

BARNSELY METROPOLITAN BOROUGH COUNCIL

This matter is a Key Decision within the Council's definition and has been included in the relevant Forward Plan

Report of the Executive Director
(People) to Cabinet

(30th November 2016)

Barnsley Adult Social Care Local Account 2015/16

1.0 Purpose of the Report

1.1 The purpose of this report is to present to Cabinet the fifth Barnsley Adult Social Care Local Account which looks back on the 2015/16 year performance and achievements and sets out some of our 2016/17 aspirations and challenges.. The publication of an annual Local Account is an integral part of the national sector led improvement approach for Adult Social Care.

2.0 Recommendations

2.1 It is recommended that:

- **The Barnsley Adult Social Care Local Account for 2015/6 is approved (Please see Appendix 1).**
- **Cabinet members promote awareness of the Local Account with elected member colleagues and constituents**

3.0 Introduction

3.1 This is the fifth year that Barnsley Council has published its annual Local Account, which forms part of the agreed adult social care sector led improvement approach.

3.2 The Local Account is a public facing document that is designed to enable transparency, scrutiny and accountability to adult social care service users and the public in Barnsley, as recipients and funders of public sector services.

3.3 The review of Local Accounts undertaken in 2014/15 by the Towards Excellence in Adult Social Care (TEASC) Board concluded that there are three challenges that Local Accounts should try to address, these are:

- To build genuine, widespread and continuous dialogue with local people
- Using feedback from people to drive improvement and reflecting this in the Local Account;
- To use the Local Account to explicitly identify weaknesses as well as strengths, and to set out the improvement priorities in a way that allows progress to be assessed.
- To view Local Accounts as a public-facing summary - and not as a substitute for a more comprehensive system of performance management and public reporting.

3.4 The format of the Barnsley Local Account has been maintained with minor adjustments for the past few years. This year the council service user and carer

engagement team worked with the Local Account editors to undertake a more meaningful consultation, involving a focus group of 25 service users and carers, to inform the design and content of this and of future reports (see appendix 2 for consultation questions).

3.5 The Local Account will be published on the council's website and this year the digital team will be able to monitor the number of hits the document receives, this information will be used to inform the future marketing strategy for the report.

3.6 Adult social care welcomes feedback from service users, carers and the public and would genuinely wish to see the Local Account becoming an important vehicle for dialogue and improvement. Elected members can support awareness raising with the public through the contact they have with people in their constituencies.

3.7 Headlines, key developments and improvement plans highlighted in the Local Account this year include:

3.8 Headlines

- 4,728 older and vulnerable people received some kind of care service. 74% of those people were over the age of 65; 38% used direct payments, increased from 32% in previous year and puts Barnsley amongst the best performing councils nationally
- 81% of people using adult social care services say they have control over their daily lives, increased from 74% in previous year. This is the best performance regionally and above the national average*
- Barnsley remains one of the best areas for getting people home quickly and safely following a spell in hospital, with almost 1200 people helped to regain daily living skills and get back on their feet after a spell in hospital
- 76.7% of people who use services, and their carers, find it easy to find information about services. This puts Barnsley amongst the best performers in the region and above the national average.
- The adult social care page on the council website is constantly improving, helping customers to find what they need as quickly as possible. 'Barnsley Help' has been introduced on the council's Facebook and Twitter pages, making it even easier to get questions answered about services
- 95% of people who use services say that adult social care services contribute positively to their feeling of safety, an increase from 89% in 2014/15. This is the best performance in the region and above the national average*
- There continue to be challenges in improving employment outcomes for people with mental health problems and people with learning disability, with only 5% and 2.2% respectively of people that meet the indicator criteria being in employment. The latter is a decline from 2.5% in 2014/15 and puts Barnsley amongst the worst performing local authorities nationally

**Based on findings from the 2016 Adult Social Care User survey (sample size 378 people)*

3.10 Key developments

Adult social care services have made changes to make sure the Care Act requirements are fully implemented. Adult social care introduced a new way of working in April 2015. Key developments include:

- A single point of access

- A new brokerage and personalisation team, which helps people to direct their own support, write their support plans and get the support that they choose
- An improved Personal Assistant (PA) Finder website
- Further improvements to our e Marketplace, soon to be relaunched as 'Live well Barnsley'
- 'Be Well Barnsley' has been launched, with 930 people already supported to achieve personal health goals
- New processes to strengthen the response to safeguarding concerns have been introduced
- Adult social care costs have been reduced by £2 million by improving efficiency and effectiveness and redesigning services

3.12 Improvement plans include:

- Procurement of new services to help adults with learning disabilities, including those with more complex needs, live well in the community. New services will be available from early 2017
- Implementation of the Accessible Information Standard, which helps to ensure that that disabled patients, service users and, where appropriate, carers and parents, receive information in formats that they can understand, and that they receive appropriate support to help them to communicate
- Review of the training plan to support staff involved in managing and investigating safeguarding concerns
- From 2017 onwards, we plan to streamline our Local Account to make it much more accessible to service users, carers and other key stakeholders. Given the resources involved in producing the Local Account, we need to ensure we achieve value for money by maximising the number of people who access the document, find it informative and reflective of their own experiences of adult social care services, in Barnsley

4.0 Proposal and justification

- 4.1 It is proposed that the Barnsley Adult Social Care Local Account for 2015/16 be published on the council website, following Cabinet approval in November 2016. This is in line with other Yorkshire and Humber local authorities.
- 4.2 The number of hits the document receives will be monitored in 2015/16 and the data will be used to inform the future marketing strategy for the report.
- 4.3 Elected members can support awareness raising of the purpose of the Local Account with the public through the contact they have with people in their constituencies.

5.0 Consideration of alternative approaches

- 5.1 The format of the Barnsley Local Account has been maintained with minor adjustments for the past few years. This year the council service user and carer engagement team worked with the Local Account editors to undertake a meaningful consultation with service users and carers to inform the design and content of this and of future reports (see Appendix 2 for consultation questions).

6.0 Implications for local people / service users

- 6.1 Adult social care welcomes feedback from service users, carers and the public and would genuinely wish to see the Local Account becoming an important vehicle for dialogue and improvement.

7.0 Financial implications

- 7.1 There are no direct financial implications arising from the 2015 Local Account document, although it should be noted that the document does highlight the use of resources within adult social care for 2015/16, this is in line with submitted / published financial returns.

8.0 Employee implications

- 8.1 There are no employee implications directly arising through consideration of this report.

9.0 Communications implications

- 9.1 The Local Account 2015/16 will need to be published on the Council's website to meet the Council's obligation to Sector Led Improvement.
- 9.2 The number of hits the document receives will be monitored in 2015/16 and the data will be used to inform the future marketing strategy for the report.

10.0 Consultations

- 10.1 Service users and carers were consulted via a focus group session. The aim of this was to check that the Local Account reflected their own experiences of accessing social care services in Barnsley.
- 10.2 We received some feedback on the presentation of the document, as well as the language used. More information was also requested to help explain some of the figures we have used. We have taken on board those comments, which will help to ensure that our Local Account is accessible to as many people as possible.
- 10.3 We also received feedback about people's wider experiences of social care services. We will review those issues through our own service improvements processes. We will also work with our partners, particularly in the NHS, to review any issues that need to be addressed across the whole health and social care system.
- 10.4 Team managers and front line staff involved in service delivery in adult social care and in Communities Directorate have supported the production of the Local Account.

11.0 List of appendices

- 11.1 Appendix 1: Barnsley Local Account for Adult Social Care (2015/16)
Appendix 2: consultation questions for engagement with service users and carers

12.0 Background papers

- 12.1 Background papers used in the compilation of this report are available to view by contacting the People Directorate, Barnsley Metropolitan Borough Council, PO Box 639, Barnsley, South Yorkshire, S70 9GG

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