



Community Care Statistics 2008

Home care services for adults, England

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Executive Summary

Background

This statistical report presents information provided by Councils with Adult Social Services Responsibilities (CASSRs) relating to home care services purchased or provided during a survey week in September 2008. Details were collected on the number of home care contact hours provided, the number of household visits, and the number of households receiving services.

Main findings

During the survey week in September 2008

- An estimated 4.1 million contact hours were provided to around 328,600 households (or 340,600 service users). This represents a 5 per cent increase in the number of contact hours since the 2007 figure of 3.9 million. The number of households and service users receiving home care have both fallen by 2 per cent from 334,500 and 346,800 respectively in 2007.
- 81 per cent of the total contact hours of home care were provided by the independent sector to 262,500 households. This compares with 78 per cent of contact hours of home care and 256,400 households in 2007.
- The average number of contact hours per household was 12.4, compared to 11.6 in 2007. This suggests that more intensive services are being provided for a smaller number of service users, continuing the trend seen over the last 10 years.
- The gross current annual expenditure on home care services was £2.7 billion in 2007-08, a decrease of 1 per cent in real terms from 2006-07.
- An estimated 9,600 households were receiving home care from both the CASSR directly and the independent sector: an 11 per cent decrease from the 2007 figure of 10,800.
- An estimated 105,000 households (32 per cent of all households receiving home care) received intensive home care in 2008 (defined as more than 10 contact hours and 6 or more visits during the week). This represents a 2 per cent increase from the 2007 figure of 103,100 households.
- In 2008, 54 per cent of households who received home care received more than 5 hours of care and 6 or more visits compared to 52 per cent in 2007.
- 12 per cent of households receiving care had only a single visit during the week compared with 13 per cent in 2007. In the majority of these cases (81%) the single visit lasted 2 hours or less.

Between September 2004 and September 2008

- The number of contact hours provided has increased by 22 per cent since 2004, whilst the number of households receiving services has decreased by 8 per cent.
- The proportion of contact hours provided by the independent sector has increased from 70 per cent to 81 per cent.
- In 2008, the average number of contact hours per household was 12.4 hours which is over a third (37%) more than the average number of contact hours provided in 2004 (9.1 hours).
- The gross annual expenditure on home care services has increased by 23 per cent in real terms since 2003-04, from £2.2 billion to £2.7 billion in 2007-08.
- The number of households receiving home care from the independent sector has increased by 11 per cent. In 2008, 262,500 households received care from the independent sector compared to 236,800 in 2004.
- In 2008, 54 per cent of all households had over 5 contact hours of home care and 6 or more visits, an increase from 46 per cent in 2004.
- The proportion of households receiving home care with only one visit has decreased from 16 per cent in 2004 to 12 per cent in 2008.

1 Introduction

The purpose of the Community Care Reforms of 1993 was to enable more people to continue to live in their own homes as independently as possible. New statistical returns, including the HH1 form, were introduced in 1992 to monitor and evaluate these changes. Information is presented in this report on home help/home care services provided since 1999.

Home care is defined as services that assist the service user to function as independently as possible and/or continue to live in their own home. Services may involve routine household tasks within or outside the home, personal care of the user or respite care in support of the user's regular carers. It excludes services such as day care, meals, transport and equipment. Service users receiving home care through direct payments are also excluded from the HH1 return.

For 2008, information was collected on the HH1 form for the sample week of 8th to 14th September 2008. Some Councils with Adult Social Service Responsibilities (CASSRs) due to exceptional reasons provided information for an alternative week that they considered more representative.

Details were collected on the number of contact hours of home care and the number of households receiving home care services. The data are broken down by the sector providing the service. In addition for each sector, a matrix of total contact hours by total number of visits during the week was collected. Information was not collected on the age or client group of people as this is collected on the Referrals, Assessments and Packages of Care (RAP) return.

The number of households receiving services was collected, as it is possible that more than one person in each household may have benefited from the services provided. From 2000 onwards, the HH1 form asked for the total number of households and service users, the number of households receiving an intensive service (defined as more than 10 hours and 6 or more visits during the week), and the number of households receiving services from more than one sector. CASSRs were asked to remove double counting of households receiving care from more than one sector. For 2006 onwards, data has been collected on the proportions of intensive home care split by age and client group on a voluntary basis.

Annex A provides a copy of the HH1 form for 2008, and further details are given in the 'Editorial Notes' section.

2 Hours of home care

Contact hours

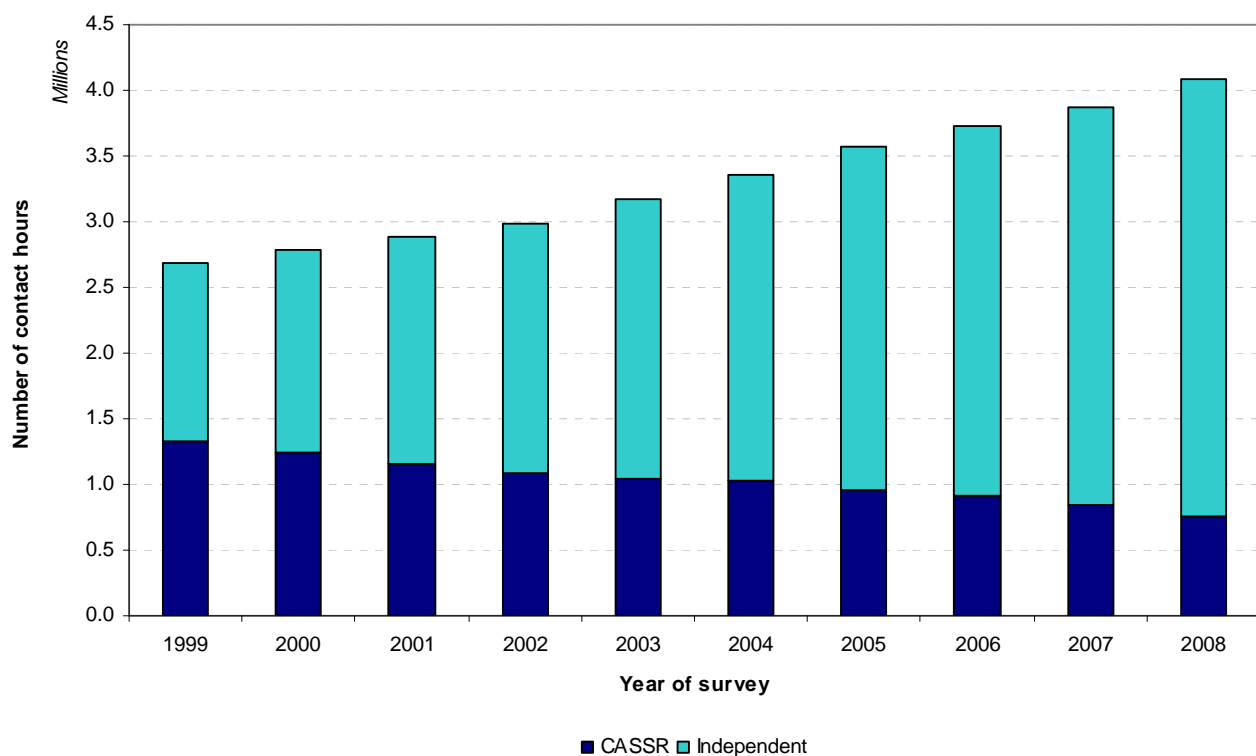
Councils with Adult Social Services Responsibilities (CASSRs) purchased or provided an estimated 4.1 million contact hours of home care during the survey week in September 2008, an increase of 5 per cent on 2007. Home care contact hours have increased by 52 per cent since 1999, reflecting the move by CASSRs towards supporting people in their own homes rather than in residential or nursing care.

