

Foreword

Performance

Services and people working together

Information and advice for all

Listening to and acting on your views

**Care and Support in
Barnsley**

Early help and support

**Barnsley Council our
Local Account 2016 - 2017**

Keeping adults safe

The right services for you at the right time

Helping family and friends care for others



How to use this document

-  Click this button to navigate to the **previous page**
-  Click this button to navigate to the **home page**
-  Click this button to navigate to the **next page**

The **contents page** can also be used to navigate throughout the document

On Page 1
Click the area on the map you would like to visit
To return to the map press the home button



Contents

Foreword	4
How did we perform in 2016/17?	5
Information and advice for all	7
Early help and support	10
The right services for you at the right time	12
Helping family and friends care for others	14
Keeping adults safe	15
Listening to and acting on your views	17
Services and people working together	18
Glossary	19

Performance information in this document relates to April 2016 to March 2017, unless stated otherwise. Most of the performance information is taken from our contributions to national data collections, which NHS Digital publish every year. We regularly review our own performance throughout the year. We have a number of performance indicators relating to adult social care that we report on every three months. Further information is available on our website:

<https://www.barnsley.gov.uk/services/our-council/our-performance/how-we-measure-our-performance/>

Our performance reviews include a focus on the quality of our services, including how well they are meeting the needs of people in Barnsley. We use this information to make sure that we are offering the most appropriate services at the right time.



Foreword

Welcome to our sixth Local Account, which tells you about how well our adult social care services performed last year. It also sets out how we plan to improve our services in the future.

This year, we have made changes to the format of our Local Account, following a workshop with service users and carer representatives and officers from the council and the NHS. The headings of the chapters were agreed at the workshop. We have made the report shorter and simpler, as well as adding lots of links to more information for those who want more detail.

In each section, we have given some information about what we think is important for you to know and understand about our priorities, plans and performance.

The Adult Social Care Outcomes Framework (ASCOF) is a national set of performance indicators that all councils must report on. Some of the indicators are things that we record in our information system and some are from questions we ask service users and carers through surveys. We have started this

Local Account with a summary of how we have performed against the ASCOF indicators.

We really want this report to reach more people who are interested in adult social care in Barnsley. We are working with our partners to help as many people as possible to access this report.

We hope you find this Local Account interesting and that it answers any questions you may have about adult social care in Barnsley. If you have any comments or suggestions you would like to feedback, please send them to us via our website, at:

www.barnsley.gov.uk/about-us/how-we-are-performing/adults-and-communities-performance-and-plans



Rachel Dickinson, Executive Director, People – Barnsley Metropolitan Borough Council

Councillor Margaret Bruff, Cabinet Spokesperson for People (Safeguarding)

How did we perform in 2016/17?

Key

B Barnsley's performance

S Statistical neighbour average

E England average

Green shading highlights where our performance is well above comparators.

Red shading highlights where our performance is well below comparators

Information and advice for all

The proportion of people who use services who find it easy to find information about support **B** 73.7%
S 72.0%
E 73.5%

The proportion of carers who find it easy to find information about services **B** 73.7%
S 72.0%
E 73.5%

Early help and support

The proportion of people who use services who reported that they had as much social contact as they would like **B** 45.0%
S 44.4%
E 45.4%

The proportion of people who use services who have control over their daily life **B** 77.2%
S 75.8%
E 77.7%

The proportion of adults with learning disabilities who live in their own home or with their family **B** 85.6%
S 81.0%
E 76.2%

The proportion of adults in contact with secondary mental health services living independently, with or without support **B** 73.0%
S 58.0%
E 54.0%

The proportion of adults with learning disabilities in long term employment **B** 2.2%
S 4.8%
E 5.7%

The proportion of adults in contact with secondary mental health services in paid employment **B** 5.0%
S 6.5%
E 7.0%

The right services for you at the right time

Overall satisfaction of people who use services with their care and support **B** 69.7%
S 63.0%
E 64.7%

The proportion of people who use services who receive self-directed support **B** 90.9%
S 88.6%
E 89.4%

The proportion of carers who receive self-directed support **B** 90.4%
S 86.6%
E 83.1%

