

BARNSELY METROPOLITAN BOROUGH COUNCIL

This matter is not a Key Decision within the Council's definition and has not been included in the relevant Forward Plan

Report of the Executive Director
(People) to Cabinet

(10th January 2018)

Barnsley Adult Social Care Local Account 2016/17

1.0 Purpose of the Report

1.1 The purpose of this report is to present to Cabinet the sixth Barnsley Adult Social Care Local Account which looks back on the 2016/17 year performance and achievements and sets out some of our 2017/18 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 2016/17 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 sixth 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 a co-production workshop was held with equal representation from service users and carers and officers of the Council,

Barnsley Clinical Commissioning Group and voluntary sector organisations. The feedback from the group and from the focus group held in 2016 has consistently stated the need for the report to be a short summary, in plain English, with illustrative case studies and the design should be easy to read and engaging.

- 3.5 As a result of the workshop the chapter headings of the Local Account have been changed to ones that are felt to be more meaningful and accessible to the target audience, which are service users and carers and members of the public with an interest in Adult Social Care services and performance. This year we have included lots of links to other related published council reports and strategies, for example, the Health & Wellbeing Strategy and the Adult Safeguarding Board report. We have managed to reduce the number of pages of the Local Account and we have maintained the design style that received positive feedback last year.
- 3.6 The ongoing challenges for the production of the Local account are:
- To balance the need to adhere to Sector Led Improvement guidance regarding content, against the feedback from service user and carer representatives about accessibility.
 - For the Local Account to reach a wider and bigger audience in order to justify the officer and service user and carer representative's time needed for its production.
 - The Adult Social Care Outcomes Framework comparator data for 2016/17 is not published until October/ November and Adult Safeguarding comparator data is not published until December which leads to a delay in publishing our Local Account.
- 3.7 The Local Account will be published on the council's website and this year and we will also produce a flyer/poster to advertise the Local Account and how to access it, which we will send to a range of key partners including libraries, voluntary sector organisations and health services, with a request for it to be displayed in public access spaces. The digital team will be asked to monitor the number of hits the document receives; this information will be used to inform the future marketing strategy for the report.
- 3.8 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.
- 3.9 Headlines from the Adult Social Care Outcomes Framework:

Key Strengths

- Barnsley has performed above the national average for the past three years and is in the top quartile when compared to statistical neighbours for **social care related quality of life**. This measure gives an overarching view of the quality of life of users of social care and is an average quality of life score based on responses to the Adult Social Care Survey.
- Barnsley remains well above the national average and best amongst statistical neighbours for the **proportion of people who receive Direct Payments**
- Barnsley is the third best performing nationally and the best amongst statistical neighbours and regionally for a new indicator – **adjusted social care related quality of life – impact of adult social care services**. This measure is based on the quality of life scores arising from responses to the Adult Social Care Survey. It is a composite measure using responses to survey questions covering the eight

domains identified in the ASCOF; control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

- **Delayed transfers of care from hospital, per 100,000 population (total)**
Barnsley is the third best performing nationally, best in region and amongst statistical neighbours, and for the same indicator but for delays attributed to social care, Barnsley is well above national, regional and statistical neighbour averages
- For **overall satisfaction of people who use services with their care and support** Barnsley has performed above the national average for the last three years and is the best performer amongst statistical neighbours
- Performance has improved two years in a row and is above the national average and best performing amongst statistical neighbours for **the proportion of people who use services who feel safe**
- **The proportion of people who use services who say those services have made them feel safe and secure** continues to be well above the national average and is best performing amongst statistical neighbours

Key Areas for Improvement

- There has been no improvement in two years and Barnsley is well below the national average and statistical comparators for **the proportion of adults with Learning Disability in paid employment**. This measure shows the proportion of adults of working age with a primary support reason of learning disability who are “known to the council” (i.e. who receive long term support from social care during the reporting year), who are recorded as being in paid employment.
- For **the proportion of adults in contact with secondary mental health services in paid employment** there has been no improvement in performance in three years
- **The proportion of carers who reported they had as much social contact as they would like** has declined and is now just below the national average, having been well above previously
- **The proportion of older people who received reablement/rehabilitation services after discharge from hospital** performance has dropped well below the national average and most statistical neighbours. This measure includes social care only placements.

3.10 Key developments in 2016/17 included:

- The successful procurement of new services called ‘Adult Community Support and Enablement Service’ (ACSES) to help adults with learning disabilities and autism, including those with more complex needs, to live well in the community
- The implementation of new home care contracts with improved contract management and enhanced service delivery to support people with more complex needs to remain in their own home, whilst also supporting market sustainability
- The 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
- The review and improvement of the adult social care information and advice web pages which received an ‘excellent’ rating from the 2016/17 sector led improvement ‘mystery shopper’ exercise
- Updating and improvement of the Adult Safeguarding Board website

3.11 Priorities and plans for 2017/18 include:

- The 'Live Well Barnsley' website to become the one trusted source of information about community and adult social care services in Barnsley
- The delivery of an improved carers offer including additional resources to strengthen coordination of carers support services
- Continuing to embed 'Making Safeguarding Personal' principles across all partner agencies
- The review and development of the Independent Living at Home (reablement) service model to increase access for more people to benefit from the service
- The review and development of improved Extra Care services as a viable alternative to residential care
 - Focussed work to improve our performance in supporting adults with learning disability and mental health conditions into paid employment
 - Continued focus on the management of adult social care demand and budgets

4.0 Proposal and justification

4.1 It is proposed that the Barnsley Adult Social Care Local Account for 2016/17 be published on the council website, following cabinet approval in January 2018. This is in line with other Yorkshire and Humber local authorities.

4.2 A flyer/poster to advertise the Local Account and how it can be accessed will also be produced and this will be sent to a range of key partners including libraries, voluntary sector organisations and health services, with a request for it to be displayed in public access spaces.

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 Barnsley Local Account could be published closer to the year-end that it relates to if it did not include published and benchmarked performance data which is not available until late autumn. Earlier publication of the Local Account may make it easier to produce as it would not require looking back as far; however this is not recommended because the feedback both locally and across the region is that the Local Account is enhanced by its inclusion. Whilst the comparator data is not available to adult social care until this time, the ASCOF returns submitted by Barnsley do form part of the regular performance data set that is used locally to inform our priorities, business planning and improvement plans.

5.2 Some Local Authorities have made a decision not to prepare an annual Local Account and this could be a consideration for Barnsley given the challenges referred to in section 3.6 of this report. This approach is not recommended because adult social care wishes to be transparent and open regarding performance and our challenges and to be scrutinised and held to account by our service users and the public, in line with the council values of honesty, striving for excellence and pride in deserved achievements and in delivering good services to vulnerable people in Barnsley.

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 2016/17 Local Account document, although it should be noted that the document does highlight the use of resources within adult social care for 2016/17, this is in line with submitted and 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 2016/17 will 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 2016/17 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 involved in a co-production workshop to design the format of the Local Account and have given feedback on the draft report.

10.2 Council officers 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 (2016/17)

12.0 Background papers

12.1 The Adult Social Care Outcomes Framework 2016/17 Handbook of Definitions (DH July 2017) available via this link:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/629812/ASCOF_handbook_definitions.pdf

Officer Contact Lennie Sahota, Service Director – Adult Social Care & Health

Telephone No (01226 775670 or e-mail lenniesahota@barnsley.gov.uk)

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