Figure 1 and **Table 1** show that the number of contact hours provided has increased year on year since 1999 with a larger percentage of hours being provided by the independent sector.

The number of contact hours provided directly by CASSRs has fallen by 9 per cent in the last year, continuing the downward trend started in 1995. CASSRs now directly provide 19 per cent of total contact hours, compared with 22 per cent in 2007 and 49 per cent in 1999.

Correspondingly, the number of contact hours provided by the independent sector (private and voluntary sectors) increased by 9 per cent between 2007 and 2008. Around 81 per cent of all contact hours were provided by the independent sector in 2008, compared to 78 per cent in 2007 and 51 per cent in 1999.

Figure 1: Estimated number of contact hours of home care by sector, from 1999 to 2008



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Source: HH1 return, Table 1

Table 1: Estimated number of contact hours of home care provided by sector, from 1999 to 2008^{1,2}

England, survey week during September		Rounded Numbers	
	All sectors	CASSR	Independent
1999	2,684,200	1,324,200	1,360,100
2000	2,791,300	1,241,100	1,550,200
2001	2,881,700	1,161,900	1,719,800
2002	2,983,200	1,078,600	1,904,600
2003	3,174,800	1,043,700	2,131,100
2004	3,359,000	1,022,400	2,336,600
2005	3,576,800	952,100	2,624,700
2006	3,726,000	920,000	2,806,000
2007	3,874,300 ^R	843,100 ^R	3,031,200 ^R
2008	4,082,900	764,100	3,318,800

R = Revised

Source: HH1 return, Table 1

1. Contains estimates for missing data. Components may not add to totals due to rounding.

2. Households receiving home care purchased with a direct payment are excluded.

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Average number of contact hours provided

Table 2 and **Figure 2** illustrate the increase in the average number of hours of home care in the week since 1999. There has been a steady increase in the average number of hours provided by both sectors. The chart shows that the average number of hours provided by the independent sector is increasing at a greater rate since 2002 than previous years.

In 2008 around 12.4 contact hours of home care services were provided per household per week. The average number is considerably higher for the independent sector than for CASSRs (12.6 hours compared to 10.0).

Table 2: Average number of contact hours per household per week, from 1999 to 2008^{1,2}

England, survey week in September		Rate	
	All Sectors	CASSR	Independent
1999	6.3	5.2	8.1
2000	7.0	5.5	8.2
2001	7.5	6.0	8.4
2002	8.1	6.4	8.8
2003	8.7	7.0	9.4
2004	9.1	7.6	9.9
2005	10.1	7.9	10.5
2006	10.8	8.8	11.1
2007	11.6	9.5 ^R	11.8
2008	12.4	10.0	12.6

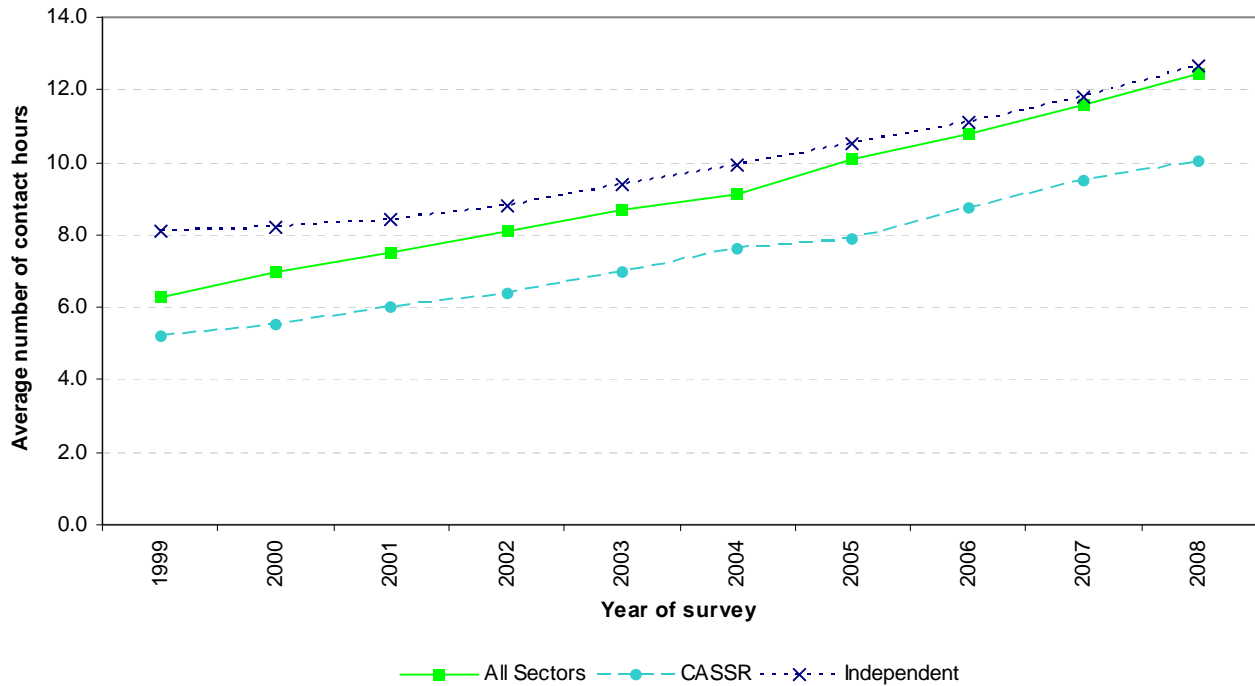
Source: HH1 return, Tables 1, 2A, 2B and 3A (for 2000 onwards)