The proportion of people who use services who receive direct payments **B** 35.7%
S 24.4%
E 28.3%

The proportion of carers who receive direct payments **B** 62.8%
S 73.5%
E 74.3%

Social Care related quality of life score **B** 19.4
S 18.9
E 19.1

Adjusted social care related quality of life – impact of adult social care services **B** 0.5
S 0.4
E 0.4

Long term support needs of younger adults (18-64) met by admission to residential and nursing care homes per 100,000 population **B** 15.8
S 14.7
E 12.8

Long term support needs of younger adults (65+) met by admission to residential and nursing care homes per 100,000 population **B** 718.1
S 734.2
E 610.7

The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services **B** 84.1%
S 81.4%
E 82.5%

The proportion of older people (65 and over) who received reablement / rehabilitation services after discharge from hospital **B** 1.5%
S 3.1%
E 2.7%

The outcome of short term services, sequel to service **B** 74.9%
S 70.0%
E 77.8%



Helping family and friends care for others

Carer reported quality of life
B 7.5%
S 7.6%
E 7.7%

Overall satisfaction of carers with social services
B 41.8%
S 39.4%
E 39.0%

The proportion of carers who reported that they have as much social contact as they would like
B 33.5%
S 35.6%
E 35.5%

The proportion of carers who report that they have been included or consulted in discussions about the person they care for
B 73.7%
S 70.6%
E 70.6%

Keeping adults safe

The proportion of people who use services who feel safe
B 76.0%
S 69.5%
E 70.1%

The proportion of people who use services who say that those services have made them feel safe and secure
B 95. %
S 86.1%
E 86.4%

Services and people working together

Delayed transfers of care from hospital, per 100,000 population
B 2.9
S 14.2
E 14.9

Delayed transfers of care from hospital attributable to adult social care, per 100,000 population
B 0.9
S 6.7
E 6.3



Information and advice for all

Like every council in the country, we want to provide information and advice in a way that is easy for people to understand. Information and advice is fundamental to enable people, carers and families to take control of, and make well informed choices about their care and support and how they find it. Not only does information and advice help promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.

We want to make it easy for people to get information about care and support services, as well as wider information that can help prevent care and support needs. This includes information about finance, health, housing and employment, as well as what to do if you are worried about the safety of a vulnerable person.

We aim to make sure that the information and advice we provide is accessible to all. We are continuing to improve the information available on our website: www.barnsley.gov.uk/services/adult-health-and-social-care/. In 2016/17, our website was rated as 'excellent' by our regional sector led improvement team.

We follow the Government's Accessible Information Standard. This makes sure we give people with a disability, impairment or sensory loss information they can easily understand,

as well as any support they might need to communicate with our services.

We also offer other ways for people to access information and advice, such as: telephoning our social care customer access team (01226 773300), or picking up an older people's guide to social care in a library. We encourage people to use the new website, <https://www.livewellbarnsley.co.uk> which includes information about activities that can help people look after themselves, stay independent and get involved in their communities. In 2017/18 we will be working to ensure that Live Well Barnsley becomes a trusted source of information for many people.

Our Adult Social Care customer access team is a single point of access for people who want information or need support. There is a team of advisors who can quickly work out what information the caller needs, or find out who they need to speak to. In 2016/17, the team answered over 50,000 telephone calls. We monitor call waiting times to make sure people are able to talk to us when they need to without delay. We want to keep providing a good standard of service as the number of people contacting us continues to increase.

From April 2017, the council is providing our new Safer Neighbourhoods Service. This service

works alongside the Police and partners in communities to tackle local issues. This will help us to provide better support to vulnerable people and families.

We can help people who need care and support and find it difficult to understand or remember information, by providing them with an independent advocate. This helps to make sure they are involved in discussions about their care, whilst also helping to keep them safe. In Barnsley, Cloverleaf Advocacy Service provides support for people with mental health needs, physical or sensory impairment, and older people. See our website for more details:

www.barnsley.gov.uk/services/adult-health-and-social-care/how-to-get-help/help-to-make-decisions/



We do regular surveys that tell us that most people we support are able to find information about services easily. However, we know that some people, including carers, find it difficult to access some information. We are working to better understand the needs of carers.

