



Helplines Data Collaboration Group

Interim update on findings

June 2021

Summary

This interim report processes an additional two months of data (April and May 2021) following our State of the Nation report published in early May 2021 (available on the homepage of our website at <https://www.accesscharity.org.uk/>)

We look at a combination of overall patterns across the two-year reporting period of 2019 – 2021 in addition to year on year comparisons (May 2020 to May 2021).

In support of the Care and Support Alliance *Keep Your Promise Boris* campaign, we have reported two weeks earlier in this quarter and so have not included June 2021 data. We will return to standard quarterly intakes on 1st October 2021, 1st January 2022 and 1st April 2022 before producing our second annual State of the Nation report in May 2022.

Key trends

An increase in queries broadly attributable to the second wave of COVID-19 begins to stabilise in April and May 2021, decreasing from its peak in February 2021. A similar pattern of stabilisation is observed compared to the first wave of COVID-19 and the months following that peak.

Advice provision (all members) An overall year on year uplift in all advice provision across our membership, with a 24% increase in advice provision in May 2021 compared to May 2020. We reported in the State of the Nation report that this has been assisted by several members recruiting additional staff to process increased demand.

Care plan An annual comparison shows that there has been a 58% increase in care plan advice provision in May 2021 compared to May 2020.

Carers – A slightly lower level of advice provision for carers looking at monthly comparison of May 2021 compared to May 2020. However, we note a 135% increase in carers advice provision across a two-year period (May 2021 compared to May 2019), with an ongoing upward trend.

Assessment Significant month on month variation in assessment advice provision but we observe an overall upward trend. Members received 72% more queries on assessments in May 2021 compared to May 2020.

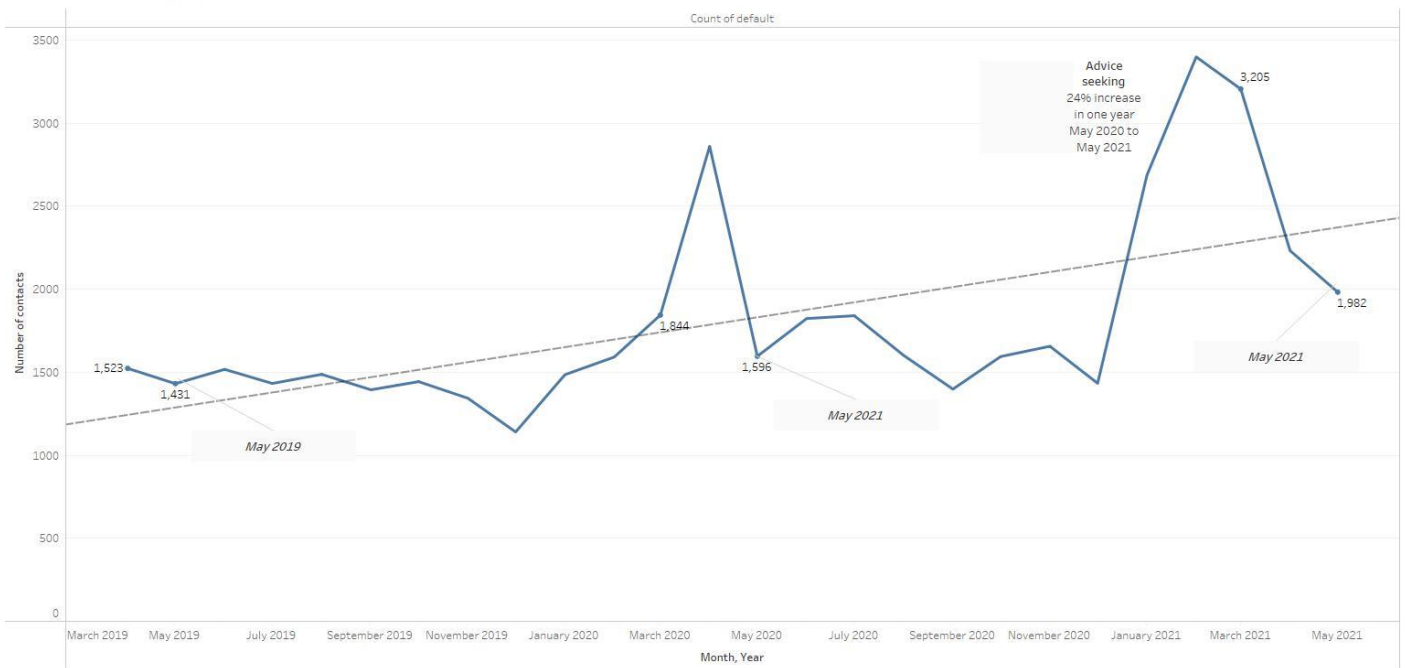
Charging The monthly May 2021 figures more closely reflect pre pandemic figures seen in May 2019 (8% increase on May 2019 figures). May 2021 sees another 72% increase in queries relating to charging during that month compared to May 2020.

