Adult Social Care Outcomes Framework

Summary
The Adult Social Care Outcomes Framework (ASCOF), produced by the Department of Health, examines a range of measures related to improving the health, quality of life and experience of care for those receiving services and their carers. This framework is comprised of four domains, each of which contain their own outcome measures. These outcome measures are addressed through overarching measures and outcome indicators, the highlights of which are summarised below.

Domain 1: Enhancing quality of life for people with care and support needs

- Overarching Indicator: Greenwich service users rate their Social Care-Related Quality of Life fairly well in comparison to London as a whole and IMD comparators. With a score of 18.3 out of 24, Greenwich ranks 12th in London for this overarching indicator.
- Success: A high proportion of service users feel they have control over their daily lives, 72.6 percent feel in control, this is higher than London and IMD comparator figures.
- Challenge: At 68.7 percent, Greenwich was one of the worst performing London boroughs for proportion of adults in contact with secondary mental health services who live independently.

Domain 2: Delaying and reducing the need for care and support

- Overarching Indicator: Permanent admissions to residential and nursing care homes, per 1,000 population for younger adults is low in comparison to London comparators, yet very high for older adults. Greenwich ranks 10th and 29th in London boroughs respectively.
- Success: The number of delayed transfers from hospital which are attributable to adult social care per 100,000 population has been dropping rapidly over the last few years, latest figures are 1.3 per 100,000 population, much lower than London comparators.

Domain 3: Ensuring that people have a positive experience of care

- Overarching Indicator: 61.1 percent of users of adult social care are satisfied overall with their care and support, this figure has been increasing from the last few years.
- Overarching Indicator: Conversely, the overall satisfaction score for carers is low for Greenwich at only 35.2 percent. Yet this is higher than London comparators as Greenwich ranks 12th in London, indicating that carer satisfaction though out London is low.
- Success: 76.3 percent of carers in Greenwich who report they have been included or consulted in discussion about the person they care for. This is Greenwich’s best performing indicator for ASCOF, ranking 2nd in London.

Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

- Overarching Indicator: The proportion of people who use services who feel safe at 62 percent is a little higher than London figures, Greenwich ranks 12th in London for this indicator. This also indicates that there is a high proportion of service users who do not feel safe.

Success: 82.8 percent of Greenwich residents feel that the services they are using are making them feel safe and secure, Greenwich ranks 10th in London boroughs for this indicator.
Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework (ASCOF) is a tool designed to measure how well those who are receiving care and support are able to achieve the things they would expect for themselves, their friends and relatives, as a result of that support (DH, 2012a). It was set up in 2011/12 to support the white paper Care and Support (DH, 2012) which outlines the government’s vision for a reformed care and support system for service users. Its focus is on promoting people’s quality of life while ensuring their experiences of care and support are both personalised and preventative, by measuring how well those receiving care are treated with dignity and respect and how well they are supported to keep well, independent, and able to play an active role in their communities.

An interactive website has been created by the Health and Social Care Information Centre that allows local authorities to compare their performance against other local authorities and London as a whole (HSCIC, 2014). The data available on this website has been put together to improve the transparency in the delivery of adult social care services throughout London and to help local authorities identify and share areas of best practice and priority areas for improvement.

There are four domains within the Adult Social Care Outcomes Framework:

**Domain 1:** Enhancing quality of life for people with care and support needs

**Domain 2:** Delaying and reducing the need for care and support

**Domain 3:** Ensuring that people have a positive experience of care

**Domain 4:** Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

Each of the four domains contains overarching outcome measures and below this further outcome indicators. In this chapter the performance of the overarching measures will be illustrated along with the key successes and challenges of the other outcome indicators in each domain. They will be compared against the performance of London as a whole and the average performance of boroughs with similar levels of deprivation to Greenwich. This group is known as the Index of Multiple Deprivation (IMD) comparators and is composed of Lambeth, Lewisham, Southwark, Hammersmith and Fulham, Haringey and Brent. Overall Greenwich ranks 11th in London for this Outcomes Framework.

Domain 1: Enhancing quality of life for people with care and support needs
This domain looks at local employment levels, social isolation and whether councils are delivering personalised services. It has one overarching measure: Social care-related quality of life (1A) and three outcome measures, in which there are additional indicators. The outcome measures are:

- **People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs;**
- **Carers can balance their caring role and maintain their desired quality of life and**
- **People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness and isolation.**

A list of all the outcome indicators and Greenwich’s performance against these outcome indicators in this domain are shown in Appendices 1a & 1b.

