populations.

Life Expectancy at Birth (3-year range) - Male

- **Item full description:** Life Expectancy at Birth (3-year range) - Male
- **Item Construction:** Age-and-sex-specific mortality rates are calculated in 5-year age ranges, standardised methodologies are applied to determine average life expectancy from birth
- **Item Type:** Continuous
- **Data source:** Department of Health & Social Care - Fingertips: Public Health Profiles

This metric shows the average number of years a male person would expect to live from birth based on mortality rates over three years, by Upper Tier Local Authority. For a particular area and time period, it is an estimate of the average number of years a newborn baby would survive if he experienced the age-specific mortality rates for that area and time period throughout his life

Figures are not calculated for City of London or Isles of Scilly due to small numbers of deaths and populations

Inequality in Life Expectancy at Birth - Female

- **Item full description:** Inequality in Life Expectancy at Birth (Female) Slope Index of Inequality – Years
- **Numerator:** N/A
- **Denominator:** N/A
- **Observed:** Age-and-sex-specific mortality rates are calculated for each LSOA and aggregated into deprivation deciles for a Local Authority. Standard methodologies are applied to estimate life expectancy at birth in each decile, and from there the estimated difference between most and least deprived areas within a Local Authority is calculated
- **Item Type:** Continuous
- **Data source:** Department of Health & Social Care - Fingertips: Public Health Profiles

Inequality in life expectancy at birth is the estimated difference in life expectancy between Local Authorities in the least and most deprived deciles where deprivation is based on the Index of Multiple Deprivation.

Life expectancy at birth is calculated for each deprivation decile of Lower Super Output Areas (LSOAs) within each Upper Tier Local Authority and then the slope index of inequality (SII) is calculated based on these figures. The SII is a measure of the social gradient in life expectancy, that is how much life expectancy varies with deprivation. It takes account of health inequalities across the whole range of deprivation within each area and summarises this in a single number. This represents the range in years of life expectancy across the social gradient from most to least deprived, based on a statistical analysis of the relationship between life expectancy and deprivation across all deprivation deciles.

Life expectancy at birth is a measure of the average number of years a person would expect to live based on contemporary mortality rates. For a particular area and time period, it is an estimate of the average number of years a newborn baby would survive if she experienced the age-specific mortality rates for that area and time period throughout her life

Figures are not calculated for City of London or Isles of Scilly due to small numbers of deaths and populations.

Inequality in Life Expectancy at Birth - Male

- **Item full description:** Inequality in Life Expectancy at Birth (Male) Slope Index of Inequality – Years
- **Numerator:** N/A
- **Denominator:** N/A
- **Observed:** Age-and-sex-specific mortality rates are calculated for each LSOA and aggregated into deprivation deciles for a Local Authority. Standard methodologies are applied to estimate life expectancy at birth in each decile, and from there the estimated difference between most and least deprived areas within a Local Authority is calculated.
- **Item Type:** Continuous

- **Data source:** Department of Health & Social Care - Fingertips: Public Health Profiles

Inequality in life expectancy at birth is the estimated difference in life expectancy between Local Authorities in the least and most deprived deciles where deprivation is based on the Index of Multiple Deprivation.

Life expectancy at birth is calculated for each deprivation decile of Lower Super Output Areas (LSOAs) within each Upper Tier Local Authority and then the slope index of inequality (SII) is calculated based on these figures. The SII is a measure of the social gradient in life expectancy, that is how much life expectancy varies with deprivation. It takes account of health inequalities across the whole range of deprivation within each area and summarises this in a single number. This represents the range in years of life expectancy across the social gradient from most to least deprived, based on a statistical analysis of the relationship between life expectancy and deprivation across all deprivation deciles.

Life expectancy at birth is a measure of the average number of years a person would expect to live based on contemporary mortality rates. For a particular area and time period, it is an estimate of the average number of years a newborn baby would survive if he experienced the age-specific mortality rates for that area and time period throughout his life.

Figures are not calculated for City of London or Isles of Scilly due to small numbers of deaths and populations.

Financial information

Financial information: before 6 October 2025

Please note – this is the financial information for Local Authorities that have received a site visit from CQC before 6th October 2025.

This data is reproduced at the request of the Department of Health and Social Care. It has not been factored into our assessment and is presented for information purposes only.

Estimated total budget

This uses the most recent published data.

- **Numerator:** Total estimated budget
- **Denominator:** N/A
- **Item type:** Value (currency, GBP)
- **Data source:** [Ministry of Housing, Communities & Local Government - Revenue expenditure and financing England](#)
- **Data source table:** File 'Revenue account (RA) budget YYYY to YYYY budget (part 1)', sheet 'RA_LA_Data_YYYY-YY', column 'Total Service Expenditure'

Total actual spend

This uses the most recent published data.

- **Numerator:** Total actual spend
- **Denominator:** N/A
- **Item Type:** Value (currency, GBP)
- **Data source:** [Ministry of Housing, Communities & Local Government - Revenue outturn service expenditure summary \(RSX\)](#)
- **Data source table:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Total Service Expenditure - Net Current Expenditure'

Estimated adult social care budget

This uses the most recent published data.

- **Numerator:** ASC estimated budget
- **Denominator:** N/A
- **Item type:** Value (currency, GBP)
- **Data source:** [Ministry of Housing, Communities & Local Government - Revenue expenditure and financing England](#)
- **Data Source Table:** File 'Revenue account (RA) budget YYYY to YYYY budget (part 1)', sheet 'RA_LA_Data_YYYY-YY', column 'TOTAL ADULT SOCIAL CARE'

Adult social care actual spend

This uses the most recent published data.

- **Numerator:** Adult social care actual spend
- **Denominator:** N/A
- **Item Type:** Value (currency, GBP)
- **Data source:** [Ministry of Housing, Communities & Local Government - Revenue outturn service expenditure summary \(RSX\)](#)
- **Data Source Table:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Adult Social Care - Net Current Expenditure'

Percentage of budget spent on adult social care

This uses the most recent published data.

- **Numerator:** Total adult social care spend
- **Denominator:** Total actual spend
- **Item Type:** Proportion

- **Data source:** [Ministry of Housing, Communities & Local Government - Revenue outturn service expenditure summary \(RSX\)](#)

Data Source Table

- **Numerator:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Adult Social Care - Net Current Expenditure'
- **Denominator:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Total Service Expenditure - Net Current Expenditure'

Adult social care precept as a percentage (maximum 2%)

This uses the most recent published data.

- **Numerator:** Percentage increase in the amount of money required from council tax payers (precept) – maximum of 2%.
- **Denominator:** N/A
- **Item Type:** Percentage
- **Data source:** [Ministry of Housing, Communities & Local Government - Council Tax requirements and chargeable figures](#)

Data Source Table

File 'Table 9: Council Tax requirement and chargeable dwelling figures – all authorities, YYYY-YY (revised)', either:

- Sheet 'Data_Billing', column '11b. Adult Social Care precept as a percentage of the YYYY-YY Average Band D (2 Adult equivalent) council tax, excluding local precepts, (maximum 2%)', or
- Sheet 'Data_Precepting', column '5a. Adult Social Care precept as a percentage, (maximum 2%)'

Number of people who have received long-term support

This uses the most recent published data.