1. Figures for 2000 onwards for All Sectors exclude double counting.

2. Households receiving home care purchased with a direct payment are excluded.

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Figure 2: The average number of hours provided by each sector, from 1999 to 2008^{1,2}



Source: HH1 return, Tables 1, 2A, 2B and 3A (for 2000 onwards)

- Figures for 2000 onwards for All Sectors exclude double counting.
 - Households receiving home care purchased with a direct payment are excluded.
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Times when home care is provided

Table 3 shows that the independent sector provides more home care out of normal working hours; 38 per cent compared to 36 per cent provided by CASSRs in 2008. 23 per cent of hours provided by the independent sector are part of an overnight stay and 24 hour service compared to 20 per cent for CASSRs. **Table 4** shows that the distribution by hours provided at different times has remained similar to 2007 with a slight move to providing more care outside of normal hours.

Table 3: Estimated number and percentage of hours provided at different times by sector in 2008¹
England, survey week during September

	Total		CASSR		Independent	
	Number of hours	Percentage	Number of hours	Percentage	Number of hours	Percentage
Normal hours	2,533,100	62	491,200	64	2,041,900	62
Out of hours	636,400	16	123,900	16	512,500	15
Overnight, live in & 24hr services	913,400	22	149,000	20	764,400	23
Total	4,082,900	100	764,100	100	3,318,800	100

1. Contains estimates for missing data. Components may not add to totals due to rounding.

Source: HH1 return, Table 1

Table 4: Comparison of the percentage of hours provided at different times by sector between 2007 and 2008

England, survey week during September

	Percentages					
	Total		CASSR		Independent	
	2007 ^R	2008	2007	2008	2007	2008
Normal hours	63	62	65	64	62	62
Out of hours	16	16	17	16	16	15
Overnight, live in & 24hr services	21	22	18	20	22	23
Total	100	100	100	100	100	100

R = Revised

1. Components may not add to totals due to rounding. Contains estimates for missing data.

Source: HH1 return, Table 1

3 Households and service users

Households receiving home care

In 2008, 328,600 households received home care, a fall of 2 per cent on 2007 and 8 per cent since 2004.

Table 5 shows the estimated number of households receiving home care, by sector, from 1999 to 2008. The number of households receiving home care from the independent sector has been increasing, whereas the number of homes receiving care directly from the CASSRs has fallen to 76,000 (a decrease of 14% since 2007 and 43% since 2004). In 2008, 262,500 households received care from the independent sector compared with 256,400 households in 2007 (a rise of 2%) and 236,800 households in 2004 (a rise of 11%).

From 2000 onwards councils provided the total number of households receiving home care excluding double counting. This figure only counted the households who received home care from both CASSRs and the independent sector once. As a result the total number of households does not equal the total of those receiving care directly from CASSRs plus those receiving care from the independent sector and is therefore not comparable with data prior to 2000. In 2008 it is reported that 9,600 households received care from both the independent sector and from CASSRs compared to 10,800 in 2007 a fall of 11 per cent.

Revised HH1 guidance notes and improvements in the recording and information systems of many CASSRs may also mean that the figures from 2000 onwards are more accurate than in previous years.

Table 5: Estimated number of service users and households receiving home help or home care by sector, from 1999 to 2008^{1,2}

England, survey week during September

Rounded Numbers

	Service Users	Households			
		Total excluding double counting	Total including double counting	CASSR	Independent
1999	421,000	253,100	167,900
2000	414,700	398,100	415,800	225,800	190,000
2001	395,500	381,700	399,900	194,100	205,800
2002	382,000	366,500	383,100	167,600	215,600
2003	373,700	363,000	376,300	149,500	226,700
2004	368,600	355,800	370,900	134,100	236,800
2005	367,800	354,600	370,000	119,800	250,300
2006	359,000	345,500	358,100 ³	104,900	253,200
2007	346,800 ^R	334,500 ^R	345,300 ^R	88,900	256,400 ^R
2008	340,600	328,600	338,500 ³	76,000	262,500

R = Revised

Source: HH1 return, Tables 2A, 2B & 3A (2000 onwards)

1. Contains estimates for missing data. Components may not add to totals due to rounding.
2. Households receiving home care purchased with a direct payment are excluded.
3. Home care can be provided by more than one sector. Councils reported this overlap to be 13,000 in 2006 and 9,600 in 2008. This can not be calculated from the figures in the table for 2006 and 2008 due to erroneous figures provided by some councils and the need to estimate for missing data. One council did not complete a return, please see editorial notes for details.

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Users receiving home care

An estimated 340,600 service users received home care during the survey week in 2008. This represents a decrease of 2 per cent from the 2007 estimated figure of 346,800 and an 18 per cent decrease since the figure was first collected in 2000 (an estimated 414,700). In 2008 the average number of service users per household was 1.04, the same as in 2000.

Since 2006, information regarding client group was collected for those receiving intensive home care; this is detailed in chapter 4.

Gross current expenditure on home care for adults

Gross current expenditure on home care is collected by client group on the PSS EX1 expenditure form and is shown in **Table 6**. The gross current annual expenditure on home care services was £2.7 billion in 2007-08, a decrease of 1 per cent in real terms from 2006-07, but an increase of 23 per cent in real terms since 2003-04. Expenditure has decreased in real terms since last year for all client groups except adults with a learning disability. This client group has increased by 8 per cent since 2006-07 and has more than doubled in real terms since 2003-04.