**Overarching Measure: Social care-related quality of life (1A)**
This overarching measure looks at how people who are receiving adult social care services rate their quality of life. Using the Adult Social Care Survey (HSCIC, 2013) respondents were asked questions about how they viewed their control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation. Responses indicated whether there are any unmet needs in any of the areas measured. All questions were given equal weighting and a final score is an average of all the scores, the higher the score the better the rated quality of life.

The most recent data shows that Greenwich measures fairly well for this indicator against its IMD comparators and matches London with a score of 18.3 out of 24. This means that self-reported quality of life of services users in Greenwich is quite good in comparison to the rest of London, ranking 12 in the 32 London boroughs for which there is data. Figure 1 illustrates Greenwich’s performance against the London boroughs.

**Figure 1: Social care-related quality of life in all London boroughs, 2012/13 (1A).**

![Social care-related quality of life in all London boroughs](source)

Source: Health and Social Care Information Centre

**Indicators**
For the other outcome indicators Greenwich has a number of successes and challenges to report for this domain.

**Successes**
- The biggest success lies within the proportion of people who use services who have control over their daily life (1B). The drive for this indicator is to ensure service users are in control of their care and support and it is measured through the Adult Social Care Survey (HSCIC, 2013). Greenwich ranks 10th in London for this indicator. Greenwich scored 72.6 percent in 2012/13, higher than London as a whole and IMD comparators. However there is still a little room for improvement as the Greenwich scores have been dropping in the last 2 years, see Figure 2.

**Challenges**
- The biggest challenge is the proportion of adults in contact with secondary mental health services who live independently, with or without support (1H). Greenwich is one of the worst performing boroughs in London for this indicator, ranking 31st out of the 32 London boroughs for which there was data. In 2012/13, Greenwich’s average score was seven and a half percent lower than its figures from 2 years prior bringing it to below London and IMD comparator figures (see Figure 3). This meant that fewer adults who have mental health problems in Greenwich are in stable and appropriate accommodation than its comparators.
Figure 3: A time trend of the proportion of adults in contact with secondary mental health services who live independently, with or without support in Greenwich, IMD comparators and London, 2010-13 (1H).

Source: Health and Social Care Information Centre, 2014

Domain 2: Delaying and reducing the need for care and support.

This domain works towards delaying and reducing the need for care and support by measuring early diagnosis, intervention and reablement, while improving outcomes.

There is one overarching measure for this domain: Permanent admissions to residential and nursing care homes, per 100,000 population (2A). There are also three outcome measures:

- Everybody has the opportunity to have the best health and wellbeing through their life, and can access support and information to help them manage their care needs;
- Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services; and
- When people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence.

There are further additional indicators within these improvement areas, Appendix 2a & 2b list the improvement areas and indicators for domain 2, and how Greenwich is performing against these indicators.

Overarching Measure: Permanent admissions to residential and nursing care homes, per 1,000 population (2Ai & ii).

The rationale for this overarching measure is to support health and social care services to work together to reduce avoidable admissions, so that people can stay in their own home rather than move into residential care. There are two parts to this measurement, younger adults (adults aged between 18-64; 2Ai) and older adults (aged 65 and over; 2Aii).

Interestingly Greenwich’s performance is markedly different for the two different age groups. For the younger adults Greenwich ranks 10th in London with 7 permanent admissions per 100,000 population, much lower than London and IMD comparator’s figures of over 10 permanent admissions per 100,000 (see Figure 4). Conversely, for the older age group Greenwich ranks 29th of the London boroughs with a higher rate than London and IMD comparators at 171.6 admissions per 100,000 population, nearly 240 more than the figures for London as a whole (see Figure 5). This indicates that Greenwich is performing very well in keeping permanent admissions of younger adults in residential care low yet permanent admissions to residential care for older adults in Greenwich is very high.

**Figure 4:** Permanent admissions of younger adults (aged 18 to 64 to residential and nursing care homes, per 100,000 population) in all London Boroughs, in 2012/13 (2Ai).

Source: Health and Social Care Information Centre, 2014

**Figure 5:** Permanent admissions of older adults (aged 65 and over to residential and nursing care homes, per 100,000 population) in all London Boroughs, in 2012/13 (2Aii).

Source: Health and Social Care Information Centre, 2014

**Indicators**

Greenwich is doing very well in its performance for outcome indicators for this domain with all its indicators sitting in the top two performing quartiles of London boroughs.