Data relating to the ASC-FR collection are not rounded or suppressed.

- **Numerator:** Number of people who have received long-term support
- **Denominator:** N/A
- **Item Type:** Count - Raw counts with no other contextualising values
- **Data source:** [NHS England - Adult Social Care Finance Return \(ASC-FR\)](#)
- **Data Source Table:** File 'Adult Social Care Activity and Finance Report, England YYYY-YY: Data Tables', Sheet 'T33', column 'In Year: Total'

Number of people who have received short-term support

This uses the most recent published data.

Data relating to the ASC-FR collection are not rounded or suppressed.

- **Numerator:** Number of people who have received short-term support
- **Denominator:** N/A
- **Item Type:** Count - Raw counts with no other contextualising values
- **Data source:** [NHS England - Adult Social Care Finance Return \(ASC-FR\)](#)
- **Data Source Table:** File 'Adult Social Care Activity and Finance Report, England YYYY-YY: Data Tables', Sheet 'T28', column 'Numbers: Clients'

Financial information: after 6 October 2025

Please note – this is the financial information for Local Authorities that have received a site visit from CQC from 6th October 2025.

This data is reproduced to show local authority spending on their adult social care delivery at the request of Department of Health and Social Care, Ministry of Housing, Communities and Local Government, the Local Government Association and Association of Directors of Adult Social Services. This is based on publicly available data which all local authorities must publish annually. It has not been factored into our assessment and is presented for information purposes only.

Please note we have used different sources for adult social care spend where appropriate. Revenue outturn data is submitted by Local Authorities (LAs) to the Ministry for Housing, Communities and Local Government (MHCLG) as part of reporting on entire LA spend. Whereas, Adult Social Care Financial Return (ASC-FR) is submitted to the Department for Health and Social Care (DHSC) later in the year. We are aware there are some discrepancies between approaches taken by LAs when submitting this data – even though they should be the same. The DHSC is working with LAs and the MHCLG to align financial data reporting from LAs over the longer term, building on the [previous work by NHS Digital](#). This means that it is not correct to attempt to derive the % of LA's budget spent on ASC from the figure presented in the second paragraph for the time-being.

Total spend

Total spend (total net current expenditure) is compared between the most recently two published financial years.

- **Numerator:** Total net current expenditure
- **Denominator:** N/A
- **Item Type:** Value (currency, GBP)
- **Data source:** Ministry of Housing, Communities & Local Government - Revenue outturn service expenditure summary (RSX)
- **Data Source Table:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Total Service Expenditure - Net Current Expenditure'

Percentage of total spend spent on ASC

This uses the most recently published data.

- **Numerator:** Total net current expenditure on adult social care
- **Denominator:** Total net current expenditure
- **Item Type:** Proportion
- **Data source:** Ministry of Housing, Communities & Local Government - Revenue outturn service expenditure summary (RSX)

Data Source Table

- **Numerator:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Adult Social Care - Net Current Expenditure'.
- **Denominator:** File 'Revenue outturn service expenditure summary (RSX) YYYY to YYYY', sheet 'RSX_LA_Data_YYYY-YY', column 'Total Service Expenditure - Net Current Expenditure'

Total spend on ASC

Total spend (total net current expenditure) on adult social care is compared between the most recently two published financial years.

- **Numerator:** Total net current expenditure on adult social care
- **Denominator:** N/A
- **Item Type:** Value (currency, GBP)
- **Data source:** Department of Health and Social Care - [Adult Social Care Finance Report, England](#)

- **Data Source Table:** File 'Adult Social Care Finance Report, England YYYY-YY: Net Current Expenditure Data Tables', sheet Table_14, column 'Total Net Current Expenditure (NCE)'

Total spend on ASC per 100,000 adults

This uses the most recently published data for ASC-FR. The date of the Mid-Year Population Estimates coincides with the financial year, for example, mid 2024 for 2024/25.

- **Numerator:** Total net current expenditure on adult social care
- **Denominator:** Estimated population per 100,000 adults
- **Item Type:** Rate (currency, GBP)

Data source

- **Numerator:** Department of Health and Social Care - [Adult Social Care Finance Report, England](#)
- **Denominator:** [Office for National Statistics - Mid-Year Population Estimates, UK](#)

Data Source Table

- **Numerator:** File 'Adult Social Care Finance Report, England YYYY-YY: Net Current Expenditure Data Tables', sheet Table_14, column 'Total Net Current Expenditure (NCE)'
- **Denominator:** File 'Mid-YYYY: 2023 Local Authority boundaries edition of this dataset', sheet 'MYE2 – Persons', sum of age columns 18+

Adult social care precept as a percentage (maximum 2%)

This uses the most recently published data.

- **Numerator:** Percentage increase in the amount of money required from council tax payers (precept) – maximum of 2%.

- **Denominator:** N/A
- **Item Type:** Percentage
- **Data source:** Ministry of Housing, Communities & Local Government - Council Tax requirements and chargeable figures

Data Source Table

File 'Table 9: Council Tax requirement and chargeable dwelling figures – all authorities, YYYY-YY (revised)', either:

- Sheet 'Data_Billing', column '11b. Adult Social Care precept as a percentage of the YYYY-YY Average Band D (2 Adult equivalent) council tax, excluding local precepts, (maximum 2%)', or
- Sheet 'Data_Precepting', column '5a. Adult Social Care precept as a percentage, (maximum 2%)'

Number of people who have received long-term support

This uses the most recently published data.

- **Numerator:** Number of people who have received long-term support
- **Denominator:** N/A
- **Item Type:** Count - Raw counts with no other contextualising values
- **Data source:** Department of Health and Social Care - [Adult Social Care Activity Report, England](#)
- **Data Source Table:** File 'Adult Social Care Activity and Finance Report, England YYYY-YY: Data Tables', Sheet 'Table_33', column 'Total – During year'

Number of people who have received short-term support

This uses the most recently published data.

- **Numerator:** Number of people who have received short-term support
- **Denominator:** N/A
- **Item Type:** Count - Raw counts with no other contextualising values
- **Data source:** Department of Health and Social Care - [Adult Social Care Activity Report, England](#)
- **Data Source Table:** File 'Adult Social Care Activity and Finance Report, England YYYY-YY: Data Tables', Sheet 'Table_28', column 'Total - Clients'

Z-scoring methodology

We measure the relative performance of a local authority in relation to the England average. For the majority of indicators, we use the 'Z-score' statistic, which gives us a statistical measurement in standard deviations. This allows us to assess and highlight local authorities that vary significantly from the England average (in either a positive or negative direction).

The Z-scored indicators in the local authority assessment use a 7-point banding scale, from Significant variation (positive) to Significant variation (negative). These are categorised based on the calculated Z-scores, to highlight the relative performance of local authorities against the England average.

'Z-score threshold' refers to the number of standard deviations from the England average. 'No Band' is not part of this 7-point scale – we use this to distinguish which local authorities have not had data scored.

Z-score bands and their respective threshold values

This table shows the description and definitions of each band displayed.