Our changing needs

People are living longer and the population is growing as a result. The council and NHS will need to support more people and the money available for this is not keeping pace. We have to find ways to make the best use of the money we have, as well as making sure we understand the future needs of the Barnsley population. This diagram demonstrates the population growth we are currently forecasting:

<https://www.barnsley.gov.uk/services/our-council/research-data-and-statistics/demographics/>

We work with the NHS and voluntary and community sector to look at the current health needs of Barnsley people, and identify what we can do to help address those needs. We want everyone in Barnsley to be able to be as healthy as possible, and to live in a place that encourages good neighbourliness and offers lots of opportunities for everyone to be part of the community. This will help to delay the need for social care, health care and support services.



More information on how we plan to achieve this is included in our Health and Wellbeing strategy and the Barnsley Plan:

<https://www.barnsley.gov.uk/services/health-and-wellbeing/barnsley-public-health-strategy-2016-18/>

<http://www.barnsleyccg.nhs.uk/strategies-policies-and-plans.htm>

The budget for adult social care

The charts on the following page show how we spent our money for adult social care and support in 2016/17. We spent 27% of all the council's budget on these services. We spend a bit less on these services compared to other councils in the region.

We spent £46.9 million on adult social care in 2016/17, which exceeded our budget by £4.8 million. This overspend reflects the pressures faced by adult social care, due to the increasing cost of meeting the needs of those that require support, some of whom have challenging and complex needs.

Our budget for 2017/18 has been increased to take account of these additional costs, funded mainly through the 3% social care council tax precept and additional Better Care Fund monies. However, we need to save a further £1.2 million in 2017/18, due to the on-going impact of the Government's austerity measures. The service will also need to effectively manage rising demands for care in order to manage within budget.

How much we spent, split by category of support?



How much we spent, split by type of services?



Case Study Live Well Barnsley

Frances is a young woman with physical and learning disabilities who recently moved to Barnsley with her family. She and her mum approached adult social care for support with getting out and about independently. The social worker arranged to meet with Frances and her mum to understand her needs and then looked into what kind of services were available that might help by using 'Live Well Barnsley'. Frances now attends quite a few clubs and activities where she has made some new friends and she has also started a part time apprenticeship, organised by Barnsley College.

Early help and support

Wherever possible, we want to prevent people from needing long term care and support services. This can be through access to information and advice, and to early help and preventative services.

Early help is about giving people the help they need as early as possible and supporting individuals, families and communities to do more for themselves. People may need early help at any point in their life. It can involve interventions early on in life, as well as interventions early in the development of a problem.

Giving people access to information and advice may help them think about their future and plan ahead. We all need to think about our needs in the coming years and how we can help ourselves to stay healthy, fit and well.

We know that people live longer and have healthier lives if they have a good network of family and friends. That isn't the case for everyone unfortunately. When people don't have contact with family, friends, or neighbours, they often lead less healthy lives and can suffer from mental health problems.

Having a job is a great way to avoid loneliness and isolation. We know that not enough of the adults with learning disabilities that we support, or adults in contact with our mental health

services, are in employment. We are working with our local partners to try and address this issue and this will be a priority for improvement in 2017/18.

It is estimated that 8% of people over the age of 65 are lonely, which is roughly 3,500 people in Barnsley. To help address loneliness and social isolation, our Area Councils, working with local councillors and community members, have made this a priority in many areas. The Central Area Council has a contract with the Royal Voluntary Service to deliver a service that reduces loneliness and isolation in older people. The service identifies older people who would benefit from support from volunteers.

In Penistone, the Area Council funds a social inclusion service, in partnership with Age UK. This project uses a volunteer led community car scheme to help lonely and isolated people to get out and about.

Ward Alliances also support activities that can make a big difference. With the support of small funding grants, local volunteers are making a big difference to the lives of many people by creating opportunities such as the Darton afternoon club, a place for older people to meet and socialise, or the Snap Tin Café in Goldthorpe, which provides training, work placements and social events for young people with learning difficulties and disabilities as well as luncheon and social groups for older people.