Successes

- Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population (2Cii) is the best performing indicator in Greenwich within this domain. Figure 6 shows that although the London average has been steady at just under 3 people per 100,000, Greenwich figures have dropped markedly in recent years to from 4.6 to 1.3. This means that the number of patients who have been ready to leave a hospital bed, but have been delayed because of waiting for social care services, is low in Greenwich, particularly in comparison to London figures. Greenwich ranks 8th out of the London boroughs for this indicator.

Figure 6: A time trend of the proportion of delayed transfers of care from hospital which are attributable to adult social care per 100,000 population in Greenwich, IMD comparators and London, 2010-13 (2Cii)

Source: Health and Social Care Information Centre, 2014
Domain 3: Ensuring that people have a positive experience of care

This domain seeks to measure the general satisfaction of people who are in contact with social care, including carers, with the services they receive. There is one overarching measure for this domain which comes in two parts:

*People who use social care and their carers are satisfied with their experience of care and support services:*

- Overall satisfaction of people who use services with their care and support (3A), and
- Overall satisfaction of carers with social services (3B).

There are three additional outcome measures:

- Carers feel that they are respected as equal partners throughout the care process;
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help and
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

Within these outcome measures there are 2 outcome indicators that we have local data for. All the measures and indicators for this domain, along with Greenwich’s performance against them, are listed in Appendix 3a&b.

**Overarching Indicator: People who use social care and their carers are satisfied with their experience of care and support services (3A&B)**

Both parts of this overarching measure are ranking fairly well in London at 12th in the London boroughs. The first part of this measure, *Overall satisfaction of people who use services with their care and support (3A)* seeks to measure whether people who are using adult social care have a positive experience of the care and support they receive. In 2012/13, the Greenwich average score was 61.1 percent on this section of the Adult Social Care survey (HSCIC, 2013), this was a couple of points above the London average and an increase from previous years (see Figure 7). Yet there is still some room for improvement as it seems people in Greenwich and the whole of London are only quite satisfied with the support they receive.

Figure 7: A time trend of overall satisfaction of people who use services with their care and support in Greenwich, London and IMD comparators, 2010-2013 (3A)

The second part of the overarching measure, overall satisfaction of carers with social services (3B) seeks to measure whether carers of people who are using adult social care have a positive experience of the care and support they receive. This is measured using the Carers Survey (HSCIC, 2013). The scores throughout London are worrying low (see Figure 8), the average London score is 35.2 percent. Greenwich fares very slightly better than London and its IMD comparators and ranks 12 in London, however these figures show that in Greenwich and in London as a whole the satisfaction carers have with the adult social care they receive is very low.

Indicators
There are two outcome indicators we have local data for; both are faring well in comparison to London as a whole.

Successes
- The best performing indicator in the ASCOF for Greenwich in comparison to other London boroughs is the proportion of carers who report they have been included or consulted in discussion about the person they care for (3C). This indicator looks at whether carers are respected as equal partners in service design for the individuals they care for, by asking them if they feel they have been involved or consulted as much as they wanted to be in the last 12 months. Greenwich ranks 2nd in the 33 London boroughs for this indicator, with 76.3 percent of carers rating that they have ‘always’ or ‘usually’ felt involved or consulted. This is an encouraging finding, however this indicator seems to have little impact on the overall satisfaction of carers with social services, which is low in Greenwich and London as a whole.

- The Proportion of people who use services and carers who find it easy to find information about services (3D) is another success for Greenwich, with it ranking 12th in London Boroughs. This indicator looks at whether people know what choices are available to them locally, what they are entitled to and who to contact when they need help. 70.9 percent of Greenwich service users and carers responded that they found such information very easy or fairly easy to find. However, Figure 9 shows that in Greenwich and the London and IMD comparators the percentage levels dropped by 4 percent each indicating that information about services is becoming harder to find throughout London.

Figure 9: A time trend of the proportion of people who use services and carers who find it easy to find information about services in Greenwich, London and IMD comparators, 2010-2013 (3A).

Source: Health and Social Care Information Centre, 2014
Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

There is one overarching measure: *The proportion of people who use services who feel safe (4A)* and one outcome indicator which falls under four outcome measures:

- Everyone enjoys physical safety and feels secure;
- People are free from physical and emotional abuse, harassment, neglect and self-harm;
- People are protected as possible from avoidable harm, disease and injuries and
- People are supported to plan ahead and have the freedom to manage the risks the way that they wish.

These seek to prevent and reduce the risk of adults with care and support needs from experiencing abuse or neglect. The list of indicators and measures for this domain can be found in Appendices 4a&b.