Table 6: Gross Current Expenditure for home care for adults by client group, in real terms 2003-04 to 2007-08^{1,2}

	£ millions				
	Total	People aged 65 and over	Adults (aged 18-64) with a physical disability	Adults (aged 18-64) with a learning disability	Adults (aged 18-64) with mental health needs
2003-04	2,198.0	1,690.8	263.4	194.4	49.4
2004-05	2,396.6	1,834.4	278.3	233.3	50.6
2005-06	2,630.4	1,964.4	304.5	304.8	56.6
2006-07	2,721.4	1,989.4	315.0	359.5	57.5
2007-08	2,692.8	1,944.3	301.1	390.0	57.4

1. Data has been adjusted for inflation using the GDP deflator.

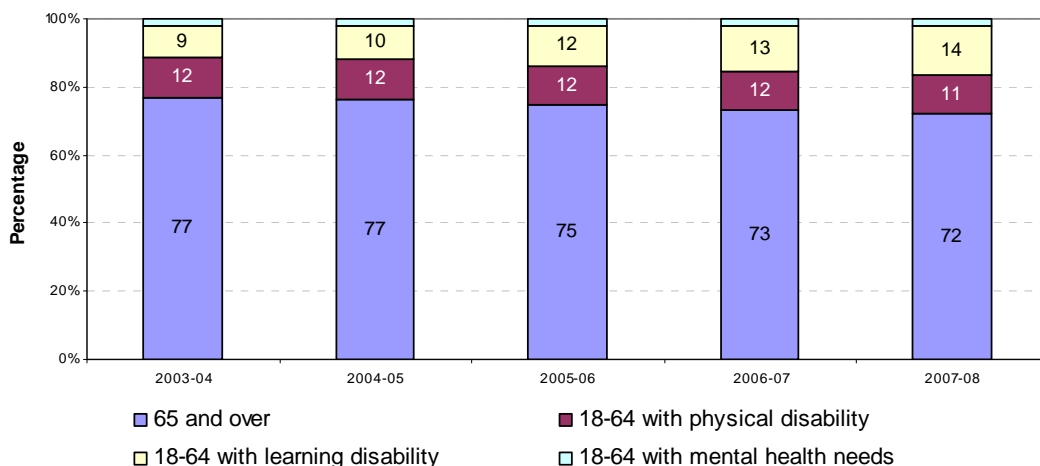
2. Components may not add to totals due to rounding.

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Source: PSS EX1

Figure 3 illustrates that the percentage of all gross expenditure for home care for adults has decreased for those aged 65 and over and adults aged 18-64 with a physical disability, whereas it has increased for those adults aged 18 to 64 with a learning disability.

Figure 3: Percentage distribution of gross expenditure for home care for adults by client group, 2003-04 to 2007-08



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Source: PSS EX1

4 Intensity of Home Care

Intensive home help/home care services

105,000 households received intensive home care in 2008, accounting for 32 per cent of all households. This represents a 2 per cent increase on the 2007 figure and a 14 per cent increase on the 2004 figure (intensive home care is defined as more than 10 contact hours and 6 or more visits during the week).

Since 1999, there has been a 28 per cent increase in the number of households receiving more than 5 contact hours and 6 or more visits. In 2008, 54 per cent of households who received home care received more than 5 hours of care and 6 or more visits compared to 52 per cent in 2007.

Table 7: Estimated number and percentage of households receiving intensive home care, 1999 to 2008¹

England, survey week during September		Rounded numbers		
	More than 5 contact hours and 6 or more visits ²		More than 10 contact hours and 6 or more visits ³	
	Number of households	Percentage of households	Number of households	Percentage of households
1999	143,500	34	68,700	16
2000	151,700	36	73,300	18
2001	156,800	39	77,400	20
2002	160,800	42	81,400	22
2003	165,200	44	87,100	24
2004	172,200	46	92,300	26
2005	178,900	48	98,200	28
2006	179,900	50	100,500 ^R	29
2007	180,400 ^R	52	103,100 ⁴	31
2008	183,700	54	105,000	32

Source: HH1 return and KS1

R = revised

- Households receiving home care purchased with a direct payment are excluded.
 - The figures include double counting of households receiving more than 5 contact hours and 6 or more visits from both the CASSR and the independent sector
 - Prior to 2000 the figures include double counting of households receiving more than 10 contact hours and 6 or more visits from both the CASSR and the independent sector.
 - Revised figure obtained from KS1. The figure in last years report used provisional data from HH1.
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User type receiving intensive home care

An additional table was added to the HH1 return from 2006 onwards to provide information on the client group and age of those receiving intensive home care, for completion on a voluntary basis. This was completed by all of the 149¹ councils that supplied data in 2008 compared to 147 of the 150 councils who supplied data in 2007. If the household contained more than one service user then the data were assigned to the oldest person within the household.

¹ One council did not complete the return. Please see Editorial Notes for more details.

Table 8 shows that just under three quarters of intensive home care is provided to households with a service user aged 65 and over, similar to the distribution in 2007.

Table 8: The proportion of Intensive home care provided split by client group, 2006 to 2008¹

Client Group	Percentage of households receiving intensive home care		
	2006 ³	2007 ⁴	2008 ⁵
Aged 18-64	24	27	27
People with Physical Disabilities	12	12	11
People with Learning Disabilities	10	12	13
People with mental health problems	2	2	2
Other	0	0	1
Aged 65 and over	75	73	73
Total	100	100	100

1. Components may not add to totals because of rounding.
2. 0 values represent a percentage of less than 0.5.
3. 2006 figures are based on data from 143 councils.
4. 2007 figures are based on data from 147 councils.
5. 2008 figures are based on data from 149 councils.

Source: HH1 Return, Table3Bi

Service intensity

In 2008, 54 per cent of households receiving home care in England received 6 or more visits and more than 5 hours of home care during the week. At the other extreme, 10 per cent of households had only one visit of two hours or less in duration.

