

Adult Social Care Survey (ASCS) 2021-22

Background

Councils with Adult Social Services Responsibilities (CASSRs) in England with are required to conduct an annual postal survey of those to whom they provide services: *The Personal Social Services Adult Social Care Survey (ASCS)*.

Data collected through the survey by CASSRs are sent to NHS England and are used as the basis of analyses that are included in national level Official Statistics reports. Data are also used to populate several measures in the Adult Social Care Outcomes Framework (ASCOF) which is used to benchmark against comparative Local Authorities (L.A.'s).

The survey seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by social services. It seeks to learn more about how effectively services are helping service users to live safely and the impact that these services have on different aspects of their quality of life. The survey is sent to a systematic random sample in four strata: -

Strata 1 1. Learning Disability Support – all ages – all settings

Strata 2 Non-Learning Disability Support – 18-64 – all settings

Strata 3. Non-Learning Disability Support – 65+ – Long-term residential or nursing care

Strata 4. Non-Learning Disability Support – 65+ – Community based services (including supported living)

A survey was not completed in 2020-21 due to the corona virus pandemic. When examining these results, it is important to consider fieldwork for this survey was conducted between January and March 2021 when there still restrictions imposed due to the (COVID-19) pandemic. The restrictions were not lifted until 24th February 2022.

Local Authorities cannot publish their data externally until the data each data return has been validated and the National report published by NHS England. This is at least six months after the data submission. The results for the latest survey (2022-23), submitted May 2023 will become available in October 2023.

Results

This document reports on the highlights for Suffolk Adult Social Care Survey 2021-22(ASCS). Due to the timescales of the survey, fieldwork occurred when Covid 19 restrictions were still in place. Therefore, this was not a standard reporting year and whilst the report does refer to the previous results of 2019-20, the results have mainly been compared to are nearest Chartered Institute of Public Finance and Accountancy (CIPFA)¹ statistical neighbours and National data.

¹ Chartered Institute of Public Finance and Accountancy.

According to CIPFA our 15 nearest statistical neighbours are Cumbria, Derbyshire, Devon, Essex, Gloucestershire, Lancashire, Lincolnshire, Norfolk, North Yorkshire, Nottinghamshire, Somerset, Staffordshire, Suffolk, Warwickshire, West Sussex, Worcestershire. Together with England these Local Authorities are used throughout for comparison where possible.

Response rates

1101 questionnaires were sent to a sample of Suffolk Adult and Communities Services customers during January and February 2022 with 408 completed forms being returned. This is a response rate of 37.1% a decrease on the 2019-20 figure of 37.6%. However, this still compares favourably with our Chartered Institute of Public Finance and Accountancy (CIPFA) statistical comparator LA’s and nationally.

Table 1; Comparison of CIPFA nearest statistical neighbours Response rates 2019/20 and 2021/22		
Local Authority	Response rate 2019-20	Response rate 2021-22
Cumbria	34.3	30.1
Derbyshire	36.4	31.5
Devon	37.1	35.5
Essex	22.9	27.4
Gloucestershire	40.4	37
Lancashire	33.5	30.4
Lincolnshire	23.8	32
Norfolk	28.1	27.9
North Yorkshire	34.7	26.3
Nottinghamshire	30.6	24.4
Somerset	37	36.2
Staffordshire	29.8	26.2
Suffolk	37.6	37.1
Warwickshire	16.1	17.1
West Sussex	36.5	29.1
Worcestershire	37.9	43.5
England	29.3	26.9

Table 1 illustrates the response rates across CIPFA nearest statistical neighbours from pre-pandemic 2019-20 to 2021-22 and highlights that the majority of LA’s experienced a decrease in response rates.

Survey Completion

The survey asks respondents whether they have had any help to complete the survey, 26.8 per cent of respondents did not have any help and of those that did have help, 26.5 per cent had help from a care worker who was living outside their household. 49.6 per cent of respondents had someone else read the questions to them.

Key findings for Suffolk

Suffolk Headline findings and comparison with nearest CIPFA statutory neighbours

The fieldwork for this survey was conducted between January and March 2021 when there were still restrictions imposed due to the (COVID-19) pandemic. The restrictions were not lifted until 24th February 2022.

Satisfaction with Suffolk Adult and Community Services.