Overarching Indicator: The proportion of people who use services who feel safe (4A)

This data is also taken from the Adult Social Care Survey (HSCIC, 2013). The proportion of adults using services who feel safe in Greenwich is 62 percent, this is a little bit higher in London and IMD comparators and an increase from previous years (see Figure 10), Greenwich ranks quite well in London at 12th in the 32 London boroughs that had data for this indicator. However this figure also shows that 38 percent of people who use services are indicating they do not feel as ‘safe as they would like’, ‘adequately safe’ or ‘at all safe’.

**Figure 10: A time trend of the proportion of people who use services who feel safe in Greenwich, London and IMD comparators, 2010-2013 (4A)**

Source: Health and Social Care Information Centre, 2014
Indicators

There is only one indicator for this domain that constitutes a success for Greenwich.

Successes

- 82.8 percent of Greenwich residents feel that the services they are using are making them feel safe and secure (4B). This is a significant proportion and quite in contrast to the overarching domain findings that a significant proportion of service users do not feel safe. This indicates that the adult social care services do help its users to feel safe but more is needed elsewhere. Figure 11 illustrates the scores across London boroughs, Greenwich scored markedly higher than London as a whole and IMD comparators.

![Figure 11: Proportion of people who use services who say that those services have made them feel safe and secure in all London Boroughs, in 2012/13 (4B)](source)

Conclusion

Overall Greenwich is performing well on the Adult Social Care Outcomes Framework, ranking 11th in London. The key successes for Greenwich lie with the high proportion of carers who are included or consulted in discussions about the person they care for and the low numbers of delayed transfers of care from hospital. Some areas of need have been identified, most particularly within the proportion of adults who are in contact with secondary mental health services who live independently and within permanent admissions of older people.

References

DH, 2012
http://www.dh.gov.uk/health/2012/07/careandsupportwhitepaper/

DH, 2012a

HSCIC, 2013
Health and Social Care Information Centre (2013). Social care user surveys.
http://www.hscic.gov.uk/socialcare/usersurveys

HSCIC, 2014
http://ascof.hscic.gov.uk/Outcome

Appendices
Appendix 1a: ASCOF Domain 1: Enhancing quality of life for people with care and support needs, Measures and Indicators

**Overarching measure**

1A. Social care-related quality of life * (NHSOF 2)

**Outcome measures**

People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.

1B. Proportion of people who use services who have control over their daily life

1C. Proportion of people using social care who receive self-directed support, and those receiving direct payments

Carers can balance their caring roles and maintain their desired quality of life.

1D. Carer-reported quality of life * (NHSOF 2.4)

People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness or isolation.

1E. Proportion of adults with a learning disability in paid employment ***

1F. Proportion of adults in contact with secondary mental health services in paid employment ***

* Measure complementary with another framework
** Measure shared with another framework
*** Measure complementary with the NHS Outcomes Framework and Public Health Outcomes Framework

Source: Health and Social Care Information Centre, 2014

### Appendix 1b: ASCOF Domain 1: Enhancing quality of life for people with care and support needs, Greenwich Data

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Greenwich Data</th>
<th>IMD</th>
<th>Rank (1=best)</th>
<th>IMD Comparator Data</th>
<th>London Data</th>
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<tr>
<td>1A - Social care-related quality of life, 2012/13</td>
<td>18.3</td>
<td>1</td>
<td>12</td>
<td>18</td>
<td>18</td>
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<tr>
<td>1B - Proportion of people who use services who have control over their daily life, 2012/13</td>
<td>72.6</td>
<td>2</td>
<td>10</td>
<td>68</td>
<td>71</td>
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<td>1C(1) - Proportion of people using social care who receive self-directed support, 2012/13</td>
<td>57.9</td>
<td>5</td>
<td>22</td>
<td>67</td>
<td>64</td>
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<td>1C(2) - Proportion of people using social care who receive direct payments, 2012/13</td>
<td>19</td>
<td>4</td>
<td>20</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>1D - Carer-reported quality of life, 2012/13</td>
<td>7.7</td>
<td>2</td>
<td>15</td>
<td>7</td>
<td>8</td>
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<tr>
<td>1E - Proportion of adults with learning disabilities in paid employment, 2012/13</td>
<td>6.5</td>
<td>2</td>
<td>19</td>
<td>5.9</td>
<td>9.1</td>
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<tr>
<td>1F - Proportion of adults with learning disabilities in paid employment, 2012/13</td>
<td>6.5</td>
<td>2</td>
<td>19</td>
<td>5.9</td>
<td>9.1</td>
</tr>
<tr>
<td>1G - Proportion of adults with learning disabilities who live in their own home or with their family, 2012/13</td>
<td>67.8</td>
<td>5</td>
<td>20</td>
<td>73</td>
<td>68</td>
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<tr>
<td>1H - Proportion of adults in contact with secondary mental health services who live independently, with or without support, 2012/13</td>
<td>68.7</td>
<td>6</td>
<td>31</td>
<td>75</td>
<td>79</td>
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</table>

Source: Health and Social Care Information Centre, 2014

Appendix 2a: ASCOF Domain 2: Delaying and reducing the need for care and support, Measures and Indicators

Overarching measures
2A. Permanent admissions to residential and nursing care homes, per 1,000 population

Outcome measures

Everybody has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs.

Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services.

2B. Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services ** (NHSOF 3.6i)

When people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence.

2C. Delayed transfers of care from hospital, and those which are attributable to adult social care

* Measure complementary with another framework
** Measure shared with another framework
*** Measure complementary with the NHS Outcomes Framework and Public Health Outcomes Framework

Source: Health and Social Care Information Centre, 2014

Appendix 2b: ASCOF Domain 2: Delaying and reducing the need for care and support, Greenwich Data

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Indicator Description</th>
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<td>Rank</td>
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<tr>
<td>2A(1)</td>
<td>Permanent admissions of younger adults (aged 18 to 64 to residential and nursing care homes, per 100,000 population, 2012/13)</td>
<td>7</td>
<td>3</td>
<td>10</td>
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<tr>
<td>2B(1)</td>
<td>Proportion of older people (65 and over who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (effectiveness of the service, 2012/13)</td>
<td>71.6</td>
<td>5</td>
<td>29</td>
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<td>2B(2)</td>
<td>Proportion of older people (65 and over who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service, 2012/13)</td>
<td>88.5</td>
<td>3</td>
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<td>2C(1)</td>
<td>Delayed transfers of care from hospital per 100,000 population, 2012/13</td>
<td>4.4</td>
<td>2</td>
<td>8</td>
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<tr>
<td>2C(2)</td>
<td>Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population, 2012/13</td>
<td>1.3</td>
<td>1</td>
<td>6</td>
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Source: Health and Social Care Information Centre, 2014

Appendix 3a: ASCOF Domain 3: Ensuring that people have a positive experience of care and support, Measures and Indicators

**Overarching measures**

*People who use social care and their carers are satisfied with their experience of care and support services.*

3A. Overall satisfaction of people who use services with their care and support

3B. Overall satisfaction of carers with social services

*Carers feel that they are respected as equal partners throughout the care process.*

3C. The proportion of carers who report that they have been included or consulted in discussions about the person they care for

*People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.*

3D. The proportion of people who use services and carers who find it easy to find information about support People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

* Measure complementary with another framework
** Measure shared with another framework
*** Measure complementary with the NHS Outcomes Framework and Public Health Outcomes Framework

Source: Health and Social Care Information Centre, 2014

Appendix 3b: ASCOF Domain 3: Ensuring that people have a positive experience of care and support, Greenwich Data

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<td>3A - Overall satisfaction of people who use services with their care and support, 2012/13</td>
<td>61.1</td>
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<td>3B - Overall satisfaction of carers with social services, 2012/13</td>
<td>36.9</td>
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<td>3C - Proportion of carers who report that they have been included or consulted in discussions about the person they care for, 2012/13</td>
<td>76.3</td>
<td>1</td>
<td>2</td>
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<td>3D - Proportion of people who use services and carers who find it easy to find information about services, 2012/13</td>
<td>70.9</td>
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Source: Health and Social Care Information Centre, 2014

Appendix 4a: ASCOF Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm, Measures and Indicators

**Overarching measure**
4A. The proportion of people who use services who feel safe * (PHOF 1.19)

**Outcome measures**
Everyone enjoys physical safety and feels secure.
People are free from physical and emotional abuse, harassment, neglect and self-harm.
People are protected as far as possible from avoidable harm, disease and injuries.
People are supported to plan ahead and have the freedom to manage risks the way that they wish.

4B. The proportion of people who use services who say that those services have made them feel safe and secure

* Measure complementary with another framework
** Measure shared with another framework
*** Measure complementary with the NHS Outcomes Framework and Public Health Outcomes Framework

Source: Health and Social Care Information Centre, 2014

Appendix 4b: ASCOF Domain 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm, Greenwich Data

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<td>London</td>
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<tr>
<td>4A - Proportion of people who use services who feel safe, 2012/13</td>
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<td>11</td>
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<td>4B - Proportion of people who use services who say that those services have made them feel safe and secure, 2012/13</td>
<td>82.8</td>
<td>3</td>
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Source: Health and Social Care Information Centre, 2014