Advice provision (all members)

Advice provision

Group members combined

March 2019 - May 2021



The trend of count of default for Date Month. The data is filtered on Date Month, which excludes March 2019 and June 2021.

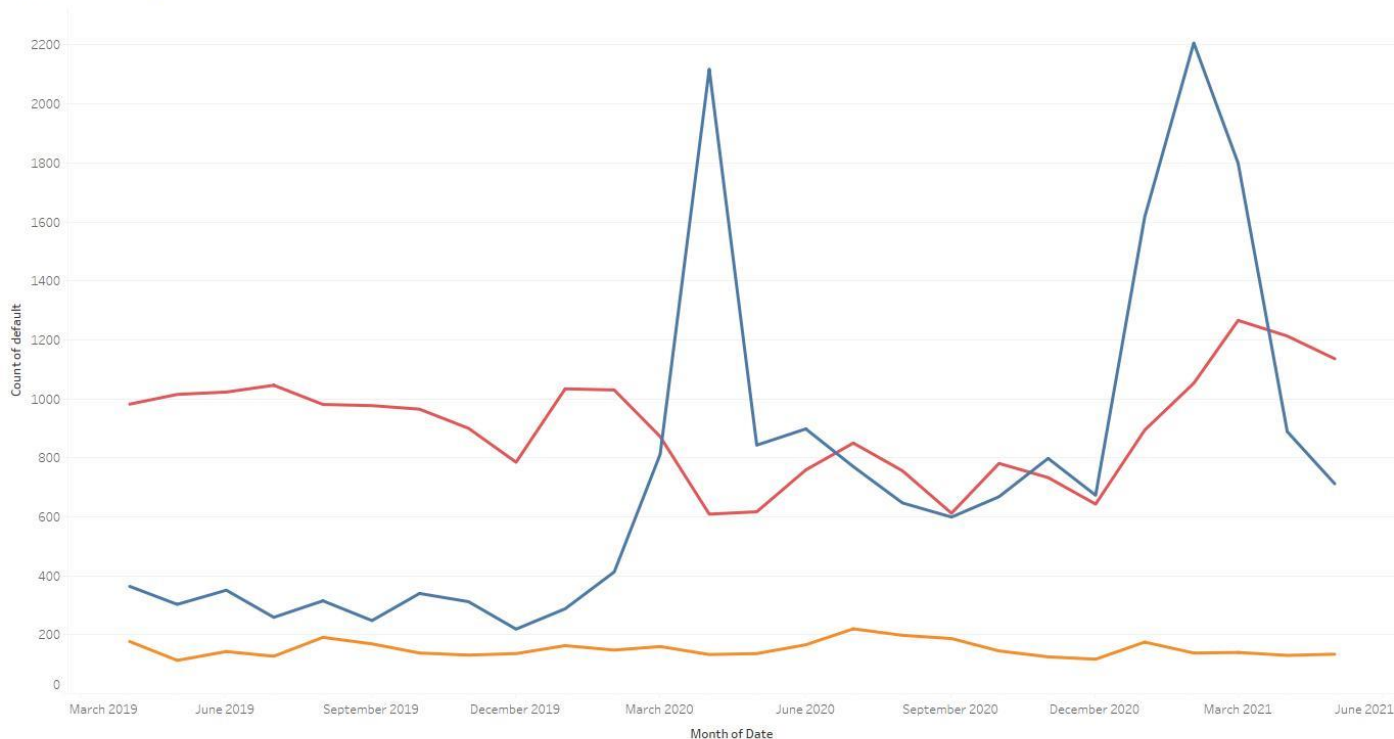
As above, we note that a similar pattern of stabilisation is observed compared to the first wave of COVID-19 and the months following that peak. We continue to observe, however, the overall year on year uplift in all advice provision across our membership, with a 24% increase in advice provision in May 2021 compared to May 2020. We reported in the State of the Nation report that this has been assisted by several of our members recruiting additional staff to process the demand.

Advice provision – by group type

Advice provision

By group type

April 2019 - May 2021



The trend of count of default for Date Month. Colour shows details about Audience. The view is filtered on Exclusions (Audience, MONTH(Date)), which keeps 78 members.