Figure 4 and **table 9** show the trend in the percentage of high and low intensive home care from 1993 to 2008. The proportion of households receiving more than 5 hours of contact and 6 or more visits has increased steadily from 12 per cent in 1993 to 54 per cent in 2008. The proportion of households receiving a single visit of two hours or less in a week has decreased from 37 per cent in 1993 to 10 per cent in 2008. There appears to be a greater focus by CASSRs on increasing the number and intensity of home care visits, whilst low intensity home care appears to be gradually decreasing.

Figure 4: Intensity of home help/home care: percentage of households, 1993 to 2008

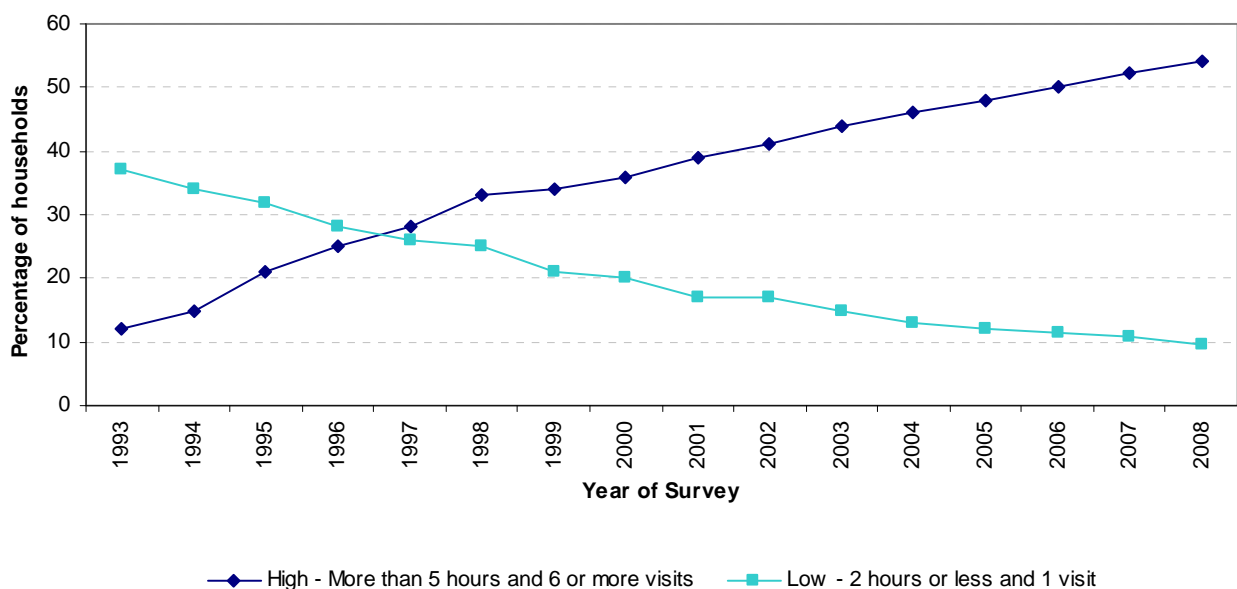


Table 9: Service intensity: distribution of contact hours and number of visits, 2004 to 2008^{1,2,3}

England: survey week during September

Percentages

Total number of contact hours	Number of visits				
	1 or more	1	2-5	6-9	10 or more
2004					
Total	100	16	21	24	40
2 hours or less	24	13	9	2	0
Over 2 hours, up to and including 5 hours	27	2	10	12	3
Over 5 hours, up to and including 10 hours	24	0	2	7	15
More than 10 hours, no overnight/live-in/24hr services	23	0	1	2	20
More than 10 hours, with overnight/live-in/24hr services	3	0	0	1	1
2005					
Total	100	15	20	24	42
2 hours or less	23	12	9	2	0
Over 2 hours, up to and including 5 hours	26	2	9	12	3
Over 5 hours, up to and including 10 hours	24	0	2	7	15
More than 10 hours, no overnight/live-in/24hr services	24	0	1	2	21
More than 10 hours, with overnight/live-in/24hr services	3	0	0	1	2
2006					
Total	100	14	19	24	43
2 hours or less	21	12	8	2	0
Over 2 hours, up to and including 5 hours	25	2	9	12	3
Over 5 hours, up to and including 10 hours	25	0	2	7	16
More than 10 hours, no overnight/live-in/24hr services	24	0	1	2	22
More than 10 hours, with overnight/live-in/24hr services	5	0	0	2	3
2007					
Total	100	13	18	24	45
2 hours or less	20	11	7	2	0
Over 2 hours, up to and including 5 hours	25	2	8	12	3
Over 5 hours, up to and including 10 hours	25	0	2	7	16
More than 10 hours, no overnight/live-in/24hr services	26	0	1	2	23
More than 10 hours, with overnight/live-in/24hr services	4	0	0	2	2
2008					
Total	100	12	17	23	48
2 hours or less	18	10	7	1	0
Over 2 hours, up to and including 5 hours	25	2	7	12	3
Over 5 hours, up to and including 10 hours	26	0	2	6	17
More than 10 hours, no overnight/live-in/24hr services	27	0	1	2	24
More than 10 hours, with overnight/live-in/24hr services	5	0	0	2	3

Source: HH1 return, Tables 2A, 2B

1. Households receiving home care purchased with a direct payment are excluded.
2. Components may not add to totals because of rounding.
3. 0 values represent a percentage of less than 0.5

5 Service type

In 2008 councils were asked to continue completing table 4 on the HH1 return on a voluntary basis and 149 councils did so. The information relates to whether councils included service users in specific settings or receiving specific services, and is collected to check the consistency of recording across councils. This information was collected for data quality purposes and to aid interpretation so no estimations have been calculated.

Table 10 shows the percentage of councils that include service users in the following settings or receiving the following services within the 2008 HH1 return as defined by the CASSR. The majority of councils that recorded this data include users in these groups, ranging from 64 per cent of councils including users receiving help from a community support team to 87 per cent recording users in supported living. The number of councils stating that they 'Don't know' whether a service has been included has dropped compared to 2007 for extra care housing, supported living, and receiving a rehabilitative service in own home.