Table 2: Question 1 combined - Overall, how satisfied or dissatisfied are you with the care and support services you receive?					
Local Authority	Extremely or very satisfied %	Quite satisfied %	Neither satisfied or dissatisfied %	Quite dissatisfied %	Extremely or very dissatisfied %
Cumbria	68.9	20.1	6.7	2.4	1.8
Derbyshire	67.1	24.9	4.6	2.4	1
Devon	68.7	24.1	4.6	2	0.6
Essex	65.7	22.8	6.1	2.9	2.5
Gloucestershire	67	22.9	6.3	2	1.8
Lancashire	68.8	22.6	3.5	2.8	2.3
Lincolnshire	66.7	23.3	7.4	2.6	0
Norfolk	67.7	22	5.2	2.7	2.4
North Yorkshire	68	22.4	6	2.5	1
Nottinghamshire	65.8	24.8	4.4	3.3	1.6
Somerset	67.3	22.1	5.4	2.6	2.5
Staffordshire	62.3	25.5	8.4	1.9	1.9
Suffolk	65.1	25.9	5.2	1.7	2
Warwickshire	58.9	29.9	8.4	1.4	1.4
West Sussex	69	20.9	6.8	1.4	2
Worcestershire	66.9	24.4	5.4	2.6	0.7
England	63.9	24	6.8	2.8	2.6

Table 2: Question 1 Overall satisfaction.

65.1 per cent of Suffolk respondents are extremely or very satisfied with the care and support services they received. Table 1 illustrates Suffolk (65.1per cent). This result is higher than the outcome of the 2019-20 survey result of 62.8 per cent, and higher than the result for England, however, Suffolk when compared to CIPFA nearest statistical neighbours is midpoint in the range of results 59 -69 per cent.

What is working.

Question 2 Quality of life as a whole –

Table 3: Question 2 combined - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?		
	So good, it could not be better or very good, good, alright	
Local Authority	2019-20	2021-22
Cumbria	94.4	88.8
Derbyshire	91.4	87.3
Devon	89.4	92.3
Essex	92.6	89.1
Gloucestershire	92.1	92.5
Lancashire	87.5	88.1
Lincolnshire	90.2	92.2
Norfolk	91.1	90
North Yorkshire	93.1	93.1
Nottinghamshire	89.8	90
Somerset	88.4	88.5
Staffordshire	88	89.2
Suffolk	92.5	93.3
Warwickshire	91.4	91.9
West Sussex	92	90.1
Worcestershire	91.6	91.6
England	90.5	89.4

Table 3: Question 2 combined - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

93.3 per cent of Suffolk respondents reported that their quality of life as a whole was so good it could not be better or very good (27.7 per cent), good (32.2 per cent) or alright (33.4 per cent). This is higher than the National result of 89.4 per cent and an increase from the 2019-20 result of 92.5 per cent. Compared to our CIPFA nearest statistical neighbours Suffolk achieves one of the highest scores.

93.2 per cent of Suffolk respondents also recorded that care and support services helped them to have a better quality of life, this is an increase on the 2019-20 response of 90.7 per cent and higher than the National response of 90.4 per cent.

Feeling safe.

Question 7a - Which of the following statements best describes how safe you feel?				
Local Authority	I feel as safe as I want	Generally I feel adequately safe, but not as safe as I would like	I feel less than adequately safe	I don't feel at all safe
Cumbria	72.7	21.1	4.7	1.5
Derbyshire	68.8	26.5	2.8	1.9
Devon	70.7	25.4	2.9	1
Essex	69.4	24.6	3.6	2.4
Gloucestershire	75.9	22	1.7	0.4
Lancashire	69.5	24.8	4.5	1.2
Lincolnshire	68.2	25.9	4.2	1.7
Norfolk	68.9	25.8	4.3	1.1
North Yorkshire	75.3	21.1	2.5	1.1
Nottinghamshire	69.9	24.1	4.4	1.7
Somerset	67.7	26.5	3.2	2.6
Staffordshire	71.4	23.2	3.1	2.2
Suffolk	71.3	25.4	2.4	0.9
Warwickshire	65.7	30	3.2	1.1
West Sussex	69.3	25.2	4	1.6
Worcestershire	71.8	23.4	2.3	2.5
England	69.2	24.8	4	2

Table 4: Question 7a - Which of the following statements best describes how safe you feel? comparing Suffolk with our nearest CIPFA statistical neighbours.

Suffolk recorded an increase in respondents feeling as safe as they would want with 71.3 per cent of respondents recording 'I feel as safe as I want', the previous survey in 2019-20 recorded a survey response of 69.7 per cent. Suffolk also had a higher result than the National result of 69.2 per cent.