For more information on the work of Area Councils and Ward Alliances, visit:

www.barnsley.gov.uk/services/community-and-volunteering/your-local-area-and-ward/



Case Study

Independent Living at Home

Joan has Alzheimer's, as well as breathing and heart problems. Her husband Fred is her carer. Fred is fit and healthy and is usually on hand to help Joan, but he is worried about leaving her alone at home. Following a series of falls, a Lifeline alarm was provided so that Joan could easily call for help if she needed to. The alarm provides reassurance that Joan can speak to someone at the touch of a button. They are happy to pay for the service for the peace of mind it brings.



The right services for you at the right time

Adult Social Care

People can contact adult social care for support through our customer access team on 01226 773300. The team will find out a bit more about what is needed and then will either give information and advice or put the person through to the right social work team. A social worker may then arrange to do an assessment of the person's needs and to discuss the kind of support that can be offered. We aim to complete assessments in 28 days or less from the original contact. In 2016/17, we achieved that for 76% of our assessments. We want to complete 80% or more within 28 days this year. We also review the support plans we put in place on an annual basis as a minimum. In 2016/17, only 49% of people who had a support plan in place for a year or more had a review – this is a clear area for improvement in 2017/18.

For more information about the types of services and help that can be offered please see:

<https://www.barnsley.gov.uk/services/adult-health-and-social-care/>

For people who do need to access social care services, we need to make sure they understand how social care is charged for (means tested) and that they know what it might cost them to access services.

www.barnsley.gov.uk/services/adult-health-and-social-care/how-to-get-help/having-a-financial-assessment/

The Joint Commissioning Team

We regularly review services to make sure they are of high quality and delivering the right outcomes for people. We have a team that works jointly with the local Clinical Commissioning Group to do this. This team looks at the needs of the Barnsley adult population and buys in the services that help to meet those needs, as well as making sure there is a diverse and sustainable market of care providers in Barnsley. We are required by the Government to make sure people have a wide range of care and support options to choose from in Barnsley. We can only do this if we fully understand what care is needed and being provided. Where we think that the needs of some people are not being met, we work with our partners to see how things could be done differently.

The team also keep a check on the performance of services we fund to make sure they are delivering what we expect. One example is our reablement service called 'Independent Living at Home' (ILAH). Our performance information tells us that this service performs well, but also that not enough people are offered it. This is something we will be working on in 2017/18 to make sure as many people as possible can benefit from the service. We also know that more people over 65 are being admitted to residential or nursing homes in our area. We are looking into this to make sure there are enough services to support people at an early stage, as well as ensuring the right level of care and housing options are available to prevent needs from increasing.

In 2016/17, the team worked with a range of people including service users and carers, the NHS, social workers and care providers. This was to design and buy two new services to support vulnerable adults to live independently in their own homes.

The first service supports older people to live independently, and includes more support for people with complex needs. The new contract will improve service quality and help support things like faster discharge from hospital.



The second service supports people with learning disabilities, mental health problems or those with autistic spectrum conditions. This service supports people to live in the community. The service will also help people to develop their full potential for independent living by helping them to get the skills they need.

We are currently reviewing our Extracare housing, more information is available via this link:

www.barnsley.gov.uk/services/housing/housing-schemes-for-older-people

In 2017/18 we want to make sure the right level of support is available within the Extracare schemes to care for those with high levels of need. This will help to reduce the number of people that need to be looked after in residential or nursing homes.

We work with the CQC to monitor the quality of care and support that people receive from care and support providers. Where we have concerns about quality, we take appropriate action to help prevent problems from getting worse. More information on the CQC is available here:

www.cqc.org.uk/about-us

In March 2017, the CQC rated 60% of care homes in Barnsley either 'Good' or 'Outstanding'.

Overall, surveys tell us that most people who access our services are satisfied with their quality of life, as well as the care and support they receive.



Helping family and friends care for others

Nationally, one in every eight people cares for someone. This is care that is provided by family members or friends. In Barnsley, the Census tells us that there are at least 27,000 people who provide this kind of care for others.