The percentage of councils including service users in extra care housing was 79 per cent in 2008 similar to 2007. The percentage of councils including service users receiving help from a community support team also remained similar to 2007 at 64 per cent. In supported living and receiving an intermediate care service in own home both showed a decrease in percentage points since last year (1 and 4 percentage points respectively). On the other hand, receiving a rehabilitative service in own home showed an increase of 3 percentage points since 2007.

Table 10: Percentage of councils including service users receiving home care in specific settings or receiving specific services

Setting/Service	Survey week during September							
	2007 ¹				2008 ²			
	Yes	No	Don't Know	N/A ³	Yes	No	Don't Know	N/A ³
In Extra Care Housing	79	13	5	3	79	16	4	1
In Supported Living	89	8	3	1	87	11	2	0
Receiving a rehabilitative service in own home	78	15	5	3	81	15	4	0
Receiving an intermediate care service in own home	86	9	3	1	83	13	4	0
Receiving help from a community support team	64	26	7	3	64	26	9	1

R=Revised

1. 2007 data is based on 148 council responses.
2. 2008 data is based on 149 council responses
3. N/A is defined as a setting or service not offered with home care by the council.

Source: HH1 Table 4

Of the 149 responding councils, 43 per cent either included service users from all of these settings and services in 2008 or said that the care type was not applicable to their council. This compares to 45 per cent of the 148 councils in 2007.

Appendix A: Editorial Notes

Sources of data

Home care is defined as services that assist the service user to function as independently as possible and/or continue to live in their own home. Services may involve routine household tasks within or outside the home, personal care of the user, or respite care in support of the user's regular carers. The data relate to services *purchased or provided by Councils with Adult Social Services Responsibilities (CASSRs)*. Services provided entirely by the private or voluntary sector without any CASSR funding are not included.

Households that purchase home care using a direct payment are excluded from HH1. The Referrals, Assessments and Packages of (RAP) return collects data on the number of service users receiving a direct payment. Provisional data from the 2007-08 RAP National Summary report shows that 67,000 adults aged 18 and over received direct payments during 2007-08, increasing from 49,000 in 2006-07: a rise of 38 per cent. Some of these service users will use their direct payment to purchase home care.

The information in this report is based upon the annual IC statistical return HH1. The HH1 return collects information on the number of contact hours of home care provided by Councils with Adult Social Services Responsibilities (CASSRs), or by independent sector providers under contract to CASSRs. Information on the distributions of the number of weekly visits and contact hours given to households by sector (CASSR, independent) is also requested. The number of households receiving services is collected as well as the number of people, as more than one person may have benefited from the services provided. The information is collected in respect of services provided during a sample week in September. For 2008 the sample week was 8th-14th September, although six CASSRs provided information for an alternative week that they considered more representative.

Changes to the HH1 form – 1999 and earlier

The HH1 return for 1999 was simplified by the exclusion of information on number of households by age and client group. Information on CASSR service users in receipt of home care, along with information relating to other community based and residential services, is now collected through the Referrals, Assessments and Packages of care (RAP) collection which relates to activity during the financial year, not just a sample week. The companion returns MS1 (on meals service) and DC3 (on day services) were discontinued.

When comparing trends in home care services over time, it should be noted that there have been changes to the HH1 form. In particular, the range of contact hours was changed in 1998 to allow contact hours of more than 10 hours to be identified.

Changes to the HH1 form for 2000

Some changes were made to the HH1 form for 2000 and therefore care should be taken when interpreting trends over past years. Before 2000, information on the number of households receiving home care by number of contact hours and by number of visits has been derived from the addition of two separate tables (Tables 2A and 2B) for each sector (i.e. a matrix of contact hours by visits for home care provided directly by each CASSR and a similar matrix for home care provided by the Independent sector but commissioned by CASSRs). Although the guidance stated that households receiving care from both the CASSR and Independent sector should be counted in the table for the sector that provides the most home care, it is possible that information provided before 2000 contains some double counting.

In 2000 three additional sets of questions were added to the form, Tables 3A, 3B, 3C. CASSRs were asked to provide a total households figure removing double counting of those households receiving care from more than one sector as well as being asked, for the first time, the number of total service users. There was also a separate question on the number of households receiving intensive home help/home care (defined as 10 or more hours and 6 or more visits), again removing the double counting of households. Councils were also asked to provide a figure for the number of households that received home care from more than one sector. No further changes were made between 2001 and 2004.

Changes to the HH1 form for 2005

In 2005, two additional tables were added to be completed on a voluntary basis. Data from table 4 on the inclusion of various service types was collected to try to gain a better understanding of what setting/service types each council included in their return. Data from table 5 on ongoing direct payments and direct payments with home care was collected to try and gain an understanding of the effect that direct payments were starting to have on home care provided or commissioned by the CASSRs.

Changes to the HH1 form for 2006

In 2006, data continued to be collected in table 4 (introduced in 2005) on a voluntary basis on the inclusion of various service types. A new table was added which collected information on the user type and age of those users receiving intensive home care on a voluntary basis.

Changes to the HH1 form for 2007 and 2008

There were no changes to the form for 2007 or 2008. A copy of the 2008 form can be seen at **Annex A**.

Changes to the HH1 form for 2009 onwards

Following the review of social care collections, it was agreed that the Home Help (HH1) return in its current format would cease, however some data items (e.g. number of hours and distribution of people receiving home care by hours and visits) will be transferred to the PSS Ex1 and RAP returns respectively.

The RAP Return for 2008-09 contains a new table H1 which collects the number of planned hours and visits for those clients on the books to receive home care as of 31st March 2009. The PSS Ex1 Return will collect the number of actual hours of home care provided throughout the year from the councils finance systems. For more information, please see the letter dated 24th December 2008 which was sent to CASSRs regarding the data returns for 2008-09 along with the guidance for the 2008-09 RAP and PSS Ex1 collections. These can be viewed at

<http://www.ic.nhs.uk/services/social-care/social-care-collections/collections-2009>

Terminology

The terms 'service users' and 'users' have been used interchangeably with 'clients'.