Bands	Alternative bands	Z-score threshold
Significant variation (positive)	Significantly better than England average	≤ -3
Variation (positive)	Better than England average	> -3 and ≤ -2
Tending towards variation (positive)	Somewhat better than England average	> -2 and ≤ -1
No statistical variation	Similar to England average	> -1 and < 1
Tending towards variation (negative)	Somewhat worse than England average	≥ 1 and < 2
Variation (negative)	Worse than England average	≥ 2 and < 3
Significant variation (negative)	Significantly worse than England average	≥ 3
No band	No band	Null

Z-score banding definitions for local authority indicator values

Significant variation

Indicator value is statistically significant and located far from the England average on the distribution (positive or negative) based on its Z-score. We can be 99% confident that there is genuine difference in the local authority's result from the England average, and it did not occur by random chance.

Variation

Indicator value is statistically different from the England average (positive or negative) based on its Z-score. We can be 95% confident that there is genuine difference in the local authority's result from the England average, and it did not occur by random chance.

Tending towards variation

Indicator value is statistically different from the England average, but by a small amount (positive or negative), based on its Z-score. We can be 68% confident that there is genuine difference in the local authority's result from the England average, and it did not occur by random chance.

No statistical variation

Indicator value is not statistically significant with respect to the England average. This normally means that the Local Authority's result is not far below or above the England average, or we cannot be sure that any variation did not occur by random chance.

No band

The local authority's data has not been scored for one of the following reasons:

- data was not submitted to the data collection
- data is suppressed in the data collection due to low numbers
- data could not be Z-scored, for example due to a data error in the submission.

Theme 1 metrics: Assessing needs

Our methodology and indicator construction may differ from other sources. View the construction details of our indicators below.

Evidence category: People's experience

Personal social services adult social care survey (ASCS)

[View personal social services adult social care survey](#)

% of people satisfied with care and support

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who were satisfied with the care and support services they received
- **Question from data source:** Question 1 combined – "Overall, how satisfied or dissatisfied are you with the care and support services you receive?"
- **Numerator:** Combined total of responses who answered "I am extremely satisfied" or "I am very satisfied" to Question 1
- **Denominator:** Total responses to Question 1
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

This indicator is also one of the measures in the Adult Social Care Outcomes Framework (ASCOF), measure 1D. As we construct the data directly from the Adult Social Care Survey, there may be a small difference between our indicator value and the value published for measure 1D in ASCOF.

% of people who feel that they have control over their daily life

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who reported that they had control over their daily life
- **Question from data source:** Question 3a "Which of the following statements best describes how much control you have over your daily life?"
- **Numerator:** Total responses who answered "I have as much control over my daily life as I want" or "I have adequate control over my daily life" to Question 3a
- **Denominator:** Total responses to Question 3a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

This indicator is also one of the measures in the Adult Social Care Outcomes Framework (ASCOF), measure 3A. As we construct the data directly from the Adult Social Care Survey, there may be a small difference between our indicator value and the value published for measure 3A in ASCOF.

% of people who reported that they had as much social contact as desired

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who reported that they had as much social contact as they wanted with people they like
- **Question from data source:** Question 8a "Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?"
- **Numerator:** Total responses who answered "I have as much social contact as I want with people I like" to Question 8a
- **Denominator:** Total responses to Question 8a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

This indicator is also one of the measures in the Adult Social Care Outcomes Framework (ASCOF), measure 5A. As we construct the data directly from the Adult Social Care Survey, there may be a small difference between our indicator value and the value published for measure 5A in ASCOF.

% of people who do not buy any additional care or support privately or pay more to 'top up' their care and support

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who did not buy any additional care or support privately or paid to top up their care and support
- **Question from data source:** Question 21 – "Do you buy any additional care or support privately or pay more to 'top up' your care and support?"
- **Numerator:** Total responses who answered "No" to Question 21
- **Denominator:** Total responses to Question 21
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

Personal social services survey of adult carers in England (SACE)

[View personal social services survey of adult carers in England](#)

% of carers satisfied with social services

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who were satisfied with the care they received from Social Services in the last 12 months

- **Question from data source:** Question 4 - "Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?"
- **Numerator:** Total responses who answered "I am extremely satisfied" or "I am very satisfied" to Question 4
- **Denominator:** Total responses to Question 4, minus responses who answered "We haven't received any support or services from Social Services in the last 12 months"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

The Survey of Adult Carers in England weights the data to make it accurately represent the population. CQC has used the version of Question 4 where "We haven't received any support or services from Social Services in the last 12 months" was not yet excluded before weighting, as this includes the weighted population who selected this response. You may notice a small difference between our indicator value and the value published for measure 1E in ASCOF.

% of carers accessing support group or someone to talk to in confidence

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who accessed a support group or talked to someone in confidence over the last 12 months
- **Question from data source:** Question 6 part b "Have you used any of the support or services listed below, to help you as a carer over the last 12 months - Support from carers groups or someone to talk to in confidence?"
- **Numerator:** Total responses who answered "Yes" to Question 6 part b
- **Denominator:** Total responses to Question 6 part b, minus responses who answered "Don't know"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers accessing training for carers

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who accessed training for carers over the last 12 months
- **Question from data source:** Question 6 part c "Have you used any of the support or services listed below, to help you as a carer over the last 12 months - Training for carers?"
- **Numerator:** Total responses who answered "Yes" to Question 6 part c

- **Denominator:** Total responses to Question 6 part c, minus responses who answered "Don't know"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers accessing support to keep them in employment

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who used support or services over the last 12 months to keep them in employment
- **Question from data source:** Question 6 part d "Have you used any of the support or services listed below, to help you as a carer over the last 12 months - Support to keep you in employment?"
- **Numerator:** Total responses who answered "Yes" to Question 6 part d
- **Denominator:** Total responses to Question 6 part d, minus responses who answered "Don't know"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers who feel that they have control over their daily life

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who stated they had as much control over their daily lives as they wanted
- **Question from data source:** Question 8 "Which of the following statements best describes how much control you have over your daily life?"
- **Numerator:** Total responses who answered "I have as much control over my daily life as I want" to Question 8
- **Denominator:** Total responses to Question 8
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers who reported that they had as much social contact as desired

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who reported that they had as much social contact as they wanted with people they like
- **Question from data source:** Question 11 "Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?"
- **Numerator:** Total responses who answered "I have as much social contact as I want with people I like" to Question 11
- **Denominator:** Total responses to Question 11
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers who feel they have encouragement and support

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who felt they had encouragement and support in their caring role
- **Question from data source:** Question 12 "Thinking about encouragement and support in your caring role, which of the following statements best describes your present situation?"
- **Numerator:** Total responses who answered "I feel I have encouragement and support" to Question 12
- **Denominator:** Total responses to Question 12
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers with enough time to care for other people they are responsible for

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who stated that they had enough time to care for other people they are responsible for

- **Question from data source:** Question 13 – "Thinking about the other people you have caring responsibilities for, which of the following best describes your current situation?"
- **Numerator:** Total responses who answered "I always have enough time to care for them" or "I sometimes have enough time to care for them" to Question 13
- **Denominator:** Total responses to Question 13, minus responses who answered "I don't have caring responsibilities for anyone else"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers experiencing financial difficulties because of caring