We noted in our State of the Nation Report that the overall volume of contact from each group is also relative to the size of that audience group in the population.

Advice provision

Learning disability

April 2019 - May 2021

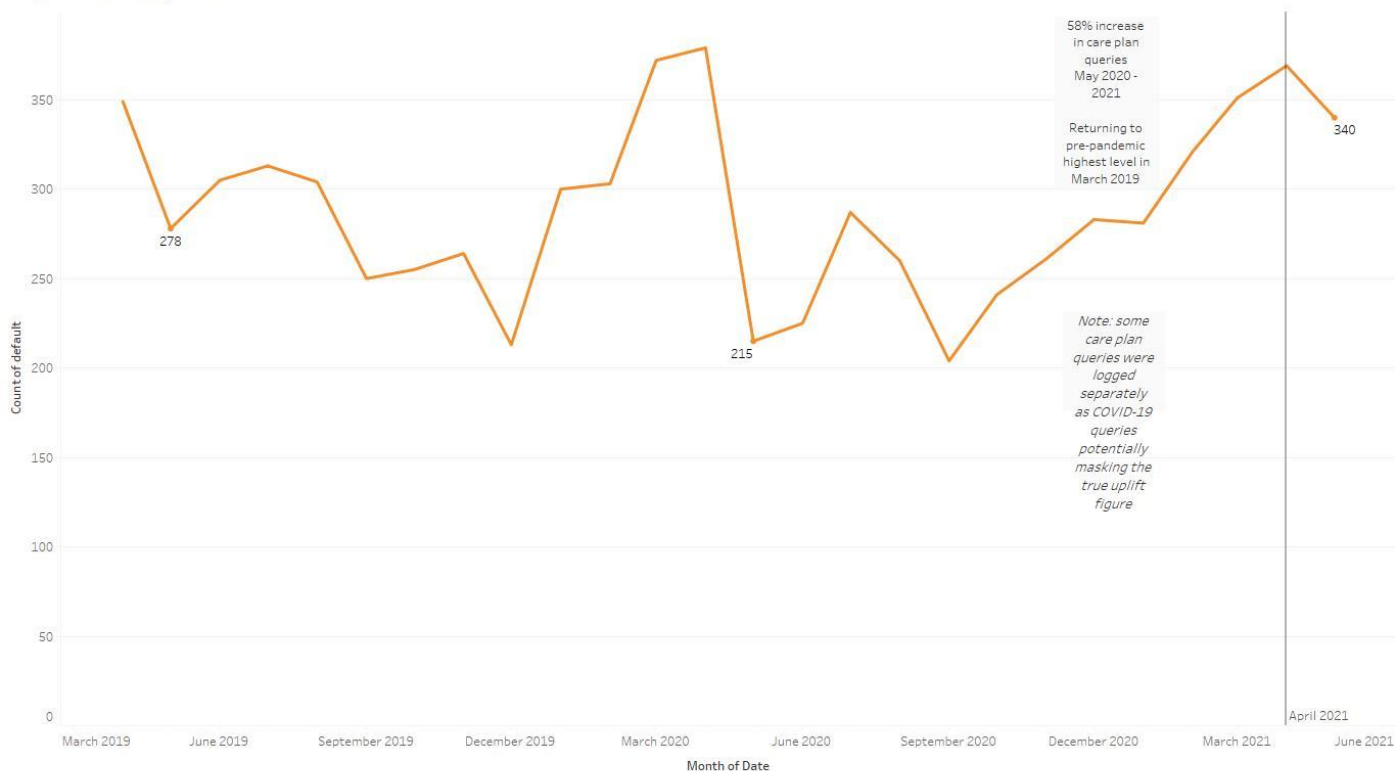


The trend of count of default for Date Month. Colour shows details about Audience. The view is filtered on Exclusions (Audience, MONTH(Date)) and Audience. The Exclusions (Audience, MONTH(Date)) filter keeps 78 members. The Audience filter keeps Learning Disability.