Estimates

In 2008, HH1 returns were received from 149 out of 150 CASSRs. A number of these councils provided incomplete data. Missing data were estimated for each of these councils to form estimated totals for England. The estimates were based on partial information provided by that Council and the application of proportions based on actual data reported by other councils. In this publication, where a CASSR has not provided information, the entry for each missing data item is indicated as '..' (not

available). One council did not supply any information for 2008 but estimates have been made by up rating the 2007 data for this council in line with national trends. The total values for England include estimates for the CASSRs with missing data. No estimates were provided for tables 3bi and 4 on the HH1 return as this information is used for data quality purposes and to aid interpretation.

Data quality

It should be borne in mind that while every effort is made to ensure comparability across the country, councils may use slightly different definitions locally and hence this will be reflected in their returns. Care must be taken therefore in interpreting the England totals and also when comparing figures from one CASSR with those from another.

Revised guidance notes and improvements in the recording and information systems of many CASSRs may mean that the figures from 2000 onwards are more accurate than in previous years.

Some additional data quality checks were performed on the information for 1999 onwards. In particular, the total number of contact hours and details of the number of households receiving more than 10 hours of home help/home care (and 6 or more visits) were compared on the HH1 and Key Statistics return. Information provided on the autumn position statement and special monitoring exercise of planning for the winter was compared to HH1 data for the years 1999 to 2001. For 2002 to 2008 the trend over time in HH1 data was compared to the time series on RAP data.

Table Conventions

The tables showing rates per 100,000 households are based on data from the 2001 census on the number of households in each Council with Adult Social Services Responsibilities.

Layout

The first line of the title says what the table contains; the second line shows the breakdowns.

The units in the table are shown at the top right.
Regional and England totals, CASSR types.

These should always be regarded as estimates.

Rounding

Note: Data in all the tables has been rounded to the nearest five. The tables do not show any figures less than six for reasons of confidentiality.

Symbols

The following conventions are used throughout:

<i>Italics</i>	percentages
0	zero
.	not applicable
..	not available
R	revision
-	less than 6

Appendix B: Blank copy of HH1 form

CASSR code			
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Form	HH1	2008	pg4/9
------	-----	------	-------

Table 1 Home help and home care contact hours⁽¹⁾ (excluding travelling time) during the week 8-14 September 2008

Please provide whole numbers only

NB: If services are provided but data are not available, please leave blank.

	Type of service	Total number of home help/home care contact hours ⁽¹⁾ provided by:	
		CASSR	Independent sector
1	normal hours ⁽²⁾		
2	out of hours ⁽³⁾		
3	overnight ⁽⁴⁾ , live-in ⁽⁵⁾ & 24 hr ⁽⁶⁾ services		
4	TOTAL		
		A	B

NB: The total of cells 4A and 4B will be used for Performance Indicator B17.

Notes:

- (1) *Contact hours:* number of staff hours in contact with or directly serving the service user, excluding travelling time. If two or more workers attend a service user simultaneously their combined total hours should be counted. Where home help/home care is available on a standby or on call basis to a collection of households only visits made and time spent actually providing home help/care to specific households should be counted for HH1 purposes.
- (2) *Normal Hours:* services provided during the office hours or the normal working day. This can vary between different CASSRs. Each CASSR should decide what is a normal working day for them.
- (3) *Out of Hours:* services which are provided outside of the normal working day, but not including night sitting services, live in or 24 hour services.
- (4) *Overnight services:* night sitting services carried out on a regular or ad-hoc basis.
- (5) *Live-in services:* Where the carer lives, either permanently or temporarily, in the home of the service user, working for the CASSR directly or under contract. Exclude informal carer arrangements with relatives or friends.
- (6) *24 hours services:* round the clock care provided by several workers on a shift basis.

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Table 2 Number of households who received services during the week 8-14 September 2008

Table 2A Number of households who received services **provided directly by CASSRs**

Notes - for the table:

- . Each box should contain a *number of households*;
- . Enter only services provided *directly by CASSRs* (see Table 2B for independent provision)
- . See *page 8* for detailed notes and a worked example of how to complete this table.
- . Provide actual values rather than planned.

Number of households that received services directly from the CASSR...

	...one visit...	...two-five	...six-nine	...10+	Total households visited
	...during the week, with ...				
...total contact hours during the week of...					
...2 hours or less.					1
...more than 2 hours and up to 5 hours.					2
... more than 5 hours and up to 10 hours.					3
... more than 10 hours <i>and no overnight/live-in/24hr services.</i>					4
...more than 10 hours <i>including overnight/live-in/24hr services.</i>					5
Total households visited					6
	A	B	C	D	E

Please check that:

- . The sum of the rows equals the sum of the columns (row 6, column E);

Complete the following Table 2B in the same way for the independent sector.

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Table 2 Number of households who received services during the week 8-14 September 2008

Table 2B Number of households who received services **provided under contract using the independent sector**

Notes - for the table:

- . Each box should contain a *number of households*;
- . Enter only services provided *under contract using the voluntary or private sector* (see Table 2A for direct provision);
- . See *page 8 for detailed notes and a worked example of how to complete this table.*
- . Provide actual values rather than planned.

Number of households that received services directly from the independent sector...

	...one visit...	...two-five	...six-nine	...10+	Total households visited
	...during the week, with ...				
...total contact hours during the week of...					
...2 hours or less.					1
...more than 2 hours and up to 5 hours.					2
... more than 5 hours and up to 10 hours.					3
... more than 10 hours <i>and no overnight/live-in/24hr services.</i>					4
...more than 10 hours <i>including overnight/live-in/24hr services.</i>					5
Total households visited					6
	A	B	C	D	E

Please check that:

- . The sum of the rows equals the sum of the columns (row 6, column E);

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Table 3A Total number of households and service users who received services during the week 8-14 September 2008

1	TOTAL NUMBER OF HOUSEHOLDS	
2	TOTAL NUMBER OF SERVICE USERS	
		A

The number in Cell 2A should not be less than that in Cell 1A

Table 3B Total number of households receiving an intensive service (MORE than 10 hours and 6 or more visits) during the survey week of 8-14 September 2008

1	TOTAL NUMBER OF HOUSEHOLDS	
		A

The number in 1A may be different to the sum of Cells 4C + 4D +5C + 5D in Table 2A plus the sum of Cells 4C + 4D +5C + 5D in Table 2B

NB: The figure from Table 3B will be used for Performance Indicators B11, B12 and C28.