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who experienced financial difficulties because of caring
- **Question from data source:** Question 15 "In the last 12 months, has caring caused you any financial difficulties?"
- **Numerator:** Total responses who answered "Yes, a lot" or "Yes, to some extent" to Question 15
- **Denominator:** Total responses to Question 15

- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are bad
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers that feel involved or consulted as much as they wanted to be in discussions

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who felt involved or consulted as much as they wanted in discussions about the support or services provided to the person they cared for in the last 12 months
- **Question from data source:** Question 19 "In the last 12 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?"
- **Numerator:** Total responses who answered "I always felt involved or consulted" or "I usually felt involved or consulted" to Question 19
- **Denominator:** Total responses to Question 19, minus responses who answered "There have been no discussions that I am aware of, in the last 12 months"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

The Survey of Adult Carers in England weights the data to make it accurately represent the population. CQC has used the version of Question 19 where "There have been no discussions that I am aware of, in the last 12 months" was not yet excluded before weighting, as this includes the weighted population who selected this response. You may notice a small difference between our indicator value and the value published for measure 3B in ASCOF.

% of carers not in paid employment because of caring responsibilities

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who were not in paid employment because of caring responsibilities
- **Question from data source:** Question 21 "Thinking about combining your paid work and caring responsibilities, which of the following statements best describes your current situation?"
- **Numerator:** Total responses who answered "I am not in paid employment because of my caring responsibilities" to Question 21
- **Denominator:** Total responses who answered "I am not in paid employment because of my caring responsibilities" or "I am not in paid employment for other reasons (e.g. Retired)" to Question 21
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion

- **Indicator sentiment:** High values are bad
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. Note that NHS England's Power BI dashboard uses unweighted data, and therefore, you may notice differences.

This indicator measures the inability of unpaid carers to work due to their full-time caring responsibility. The denominator is all unpaid carers who are not in paid employment, either because of their caring responsibilities, or for other reasons (for example being retired).

NHS England uses a different construction of the denominator for this indicator, the total weighted responses to Question 21. This means our values may differ from the values shown in NHS England's dashboard.

Evidence category: Processes

Adult social care activity report, England

[View adult social care activity report](#)

% of long-term support clients reviewed (planned or unplanned)

- **Full indicator description:** The percentage of long-term support clients that have been reviewed (planned or unplanned)
- **Numerator:** Total number of clients reviewed
- **Denominator:** Total clients
- **Observed:** Numerator/denominator

- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Activity Report, England
- **Data Source Table:** Table 50

For the numerator, the values are obtained by the Adult Social Care Activity Report from this calculation “Clients receiving planned reviews” + “Clients receiving unplanned reviews”. All data relating to the Adult Social Care Activity Report are presented to the nearest five, with values of 0, 1, 2, 3 and 4 suppressed. Some data may not sum due to rounding.

Theme 1 metrics: Supporting people to live healthier lives

Evidence category: People's experience

Personal Social Services Adult Social Care Survey (ASCS)

[View the personal social services adult social care survey](#)

% of people who use services who feel clean and presentable

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who felt clean and presentable

- **Question from data source:** Question 4a – "Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?"
- **Numerator:** Total responses who answered "I feel clean and am able to present myself the way I like" or "I feel adequately clean and presentable" to Question 4a
- **Denominator:** Total responses to Question 4a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

% of people who use services who get adequate food and drink

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who got adequate food and drink
- **Question from data source:** Question 5a – "Thinking about the food and drink you get, which of the following statements best describes your situation?"
- **Numerator:** Total responses who answered "I get all the food and drink I like when I want" or "I get adequate food and drink at OK times" to Question 5a
- **Denominator:** Total responses to Question 5a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

% of people who use services who describe their home as clean and comfortable

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who described their home as clean and comfortable
- **Question from data source:** Question 6a – "Which of the following statements best describes how clean and comfortable your home is?"
- **Numerator:** Total responses who answered "My home is as clean and comfortable as I want" or "My home is adequately clean and comfortable" to Question 6a
- **Denominator:** Total responses to Question 6a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

% of people who reported that they spend their time doing things they value or enjoy

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who reported that they were able to spend their time doing things they value or enjoy
- **Question from data source:** Question 9a "Which of the following statements best describes how you spend your time?"
- **Numerator:** Total responses who answered "I'm able to spend my time as I want, doing things I value or enjoy" or "I'm able to do enough of the things I value or enjoy with my time" to Question 9a
- **Denominator:** Total responses to Question 9a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

% of people who say help and support helps them think and feel better about themselves

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who said having help made them think and feel better about themselves
- **Question from data source:** Question 10 "Which of these statements best describes how having help to do things makes you think and feel about yourself?"
- **Numerator:** Total responses who answered "Having help makes me think and feel better about myself" to Question 10

- **Denominator:** Total responses to Question 10
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

% of people who use services who find it easy to find information about support

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who found it easy to find information and advice about support, services or benefits in the past year
- **Question from data source:** Question 13 – "In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?"
- **Numerator:** Total responses who answered "Very easy to find" or "Fairly easy to find" to Question 13
- **Denominator:** Total weighted responses to Question 13, minus responses who answered "I've never tried to find information or advice"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

This indicator is also one of the measures in the Adult Social Care Outcomes Framework (ASCOF), measure 3C1. As we construct the data directly from the Adult Social Care Survey, there may be a small difference between our indicator value and the value published for measure 3C1 in ASCOF.

Personal Social Services Survey of Adult Carers in England (SACE)

[View personal social services survey of adult carers in England](#)

% of carers able to spend time doing things they value or enjoy

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who stated that they were able to spend time doing things they value or enjoy
- **Question from data source:** Question 7 – "Which of the following statements best describes how you spend your time?"
- **Numerator:** Total responses who answered "I'm able to spend my time as I want, doing things I value or enjoy" to Question 7
- **Denominator:** Total responses to Question 7
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

% of carers who find it easy to access information and advice

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who found it easy to find information and advice about support, services or benefits in the last 12 months
- **Question from data source:** Question 17 – "In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits?"
- **Numerator:** Total responses who answered "Very easy to find" and "Fairly easy to find" to Question 17
- **Denominator:** Total responses to Question 17, minus responses who answered "I have not tried to find information or advice in the last 12 months"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

The Survey of Adult Carers in England weights the data to make it accurately represent the population. CQC has used the version of Question 17 where "I have not tried to find information or advice in the last 12 months" was not yet excluded before weighting, as this includes the weighted population who selected this response. You may notice a small difference between our indicator value and the value published for measure 3C2 in ASCOF.

% of carers who found information and advice helpful

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who found the information and advice they received in the last 12 months helpful
- **Question from data source:** Question 18 – "In the last 12 months, how helpful has the information and advice you have received been?"
- **Numerator:** Total responses who answered "Very helpful" or "Quite helpful" to Question 18
- **Denominator:** Total responses to Question 18, minus responses who answered "I have not received any information or advice in the last 12 months"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

The Survey of Adult Carers in England weights the data to make it accurately represent the population. CQC has used the version of Question 18 where "I have not received any information or advice in the last 12 months" was not yet excluded before weighting, as this includes the weighted population who selected this response. You may notice a small difference between our indicator value and the value published in NHS England's dashboard.

