ASC Performance Data and Quality Improvement Overview – OSC Data Working Group

25 February 2024

Presentation overview

1.   What do we mean by data?

2.   What data do we collect and use? Quantitative

3.   What data do we collect and use? Qualitative

4.   ASC approach to using data

5.   Quality Improvement Framework

6.   Data strengths and limitations

7.   Ambitions and plans

What do we mean by 'data'

Data or intelligence is the **quantitative and qualitive** information we gather from systems and people, so we can understand outcomes for people and ensure the service we deliver are the right ones.

In order to be meaningful and useful, data and intelligence needs to be **timely and measurable**

What data do we collect and use?

Quantitative performance data

Published data –

- **LGA Inform –** Explore data | LG Inform (local.gov.uk)

- **ASCOFs –** Adult Social Care Outcomes Framework Measures from the Adult Social Care Outcomes Framework - NHS Digital

- Some **SALT –** Short and Long Term NHS Digital return Short and Long Term (SALT) Data Return 2021-22 guidance - NHS Digital

Internal officer data -

- A Core Data Set has been identified to ensure senior managers have visibility of activity, performance and risk, which is provided through an interactive PowerBi Dashboard.

- It comprises of 120 individual performance measures across 13 themes

- The full data set is monitored by Performance and Quality Improvement SMT and reported by exception into the Executive Board.

What data do we collect and use?

Qualitive data and intelligence

Published data –

• NHS Digital Annual Service Users survey [Adult Social Care User Survey (ASCS) 2022-23 guidance and materials for councils - NHS Digital](#)

• NHS Digital Biannual Carers Survey [Personal Social Services Survey of Adult Carers in England, 2021-22 - NHS Digital](#)

• Statutory complaints details [BCP Council ASC Annual Complaints report](#)

• Local Government and Social Care Ombudsman reports

Internal officer data –

• Feedback from all stakeholders and staff through a number of different Quality Assurance mechanisms
• Audits and Practice Learning reviews
• Compliments, Stories of Difference and Our Journeys
• Bespoke team level surveys
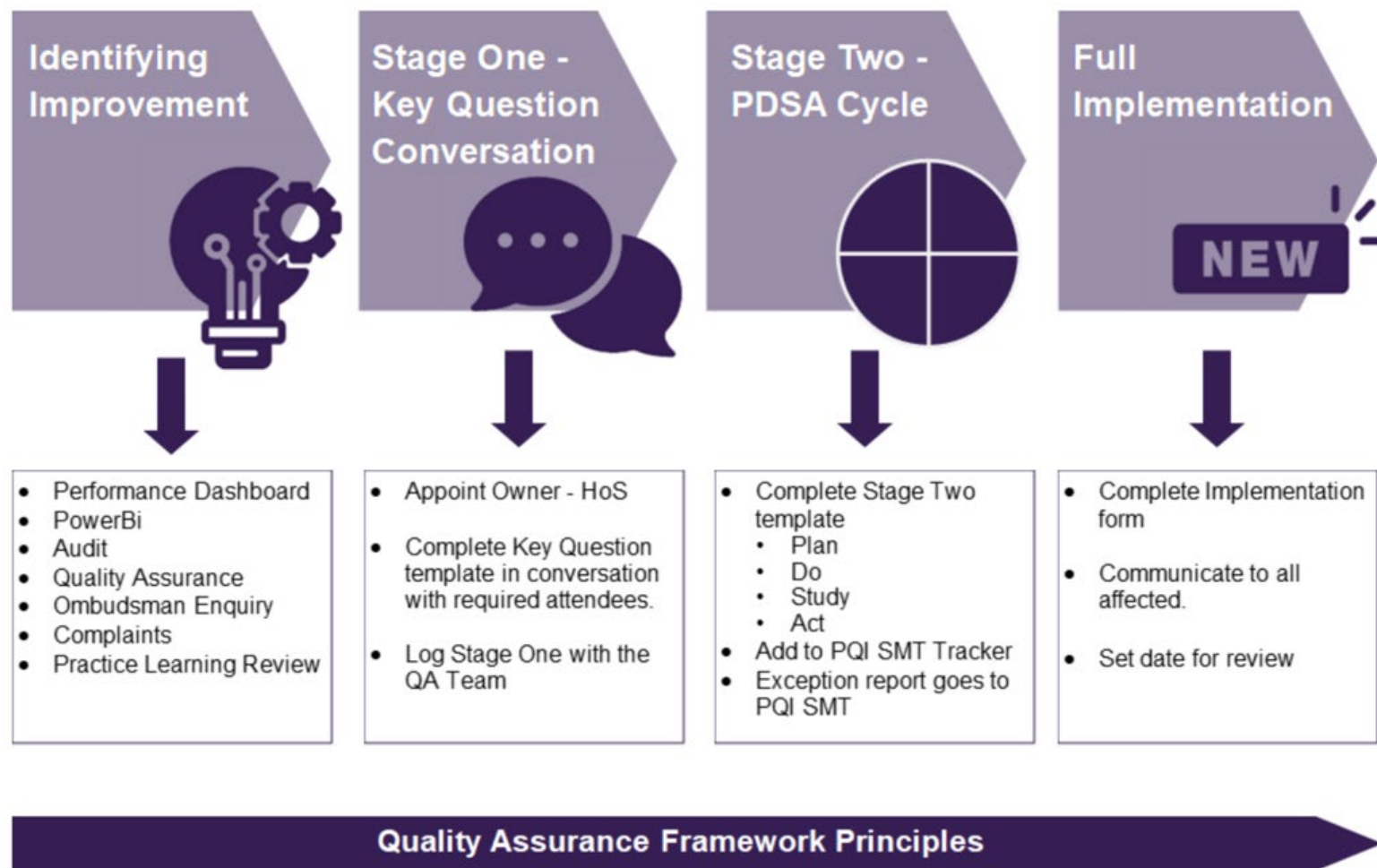• Safeguarding and serious incident reviews

ASC approach to using data

ASC uses a range of **performance data and quality assurance intelligence**, to make evidence-based decisions on service delivery and improvement.

We ensure clear governance and accountability through –

- The ASC Quality Improvement framework
- Performance and Quality Improvement Board (PQIB)
- Executive Performance and Quality Improvement Board (EPQIB)

ASC Quality Improvement Framework process -

Identifying Improvement

Stage One - Key Question Conversation

Stage Two - PDSA Cycle

Full Implementation

- Performance Dashboard
- PowerBi
- Audit
- Quality Assurance
- Ombudsman Enquiry
- Complaints
- Practice Learning Review

- Appoint Owner - HoS
- Complete Key Question template in conversation with required attendees.
- Log Stage One with the QA Team

- Complete Stage Two template
  - Plan
  - Do
  - Study
  - Act
- Add to PQI SMT Tracker
- Exception report goes to PQI SMT

- Complete Implementation form
- Communicate to all affected.
- Set date for review

Quality Assurance Framework Principles

Strengths and Limitations of data

Strengths –

- Allows us to understand outcomes and how we are performing
- Ensures we make evidence based decisions
- Enables us to bench mark
- Assists with planning for demand and budgeting

Limitations –

- Some data is sensitive and confidential
- Data accuracy - data is only as good as we put in
- We need ask what we want to know
- Data is not useful without targets, target setting needs to be done with care
- Data needs to be timely
- There are challenges when benchmarking as recording and collections can be different
- Difference between data for operations and data for improvement
- Data doesn't explain the context

Ambitions and plans

Next steps for ASC data –

Closer working across the ICB / DiiS

Reviewing the Core Data Set

Developing richer data for EDI

Brining data across other directorates such as Communities and HR