Additionally, 84.4 per cent of Suffolk respondents reported care and support services helped them to feel safe, this is a 2.1 per cent increase on the 2019-20 result of 82.3%.

What we could do better.

Whilst the previous tables record improvements the following two questions highlight where Suffolk recorded a lower score than the previous 2019-20 survey, however it should be remembered the survey was conducted whilst COVID19 restrictions were still in place. For this reason, Suffolk results are compared to our CIPFA nearest statistical neighbours.

Question 8a. Social contact with people you like.

Table 5: Question 8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?				
Local authority	I have as much social contact as I want with people I like	I have adequate social contact with people	I have some social contact with people, but not enough	I have little social contact with people and feel socially isolated
Cumbria	38.8	28.2	23.3	9.6
Derbyshire	40.7	28.6	22.3	8.4
Devon	45.5	30.3	17	7.3
Essex	41.1	32.3	18.3	8.3
Gloucestershire	41.3	30.7	20.8	7.3
Lancashire	45	27.2	17.7	10.2
Lincolnshire	47	27.7	18.6	6.6
Norfolk	33.8	34.8	23.3	8.1
North Yorkshire	48.8	24.8	19.9	6.5
Nottinghamshire	43.3	33.2	16.6	7
Somerset	41.9	31.1	20.1	6.9
Staffordshire	41.2	31.6	20.3	7
Suffolk	40.7	31.4	20.2	7.6
Warwickshire	41.8	28.6	22.1	7.5
West Sussex	39	33.6	19.8	7.6
Worcestershire	42.2	32.6	18.3	6.9
England	40.6	31.8	19.4	8.3

Table 5: Question 8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

Whilst Suffolk recorded a 6.8 per cent decrease in the number of respondents who were having as much social contact with people, they like compared to the results from the 2019-20 survey.

However, this is consistent with the CIPFA comparator local authorities as Table 6 highlights,

Table 6: Question 8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?		
Local authority	I have as much social contact as I want with people I like	
	2019 -2020	2020-2021
Cumbria	51.6	38.8
Derbyshire	46.4	40.7
Devon	45.8	45.5
Essex	45.7	41.1
Gloucestershire	50.1	41.3
Lancashire	40.1	45
Lincolnshire	51.6	47
Norfolk	48.4	33.8
North Yorkshire	48.7	48.8
Nottinghamshire	42.7	43.3
Somerset	44.7	41.9
Staffordshire	43.3	41.2
Suffolk	47.5	40.7
Warwickshire	40.2	41.8
West Sussex	48	39
Worcestershire	49.6	42.2
England	45.9	40.6

Another question where Suffolk response decreased (4 per cent) regards how respondents spend their time.

Table 7: Question 9a - Which of the following statements best describes how you spend your time?

Again, looking at the changes recorded by our CIPFA comparator nearest neighbours gives context to the decrease and supports the assumption that the decrease is due to the Covid 19 pandemic restrictions.

Table 7 Question 9a - Which of the following statements best describes how you spend your time?		
	2019-20	2020-2021
	I'm able to spend my time as I want, doing things I value or enjoy	I'm able to spend my time as I want, doing things I value or enjoy
Cumbria	42	34
Derbyshire	36.2	35.3
Devon	41.4	40.7
Essex	38.4	37.5
Gloucestershire	46.1	42.8
Lancashire	28.8	38.7
Lincolnshire	41.1	43.6
Norfolk	44.6	34.6
North Yorkshire	39.3	37.2
Nottinghamshire	32.7	37.3
Somerset	37.1	38.4
Staffordshire	32.9	37.2
Suffolk	40.6	36.9
Warwickshire	32	35.8
West Sussex	38	37.2
Worcestershire	37.2	38
England	37.7	37.4

In response to the findings of the Adult Social Care Survey Suffolk County Council Adult and Community Services has: –

- Invested resources to enable annual reviews to be conducted in a more timely way.
- Increased the numbers of reviews being completed to ensure people’s care and support needs are being met.
- Are working alongside the voluntary sector to build our community services and response.
- Adult and Community Services are continuing to build integrated services to respond in a joined-up way, so people receive a more connected service across health and social care.

- Mental health social work has returned to ACS since April 2022 giving easier access to support.

Further information.

A copy of the National report is available here.

[Personal Social Services Adult Social Care Survey, England, 2021-22 - NDRS \(digital.nhs.uk\)](#)

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