Evidence category: Processes

Adult Social Care Outcomes Framework (ASCOF)

[View measures from the adult social care outcomes framework](#)

% of people 65+ who received reablement/rehabilitation services after discharge from hospital

- **Full indicator description:** The percentage of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital
- **Numerator:** Number of older people aged 65 and over discharged from acute or community hospitals to their own home or to a residential or nursing care home or extra care housing for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting).
- **Denominator:** Number of older people aged 65 and over discharged from hospitals in England between 1 October and 31 December. This includes all specialities and zero-length stays. Data for geographical areas is based on usual residence of patient.
- **Observed:** Numerator/denominator

- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Adult Social Care Outcomes Framework (ASCOF) - Short and Long Term Support (SALT)
- **Data Source Table:** 2D2

For the full definition and interpretation of this indicator, see the [adult social care outcomes framework: handbook of definitions](#).

% of people who have received short-term support who no longer require support

- **Full indicator description:** The percentage of new service users that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level
- **Numerator:** Number of new service users that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level
- **Denominator:** Number of new service users who had short-term support to maximise independence
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Adult Social Care Outcomes Framework (ASCOF) - Short and Long Term Support (SALT)

- **Data Source Table:** 2A

In this context, short-term support is defined as 'short-term support which is designed to maximise independence' and therefore will exclude carer contingency and emergency support. This prevents the inclusion of short-term support services that are not reablement services.

For the full definition and interpretation of this indicator, see the [adult social care outcomes framework: handbook of definitions](#).

% of carers who receive direct payments

- **Full indicator description:** The percentage of carers who receive direct payments
- **Numerator:** Total number of carers receiving direct payments or part-direct payments in the year to 31 March
- **Denominator:** Total number of carers receiving carer-specific services in the year to 31 March
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** For this indicator, we have allocated a band according to a set of rules, which accounts for the skewed distribution of the data. The scoring thresholds in the table below are appropriate for identifying variation according to the abnormal distribution of the data for this indicator, where a majority of the Local Authorities show an observed value of 100%. The England average for this rules-based indicator is not calculated, and instead the rules give guidance as to where the Local Authority's value lies.

Bands	Rules
Similar to expected	The observed value is equal to 100%
Lower than expected	The observed value is less than 100% but greater than or equal to 50%
Much lower than expected	The observed value is less than 50%

- **Data source:** NHS England – Adult Social Care Outcomes Framework (ASCOF) - Short and Long Term Support (SALT)
- **Data Source Table:** 3D2b

For the full definition and interpretation of this indicator, see the [adult social care outcomes framework: handbook of definitions](#).

% of service users who receive direct payments

- **Full indicator description:** The percentage of service users who receive direct payments
- **Numerator:** Total number of service users receiving direct payments and part-direct payments at the year-end 31 March
- **Denominator:** Total number of service users accessing long-term support at the year-end 31 March
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Adult Social Care Outcomes Framework (ASCOF) - Short and Long Term Support (SALT)
- **Data Source Table:** 3D2a

For the full definition and interpretation of this indicator, see the [adult social care outcomes framework: handbook of definitions](#).

% of service users aged 18 to 64 accessing long-term support who were receiving direct payments

- **Full indicator description:** Proportion of service users aged 18 to 64 accessing long-term support who were receiving direct payments
- **Numerator:** Number of service users aged 18 to 64 receiving direct payments and part-direct payments at the year-end 31 March
- **Denominator:** Number of service users aged 18 to 64 accessing long-term support at the year-end 31 March
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Adult Social Care Outcomes Framework (ASCOF) - Short and Long Term Support (SALT)
- **Data Source Table:** 3D2a

For the full definition and interpretation of this indicator, see the [adult social care outcomes framework: handbook of definitions](#).

% of service users aged 65 and over accessing long-term support who were receiving direct payments

- **Full indicator description:** Proportion of service users aged 65 and over accessing long-term support who were receiving direct payments
- **Numerator:** Number of service users aged 65 and over receiving direct payments and part-direct payments at the year-end 31 March
- **Denominator:** Number of service users aged 65 and over accessing long-term support at the year- end 31 March
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England – Adult Social Care Outcomes Framework (ASCOF) - Short and Long Term Support (SALT)
- **Data Source Table:** 3D2a

For the full definition and interpretation of this indicator, see the [adult social care outcomes framework: handbook of definitions](#).

Adult Social Care Financial Returns and Short and Long-Term Support (ASCFR - SALT)

[View adult social care activity and finance report](#).

% of people 65+ still at home 91 days after discharge from hospital into reablement/rehabilitation services

- **Full indicator description:** The percentage of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services
- **Numerator:** The proportion of older people aged 65 and over who have been discharged from hospital to either: their own home, a residential or nursing care home, or extra care housing for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting) and who are at home or in extra care housing or an adult placement scheme setting 91 days after the date of their discharge from hospital.
- **Denominator:** Number of older people aged 65 and over discharged from acute or community hospitals to their own home or to a residential or nursing care home or extra care housing for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting).
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England - Adult Social Care Activity and Finance Report, England (ASC-FR) - Short and Long Term Support (SALT)
- **Data Source Table:** Table 1, Sheet 'STS004'

All data relating to SALT are presented to the nearest 5, with values of 0, 1, 2, 3 and 4 suppressed. Some data may not sum due to rounding. As the data is sourced directly from SALT, our indicator value may differ slightly from measure 2D1 in ASCOF.

% of adults with a learning disability who live in their own home or with their family

- **Full indicator description:** The percentage of adults with a learning disability who live in their own home or with their family
- **Numerator:** Number of working age (18 to 64) service users who received long-term support during the year with a primary support reason of learning disability support, who are living on their own or with their family
- **Denominator:** Number of working age (18 to 64) service users who received long-term support during the year with a primary support reason of learning disability support
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) for further details
- **Data source:** NHS England - Adult Social Care Activity and Finance Report, England (ASC-FR) - Short and Long Term Support (SALT)
- **Data Source Table:** Numerator: Table 2A, Sheet 'LTS004'. Denominator: Table 1A, Sheet 'LTS001A'

All data relating to SALT are presented to the nearest 5, with values of 0, 1, 2, 3 and 4 suppressed. Some data may not sum due to rounding. As the data is sourced directly from SALT, our indicator value may differ slightly from measure 2E in ASCOF.

This measure shows the proportion of all adults who receive learning disability support who are 'known to the council' and are recorded as living in their own home or with their family.

'Known to the council' is defined as those adults of working age with a primary support reason of learning disability support who received long-term support during the year in the settings of Nursing, Residential and Community but excluding Prison.

'Living on their own or with their family' is intended to describe arrangements where the individual has security of tenure in their usual accommodation, for instance, because they own the residence or are part of a household whose head holds such security.