Care plans

Care plans

March 2019 - May 2021



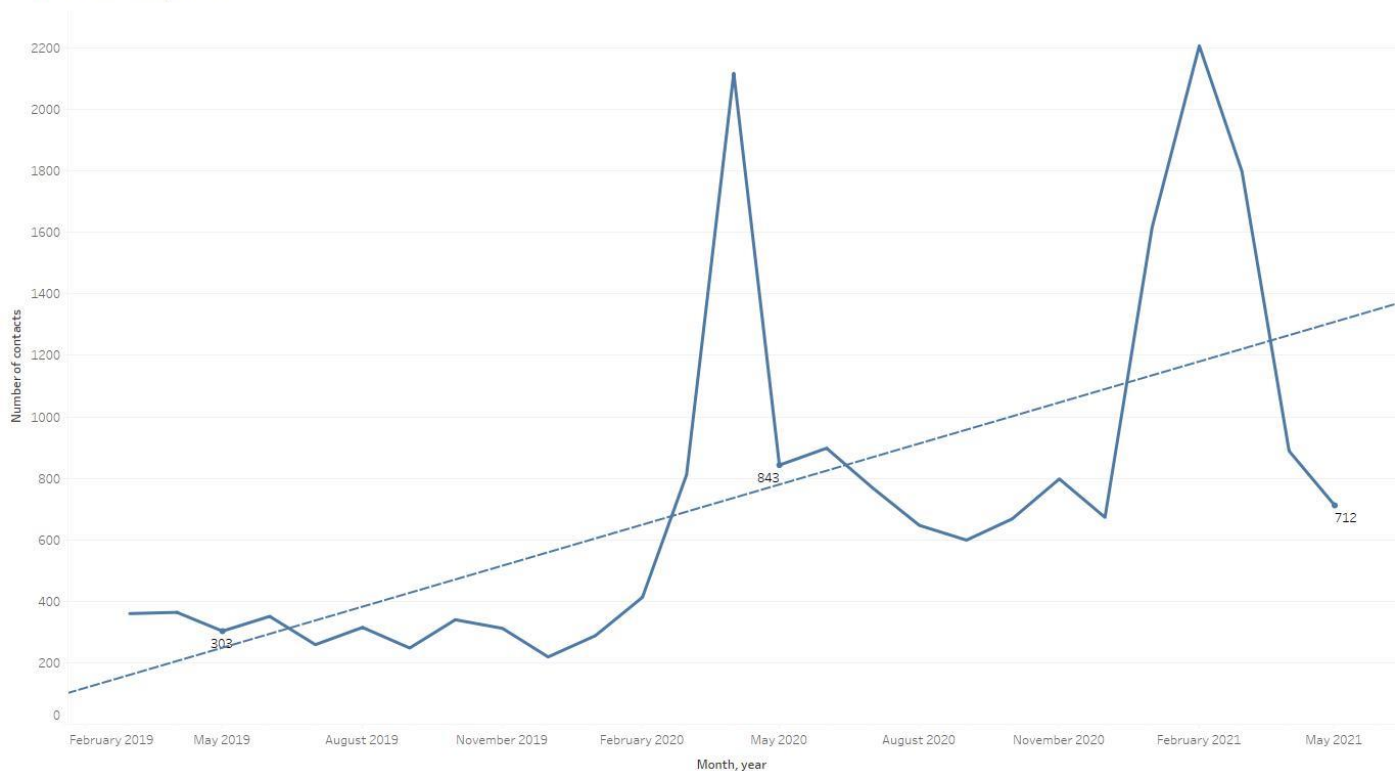
The trend of count of default for Date Month. Colour shows details about UT1. The view is filtered on UT1 and Exclusions (MONTH(Date), UT1). The UT1 filter keeps Care plan. The Exclusions (MONTH(Date), UT1) filter keeps 340 members.

In our State of the Nation Report, we observed that care plan queries had remained stable across the pandemic. We noted that some care plan queries were logged separately as COVID-19 queries, potentially masking an uplift in queries. An annual comparison shows that there has been a 58% increase in care plan queries in May 2021 compared to May 2020.