Carers can struggle to stay in full time work due to their caring responsibilities. Their physical and mental health can suffer as well. We know that carers in Barnsley are more likely to say they don't have enough social contact, which could also affect their health.

It is therefore very important that we assess the needs of carers, as well as the needs of the people they care for. This helps to make sure that carers get the help and support they need to carry out their caring role. We want to make sure that we reach more carers in Barnsley to find out what their needs are.

Every two years, we ask carers to complete a survey. This helps us to understand what quality of life carers have locally, as well as whether support and care services are meeting their needs. The latest survey told us that the quality of life of carers in Barnsley is similar to other areas. A higher proportion of carers in Barnsley said they were satisfied with the support they receive from the council, when compared to other areas. More carers in Barnsley said they had been included or consulted in discussions

about the person they care for, when compared to other areas.

We recently launched a new strategy called Barnsley Carers, which focuses on the following three aims for carers:

Informed and empowered

- This means carers having the information they need, as well as knowing where to go for help and advice

Individually resilient

- Making sure the needs of carers are met, and that they can stay well and enjoy a healthy life, whilst being able to care for the person they care for

Providing high-quality care

- Having the right skills and support to be an effective carer, and being recognised as the main contributor of care and support for the person you care for.



See our website for more details of the support available for carers and our carer's strategy 2017-2020:

www.barnsley.gov.uk/services/adult-health-and-social-care/support-for-carers/

We plan to improve our carers offer in 2017/18 to ensure that carers can be fully supported in the vital role that they provide.

Keeping adults safe

We believe everyone has a right to feel safe and live without fear of abuse, neglect or exploitation. Our priority is to protect vulnerable adults who live in Barnsley, promote their wellbeing, and reduce the risk of harm for those with care and support needs.

We work with our partners on the Safeguarding Adults Board to make Barnsley a safe place to live, and protect adults who may be at risk. We have recently improved our website for adult safeguarding, which is available via this link:

www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/barnsley-safeguarding-adults-board

The Board produces an annual report. This sets out what the Board has done to prevent abuse and harm and to protect adults who have been hurt or abused. The latest report is available via this link:

<https://www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/barnsley-safeguarding-adults-board/annual-report/>

The annual report includes performance information, some of which we also provide to the Board more regularly. It also includes

findings from our annual survey with social care users. This highlights that more people who use services feel safe in Barnsley, when compared to other areas. It also highlights that more people who use services feel those services have helped them to feel safe and secure, when compared to other areas.

One of the Board's main priorities is "Making Safeguarding Personal". This means putting vulnerable adults at the centre of all our work to help keep them safe. We are improving our systems in 2017/18 to help us demonstrate more clearly that we are achieving this.

In 2016/17, we received 1,455 safeguarding concerns. All of these concerns were considered by an Adult Social Care Safeguarding Manager. In each case, a decision was made about what action was needed, including:

- No further action because the adult was not harmed, did not want further action or was not a 'vulnerable' adult (vulnerable adult has a specific definition under the Care Act 2014)
- Providing or reviewing a care package or referring on to another service (for example domestic violence support service)
- Starting a formal safeguarding enquiry (Section 42 enquiry)

Of the 1,455 adult safeguarding concerns we received, 386 resulted in Section 42 enquiries. This is where we decide that we need to make enquiries if we believe an adult is experiencing, or at risk of, abuse or neglect. We concluded 365 Section 42 enquiries during the year and we either removed or reduced the risk in 95.4% of cases. More information on this is available in the annual report.

We use the Mental Capacity Act to support people who cannot make decisions because of their conditions. More information is available via this link:

www.barnsley.gov.uk/services/adult-health-and-social-care/looking-after-your-health/mental-health-services/the-mental-capacity-act/



The Mental Capacity Act includes the Deprivation of Liberty Safeguards (DoLS). These are the things that we need to think about when considering decisions to restrict someone's freedom, for example, locking the front door of a care home to prevent a resident with dementia from wandering out and getting lost. Any decisions we make need to be the least restrictive, and in the best interest of the person. The number of DoLS applications we received and completed in 2016/17 was in line with other areas similar to Barnsley.