Theme 2 metrics: Care provision, integration and continuity

Evidence category: People's experience

Personal Social Services Adult Social Care Survey (ASCS)

[View the personal social services adult social care survey](#)

% of people who use services who feel they have choice over services

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who said they enough choice over the care and support services they received
- **Question from data source:** Question 2c – "Which of the following statements best describes how much choice you have over the care and support services you receive?"
- **Numerator:** Total responses who answered " I do have enough choice over care and support services " to Question 2c

- **Denominator:** Total responses to Question 2c, minus responses who answered "I don't want or need choice about care and support services"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

Personal Social Services Survey of Adult Carers in England (SACE)

[View the personal social services survey of adult carers in England](#)

% of carers accessing support or services allowing them to take a break from caring at short notice or in an emergency

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who accessed support or services allowing them to take a break from caring at short notice or in an emergency
- **Question from data source:** Question 5 part a - "Has the person you care for used any of the support or services listed below in the last 12 months - Support or services allowing you to take a break from caring at short notice or in an emergency?"
- **Numerator:** Total responses who answered "Yes" to Question 5 part a
- **Denominator:** Total responses to Question 5 part a, minus responses who answered "Don't know"
- **Observed:** Numerator/denominator

- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. Note that NHS England's Power BI dashboard uses unweighted data, and therefore, you may notice differences.

% of carers accessing support or services allowing them to take a break from caring for >24hrs

Full indicator description: The percentage of respondents to the Survey of Adult Carers in England who accessed support or services allowing them to take a break from caring for more than 24 hours

- **Question from data source:** Question 5 part b – "Has the person you care for used any of the support or services listed below in the last 12 months - Support or services allowing you to take a break from caring for more than 24 hours?"
- **Numerator:** Total responses who answered "Yes" to Question 5 part b
- **Denominator:** Total responses to Question 5 part b, minus responses who answered "Don't know"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) section for further details

- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. Note that NHS England's Power BI dashboard uses unweighted data, and therefore, you may notice differences.

% of carers accessing support or services allowing them to take a break from caring for 1-24hrs

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who accessed support or services allowing them to take a break from caring for more than 1-24 hours
- **Question from data source:** Question 5 part c – "Has the person you care for used any of the support or services listed below in the last 12 months - Support or services to allow you to have a rest from caring for between 1 and 24 hours (e.g. a sitting service)?"
- **Numerator:** Total responses who answered "Yes" to Question 5 part c
- **Denominator:** Total responses to Question 5 part c, minus responses who answered "Don't know"
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England. Note that NHS England's Power BI dashboard uses unweighted data, and therefore, you may notice differences.

Evidence category: Processes

CQC ratings

[See using CQC data](#)

% of nursing homes by rating

- **Full indicator description:** The percentage of nursing care homes by CQC rating
- **Numerator:** Number of nursing care homes in the upper tier local authority rated in each rating category
- **Denominator:** Total number of nursing care homes in the upper tier local authority
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** A lower percentage of nursing care homes rated as inadequate, or requires improvement, is good
- **Assessment of variation:** N/A
- **Data source:** Care Quality Commission – care directory

Filter for all

Dormant = N

Location local authority = relevant local authority

Check for dual registered locations

We may need to consider these during analysis. If there is a dual registration, remove one record from your total – keep primary ID UNLESS only the secondary ID has a rating.

Filters for nursing homes

Service type - Care home service with nursing = Y

Calculation

To calculate the percentage of ratings, including non-rated services, we need to distinguish between 'not rated' as rated at a sector group level and blanks without assessment dates that are 'not rated yet'. Select 'Not rated at location level' and 'Not yet rated'.

Caveats

We are reviewing our ratings and register data. This affects our analysis of ratings at an aggregate local authority level. Consider the following caveats when interpreting and reporting ratings data:

- Adult social care locations where more than one type of service is provided no longer receive a location-level rating. This is most commonly where homecare and supported living services are registered at the same locations. See our [guidance on the levels of ratings for different service types](#).
- We summarise these services as a percentage described as 'Not rated at location level'. As we develop our approach to reporting ratings at a sector group level, we will review how we present this in our ratings analysis for local authorities.

- Our care directory includes instances of 'dual registration', where 2 providers have shown evidence to CQC that they are both responsible for managing the regulated activities at a single location. In these cases, we only include the Primary ID and associated ratings as provided and advised in the care directory. In rare cases where a rating is attached to a Secondary ID but not a Primary ID (due to rules around ratings inheritance), we will use this to calculate percentages of ratings.

% of residential homes by rating

- **Full indicator description:** The percentage of residential care homes by CQC rating
- **Numerator:** Number of residential care homes in the upper tier local authority rated in each rating category
- **Denominator:** Total number of residential care homes in the upper tier local authority
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** A lower percentage of residential care homes rated as inadequate, or requires improvement, is good
- **Assessment of variation:** N/A
- **Data source:** Care Quality Commission – care directory

Filter for all

Dormant = N

Location local authority = relevant local authority

Check for dual registered locations

We may need to consider these during analysis. If there is a dual registration, remove one record from your total – keep Primary ID UNLESS only the secondary ID has a rating.

Filters for Care home without nursing (residential homes)

Service type - Care home service without nursing = Y

Service type – Care home service with nursing = Blank (to avoid double counting)

Calculation

To calculate the percentage of ratings, including non-rated services, we need to distinguish between 'not rated' at a sector group level and blanks without assessment dates that are 'not rated yet'. Select 'Not rated at location level' and 'Not yet rated'.

Caveats

We are reviewing our ratings and register data. This affects our analysis of ratings at an aggregate local authority level. Consider the following caveats when interpreting and reporting ratings data:

- Adult social care locations where more than one type of service is provided no longer receive a location-level rating. This is most commonly where homecare and supported living services are registered at the same locations. See our [guidance on the levels of ratings for different service types](#).
- We summarise these services as a percentage described as 'Not rated at location level'. As we develop our approach to reporting ratings at a service group level, we will review how we present this in our ratings analysis for local authorities.

- Our care directory includes instances of 'dual registration', where 2 providers have shown evidence to CQC that they are both responsible for managing the regulated activities at a single location. In these cases, we only include the Primary ID and associated ratings as provided and advised in the care directory. In rare cases where a rating is attached to a Secondary ID but not a Primary ID (due to rules around ratings inheritance), we will use this to calculate percentages of ratings.

% of community based social care services by rating

- **Full indicator description:** The percentage of community based social care services by CQC rating
- **Numerator:** Number of community based social care services in the upper tier local authority rated in each rating category
- **Denominator:** Total number of community based social care services in the upper tier local authority
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** A lower percentage of community based social care services rated as inadequate, or requires improvement, is good
- **Assessment of variation:** N/A
- **Data source:** Care Quality Commission – care directory

Filter for all

Dormant = N

Location local authority = relevant local authority

Check for dual registered locations

We may need to consider these during analysis. If there is a dual registration, remove one record from your total – keep Primary ID UNLESS only the secondary ID has a rating.

Filters for Community based social care

Location Primary Inspection Category = Community based adult social care

Service type - Care home service without nursing = Blank (to avoid double counting)

Service type – Care home service with nursing = Blank (to avoid double counting)

Calculation

To calculate percentage of ratings, including non-rated services, we need to distinguish between 'not rated' at a sector group level and blanks without assessment dates that are 'not rated yet'. Select 'Not rated at location level' and 'Not yet rated'.