Carers

Carers advice

March 2019 - May 2021



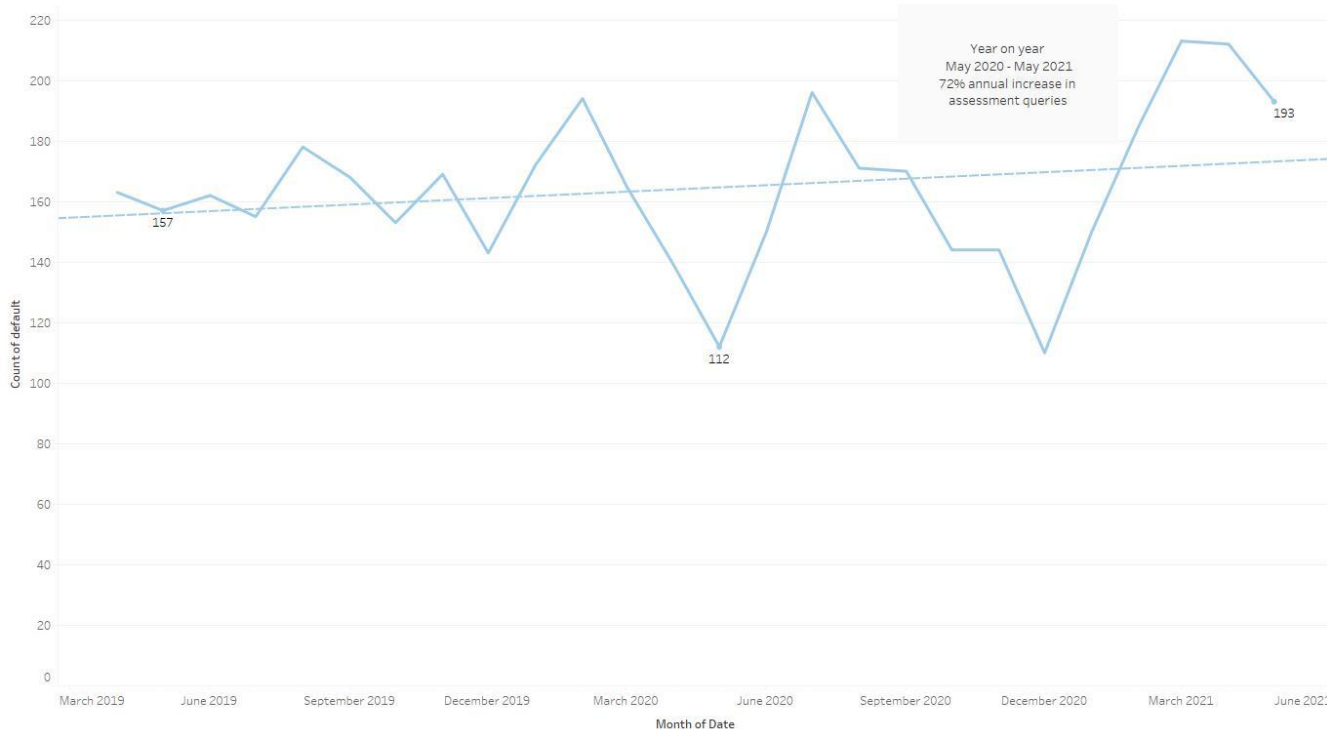
The trend of count of default for Date Month. Colour shows details about Audience. The view is filtered on Audience and Exclusions (Audience, MONTH(Date)). The Audience filter keeps Carers. The Exclusions (Audience, MONTH(Date)) filter keeps 81 members.

As with overall advice demand, a similar pattern of stabilisation is observed across April and May 2021 compared to the first wave of COVID-19 and the months following that peak. Although an overall lower figure is recorded in May 2021 compared to May 2020 (marked above), we see a significant increase across the two-year period, with May 2021 recording 135% more carer related queries than May 2019.

Assessments

Assessments

March 2019 - May 2021



The trend of count of default for Date Month. Colour shows details about UT1. The data is filtered on Organisation, which excludes Independent Age. The view is filtered on UT1 and Exclusions (MONTH(Date), UT1). The UT1 filter keeps Assessments. The Exclusions (MONTH(Date), UT1) filter keeps 340 members.

There is monthly variation on the level of assessment queries being processed each month, with two reductions in assessment advice provision during 2020 (February -42% and July -43%). There is therefore a significant percentage uplift of 72% more assessment advice provision in May 2021 compared to May 2020 across our membership.

Charging

May 2021 monthly figures broadly reflect figures seen in May 2019 (although an 8% increase on May 2019 figures) due to the lower volume of queries immediately after the first wave of COVID-19. As with assessments above, May 2021 therefore sees another significant percentage uplift of 72% more charging advice provision compared to May 2020.

Charging

March 2019 - May 2021



The trend of count of default for Date Month. Colour shows details about UT1. The view is filtered on UT1 and Exclusions (MONTH(Date), UT1). The UT1 filter keeps Charging. The Exclusions (MONTH(Date), UT1) filter keeps 341 members.

Next steps

We will continue to report on our universally themed community care trends on a quarterly basis according to the following timeline:

- 1st October 2021: Interim data intake
- 1st January 2022: Interim data intake
- 1st April 2022: Annual data intake for second annual report
- May 2022: Annual report published on 2021-22 data.

We will also begin to publish a series of rolling averages as we build on our analysis over time.

If you have any queries about the contents of this report, please email Hannah Hewish, Legal Strategy Manager, Access Social Care – Hannah.hewish@accesscharity.org.uk