Our Safer Neighbourhoods Teams also help us to safeguard vulnerable adults in Barnsley. These teams work with local communities to identify adults and families who may be at risk of harm. They aim to support people as early as possible, to prevent further problems. More information is available via this link:

<https://www.barnsley.gov.uk/services/community-safety-and-crime/safer-barnsley-partnership/>

Our Assistive Living Service provides community alarms to make it quick and easy for people to get help, if they have an accident or emergency situation in their home. Knowing that help is on hand at the press of a button gives people peace of mind, and helps them feel safer. This enables people to remain independent. Approximately 1,200 people accessed the Assistive Living service in 2016/17 and 3,817 people were given personal alarms.

Case Study

Early intervention by Barnsley College and social care resolved family issues without the need for formal safeguarding

A 23 year old college student with a learning disability told a member of staff that his Dad had been cross with him, when they were at home and his Dad had grabbed his arm and hit him. Dad also has learning difficulties and the family is supported by a social worker. College staff listened to the student who was keen to stay at home, but they wanted help make sure that his Dad didn't cause him any further harm. The college staff worked with the family social worker to agree a plan to keep the student safe and meet any support needs for Dad. Dad and son agreed to have some mediation offered by the social worker and college and this was successful. Dad and son continue to live together happily. The student reports that he feels happy and safe at home.



Listening to and acting on your views

It's important to us that we understand what people who use our services think about them. There are lots of ways that people can let us know their views. This includes making a complaint, passing on feedback or a compliment, or taking part in a survey.

In 2016/17, we received 458 compliments for the whole council. 19 of those related to adult social care services. We received a total of 504 complaints last year, 36 of which related to adult social care services. Given that we usually support over 3,000 people, this is a very small number. We think we should be receiving more feedback, both positive and negative. This would help us to continually improve how we work. There are lots of ways that people can give us feedback, most of which are included on the following page of our website:

www.barnsley.gov.uk/have-your-say/complaints-compliments-and-suggestions/.

One example of how we use feedback to improve services relates to a complaint we received about how we charge for our services. When we investigated this, it became clear that the letters we send to people about charging were not as clear as they could be and we are now improving the letters.

We contact some of the people we support to ask them to complete annual surveys about their experiences of accessing care and support. This includes people accessing services, as well as the people that care for them. The information we get back from these surveys helps us to identify where we need to improve our services.

We meet with care providers (care homes and home care) at a regular forum to share information and good practice, provide training and highlight any issues we need to improve.

Another way to find out what people think about our services is by using Mystery Shoppers. These are volunteers who access our services and feed back to us on their experiences.

We completed a Mystery Shopping exercise in December 2016. This told us that people found our website very easy to use and informative. They rated our services as good when contacting us by phone, or to report a safeguarding issue. However, they felt that we needed to make improvements for people that want to talk face to face with someone about social care services. They also highlighted that our service to report concerns outside normal office hours was not good enough.

We have taken this feedback on board and are looking at ways we can improve this.

Services and people working together

One of the ways we can improve our services is by working closely with our partners, like the NHS and the Police. If we all work towards the same goals and use our resources jointly, we have a better chance of making a difference. Our Health and Wellbeing strategy provides more information about how we work together with our partners to address local priorities. The strategy is available via this link:

<https://www.barnsley.gov.uk/services/health-and-wellbeing/barnsley-public-health-strategy-2016-18/>

On a daily basis, we work closely with Barnsley Hospital to make sure people who are discharged from hospital receive the most appropriate support. If we get this right, it makes it less likely that people will end up back in hospital or stay longer than they need to. This improves patient experience, by preventing unnecessary admissions and reducing the number of people waiting to be discharged.

Very few patients have their discharge from hospital delayed in Barnsley. In most cases, our services are available when people need them. Barnsley is one of the best performing areas in the country for minimising hospital discharge delays. This

includes delays caused by the hospital, as well as those caused by adult social care services.

Our Independent Living at Home service helps people discharged from hospital to regain their independence as quickly as possible. Workers from the service visit people every day, for up to six weeks, to support them to get back on their feet. People using this service are less likely to need ongoing support from us, once they've fully recovered.