Caveats

We are reviewing our ratings and register data. This affects our analysis of ratings at an aggregate local authority level. Consider the following caveats when interpreting and reporting ratings data:

- Adult social care locations where more than one type of service is provided no longer receive a location-level rating. This is most commonly where homecare and supported living services are registered at the same locations. See our [guidance on the levels of ratings for different service types](#).
- We summarise these services as a percentage described as 'Not rated at location level'. As we develop our approach to reporting ratings at sector group level, we will review how we present this in our ratings analysis for local authorities.

- Our care directory includes instances of 'dual registration', where 2 providers have shown evidence to CQC that they are both responsible for managing the regulated activities at a single location. In these cases, we only include the Primary ID and associated ratings as provided and advised in the care directory. In rare cases where a rating is attached to a Secondary ID but not a Primary ID (due to rules around ratings inheritance), we will use this to calculate percentages of ratings.

As we now source ratings data from the care directory and analyse this data manually, we are not able to further split community based adult social care into a more detailed breakdown of service types. The numbers for individual service types in this category are often very small and may distort the overall interpretation of ratings.

Care Quality Commission: Active and deactivated ASC locations

- **Full indicator description:** Number of active and deactivated Adult Social Care locations
- **Numerator:** N/A
- **Denominator:** N/A
- **Observed:** Total number of current active Adult Social Care locations and Total number of Adult Social Care locations that have been deactivated in the last 12 months in the Upper Tier Local Authority
- **Indicator type:** Count – Raw counts with no other contextualising values
- **Indicator sentiment:** N/A
- **Assessment of variation:** N/A
- **Data source:** Care Quality Commission

The numbers in the numerator are displayed separately and the figures are not summed.

Skills for Care workforce estimates: % ASC staff with Care Certificate in progress or partially completed, or completed (all jobs, all sectors)

- **Full indicator description:** The percentage of adult social care staff with a Care Certificate in progress or partially completed, or completed
- **Numerator:** Number of filled posts with a Care Certificate in progress or partially completed, or completed
- **Denominator:** Number of filled posts
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, refer to the [Z-scoring methodology](#) section for further details
- **Data source:** Skills for Care – Adult Social Care Workforce Estimates. This data is received directly from Skills for Care

This indicator combines the number of filled posts for the independent and local authority sector.

Skills for Care uses data from the Adult Social Care Workforce Data Set (ASC-WDS) as a basis for creating estimates of the size, structure and characteristics of the whole adult social care workforce. ASC-WDS data are as of March each year for the independent sector and the preceding September for local authorities. New estimates are published each year.

The ASC-WDS, as a non-mandatory return for the independent sector, does not have 100% coverage of the adult social care sector. However, it does have a large enough sample to provide a solid basis for creating reliable and precise sector and workforce estimates at both a national and local level. This information refers to the adult social care sector as those jobs in the local authority sector and the independent sectors only. Jobs working for direct payment recipients and those working in the NHS are not included in these workforce estimates.

Due to low numbers, Skills for Care has combined the data for the Isles of Scilly with the data for Cornwall.

Skills for Care workforce estimates: % of adult social care job vacancies (all jobs, all sectors)

- **Full indicator description:** The percentage of adult social care job vacancies
- **Numerator:** Number of adult social care job vacancies
- **Denominator:** Number of adult social care employees plus the number of adult social care job vacancies
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are bad
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Skills for Care – Adult Social Care Workforce Estimates. This data is received directly from Skills for Care

This is the vacancy rate for adult social care jobs across both the independent and local authority sector.

Skills for Care uses data from the Adult Social Care Workforce Data Set (ASC-WDS) as a basis for creating estimates of the size, structure and characteristics of the whole adult social care workforce. ASC-WDS data are as of March each year for the independent sector and the preceding September for local authorities. New estimates are published each year.

The ASC-WDS, as a non-mandatory return for the independent sector, does not have 100% coverage of the adult social care sector. However, it does have a large enough sample to provide a solid basis for creating reliable and precise sector and workforce estimates at both a national and local level. This information refers to the adult social care sector as those jobs in the local authority sector and the independent sectors only. Jobs working for direct payment recipients and those working in the NHS are not included in these workforce estimates.

Due to low numbers, Skills for Care has combined the data for the Isles of Scilly with the data for Cornwall.

Skills for Care workforce estimates: ASC staff mean number of sick days in the last 12 months (all jobs, all sectors)

- **Full indicator description:** Adult social care staff mean number of sick days in the last 12 months
- **Numerator:** The number of sickness absence days in the last 12 months
- **Denominator:** Number of adult social care employees
- **Observed:** Numerator/denominator
- **Indicator type:** Ratio of counts
- **Indicator sentiment:** High values are bad
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details

- **Data source:** Skills for Care – Adult Social Care Workforce Estimates. This data is received directly from Skills for Care

This is the staff sickness absence rate for adult social care jobs across both the independent and local authority sector.

Skills for Care uses data from the Adult Social Care Workforce Data Set (ASC-WDS) as a basis for creating estimates of the size, structure and characteristics of the whole adult social care workforce. ASC-WDS data as of March each year for the independent sector and the preceding September for local authorities. New estimates are published each year.

The ASC-WDS, as a non-mandatory return for the independent sector, does not have 100% coverage of the adult social care sector. However, it does have a large enough sample to provide a solid basis for creating reliable and precise sector and workforce estimates at both a national and local level. This information refers to the adult social care sector as those jobs in the local authority sector and the independent sectors only. Jobs working for direct payment recipients and those working in the NHS are not included in these workforce estimates.

Due to low numbers, Skills for Care has combined the data for the Isles of Scilly with the data for Cornwall.

Skills for Care workforce estimates: Rate of turnover of adult social care employees (all jobs, all sectors)

- **Full indicator description:** The rate of turnover of adult social care employees
- **Numerator:** Number of leavers during the year
- **Denominator:** Number of adult social care employees
- **Observed:** Numerator/denominator
- **Indicator type:** Ratio of counts
- **Indicator sentiment:** High values are bad

- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Skills for Care – Adult Social Care Workforce Estimates. This data is received directly from Skills for Care

This is the staff turnover rate for adult social care jobs across both the independent and local authority sector.

Skills for Care uses data from the Adult Social Care Workforce Data Set (ASC-WDS) as a basis for creating estimates of the size, structure and characteristics of the whole adult social care workforce. ASC-WDS data are as of March each year for the independent sector and the preceding September for local authorities. New estimates are published each year.

The ASC-WDS, as a non-mandatory return for the independent sector, does not have 100% coverage of the adult social care sector. However, it does have a large enough sample to provide a solid basis for creating reliable and precise sector and workforce estimates at both a national and local level. This information refers to the adult social care sector as those jobs in the local authority sector and the independent sectors only. Jobs working for direct payment recipients and those working in the NHS are not included in these workforce estimates.

Due to low numbers, Skills for Care has combined the data for the Isles of Scilly with the data for Cornwall.