Table 3B (i) Percentage of households receiving Intensive Home Care in Table 3B split by age¹ and service user group.

Notes - for table:

- . Each box should contain a *percentage of households*

	Percentage of households
18-64 Physical Disability	
18-64 Learning Disability	
18-64 Mental Health	
18-64 Other	
Total 18-64	
Total 65 and over	
Total 18 and over	

1. Based on the oldest person in the household

Please check that:

- . 18-64 PD + 18-64 LD + 18-64 MH + 18-64 Other = Total 18-64
- . Total 18-64 + Total 65 and over = Total 18 and over = 100%

If you have not completed table 3B (i) please indicate why in the box below.

--

Table 3C Total number of households receiving care from more than one sector during the week 8-14 September 2008

1	TOTAL NUMBER OF HOUSEHOLDS
---	-----------------------------------

A

A Final Check:

The value of "Total Number of Households" given in Table 3A line 1 should be compared to the value of Total Direct Households (Table 2A cell E6) plus Total Independent Households (Table 2B cell E6) minus Total Households receiving care from more than one sector (Table 3C).

For many CASSRs these two figures are the same

i.e. $2A(E6) + 2B(E6) - 3C = 3A$

- . Each box should contain a number of households:
 - . There are two tables (2A and 2B)--one each for CASSR and independent provision;
 - . Total contact hours is the total staff contact time received by the household in the week. Where a household receives services from more than one sector, record the household under both sectors and the contact time and visits provided separately by each
 - . Number of visits: count each distinct individual staff visit separately, e.g.:
 - . One member of staff visit twice during the same day = 2 visits
 - . Two members of staff visit at the same time = 2 visits
 - . EXCEPTION - for overnight/live-in/24 hour services count each 24 hour period covered as 1 visit
- NB - Table 3 covers households receiving services from both sectors.

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Table 4 In HH1 have you included people receiving homecare during the sample week who were situated in the following settings or receiving the following services as defined by your CASSR?

	Setting/Service *	Yes	No	Don't Know	N/a ¹
1	In Extra Care Housing?				
2	In Supported Living?				
3	Receiving a rehabilitative service in own home?				
4	Receiving an intermediate care service in own home?				
5	Receiving help from a Community support team?				
		A	B	C	D

1. N/A is defined as a setting in which home care is not offered by the CASSR

* each row should have one box ticked.

Please explain further what types of services you have included in each category in the box below.

If you have not completed table 4 please indicate why in the box below.

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Appendix C: Related Publications

Home Care Publications

This publication can be downloaded from the NHS Information Centre website at:
www.ic.nhs.uk/pubs/commcarestats08home

Previous editions of this report can be found at
www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information

Tables in this series reflecting the latest revisions from 2000 to 2004 are on the Department of Health website at:
http://www.dh.gov.uk/en/Publicationsandstatistics/Statistics/StatisticalWorkAreas/Statisticalsocialcare/DH_4086767

Related publications

Publications relating to social care activity, staffing and user experience surveys can be found at
www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information.

Below is a list of links to specific social care reports:

“Community Care Statistics 2007: Home help/ home care services, England” which is available on the NHS Information Centre for health and social care website at
<http://www.ic.nhs.uk/pubs/commcarestats07home>

“Personal Social Services Survey of Home Care Users in England Aged 65 or Over: 2005-06” is available at
www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-survey-of-care-users-in-england-aged-65-or-over:-2005-06

“Personal Social Services Survey of Adults Receiving Community Equipment and Minor Adaptations in England, 2007-08” is available at
www.ic.nhs.uk/pubs/pssadultsequip0708

“Personal Social Services Expenditure and Unit Costs: England 2007/08” is available at
www.ic.nhs.uk/pubs/pssexpcosts0708

“Community Care Statistics 2008: Supported Residents (Adults), England” is available at
www.ic.nhs.uk/pubs/carestats08sr

“Community Care Statistics 2007-2008: Referrals, Assessments and Packages of Care for Adults, England – Provisional Council Data” is available at
www.ic.nhs.uk/pubs/ccs0708rapc

“Community Care Statistics 2007-08: Referrals, Assessments and Packages of Care for Adults, England National Summary” is available at

www.ic.nhs.uk/pubs/commcarestats0708rapc

“Community Care Statistics 2007/08: Grant Funded Services for Adults, England” is available at

www.ic.nhs.uk/pubs/carestats08gfs

“Personal Social Services Staff of Social Services Departments at 30 September 2008, England. [NS]” is available at

www.ic.nhs.uk/pubs/pssstaffsept08

“Registered Blind and Partially Sighted People, Year Ending 31 March 2008, England.[NS]” is available at

www.ic.nhs.uk/pubs/blindpartiallysighted08

Department of Health

The White paper on improving health and social care services is available online via the Department of Health’s website

<http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/Modernisation/OurHealthOurCareOurSociety/en>

Commission for Social Care Inspection (CSCI)

Results from Performance Indicators can be found on the Commission for Social Care Inspection website

http://www.csci.org.uk/professional/for_councils/performance_assessment.aspx

Appendix D: Further information

This annual report draws together statistics on home care for adults. This report forms part of a suite of statistical reports. Other reports cover information on the wider scope of activity and social services provided for Adults by CASSR's.

Comments on this report would be welcomed. Any questions concerning any data in this publication, or requests for further information, should be addressed to:

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Appendix E: Tables

Table	Title
1.1	Contact hours provided and households receiving home help and home care, by sector of provider.
1.2	Contact hours, households, service users, intensive service and number of households receiving home care from more than one sector of provider.
1.3	Percentage of households receiving home care, by total contact hours during the survey week for each sector of provider.
1.4	Percentage of households receiving home care, by number of visits for each sector of provider.
1.5	Percentage of household receiving home help and home care services, by number of visits and total number of contact hours.
1.6	Contact hours of home help and home care per 10,000 households, by sector of provider 2006 to 2008.
1.7	Households receiving home help and home care per 10,000 households, by sector of provider 2006 to 2008.
1.8	The percentage of service users receiving intensive Home Care by primary user type.

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