This service supported 844 people in 2016/17. Of those, 56% did not need any more support from us once they'd completed their reablement and many others required less ongoing support than they would have otherwise needed. 84% of people accessing reablement between October and December 2016 were still at home 91 days later. This is better than the national average of 82.5%.

This year, we will work with our NHS partners to deliver the 'Transforming Care agenda'. This is about making sure people with learning disabilities, autism and complex needs can live successfully in the community and not in hospitals.

Case Study

Betty and Jack have been married for 50 years. Jack has lung disease and gets out of breath easily. Betty looks after the home and helps him with washing and dressing. Recently, Betty tripped over the rug at home and broke her leg. When she was ready to go home from hospital, she needed help with her personal care; meal preparation and keeping the house clean until her leg healed. Jack also needed support.

The hospital social worker met Betty on the ward and reassured her that support could be put in place, while she and Jack needed it. Together, they worked out a support plan. This included her daughter helping with the cleaning, and her friend picking up some of their shopping. A homecare agency also visited three times a day to support both Jack and Betty.

Betty was able to go home from hospital without delay. After Betty's leg healed, the Independent Living at Home Service got involved to help Betty get her confidence and strength back. Betty and Jack are now back to their normal routine. Betty knows that if she needs extra support again, she can contact adult social care for advice and help.



Adjusted social care 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 (see below); control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

Area Council

There are six area councils in Barnsley. Each is made up of locally elected councillors. They use a range of information to help them set the priorities for the area. These priorities make up the area plan, which outlines what needs to happen, how it can be done, who'll do it, and what it might cost.

The Adult Social Care Outcomes Framework (ASCOF)

This is a national set of performance indicators that all councils must report on. For further information on the indicator definitions please see 'The Adult Social Care Outcomes Framework 2016/17 Handbook of Definitions', which is available at the following link

<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>

Census

This is a national survey of the United Kingdom population, which takes place every 10 years.

Direct Payments

This is money that goes to an individual to allow them to arrange their own care and support.

Outcome

The changes, benefits or other results that happen as a result of getting support from social care.

Preventative Services

These are services that aim to address issues at an early stage, before they get to the point where more intensive and more costly services are needed.

Primary / Secondary Mental health services

Primary mental healthcare providers deal with people suffering from mild to moderate mental health problems. Treatment may

consist of counselling from a psychologist or psychotherapist, or some form of online mental health support.

People with more serious or complex psychiatric disorders, are referred to secondary mental health care.

Proportion of adults with learning disabilities in paid employment

The measure shows the proportion of adults of working age with a primary support reason of learning disability support who are 'known to the council' (i.e who receive long term support from social care during the year), who are recorded as being in paid employment.

Proportion of older people who received reablement / rehabilitation services after discharge from hospital

The measure includes social care only placements.

Reablement

Short-term, intensive therapy and care in a person's home to help them regain daily living skills such as getting up, getting dressed and preparing meals and having the confidence to manage independent, daily living.

Glossary

Residential or Nursing care

Care provided in a care home

Safeguarding

Safeguarding is the term used to explain how partners work together to protect vulnerable adults from abuse, ill-treatment and exploitation.

Abuse can take many forms such as physical, sexual, emotional, neglect or financial, and can take place in many different settings.

Sector led improvement

This is an approach to checking on and improving performance where all the local authorities in the region agree together what is important and put in processes to check and support improvements in each area.

Self-directed support

Support that a person chooses, organises and controls to meet their needs in a way that suits them, using an individual or personal budget.

Social Care Council Tax Precept

The Government has allowed councils that provide adult social care to increase their Council Tax charges to provide additional funding. This is called the adult social care precept and can only be used to fund adult social care.

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.

Statistical neighbours

These are other councils that have similar types of populations to Barnsley.

Voluntary sector

A term used to describe those organisations that focus on wider public benefit as opposed to statutory service delivery or profit. They are also known as Third Sector or not-for-profit organisations.

Ward Alliance

These are groups of people who have put themselves forward to help improve the communities they live in. They work with local councillors to determine what the priorities are for the area.