Theme 3 metrics: Safeguarding

Evidence category: People's experience

Personal Social Services Adult Social Care Survey (ASCS)

[View the personal social services adult social care survey](#)

% of people who use services who feel safe

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who said they felt as safe as they wanted
- **Question from data source:** Question 7a – "Which of the following statements best describes how safe you feel?"
- **Numerator:** Total responses who answered "I feel as safe as I want" to Question 7a
- **Denominator:** Total responses to Question 7a
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

This indicator is also one of the measures in the Adult Social Care Outcomes Framework (ASCOF), measure 4A. As we construct the data directly from the Adult Social Care Survey, there may be a small difference between our indicator value and the value published for measure 4A in ASCOF.

% of people who use services who say that those services have made them feel safe

- **Full indicator description:** The percentage of respondents to the Adult Social Care Survey who said care and support services helped them in feeling safe

- **Question from data source:** Question 7c – "Do care and support services help you in feeling safe?"
- **Numerator:** Total responses who answered "Yes" to Question 7c
- **Denominator:** Total responses to Question 7c
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Department of Health and Social Care - Adult Social Care Survey

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Adult Social Care Survey.

Personal Social Services Survey of Adult Carers in England (SACE)

[View the personal social services survey of adult carers in England](#)

% of carers who feel safe

- **Full indicator description:** The percentage of respondents to the Survey of Adult Carers in England who said they had no worries about their personal safety
- **Question from data source:** Question 10 – "Thinking about your personal safety, which of the statements best describes your present situation?"
- **Numerator:** Total responses who answered "I have no worries about my personal safety" to Question 10
- **Denominator:** Total responses to Question 10
- **Observed:** Numerator/denominator

- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** NHS England – Survey of Adult Carers in England

We use weighted data to calculate this indicator. Details of the weighting applied to the data are available in the guidance for the Survey of Adult Carers in England.

NHS England's Power BI dashboard uses unweighted data, therefore you may notice differences.

Evidence category: Processes

Safeguarding Adults Collection (SAC)

[View the safeguarding adults collection statistics](#)

% of individuals lacking capacity who were supported by advocate, family or friend

- **Full indicator description:** The percentage of individuals lacking capacity who were supported by an advocate, family or friend
- **Numerator:** The number of individuals lacking capacity who were supported by an advocate, family or friend
- **Denominator:** The number of individuals lacking capacity
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good

- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Department of Health and Social Care – Safeguarding Adults Collection
- **Data Source Table:** Table 7

Mental capacity refers to the capacity to make decisions about the safeguarding incident. For every enquiry in which an individual lacks the capacity to make decisions about their safeguarding incident, practitioners should ensure that appropriate support is provided. This support can come from a friend, family member, carer or an independent advocate where necessary.

Suppression: Counts between 0 and 4 are suppressed. All other counts are rounded to the nearest 5 and therefore aggregated figures may not equal the England, regional and council type figures when summed.

Number of enquiries meeting S42 threshold over time

- **Full indicator description:** N/A
- **Numerator:** Number of Enquiries meeting S42 threshold and Number of Safeguarding Concerns
- **Denominator:** N/A
- **Observed:** N/A
- **Indicator type:** Count - Raw counts with no other contextualising values
- **Indicator sentiment:** N/A
- **Assessment of variation:** N/A
- **Data Source Table:** Table 1
- **Data source:** Department of Health and Social Care – Safeguarding Adults Collection

The numbers in the numerator are treated separately and the figures are not summed.
The data are for the last 5 financial years.

The details are:

- **Section 42 Safeguarding Enquiry:** where a concern is raised about a risk of abuse, and this instigates an investigation under safeguarding procedures in accordance with Section 42 of The Care Act 2014.
- **Safeguarding Concern:** a sign of suspected abuse or neglect that is reported to the local authority or identified by the local authority.
- **Suppression:** Counts between 0 and 4 are suppressed. All other counts are rounded to the nearest 5 and therefore aggregated figures may not equal the England, regional and council type figures when summed.

Skills for Care workforce estimates: % of independent/LA staff completed MCA DoLS training

- **Full indicator description:** The percentage of independent/LA staff who completed Mental Capacity Act Deprivation of Liberties Safeguarding (MCA DoLS) training
- **Numerator:** Number of filled posts who have completed Mental Capacity and Deprivation of Liberty Safeguarding training
- **Denominator:** Number of filled posts
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Skills for Care – Adult Social Care Workforce Estimates. This data is received directly from Skills for Care.

This indicator combines the number of filled posts for the independent and local authority sector.

Please note that the denominator for CQC's indicator is the number of filled posts. This varies from the indicator on Skills for Care's website, which has a denominator based on the number of filled posts with some kind of training recorded.

Training is based on the raw data, not estimated data. The local authority sector is not mandated to return training data for its staff to Skills for Care. There are smaller numbers for these staff compared with the independent sector. Therefore, local authority and independent sector values are combined.

Due to low numbers, Skills for Care has combined the data for the Isles of Scilly with the data for Cornwall.

Skills for Care workforce estimates: % of independent/LA staff completed safeguarding adults training

- **Full indicator description:** The percentage of independent/LA staff who completed safeguarding adults training
- **Numerator:** Number of filled posts who have completed Safeguarding Adults training
- **Denominator:** Number of filled posts
- **Observed:** Numerator/denominator
- **Indicator type:** Proportion
- **Indicator sentiment:** High values are good
- **Assessment of variation:** This is a Z-scored indicator, see the [Z-scoring methodology](#) section for further details
- **Data source:** Skills for Care – Adult Social Care Workforce Estimates. This data is received directly from Skills for Care.

This indicator combines the number of filled posts for the independent and Local Authority sector.

Training is based on the raw data, not estimated data. The local authority sector is not mandated to return training data for its staff to Skills for Care. There are smaller numbers for these staff compared with the independent sector. Therefore, local authority and independent sector values are combined.

Due to low numbers, Skills for Care has combined the data for the Isles of Scilly with the data for Cornwall.

Theme 4 metrics: Learning, improvement and innovation

Evidence category: Feedback from partners

Local Government and Social Care Ombudsman (LGSCO) complaints: LGSCO data on complaints uphold rate, remedies, and further actions

- **Full indicator description:** Local Government and Social Care Ombudsman Complaints risk flags.

Assessment of variation



Uphold rate (%): The percentage of cases the Ombudsman investigated and found fault with. A local authority is flagged if both (an uphold rate above the average for similar authorities may be an indication of failings within an organisation):

- its uphold rate is above the average uphold rate for this local authority type and the number of investigations is higher than the average number of investigations for this Local Authority type
- the number of detailed investigations is higher than the average number of investigations for its local authority type.

- **Compliance rate (%):** An indication of whether the organisation is willing and able to deliver changes to improve services as a result of the Ombudsman's findings, and also is an indication as to whether it takes the Ombudsman's findings seriously. A local authority is flagged if this dips below 100%.
- **Proportion of remedies late (%):** An indication of the ability of the organisation to deliver timely redress and service improvements. A local authority is flagged if the proportion of late remedies is above the average for all authorities and if more than one late compliance outcome was recorded.
- **Data source:** Local Government and Social Care Ombudsmen (LGSCO) Complaints. This data is received directly from LGSCO.

All LGSCO data for this indicator is in relation to adult social care only.